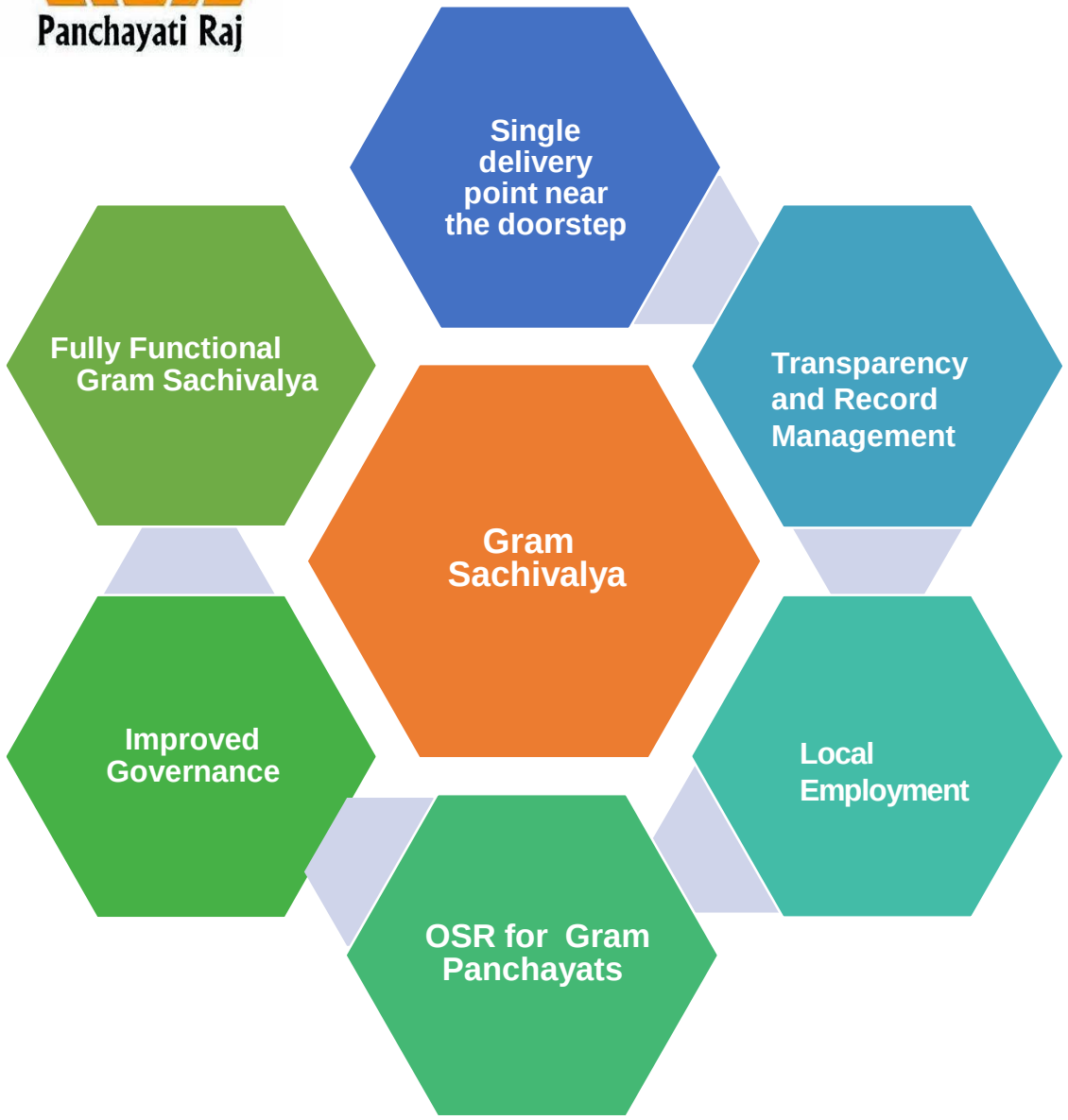


"Gram Sachivalya : A Model for Administrative Reform"

Govt. of UP

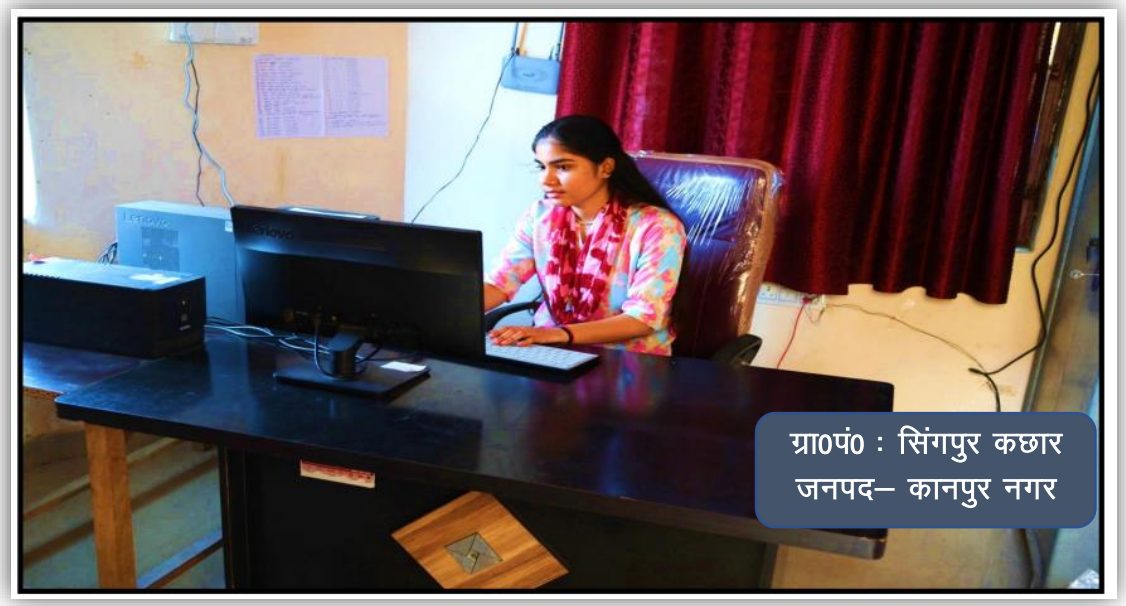
OVERVIEW OF GRAM SACHIVALYA

A transformative initiative aimed at improving governance and service delivery in rural areas.

It focuses on decentralizing administrative processes and integrating digital technologies to bring governance closer to the rural population.

- Gram Sachivalaya established in 57,691 Gram Panchayat.
- Provision of facilities like Computer, CCTV Camera, Internet , Furniture, Electricity, Water connection, Separate toilets for male & female etc.
- One Panchayat Sahayak for each Gram Panchayat.
- FairPrice Shop & Community Sanitary Complex adjacent to Sachivalaya.

