

Model Citizen Charter for Gram Panchayats

Services offered by the Panchayat & Service Standards

Sl. No.	Name of the Service	Documents need to be submitted	Fee for the service	Indicative Time limit for delivery of the service	Whom to contact for the service	Officer/Authority to be contacted for any grievance/complaint
Certificate/License/Permissions						
1	Issue of Certificates such as Birth/Marriage/Property ownership			3 days	Panhayat Secretary	Panhayat Secretary
2	Issue of Trade License			3 days	Panhayat Secretary	Panhayat Secretary
3	Lay out approvals of Panchayat is competent	i. Ownership document ii. Site Plan iii. Lay out Plan iv. NoC from the dept concerned, if required		30 days	Panhayat Secretary	Panhayat Secretary
4	Recommendations for grant of layout permission if beyond competence of Panchayats	i. Ownership document ii. Site Plan iii. Lay out Plan iv. NoC from the dept concerned, if required		15 Days	Panhayat Secretary	Panhayat Secretary

5	Issue of consturction permissions for residential / Commercial	i. Ownership document ii. Building Plan iii. Location Plan iv. NoC from the dept concerned, if required		15 days	Panhayat Secretary	Panhayat Secretary
6	Issue of NOC for setting up Small industry in village			15 days	Panhayat Secretary	Panhayat Secretary

Administrative / Governance

1	Request for convening Grama Sabha			7 Days	Panhayat Secretary	Panhayat Secretary
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Development Related

1	Issue of MGNREGA job card	AADHAR CARD, PHOTO,BANK ACCOUNT NUMBER	NIL	15 Days	Panchayat Secretary/ Sarpanch/Panchayat President/ Prachan/ Other panchayat nominated Person	As determined by the cometent authority
2	Request for work under MGNREGA	Plain paper/application	do	15 Days	do	do
3	Provisionof facilities at work site for beneficiaries under MGNREGA	do	do	3days	do	do

COVID/Public Health Related measures

1	Sanitization of public places such as roads, drains, market places etc	Application	As determined by the competent authority	1 day	do	do
2	Provision for COVID kits	do	do	3 days	do	do

Taxation

1	Assessment of property tax	Application, building permit,	As determined by the competent authority	15 days	do	do
2	Transfer of ownership of property	Registered sale deed, gift deed/partition deed/succession certificate	do	15 days	do	As determined by the competent authority
3	Appeal/petition against tax assessment	copy of demand notice	do	30 days	do	do
4	Allotment of door number	1) copy of building permit 2) ownership document	do	7 days	do	do
5	Issuance of property value certificate	Ownership document	do	3 days	do	As determined by the competent authority

Drinking Water Supply

1	Complaining overflowing drain/ stagnation of water on road	Plain paper/ app-based appln,proof,ID	As determined by the cometent authority	2 days	Panchayat Secretary/ Sarpanch/ Panchayat President Pradan/ Other Panchayat nominated Person	
2	Repairs/ maintenance of community toilets	do	do	7 days	do	BDC or Zilla parishad/ Panchayat President
3	Request for supply of Bin for waste disposal	do	do	2 days	do	do
4	Hygiene issue in Markets (cleanliness of market,place,etc	do	do	3 days	do	do
5	Request for pretty repairs/ maintenance of toilets and water supply pipeline in Government school/AWC	do	do	7 days	do	BDC or Zilla parishad/ Panchayat President

6	Cleaning of Rainwater harvesting structures installed in community areas	do	do	7 days	do	do
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Street Lighting

1	Complaint against non-functional streetlights	As determined by the competent authority	As determined by the competent authority	1 days	Panchayat Secretary/ Sarpanch/ Panchayat President Pradhan/ Other Panchayat nominated Person	do
2	Request to install street light poles in new locality	do	do	3 days	do	do
3	Request to fix high mast lights	do	do	7 days	do	do

Community Assets

1	Maintenance & Improvements in burial/cremation grounds	Plain Paper/ appbased appln, Proof, ID	As determined by the competent authority	30 days	Panchayat Secretary/ Sarpanch/Panchayat President/ Pradhan/ Other panchayat nominated Person	BDC or Zilla Parishad/Panchayat President
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2	Maintenance & Improvements in Playground /Public Parks	-Do -	-Do -	30 days	-Do -	-Do -
3	Maintenance & Improvements in Yoga Centre	-Do -	-Do -	30 days	-Do -	-Do -
4	Removal of Encroachment on Public Properties	-Do -	-Do -	7 days	-Do -	BDC or Zilla Parishad/Panchayat President
Welfare Related						
1	Forwarding of application for Pension for old, widow and disabled	I . Income Proof , II. Age Proof, III. Death Certificate of Deceased Husband, IV .Disability Certificate	-Do -	7 days	Panchayat Secretary/ Sarpanch/Panchayat President/ Prachan/ Other panchayat nominated Person	-Do -
2	Request for organizing Sports/ Cultural program	As determined by the competent authority	-Do -	30 days	-Do -	-Do -
3	Forwarding of application for sanction of IHHL	I. Aadhaar / Job Card II.Bank Account details	-Do -	7 days	-Do -	-Do -

4	Preparation of New Ration Card	I. Residential Proof II. Income Proof III. Age Proof	-Do -	15-30 days	-Do -	BDC or Zilla Parishad/
5	Addition/deletion of Name in Ration Card	i. Ration card ii. Residentail proof iii. Age proof iv. Aadar card	do	15-30 days	do	do
6	Request to include under the beneficiary list for allocation of foode grainds under Targeted Public Distribution system(TPDS)	i. Income proof ii. age proof iii. Aadhar Card	do	15-30 days	do	do
7	Request to arrange Health Check-up for students in Government schools	As determined by the competent authority	do	7 days	do	do
8	Issues related to provision of Mid-day meal for students in Government schools	Plain paper/app- based appln, proof ID	do	3 days	do	BDC or Zilla Parishad
9	Issues related toadmission in Government schools	do	do	7 days	do	do
10	Request for enrolling in Skill training programmes	As determined by the District Skill Committee	do	15 days	do	Member Secretary of District Skill committee
11	request tp set up community kitchen for feeding destitute	Entity registration proof, proof of quality etc	do	3 days	do	do

12	Issues related to feeding programmings of AWC	Plain paper/app-based appln,proof ID	do	3days	do	do
13	Issues related to immunization of children and mothers by Asha & Anganwadi centres	Plain paper/app-based appln.mproof,ID	do	7 days	do	do
Digital Services						
1	Improvements in Common Service	As determined by the CSC-SPV.	As determined by the competent authority	15 days	Panchayat Secretary/ Sarpanch/Panchayat President/Pradhan/Other Panchayat nominated perso	BDC or Zilla Parishad/ Panchayat President
2	Availability of Wi-fi Service in Panchayat	As determined by the competent authority	As determined by the competent authority	30 days	Panchayat Secretary/ Sarpanch/Panchayat President/Pradhan/Other Panchayat nominated perso	BDC or Zilla Parishad/ Panchayat President
3	Issue related to internet Service in Panchayat	As determined by the competent authority	As determined by the competent authority	7 days	Panchayat Secretary/ Sarpanch/Panchayat President/Pradhan/Other Panchayat nominated perso	BDC or Zilla Parishad/ Panchayat President

* Indicative timelines, to be customized/aligned with Service Level Agreements (SLAs), as applicable at local level.

** To be customized as per the local responsibilities, in coordination with the representatives of concerned Line departments.
