

GOVERNMENT OF INDIA
MINISTRY OF PANCHAYATI RAJ
RAJYA SABHA
UNSTARRED QUESTION NO. 1840
ANSWERED ON 11.12.2024

SERVICE ACCESSIBILITY AT GRASSROOTS

1840. SHRI PRAMOD TIWARI:

Will the Minister of PANCHAYATI RAJ be pleased to State:

- (a) whether government has chalked out robust strategies for enhancing last-mile service accessibility and establishing quality benchmarks for rural governance under Panchayati Raj;
- (b) if so, the details thereof; and
- (c) the details of transformative initiatives including harnessing emerging technologies for enhanced service delivery, digital innovation and governance excellence as part of local self-government?

ANSWER

THE MINISTER OF STATE FOR PANCHAYATI RAJ

(PROF. S.P. SINGH BAGHEL)

(a) to (c) The Government has devised comprehensive strategies to enhance last-mile service accessibility and establish quality benchmarks for rural governance under the Panchayati Raj system.

The ServicePlus application, developed under the e-Panchayat Mission Mode Programme, is a transformative step towards integrated electronic service delivery. ServicePlus is a comprehensive framework through which any service can be defined, accessed, delivered and monitored by Panchayats or any Government department for a rapid rollout of electronic services. This platform facilitates over 3,511 services across 36 States/UTs, including in rural areas, enhancing transparency and ensuring efficiency.

To further improve the rural service delivery, the Ministry has introduced the Model Panchayat Citizens' Charter, aligning local actions with the Sustainable Development Goals (SDGs). This framework guides Panchayats in delivering services in a time-bound manner while addressing citizens' grievances effectively. So far, Citizen Charter has been uploaded by 2.15 lakh Gram Panchayats (GPs) and offering 954 services.

Besides this, e-Governance initiatives like eGramSwaraj, a simplified work-based planning and accounting has made it possible for all Panchayats to prepare and upload their annual Panchayat Development Plans (PDPs) in online mode. The Ministry has also integrated eGramSwaraj with the Public Financial Management System (PFMS) for Gram Panchayats (GPs) to make real time payments to vendors/service providers. Further, the Ministry has integrated eGramSwaraj with the Government e-Marketplace (GeM) to bring

transparency in Panchayat procurement process.

In addition, an application 'AuditOnline' has also been developed for online audit of utilized Central Finance Commission funds and strengthens financial management of Panchayats. Further, applications developed by the Ministry like Meri Panchayat has endeavoured to bring transparency in Panchayat Governance by making information on planning, activities and progress of works in Panchayat accessible to public. Similarly, Panchayat Nirnay is an online application aims at bringing transparency and better management in conduct of Gram Sabhas by Panchayats.