ग्रा0पं0 : भरतौल
जनपद– बरेली


ग्रा0पं0 : सिंगपुर कछार
जनपद– कानपुर नगर

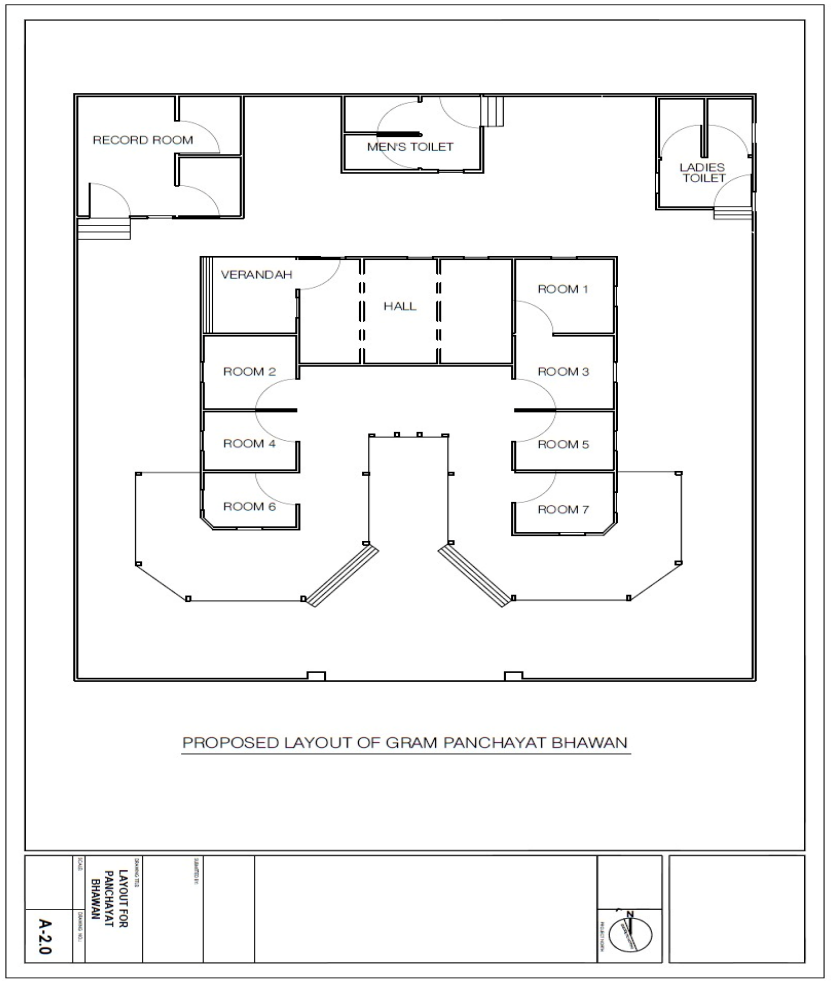
Architecture and Facilities

Administrative Block: Office of Gram Pradhan, Secretary, Panchayat Sahayak, BC Sakhi, Beat Constable & other functionaries of Panchayat.

Community Block: Meeting Room (75-100 People) & Library room.

Service Block: CSC Room for citizen Service, computer opn & data entry

Utility Block: Toilet, power backup Solan Panels etc.

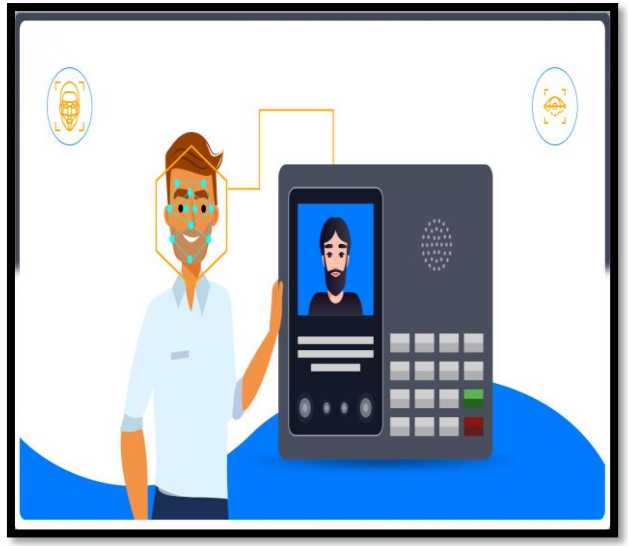


Gram Sachivalaya Layout: 8 Rooms with area of around 500 sq. meter

Technology Interventions

Face Recognition Based Attendance System

- **Purpose:** Monitors attendance of Panchayat Sahayaks using geo-fenced facial recognition.
- **Coverage:** Applied to 57,000 Panchayat Sahayaks, Safai Karmis, and sanitation caretakers.



Panchayat Gateway Portal

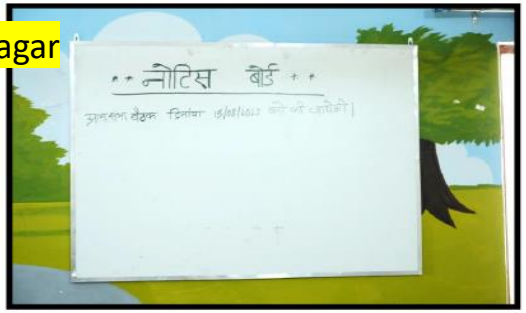
- **Functionality:** Ensures all online payments by Gram Panchayats are processed through the portal from Gram Sachivalaya only.
- **Security**: Provides a unique UID for secure transactions, ensuring transparency.

Snapshot of Gram Sachivalaya

Glimpse of Front Desk And Record Management

GP: Bhadar, Amethi

GP: Singpur Kachar, Kanpur Nagar



GP: Budhadana, Auraiya

GP: Asni, Shrawasti

CSC Co-location in Gram Sachivalaya : Strengthening Service Delivery

- ✓ Establishment of Common Service Center in all Gram Sachivalaya
- ✓ Panchayat Sahayak authorized to provide Services from Gram Sachivalaya.
- ✓ 11 District Service Provider (DSPs) has been partnered with Department of Panchayati Raj, UP
- ✓ Separate Bank A/c for OSR collection through service delivery and other own resource of GPs
- ✓ 243+ Services being delivered through the e-District Portal of GoUP & CRS Portal of GoI.
- ✓ **All GPs using UPI-QR code for digital payment acceptance.**

GP: Lodhwari, Raebareli

Total number of GPs	57691
Total number of Panchayat Sahayak (PS)	52,553
No of Functional CSCs	50,364
Number of Services	17.95 Lakh
Total Services Charges	Rs 5.38 Cr
Total OSR Generated	Rs 2.69 Cr
Number of birth & death certificate in last one Year	25 Lakh
Total Incentives to PS	Rs 0.89 Cr

GP: Ajeetpur, Fatehpur

Major Services being delivered through Gram Sachivalya

Line Department wise Important Services:

Revenue Department:

- Caste Certificate
- Income Certificate
- Domicile Certificate
- Solvency Certificate
- Copy of Khatauni

Gram Panchayat (Service Owner)

- Issuance of copy of family register
- Birth-Death Certificate

Women Welfare Department :

- Widow Pension

Food & Civil Supply Department:

- New Ration Card
- Ration Card Correction
- Ration Card Surrender
- Ration Card Updation (Add and Delete)

Labour Department:

- Labour Registration

Snapshot of CSCs established in Gram Sachivalya.

- स्थानः सबुआँ–विश्रामपुर, गाजीपुर
- अब तक सेवाओं की संख्या – 564

- स्थानः कमथरी नूरपूर, मऊ
- अब तक सेवाओं की संख्या –385

- स्थानः कमरूद्दीनपुर, आजमगढ़
- अब तक सेवाओं की संख्या – 607

- स्थानः रमना, वाराणसी
- अब तक सेवाओं की संख्या – 753

पचायत सहायक कोमल मिश्रा को उत्कृष्ट कार्य के लिए मुख्यमंत्री ने किया सम्मानित

शिवाकांत बाजपेयी

पाली(हरदोई) । क्षेत्र के खनिकला जहानपुर में पंचायत सहायक के रूप में तैनात कोमल मिश्रा को मुख्यमंत्री में प्रशस्ति पत्र देकर सम्मानित किया आपको बता दें कि मुख्यमंत्री जनपद के उधरनपुर गॉव में नारी शक्ति वंदन कार्यक्रम में शिरकत करने पहुँचे थे जिस दौरान कोमल मिश्रा को वी0एल0ई0 के रूप में ग्राम सचिवालय से पेंशन,आय ,जाति, जन्म मृत्यु प्रमाण पत्र सहित पूरे जनपद में सर्वाधिक ऑनलाइन सेवायें दी जिसके लिए दायित्व का उत्कृष्ट तरीके से निर्वहन करने के लिए उन्हें सम्मानित किया गया जिससे उनके परिवारीजनों व गांव में खुशी का माहौल है लोग उन्हें जमकर बधाइयां दे रहे हैं। इस संबंध में जब कोमल मिश्रा से बात की तो उन्होंने कहा ये सम्मान पाकर काफी खुशी की अनुभूति हो रही है प्रत्येक व्यक्ति को अपने दायित्वों का निर्वहन सही तरीके से करना चाहिए ।

पंचायत भवनों के रजिस्ट्रेशन में बाराबंकी प्रथम

1155 पंचायतों ने जमा किया शुल्क, 925 का हो रहा संचालन

संवाद न्यूज एजेंसी

बाराबंकी। पंचायत भवनों के रजिस्ट्रेशन में बाराबंकी को प्रदेश में पहले स्थान प्राप्त हुआ है। जिले की 1161 ग्राम पंचायतों में से 1155 ने रजिस्ट्रेशन शुल्क जमा कर दिया है और 925 का संचालन होने लगा है। इन पंचायत भवनों में अब तक करीब 20 हजार आवेदन भी प्राप्त हो चुके हैं। फिलहाल विभागीय अधिकारी सभी ग्राम पंचायतों का रजिस्ट्रेशन कराने के साथ उनमें जनसुविधा केंद्र का संचालन शुरू कराने के प्रयास में हैं।

