

GOVERNMENT OF INDIA  
MINISTRY OF PANCHAYATI RAJ  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 570**  
ANSWERED ON 06.02.2024

**CITIZEN'S CHARTER IN GRAM PANCHAYAT**

**570. SHRI MADDILA GURUMOORTHY:**

Will the Minister of **PANCHAYATI RAJ** be pleased to State:

- (a) whether a large number of Gram Panchayats still do not have a Citizen's Charter either uploaded and/or affixed on their boards, if so, the details thereof;
- (b) whether the Government has taken up any other measures apart from the issuance of citizen's Charter to promote transparency and social accountability at the grassroots, if so, the details thereof and if not, the reasons therefor; and?
- (c) the details of Gram Panchayats which have prepared and approved Citizen Charters by the Gram Sabha, State/UT-wise?

**ANSWER**

**THE MINISTER OF STATE FOR PANCHAYATI RAJ**

**(SHRI KAPIL MORESHWAR PATIL)**

(a) & (c) Ministry of Panchayati Raj has prepared a Model Panchayat Citizens Charter/ framework for delivery of the services across the 29 sectors, aligning actions with Sustainable Development Goals (SDGs) for the Panchayats to adopt & customize. The aim is to provide services to the people in a time bound manner, redressing their grievances and improving their lives. The 'Meri Panchayat, Mera Adhikaar- Jan Sevaayein Hamaare Dwaar' campaign was rolled out from 01st July to 30th September, 2021. The campaign had emerged as an effective strategy for ensuring the Gram Panchayats have a Citizen Charter approved by the respective Gram Sabhas in place, cataloguing the different categories of services rendered to the citizen by the Panchayat and the time limit for such service. As on date, 2.15 Lakh Gram Panchayats have now finalised their Citizen Charters. The State/ UT-wise details of is given at Annexure-I.

(b) Under Digital India Programme, Ministry is implementing e-Panchayat Mission Mode Project (MMP) with the aim to making Panchayati Raj Institutions (PRIs), more transparent, accountable, and effective as local self-governments. Building on the achievements in the past, the Ministry launched eGramSwaraj, a work-based comprehensive application for PRIs under the e-Panchayat MMP on 24th April 2020. This application encompasses all aspects of Panchayat functioning viz. planning, budgeting, accounting, monitoring, asset management etc., on a single digital platform including online payments. So far, 2.52 lakh GPs have prepared and uploaded their Gram Panchayat Development Plans

(GPDPs) for 2023-24. Further, 2.41 lakh Gram Panchayats have completed online transactions for 15th Finance Commission grants for 2023-24. State wise adoption of eGramSwaraj for 15th Finance Commission funds is given at Annexure-II.

Also, for strengthening the transparency and accountability at grassroots level, the Ministry has rolled out an application - AuditOnline under e-panchayat Mission Mode Project (MMP). It allows for online audit of Panchayat accounts and records detailed information about internal and external audit. For audit year 2021-22, 2.49 lakh Audit Plans have been created and 2.42 lakh Audit Report have been generated. Similarly, for audit year 2022-23, 2.02 lakh Audit Plans have been created and audit reports have been generated for 92,896 Gram Panchayats.

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**Annexure-I**

Annexure referred to in reply to part (a) & (c) of the Lok Sabha Unstarred Question No. 570 answered on 06.02.2024 regarding 'Citizen's Charter in Gram Panchayat'.

**State/ UT-wise details on Citizen Charter**

<b>Sr.No</b>	<b>State</b>	<b>Gram Panchayats (incl. TLBs)</b>	<b>No. of GPs with Citizen Charter Prepared</b>	<b>No. GPs with Citizen Charter Approved</b>
1	ANDAMAN AND NICOBAR ISLANDS	70	70	70
2	ANDHRA PRADESH	13325	10652	10386
3	ARUNACHAL PRADESH	2108	437	410
4	ASSAM	2662	2197	2197
5	BIHAR	8058	7071	7001
6	CHHATTISGARH	11654	11557	11338
7	GOA	191	183	181
8	GUJARAT	14620	12194	11912
9	HARYANA	6225	6209	6213
10	HIMACHAL PRADESH	3615	3609	3615
11	JAMMU AND KASHMIR	4291	2413	2361
12	JHARKHAND	4345	4339	4318
13	KARNATAKA	5953	5905	5820
14	KERALA	941	939	941
15	LADAKH	193	73	70
16	LAKSHADWEEP	10	0	0
17	MADHYA PRADESH	23011	17845	17292
18	MAHARASHTRA	27905	25120	24434
19	MANIPUR	3812	2490	2433
20	MEGHALAYA	6814	293	276
21	MIZORAM	842	715	713
22	NAGALAND	1296	1263	1240
23	ODISHA	6794	0	0
24	PUDUCHERRY	108	0	0
25	PUNJAB	13241	0	0