प्रदेश सरकार ने ग्राम पंचायत भवनों पर जनसुविधा केंद्र स्थापित किए जाने की योजना शुरू की थी। इसके पीछे उद्देश्य था कि ग्रामीणों को गांव में ही अलग-अलगग विभागों से मिलने वाली सेवाएं उपलब्ध कराई जा सकें। जिले की 1161 ग्राम पंचायतों में यह व्यवस्था शुरू होनी थी।

230 ग्राम पंचायतों में नहीं हो रहा संचालन

जिले की 230 ग्राम पंचायतों में अभी भी मिनी सचिवालय का संचालन शुरू नहीं हो पाया है। ऐसे में इन ग्राम पंचायत के ग्रामीणों को अभी भी आवश्यक सेवाओं के लिए ब्लॉक के चक्कर काटने के लिए मजबूर होना पड़ रहा है। इनमें से सौ से ज्यादा ग्राम पंचायतों में पंचायत सहायक के पद रिक्त हैं। 75 पदों पर नियुक्ति की प्रक्रिया शुरू की गई है, जिसके लिए समाज कल्याण अधिकारी एसपी सिंह को नोडल अधिकारी नियुक्त किया गया है। वहीं करीब आधा दर्जन ग्राम पंचायतों को अभी पंचायत भवन नहीं मिल पाए हैं।

> जिन पंचायत भवनों में अब तक जन सुविधा केंद्र संचालित नहीं हो पाए हैं, उनके सचिवों व एडीओ पंचायतों को नोटिस जारी किया जा चुका है। जल्द ही शतप्रतिशत ग्राम पंचायतों को आच्छादित कर लिया जाएगा। - रोहित भारती, डीपीआरओ

पिछले तीन महीने से डीएम अविनाश कुमार व सीडीओ एकता सिंह सभी ग्राम पंचायतों में संचालन शुरू करने के लिए नियमित प्रगति की समीक्षा कर रहे थे। निरंतर समीक्षा और कई बार नोटिसें जारी होने के बाद इसमें सुधार आया और 925 ग्राम पंचायत भवनों में मिनी सचिवालय का संचालन शुरू हो पाया।

उप्र पंचायती राज विभाग द्वारा की गई समीक्षा में बाराबंकी की 1155 ग्राम पंचायतों का रजिस्ट्रेशन होना पाया गया जो 99.48 प्रतिशत है। बाराबंकी के बाद महोबा 93.41 प्रतिशत के साथ दूसरे व मुरादाबाद 91.91 प्रतिशत के साथ तीसरे स्थान पर है। फर्रुखाबाद व हरदोई को क्रमवार चौथा व पांचवां स्थान मिला है।

अब बिजनौर के पंचायत भवनों में ही मिलेगा तमाम सेवाओं का लाभ

सियासत ब्यूरो/अफजलगढ़

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बिजनौर: जनपद कि 1123 ग्राम पंचायतों में रह रहे ग्रामीणों के लिए सरकार कि ओर से बड़ी खुशखबरी है अब ग्रामीणो को कुटुंब रजिस्टर आय जाति व मूल निवास प्रमाणपत्र राशनकार्ड हैसियत चरित्र प्रमाणपत्र बिस्पोटक भण्डारण एवं विक्रय लाइसेंस फिल्म शूटिंग अनुरोध से लेकर रोजगार पंजीकरण समेत 207 सेवाओं व योजनाओं के लाभ के लिए शहर या ब्लॉक स्तर के कार्यालयों तक का चक्कर नहीं काटने पड़ेंगे अब ग्रामीणो को सीधे प्रत्येक ग्राम पंचायत मे संचालित पंचायत भवन में ही इन सभी योजनाओं के लिए आवेदन करने का लाभ मिलेगा कारण यह कि पंचायत भवन में ही कॉमन सर्विस सेंटर का संचालन ई डिस्ट्रिक पोर्टल के माध्यम से संचालित हो चुका है यह संचालन पंचायत भवन में तैनात पंचायत सहायको द्वारा किया जाएगा जिला पंचायत राज अधिकारी सतीश कुमार द्वारा बताया गया कि शीघ्र ही इस संबंध में पंचायत सहायकों को विशेष प्रशिक्षण भी दिया जाएगा।

जिला पंचायत राज अधिकारी सतीश कुमार ने यह भी बताया कि अब जनपद बिजनौर कि प्रत्येक ग्राम पंचायत के पंचायत भवन में कॉमन सर्विस सेंटर के माध्यम से 207 सेवाओं का सकुशल संचालन शुरू कर दिया गया है जिस में राशनकार्ड जनशिकायत सेवा कर्मचारी सत्यापन किसान सम्मान निधि सहित कृषक दुर्घटना बीमा योजना तथा जन्म प्रमाण पत्र से लेकर मृत्यु प्रमाण पत्र जैसे सभी प्रकार के प्रमाणपत्र मुख्यमंत्री आवास के लिए आवेदन शादी व बीमारी अनुदान आवेदन छात्रवृत्ति आवेदन मुख्यमंत्री कृषक दुर्घटना सहायक योजना संकर बीज धान सब्सिडी योजना कृषि यंत्र सब्सिडी योजना जलमग्न भूमि उपचार आवेदन समेत 207 सेवाओं का लाभ ग्रामीणो को पंचायत सचिवालय से मिल सकेगा यह सेंटर सभी पंचायत भवन में तैनात पंचायत सहायकों द्वारा किया जाएगा।

कंप्यूटर आदि संसाधन की सुविधा : जनपद बिजनौर कि समस्त ग्राम पंचायतों के पंचायत भवनों में वाई फाई सी सी टीवी कैमरे कंप्यूटर कुर्सी मेज आलमारी, प्रिंटर सहित सभी संसाधन पंचायतीराज विभाग बिजनौर ने पहले ही मुहैया करा दिये है हालांकि अभी पंचायत भवनों ने कामकाज रफ्तार नहीं पकड़ी है इसके लिए सभी एडीओ पंचायतों को सचेत कर दिया गया है कि वह ग्राम पंचायतों के विकास में मिलने वाली निधि का भुगतान पंचायत सहायको के सहयोग से ही डोगल के जरिए कराए।

जिला पंचायत राज अधिकारी : सतीश कुमार

ग्राम पंचायत के विकास को तेजी लाने के लिये प्रतिबद्ध योगी सरकार का प्रयास है कि ग्रामीणो की समस्याओं का जल्द से जल्द निस्तारण हो तथा उनको बुनियादी सुविधाएं गांव मे ही मिलें सड़क निर्माण जल प्रबधंन सिंचाई में आने वाली दिक्कते दूर हों उत्तर प्रदेश सरकार ने ग्राम पंचायतों की व्यवस्था को मजबूत करने के लिये प्रत्येक ग्राम पंचायत में पंचायत भवनों का निर्माण लगभग पूरा कर लिया है। पंचायत भवन में एक बैठक हॉल दो कार्यालय कक्ष कम्प्यूटर रूम बरामदा और महिला पुरुष शौचालयो का निर्माण कराया गया है पंचायत सदस्यों को बैठने के लिये पंचायत भवनों में कार्यालय ग्राम सभा के पदाधिकारियों की बैठकें ग्रामीणो और ग्राम प्रधानो के बीच संवाद आदि सहजता से हो सकेगा जिसके बाद माना जा रहा है कि ग्रामीणो को भी अब ग्राम प्रधान और सदस्यों तक अपनी बात पहुंचाना आसान हो जाएगा. पंचायत भवनों में जहां ग्राम पंचायत सदस्यों को बैठने के लिये स्थान मिलेगा वहीं कार्यालय का माहौल मिलने पर किसानों की समस्याओं को हल कर पाना पदाधिकारियों के लिये आसान हो जाएगा तथा ग्र सचिव रोस्टर के अनुसार तय दिवस पर अपनी उपस्थिति पंचायतों मे दर्ज कराए।

गांव में ही मिल रहीं सरकारी सेवाएं

संवाद न्यूज एजेंसी

निधौली कलां। विकासखंड क्षेत्र की ग्राम पंचायत के पिपहरा में सचिवालय का उद्घाटन क्षेत्रीय विधायक संजीव दिवाकर ने किया। कहा कि सचिवालयों के माध्यम से लोगों को गांव में ही सरकारी सेवाएं मिल रहीं हैं। उन्हें शहर तक की भागदौड़ नहीं करनी पड़ रही है।

क्षेत्रीय विधायक ने कहा कि गांव के लोग कई दस्तावेज बनवाने के लिए शहर में चक्कर काटते हैं। वह सब खत्म कर सचिवालय से ही उपलब्ध कराया जाएगा।

इस पुनीत कार्य से हमारे गांव का चहुंमुखी विकास होगा। ग्राम प्रधान साहब सिंह दिवाकर ने कहा कि सचिवालय में मयंक

पंचायत सहायक को सम्मानित करते विधायक संजीव दिवाकर । संवाद

पिपहरा में सचिवालय का क्षेत्रीय विधायक ने किया उद्घाटन

सिंह ने विशिष्ट कार्य किया है जो मुझसे संभव नहीं था। इस पर विधायक ने मयंक को माला पहनाकर सम्मानित किया। निवर्तमान चेयरमैन महेशपाल सिंह, राजेश सरानी, बीडीओ अनुज मिश्रा, एडीपीओ दीपक कुमार गुप्ता, एपीओ राकेश दिवाकर, प्रधान संघ अध्यक्ष मानपाल सिंह कुशवाह रहे।

आधुनिक सुविधाओं से सम्पन्न बना ग्राम सचिवालय मुस्तफाबाद

अशोक मिश्र

सोहावल-अयोध्या। सरकार के चाहे प्रयास और लाखों खर्च के बाद भी ग्राम पंचायतों की दशा सुधर नहीं पा रही है। लेकिन, एक ग्राम पंचायत ऐसी भी है जिसके कायाकल्प में हालातपुर ने पंख लगा दिये। अब अहरणी की जगहरत को सारी आधुनिक सुविधाएं इस ग्रामपंचायत के भवन में उपलब्ध हैं। ग्राम पंचायत के भवन में बैठे-बैठे ऑनलाइन से, ऑफलाइन से या अन्य कोई भी काम, सिटिजन से पूरा करा सकते हैं। अपने खुशियों के बारात पास ग्रामीणों के आवागमन का बेट भी बन गया है। जिलाधिकारी सभी में इस पंचायत भवन में बैठकर कोई भी एक कंप्यूटर की सहायता पाकर सुकून महसूस कर सकता है। यह ग्राम पंचायत है जिले के सोहावल ब्लॉक क्षेत्र की मुख्यालयवार। अंदर महज से सुविधाओं इसकी बनावट ही कुछ ऐसी से गयी है कि किसी का भी कुछ देर के लिए इसमें बैठने का मन कर सकता है।

सोहावल विकास खंड क्षेत्र क्षेत्रीय मुख्यालयवार पंचायत पर आधुनिकता की दौड़ में शामिल दिखने लगा है। एक कंप्यूटराय पंचायत भवन सचिवालय में बैठने वाले ब्लॉक-तहसील कर्मियों तथा अलावा ग्रामवासियों को सहित के लिए ग्राम प्रधान ने अपने निजी खर्च

ग्राम प्रधान के निजी प्रयास से हुआ कायाकल्प, इंटरनेट की सुविधा

शौचा, एसी, फ्रिज, कंप्यूटर से ऑनलाइन रजिस्ट्रेशन

से खेला, दो एल कंप्यूटराय तथा एक लैपटॉप उपलब्ध करा दिया है। इस ग्राम पंचायत में आलम दर्जन गांव शामिल हैं।

इस पंचायत सचिवालय में आवास, पेंशन, खतौनी आदि मुलभूत एवं जरूरी सुविधाओं के लिए ऑनलाइन रजिस्ट्रेशन सुविधा का खास ध्यान रखा गया है। ताकि ग्रामीणों को बाजार, कार्यालय तहसील का अनावश्यक चक्कर न लगाना पड़े। इससे ग्रामीणों का समय भी बचता है और अनावश्यक खर्च भी। इसके चलते ग्रामीणों को जरूर-जरूर उनसे चाय सिर्फ़ीलेजों की भी दान लगना बंद हो गयी है। ग्राम पंचायत भवन के सचिवालय में अधिकारियों के लिए 30 हजार साकाशी पीठ जबकर सुविधा का लाभ मिलने लगा है। विभिन्न अधिकारियों को ग्राम पंचायत में उपलब्ध कराने के लिए अधिकार दिया गया है। इसके चलते ग्रामीणों को आवश्यक ग्राम पंचायत सचिवालय में ही पहुंच जाएगा। इसके लिए ग्रामीणों को बार-बार जाकर कुछ कार्यालयों के चक्कर काटने पड़ेंगे। इस कुछ के दौरान के लिए गांव के बाहर चार लाख की लागत से आधुनिक शौचालय का निर्माण कराया गया है। इसमें ग्रामीण भी तैयार एक समाजसेवी के साथ ही जिसे अधिकारी को रखा गया है। ग्राम सचिवालय के साथ कॉन्टेक्ट विद्युतकर्म के आवश्यक सुविधा दी गयी है। ग्राम डीसे बाहरवार बाजार इसको संचालन कराने की जिम्मेदारी दी गयी है। बाबतपुर इसके, राजनीतिक इच्छाशक्ति का अभाव ही रहा कि अभी इसे आदर्श ग्राम पंचायत का दर्जा मजबूत नहीं हो पाया।

स्थानीय ग्रामीणों के अनुसार ग्राम प्रधान सहित मंत्रिमंडल होने पर जिसे खर्च से खरीदकर ट्यूबवेल की सुविधा की गयी है। जो जलजमाव होने के लिए चौबीसो घंटे काम आ रही है। ग्राम प्रधान नहीं मंत्रिमंडल का कहना है कि खतौनी, जीवनी बना, सीएलए का पत्रक, पूरे लोग तथा आय जिला कोर्ट का पत्रक के ग्रामीणों के आवेदनों के लिए चक्कर लगाना पड़ता है। ऐसे में इसका उद्देश्य है कि छोटे-छोटे कार्यों के लिए तहसील एवं कार्यालय का चक्कर काटने वालों को गांव में ही बेहतर सेवा उपलब्ध हो। इससे लिए भुवन में सचालन कार्य ट्यूबवेल तथा पंचायत भवन का आपसीसमंजस्य का गांव वालियों को बैठने के लिए शौचा, बाट बटुला, फ्रिज जैसी मूलभूत सुविधाएं जिसे खर्च से उपलब्ध कराई गयी हैं।

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Digital Payment | UPI-enabled Panchayats

- All the Gram Panchayats in the state are UPI enabled
- UPI Services have been taken from Banks, Service Provider like Paytm, Phone Pay, etc.
- Transaction through UPI for services (G2C Services) being delivered by GPs