26	RAJASTHAN	11254	11247	11246
27	SIKKIM	199	185	184
28	TAMIL NADU	12525	11019	10643
29	TELANGANA	12769	12769	12769
30	THE DADRA AND NAGAR HAVELI AND DAMAN AND DIU	38	25	23
31	TRIPURA	1176	1169	1126
32	UTTARAKHAN D	7795	7772	7772
33	UTTAR PRADESH	57702	55199	54775
34	WEST BENGAL	3339	3212	3212
<b>TOTAL</b>		<b>268881</b>	<b>218171</b>	<b>214971</b>

**Annexure-II**

Annexure referred to in reply to part (b) of the Lok Sabha Unstarred Question No. 570 answered on 06.02.2024 regarding 'Citizen's Charter in Gram Panchayat'.

**Adoption of eGramSwaraj for XV FC at Panchayat level during FY 2023-24**

<b>S · N o</b>	<b>State Name</b>	<b>Total Num ber of Villa ge Panc haya ts &amp; Equi valen t</b>	<b>Villa ge Panc haya t onbo ard</b>	<b>Villa ge Panc haya ts &amp; Equi valen t with Onli ne Pay ment</b>	<b>Total Num ber of Bloc k Panc haya ts</b>	<b>Bloc k Panc haya t onbo ard</b>	<b>Bloc k Panc haya ts with Onli ne Pay ment</b>	<b>Total Num ber of Zila Panc haya ts</b>	<b>Zila Panc haya t onbo ard</b>	<b>Zila Panc haya ts with Onli ne Pay ment</b>
1	ANDHRA PRADESH	13325	13278	13059	660	660	650	13	13	13
2	ARUNACHAL PRADESH	2108	2099	1400	0	0	0	25	25	22
3	ASSAM	2606	2163	2153	191	191	191	30	27	27
4	BIHAR	8176	8175	8011	534	534	527	38	38	38
5	CHHATTISGARH	11655	11654	11032	146	146	145	27	27	27
6	GOA	191	187	71	0	0	0	2	2	2
7	GUJARAT	14627	14528	13516	248	248	248	33	33	33
8	HARYANA	6226	6207	5463	143	143	119	22	22	22
9	HIMACHAL PRADESH	3615	3612	3514	81	81	80	12	12	12
10	JHARKHAND	4345	4345	4340	264	264	263	24	24	24
11	KARNATAKA	5955	5955	5912	233	232	177	31	31	28
12	KERALA	941	941	910	152	152	139	14	14	14
13	MADHYA PRADESH	23032	23004	22153	313	313	306	52	52	51
14	MAHARASHTRA	27667	27579	25389	351	351	342	34	34	34
15	MANIPUR	3812	161	0	0	0	0	12	6	3
16	MEGHALAYA	6760	0	0	2240	0	0	3	3	0
17	MIZORAM	834	834	413	0	0	0	0	0	0
18	NAGALAND	1293	167	0	0	0	0	0	0	0
19	ODISHA	6798	6798	6776	314	314	314	30	30	30
20	PUNJAB	13241	13203	11400	152	151	135	22	22	20
21	RAJASTHAN	11255	11247	10927	362	352	351	33	33	33

22	SIKKIM	199	186	178	0	0	0	6	4	4
23	TAMIL NADU	12525	12524	12405	388	388	386	36	36	36
24	TELANGANA	12769	12768	12755	540	540	464	32	32	32
25	TRIPURA	1178	1178	1175	75	75	75	9	9	9
26	UTTARAKHAND	7794	7793	7746	95	95	94	13	13	13
27	UTTAR PRADESH	57754	57752	57241	826	826	806	75	75	75
28	WEST BENGAL	3339	3228	3225	345	336	336	22	21	21
<b>Total</b>		<b>264020</b>	<b>251566</b>	<b>241164</b>	<b>8653</b>	<b>6392</b>	<b>6148</b>	<b>650</b>	<b>638</b>	<b>623</b>

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