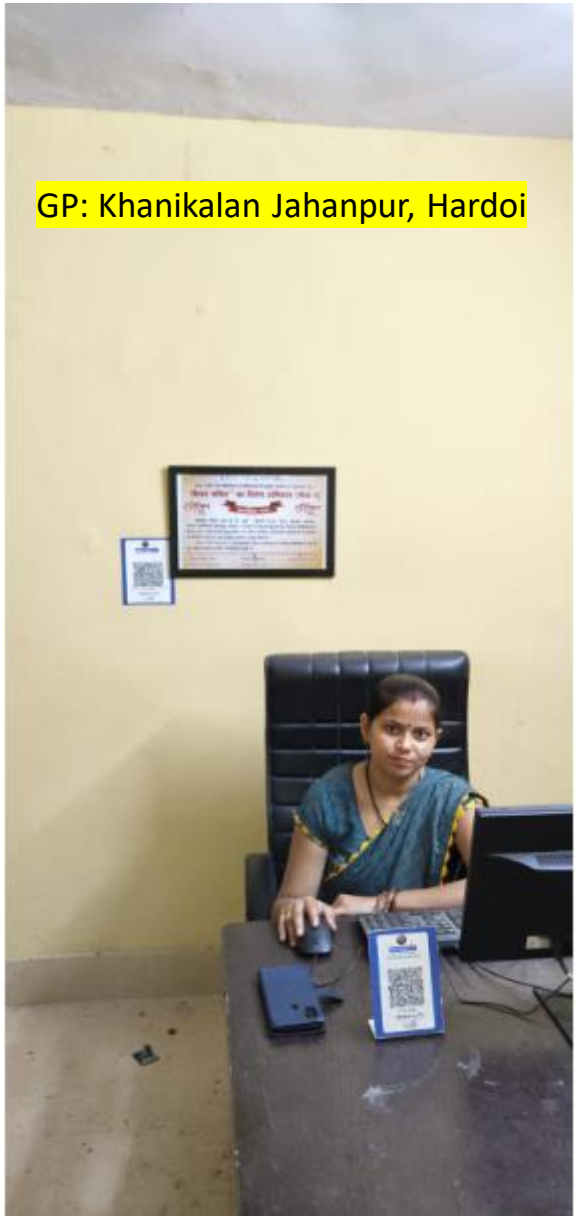
District Office Pilibhit

GP: Mustafabad, District Ayodhya

https://www.facebook.com/up.panchayatiraj

https://twitter.com/uppanchayatiraj

Images | UPI-enabled Panchayats



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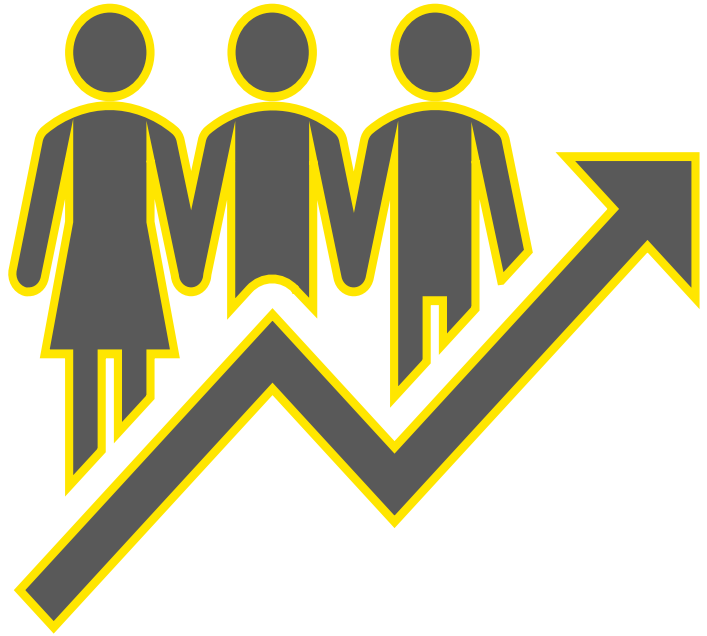
Future Development Plans

- Establishment of Digital Library in 22,700 Gram Sachivalyas.
- ISO 9001 QMS Certification for 5000 Gram Sachivalays.
- Establishment of Panchayat Learning Canters in Selected Gram Sachivalayas
- Digitization of Gram Sachivalaya Records (Family Register)
- Rooftop Rain Water Harvesting System in 549 GPs of 10 District under Atal Bhujal Yojana
- Rooftop Solar Power grid in 5000 Gram Sachivalayas



Panchayati Raj

Thank You

A Report on Gram Sachivalaya Model of Uttar Pradesh

GOVERNMENT OF UTTAR PRADESH

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Gram Sachivalaya Model of Uttar Pradesh

Department of Panchayati Raj

1. Concept Outline

The Gram Sachivalaya project is an ambitious initiative designed to revolutionize rural governance and service delivery in State of Uttar Pradesh (UP). Rooted in the principles of decentralization and digital inclusion, this project aims to address the longstanding issues of administrative inefficiency, inadequate infrastructure, and limited access to essential services that have plagued rural areas for decades. By establishing a centralized administrative hub in each village, the Gram Sachivalaya project seeks to streamline governance, improve transparency, and provide a wide range of citizen services efficiently and effectively.

Rural UP, home to a significant portion of the State's population, has historically faced challenges in accessing government services and participating in governance processes. The lack of infrastructure, coupled with the absence of a cohesive administrative framework, has resulted in delays, inefficiencies, and a general disconnect between rural citizens and government authorities. The Gram Sachivalaya project is a direct response to these challenges, envisioning a future where every village has a well-equipped, multifunctional center that caters to its administrative and service needs.

At the heart of the project is the concept of e-governance, which leverages technology to make government services more accessible and transparent. By providing high-speed internet connectivity through Bharatnet and ensuring backup connectivity options, the project facilitates seamless digital interactions between citizens and government agencies. This digital infrastructure is complemented by robust physical infrastructure, including dedicated offices for local officials, community meeting spaces, libraries, and fair price shops.

The funding for the Gram Sachivalaya project comes from multiple sources, including the Central and State Finance Commissions, Rashtriya Gram Swaraj Abhiyaan Scheme, and MNREGA funds. This multi-faceted funding approach ensures that the project is well-supported and sustainable, capable of adapting to the unique needs and circumstances of each village. Moreover, the project emphasizes local employment generation, creating jobs for villagers and involving them directly in the governance process. This not only boosts the local economy but also fosters a sense of ownership and accountability among the residents. All 57,691 Gram Panchayats provisioned a dedicated staff Panchayat Sahayak cum Data Entry Operator during the project.

The Government of Uttar Pradesh issued orders on August 2nd and October 3rd, 2022, to provide a broad range of government services through Gram Sachivalayas in Gram Panchayats. To implement this, the Department of Panchayati Raj has partnered with the Department of Information Technology and 11 agencies, known as District Service Providers (DSPs). These DSPs manage Common Service Centres (CSCs) in villages throughout the state. The Panchayat Sahayak, in the Gram Panchayat office, is designated as a Village Level Entrepreneur (VLE) to deliver over 243 government services to citizens.

The initiative aims to decentralize and streamline service delivery, making it more accessible to rural populations. By leveraging the existing network of CSCs and the role of Panchayat Sahayaks, the government ensures that essential services reach the grassroots level efficiently. These services include a wide range of citizen-centric services, from administrative tasks to welfare schemes, thus enhancing the quality of life in rural areas.

The state government has divided the responsibilities among the 11 DSPs, assigning each to support the establishment of service centers within Gram Panchayat offices. This structured approach ensures that every district receives tailored support based on its specific needs and size. The DSPs handle the registration of these Panchayats for a nominal fee, which varies between Rs 500 to Rs 1000, depending on the district's population and geographical size.

This partnership and division of responsibilities facilitate the smooth operation and management of service centers, ensuring that the infrastructure is in place for Panchayat Sahayaks to function effectively as VLEs. The nominal registration fee helps cover administrative costs while keeping the process affordable for local governance bodies. The government's initiative to establish Gram Sachivalayas in Gram Panchayats, supported by DSPs and Panchayat Sahayaks, aims to decentralize service delivery, improve accessibility to government services, and enhance rural governance and quality of life.

In summary, the Gram Sachivalaya project is a transformative initiative that promises to bridge the gap between rural citizens and government services, fostering an environment of transparency, efficiency, and community participation. Through strategic planning, robust infrastructure, and a focus on digital inclusion, the project aims to elevate the standard of living in rural areas and pave the way for sustainable development.

- **Problems Addressed**

The Gram Sachivalaya project addresses several key issues prevalent in rural areas:

- **Administrative Inefficiency:** Many Gram Panchayats lacked centralized administrative offices, resulting in delays in governance and service delivery.
- **Lack of E-Governance:** Insufficient infrastructure for e-governance hampers transparency, efficiency, and accessibility.
- **Limited Access to Services:** Rural citizens often need to travel long distances to access basic government services, which is time-consuming and costly.
- **Poor Record-Keeping:** Without a dedicated Office building, maintaining accurate records is challenging, leading to administrative inefficiencies.

- **Convenience Provisioned**

The project provides several conveniences to the rural population:

- **Centralized Service Delivery:** Co-location of various services in one place ensures efficient access to multiple services.
- **Improved Governance:** Enhanced administrative efficiency and transparency through e-governance initiatives.
- **Local Employment:** Creation of job opportunities for local residents within the Gram Sachivalaya.
- **Enhanced Infrastructure:** Development of essential infrastructure like electricity, internet connectivity, and office spaces.

2. Layout-Architecture

The Gram Sachivalaya is designed to be a multifunctional complex with the following layout:

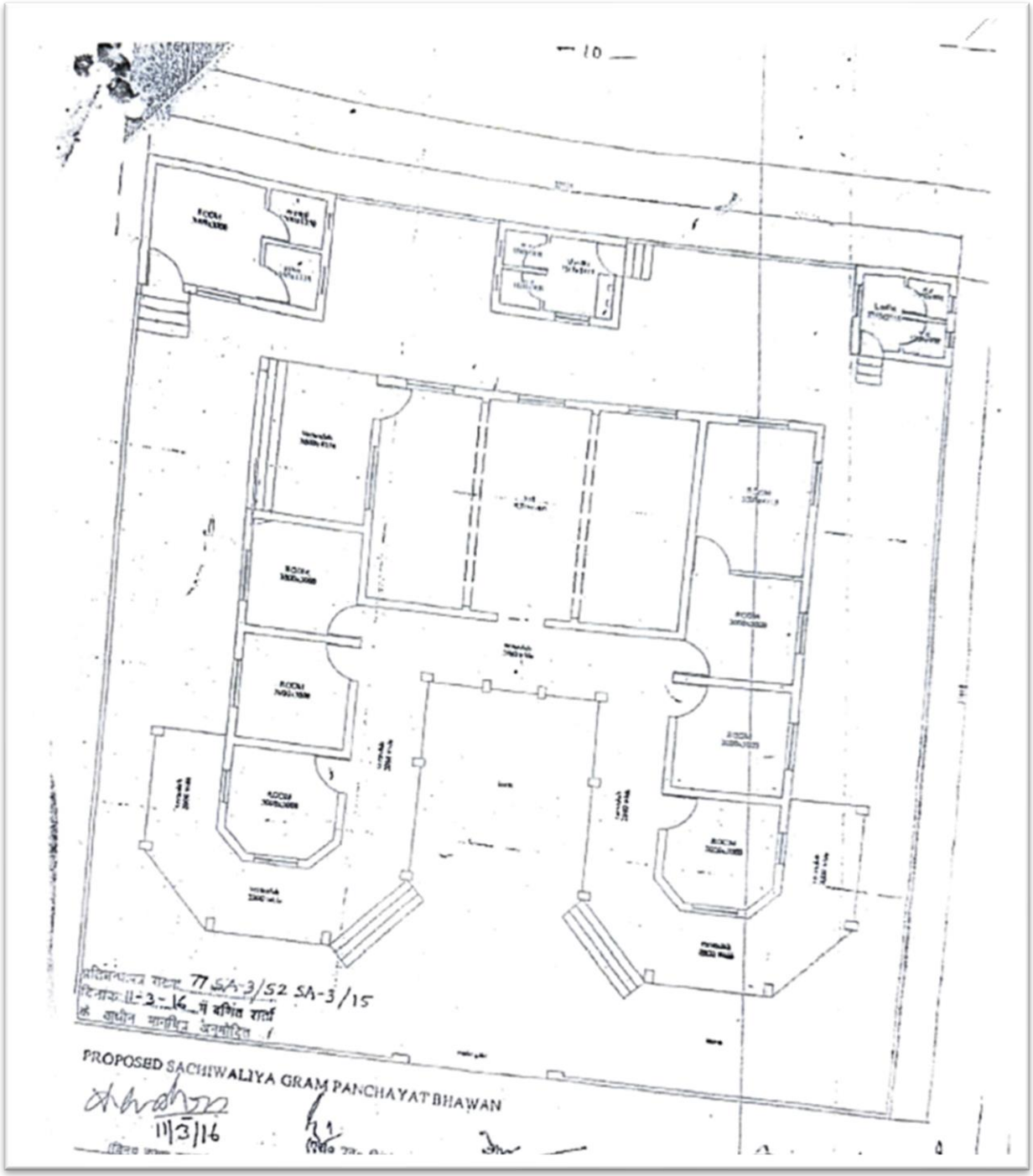
- **Administrative Block:** Incorporates the offices of the Gram Pradhan, Gram Secretary, Panchayat Sahayak, BC Sakhi, Beat Constable and other GP level employee.
- **Community Block:** Contains a meeting room with a capacity of 75-100 people, a library, and kiosks for public use.

Picture 1: Gram Sachivalaya in Mirzapur District

- **Service Block:** Includes rooms for citizen services, computer operations, and data entry.

- **Utility Block:** Equipped with essential utilities like toilets, power backup, and green energy sources such as solar panels.

Panchayat Sachivalya's Layout-Architecture



Picture 2: Sachivalayaa layout Plan

Land Requirement

The minimum land required for setting up a Gram Sachivalaya is approximately **500 square meters.** This space is essential to accommodate the necessary buildings and facilities. Most of the Sachivalayas are located in the vicinity of the local residing population and are connected with all-weather rural roads.

3. Funding of the Project

It was observed that till the year 2021, against a total of 58,189 Gram Panchayats, only 33,577 Gram Panchayats had Panchayat Bhawans, many of which were dilapidated or damaged due to non-use. Thus, in a total of 24,612 Gram Panchayats, Panchayat Bhawan was not available.

In view of the above, it was necessary that Panchayat Bhawan should be constructed in those Gram Panchayats where Panchayat Bhawan is not there and where Panchayat Bhawan is damaged, they should be repaired and expanded as an office as per the requirement.

For this, the office of the Gram Panchayat was named as the Gram Sachivalaya. Approximately 23,916 Panchayat Bhawan were newly constructed and 33,000 were renovated/repaired and Gram Sachivalayas were established. In Gram Panchayats where Panchayat Bhawans could not been constructed so far due to some reason, Gram Secretariat is being operated in other public buildings or rented buildings in those Gram Panchayats in which about Rs. 5,000 crores have been spent by converging funds from multiples schemes as mentioned below:-

- Central Finance Commission
- State Finance Commission
- Rashtriya Gram Swaraj Abhiyaan
- MNREGA Funds
- Bahudesiya Panchayat Bhawan

4. Utilities

- **Connectivity**

All Gram Sachivalayas have been equipped with Internet Connectivity through Optical Fibre – Bharatnet wherever available and through other broadband service providers like Jio, Airtel, VI, BSNL etc., But most of the Gram Panchayats are using mobile network connectivity to access internet from Panchayat Office using dongles.

Some performing panchayats are using broadband connectivity and have provided a Wi-Fi Hotspots in 50 m radius of Panchayat Sachivalayas freely to citizens. State, has also collaborated with Department of Telecom (DoT) and BSNL to provide a seamless dedicated broadband connectivity 05 FTTH connection to around 16,000 panchayats. These FTTH connections shall be provided at local School, Aganwadi, ANM Centre, FPS etc., to foster and enhance the service delivery to citizens.

- **Electricity**
    - Constant Power Arrangement

A reliable power supply is ensured for the Gram Sachivalaya through connections to the main grid from DISCOMs. Minimum 18 Hrs of electricity supply is ensured in every panchayat.

- Green Energy – Solar and Power Backup Provisioning

Solar panels are installed to provide sustainable and cost-effective power, reducing dependency on the main grid. Panchayats have been equipped with a 500 W Solar panel with invertor and battery support installed at the roof of the Sachivalaya.

- **Infrastructure**

The Gram Sachivalaya is designed to be a multifunctional complex with the following:

- **Gram Pradan Office:** Every Sachivalaya is equipped with a dedicated office of Pradhan from where citizen's grievances and day to day activity is performed.
- **Gram Secretary Office:** Every Sachivalaya is equipped with a dedicated office of Secretary from where services like Birth and death certificate, all administrative tasks and documentation including online entries on eGramswaraj and PFMS etc., applications are being performed.
- **Common Service Centre cum Panchayat Sahayak Office**: Includes room for Common Service Centre for delivering online 243+ services of State Govt like Income Certificate, Domicile Certificate, Caste Certificate etc are being imparted. It acts as a workspace for the Panchayat Sahayak to manage IT-related activities and citizen services
- **Offices of Other Staff**: Offices of other panchayat level employees such as BC Sakhi, Beat Constable
- **Meeting Room**: Contains a meeting room with a capacity of 75-100 people for meeting and training. Many Panchayats are also acting Panchayat Learning Centre where peer panchayat officials and elected representatives are trained.

- **Library:** A library stocked with books and resources for the community's educational and informational needs.
- **Kiosks:** Kiosks set up for easy access to various citizen services and information.

Each Gram Panchayat of the State is having one or more Desktop Computer System with other accessories. Panchayat Secretaries has also been provided Laptop for service delivery and internal working of the Gram Panchayat. Apart from above, equipment like CCTV camera, internet equipment, furniture, almirah, racks, electric appliances, etc., are being provisioned at all Sachivalayas. The ICT infrastructure available in Gram Panchayat offices is utilized to deliver services online.

5. Panchayat Sahayak/Accountant cum Data Entry Operator

State has only around 11,000 Panchayat Secretaries to cater the around 57,691 Gram Panchayats due to which presence of secretary every day in Gram Panchayat was not possible. The need was felt to have one dedicated employee in Gram panchayat office for proper functioning of the same.

Picture 3: Panchayat Sahayak : The Face of grassroots Governance

Merit based Selection Process: The qualification for the position of Panchayat Sahayak was a 12th-grade pass, and the candidate had to be a resident of the same Gram Panchayat. The selection process was merit-based, considering the marks obtained in high school and 12th grade. The selection process also adhered to the reservation policy applicable to the respective Gram Panchayats. Preference was given to family members of individuals who died due to COVID-19.

Honorarium: Rs 6000 /- per month honorarium was decided to be paid through finance commission and administrative heads of other scheme.

Responsibilities: The following responsibilities are given to Panchayat Sahayak:

- Day-to-day operation of the Gram Panchayat office
- Citizen service delivery

- Acting as an informant for birth and death registrations
- Supporting the implementation of various schemes
- Facilitating the Gram Panchayat Development Plan
- Assisting in record-keeping
- Data entry in various online software systems
- Performing other duties as assigned from time to time

This structure aims to enhance the efficiency and effectiveness of Gram Panchayat offices by ensuring dedicated personnel are available to manage and support various administrative and public service functions.

6. Face Recognition-based Attendance System

Approximately 57,000 Panchayat Sahayaks have been appointed to facilitate the operations of Gram Panchayats. To effectively monitor their attendance, a technology-based solution called the “Face Recognition-based Geo-Fenced Online Attendance System” has been developed and implemented at the Gram Panchayats. This solution comprises a mobile app that employees use to mark their attendance and a web portal that provides attendance reports at various levels. This platform will also be used to monitor the attendance of over 100,000 Safai Karmis and 57,691 Community Sanitation Centres caretakers.

Picture 4: Attendance Management System

7. Panchayat Gateway Portal

To ensure the efficient functioning of the "Gram Sachivalayaa," it has been mandated that all online payments by Gram Panchayats must be processed exclusively through computer systems located within the Gram Sachivalayaa. To facilitate this process, the “Panchayat Gateway” portal has been conceptualized and implemented. This portal installs a batch file on the system, generating a unique UID number for each Panchayat. Gram Panchayats must log in to the Panchayat Gateway to access eGramSwaraj and PFMS, ensuring a secure and streamlined payment process.

Picture 5: Payment gateway

8. Establishment of CSC for Electronic Service Delivery

As mentioned aforesaid that every Panchayats deicated staff Panchayat Sahayak was also designated as a VLE for proving 243+ services from the Sachivalayaas itself.

In the continuation the major services delivered, revenue sharing model, and OSR collected so far is being depicted below:

List of Imp Services

- Revenue Department:
  - Caste Certificate
  - Income Certificate
  - Domicile Certificate
  - Solvency Certificate
  - Copy of Khatauni
- Gram Panchayat (Service Owner):
  - Issuance of a copy of the family register
  - Birth and Death Certificates (through CRS Portal of GoI)
- Social Welfare Department:
  - Application for Scholarships (General, OBC, SC/ST)
- Food & Civil Supply Department:
  - New Ration Card
  - Ration Card Correction
  - Ration Card Surrender
  - Ration Card Updation (Add and Delete)
- Labour Department:
  - Labour Registration

- **Major Services Delivered**

The e-District portal (www.edistrict.up.gov.in) serves as the frontend software for delivering services. Currently 243 Services are available on e-district portal for delivery of the same. Some of the key services provided are depicted in the table below:

The government is also working to expand the range of services provided through Gram Panchayat offices, including services like electricity bill payments. Banking services, Adhar etc.

- **Revenue Sharing Model**

The Government of Uttar Pradesh has set a user charge of Rs 30 per service for providing any service through the e-District portal. The revenue generated is shared among different stakeholders. Specifically, in Kanpur district, an additional 0.50 paisa per service is paid to the District Service Provider. Revenue Sharing is defined in Table below.

User Charges: Rs 30 / Service				
Rs 5 : Panchayat Sahayak	**Rs 10 : Gram Panchayat**	**Rs 10 : District e-Governance Society**	**Rs 3 : Service Owner**	**Rs 2 : Centre for e-Governance**

Table 1: Revenue Model

- **Incentive to Panchayat Sahayak**

Panchayat Sahayaks, receives a monthly remuneration of Rs 6,000 from Govt. To encourage a work-based culture and retention of the work force, the government has provisioned to provide an additional incentive of Rs 5 per service to the Panchayat Sahayak.

- **Own Source Revenue for Gram Panchayats**

To promote the generation of own source revenue (OSR) and ensure the initiative's sustainability, Rs 10 per service has been allocated to the Gram Panchayat. Gram Panchayats have opened new bank accounts specifically for OSR collection and have also obtained net banking facilities for these accounts.

- **Digital Payment Acceptance | UPI-enabled Panchayats**

To encourage digital transactions in rural areas, all Gram Panchayat offices in the state have been enabled for Unified Payments Interface (UPI) transactions. UPI services are provided by banks and service providers like Paytm and PhonePe.

Picture 6: UPI-enabled Panchayats

- **Implementation Status:**

The Implementation of Initiative in the State of Uttar Pradesh are as follows:

Total number of GPs	**57, 691**
Total number of Panchayat Sahayak (PS) currently employed	**52,870**
No of Functional CSCs	**50,009**
Number of Services delivered	**17.27 Lakh**
Total Services Charges earned	**Rs 5.18 Cr**
Total OSR Generated	**Rs 2.59 Cr**
Total Incentives to PS	**Rs 0.86 Cr**

Table 2: Achievement so far

- **Process of Service Delivery:**

A citizen comes to the Gram Panchayat office to apply for the desired service. The Panchayat Sahayak collects Rs 30 per service, either in cash or via a QR code, and fills out the application form on the e-District Portal. Once the application form is submitted, Rs 30 is deducted from the DSP portal as the service charge. The citizen receives an acknowledgment slip for the application.

Picture 7: Service Centers in Gram Sachivalaya

Based on the service, the application is forwarded to the concerned department for scrutiny and processing. If the concerned officer finds the application correct, they digitally sign the certificate and send it online to the Gram Panchayat's e-District Inbox for delivery to the citizen. The citizen then returns to the Panchayat office to collect the completed service document.

- **Benefits**

The implementation of CSCs in Gram Sachivalayaas has led to several positive outcomes:

- A single delivery point at Gram Panchayats for all citizen-centric services.
- Functional Gram Panchayat offices.
- Increased own source revenue (OSR) for Gram Panchayats.
- Strengthened Gram Panchayats.
- Economically viable service centers.
- All IT-related work of the Gram Panchayat is handled within the Gram Panchayat office.

Initiative not only enhances the accessibility and efficiency of public services but also strengthens the infrastructure and financial stability of Gram Panchayats, thereby promoting better governance and development in rural areas.

9. *ISO 9001: 2015 QMS Certified Gram Sachivalya :*

ISO certification related detailed guideline issued by the State in September 2023. The guideline entails the process for the panchayat to get ISO certified. So far 850 GPs have been ISO certified, and another 500 GPs are in process of getting certification signifying their commitment to maintaining high standards in their administrative processes and service delivery. This certification indicates that these Gram Panchayats have implemented a quality management system that ensures systematic and efficient operations, transparency, accountability, and improved public services.

The main component of ISO are as follows:

- ✓ A functional Gram Sachivalaya .
- ✓ The Gram Panchayat having adequate manpower, including a Secretary, Panchayat Sahayak , Gram Pradhan sanitation workers, etc.
- ✓ The Gram Sachivalaya have a front desk and maintain good record-keeping.
- ✓ Implementation of a Citizen Charter in the Gram Panchayat.
- ✓ Citizen centric Services are delivered digitally from the Gram Sachivalaya.
- ✓ The Sachivalaya have separate toilets for men, women, and differently abled individuals.

Picture 8: Snapshot of ISO Certificate of GPs

These ISO 9001 certified Gram Panchayats in Uttar Pradesh have set a precedent for quality management in local governance, reflecting a proactive approach to governance and service delivery. They have demonstrated a commitment to meeting the needs and expectations of their constituents, ensuring that their operations are efficient, effective, and continuously improving.

10. Gram Chaupal in Uttar Pradesh

The Gram Chaupal in Uttar Pradesh is held monthly in the Gram Panchayats, where officials from the Gram Panchayat and various line departments gather to organize village meetings. These meetings are held to share information about different government schemes and to address various issues

concerning the village. These gatherings are an essential aspect of rural governance and community engagement, providing a platform for direct interaction between villagers and government officials.

Purpose and Objectives:

1. **Community Engagement:** Gram Chaupal serves as a forum for villagers to voice their concerns, share their opinions, and discuss the challenges they face. It encourages active participation from all community members, ensuring that their needs and issues are heard.
2. **Transparency and Accountability:** These meetings facilitate transparency and accountability in governance. Government officials, including representatives from the Gram Panchayat, present updates on ongoing projects, share information about new initiatives, and clarify government policies and schemes.
3. **Problem Resolution:** Gram Chaupal provides an opportunity for immediate problem-solving. Villagers can raise issues related to public services, infrastructure, health, education, and other matters. The presence of local authorities helps in addressing these issues promptly.
4. **Information Dissemination:** It serves as an effective channel for disseminating information about government programs, schemes, and benefits. This helps in creating awareness and ensuring that government initiatives reach the intended beneficiaries.
5. **Women's Security:** The Chaupal also addresses issues related to women's security.

Participants: Participants typically include villagers, Gram Panchayat members, Panchayat Secretary, BC Sakhi, Lekhpal, Beat Constable, Panchayat Sahayaks, local government officials, and sometimes representatives from NGOs or other organizations.

Overall, Gram Chaupal is a vital component of rural governance in Uttar Pradesh, fostering a participatory approach to community development and governance

11. Fair Price Shop

FPS Adjacent to Gram Sachivalaya:

State has proposed Model Fair Price Shops called as Annapurna Bhawan adjacent Gram Sachivalaya to provide essential commodities to the villagers. Construction of such Model FPS (Annapurna Bhawan) is in progress and around 2100 are already constructed using MNREGA Funds. In the first phase 75 Annapurna Bhawan shall be constructed in each of 75 districts of State. These Annapurna Bhawan shall be used for distribution of Ration to beneficiaries along with sale of groceries items, providing CSC services and sale of 5 Kg cylinders.

Picture 9: Fair Price Shops in Gram Panchayats

12. Community Toilets

All panchayats are provisioned with a Community toilets constructed to ensure sanitation and hygiene in the village under Swachha Bharat Mission (Gramin). For regular operation and upkeep of these toilets, a dedicated SHG women caretaker has been appointed in every panchayat. These SHG women caretaker are paid with a monthly honorarium of Rs 6000 per month along with Rs 3000 per month are paid for cleaning tools and material.

Picture 10: Community Toilet

13. Local Employment Generation

Employment is generated through the Gram Sachivalaya, Fair Price Shop, and contributing to local economic growth. As mentioned above. All 57,691 panchayats are now provisioned with a dedicated resource such as Panchayat Sahayak, SHG women caretaker so far. Further, with panchayat Sachivalayaas functional and services being delivered other resources like accountant, GPDP facilitator etc.,

14. Good Governance

The project aims to establish accountable and transparent governance at the village level which has been depicted above. With a dedicated office and a resource at panchayat level, citizens are being receiving Govt services at its door-step hassle free, in a time-bound and transparent manner. With around 18 lakhs services already delivered so far, the project shall be one of the game-changer in effective and efficient delivery of services at the grass-root level.

15. Ease of Doing Business in UP Gram Panchayats

The Uttar Pradesh (UP) government has taken several initiatives to improve the ease of doing business in Gram Panchayats, aiming to foster economic development at the grassroots level and empower rural entrepreneurs. These efforts are designed to streamline administrative processes, enhance infrastructure, and provide necessary support to businesses operating in rural areas.

- **Key Initiatives and Measures:**
- **Streamlined Administrative Processes:**
    - **Digitization of Services:** The digitization of various services, including land records, registration, and licensing, has been implemented through platforms like the e-District portal. This reduces the need for physical visits to government offices and speeds up administrative procedures.
- **Infrastructure Development:**
    - **ICT Infrastructure:** Gram Panchayats are equipped with Information and Communication Technology (ICT) infrastructure, enabling better communication and access to digital services. This includes internet connectivity and the establishment of Common Service Centres (CSCs) that provide various governmental and non-governmental services.

- **Transport and Connectivity:** Improved road connectivity and transport infrastructure in rural areas facilitate easier access to markets, resources, and services, which is crucial for business operations.

- **Financial Support and Incentives:**

  - **Microfinance and Banking Services:** Efforts have been made to enhance access to microfinance and banking services in Gram Panchayats. Initiatives like the promotion of self-help groups (SHGs) and BC Sakhis (Bank Correspondents) provide financial services and support to rural entrepreneurs.

- **Capacity Building and Training:**

  - **Skill Development Programs:** The government organizes training programs and workshops to enhance the skills of rural entrepreneurs. These programs focus on various aspects of business management, including digital literacy, financial management, and market linkages.
  - **Entrepreneurship Development:** Initiatives to foster entrepreneurship are promoted through schemes like the Pradhan Mantri Mudra Yojana (PMMY), which provides loans to small businesses. This helps aspiring entrepreneurs in Gram Panchayats to start and expand their ventures.

- **Outcomes and Benefits:**

  - **Economic Empowerment:** These measures have led to greater economic empowerment of rural communities, enabling them to engage in various business activities and improve their livelihoods.
  - **Job Creation:** The promotion of small businesses and entrepreneurship in Gram Panchayats has resulted in job creation, reducing unemployment in rural areas.
  - **Increased Investment:** Improved ease of doing business has attracted investments in rural infrastructure and industries, contributing to the overall economic growth of the region.
  - **Enhanced Quality of Life:** The overall quality of life in rural areas has improved due to better access to services, increased income levels, and improved infrastructure.

The initiatives to enhance the ease of doing business in UP Gram Panchayats are a significant step towards rural economic development. By simplifying processes, providing financial and infrastructural support, and fostering a business-friendly environment, the UP government aims to create a robust ecosystem for rural entrepreneurship and sustainable development.

16. Anticipated future Development.

- ***Establishment of Digital library in 22,700 Gram Sachivalyas***

  It has been planned to establish digital libraries in 23,000 Gram Sachivalayas across Uttar Pradesh. The government will provide Rs 4 lakh per Gram Sachivalaya for this initiative. The items that need to be procured include Smart LED TVs with cameras, tablets, books, networking and digital infrastructure, e-learning software/digital content, furniture, etc.

  The establishment of digital libraries in the Gram Sachivalayas of Uttar Pradesh would help in significant step toward enhancing access to information and promoting digital literacy at the grassroots level.

- ***ISO 9001 QMS Certification for 5000 Gram Sachivalays.***

  The initiative to achieve ISO 9001 Quality Management System (QMS) certification for 5,000 Gram Sachivalayas aims to standardize and improve the quality of services provided in the 5000 Gram Panchayats. By implementing ISO 9001 standards, Gram Sachivalayas will enhance their administrative efficiency, ensure transparency, and provide better services to the public. This certification will help in establishing a consistent approach to managing operations, maintaining accurate records, and addressing grievances. Ultimately, the initiative will contribute to the overall development of rural areas by fostering a culture of quality and accountability in local governance.

- ***Establishment of Panchayat learning Centers in selected Gram Sachivalyas:***

  As of now, 76 Panchayat Learning Centers (PLCs) are operational in 76 Gram Sachivalayas. Additionally, there are plans to establish 150 more PLCs in 150 Gram Sachivalayas.

  Each Panchayat Learning Center is equipped with the necessary infrastructure, such as computers, internet connectivity, and educational materials. These resources enable to conduct training on various subject in the Gram Sachivalaya for ward members , Pradhans etc. The centers also facilitate community

Picture 11: Images of PLCs

engagement through workshops, seminars, and awareness programs on important topics such as health, agriculture, and governance.

- ***AI-Chatbots for Gram Sachivalya functionaries for efficient working & service delivery:***

  It is envisaged to provide a chatbot in Hindi language for both the functionaries and the public, which will act as a virtual assistant to them.

  The AI-Chatbot would provide instant information on various government schemes, services, and procedures. It would answer frequently asked questions, guide functionaries through the application processes, and provide real-time updates on the status of requests and applications.

  The AI-Chatbot can also assist Gram Sachivalaya functionaries by providing on-the-job training, answering administrative questions, and offering guidance on using various digital tools and platforms.

- ***Digitization of Gram Sachivalaya Records (Family Register):***

  State of Uttar Pradesh has taken conscious step towards digitization of its 'Family (Kutumb) Register': one of the most important records present at each PRIs. Kutumb or Family register is one register in PRIs which identifies the no. of persons in a family of rural household over the years and on basis of which many State and centrally sponsored schemes benefits may be distributed to intended beneficiaries.

17. Conclusion

The Gram Sachivalaya project is a transformative initiative aimed at improving rural governance, providing essential services, and generating local employment. With comprehensive planning and robust infrastructure, it promises to enhance the quality of life in rural areas and promote sustainable development.