



**DISTRICT LEVEL WORKSHOP
&
ORIENTATION PROGRAMME
ON
Roadmap for
Smart Panchayat Initiatives 2.0**

Date :- 13th August, 2024

**District Panchayats & Rural Development
Section, Birbhum**

Government of West Bengal

◆ RABINDRASADAN, SURI, BIRBHUM ◆



Inspired by
The Honourable Chief Minister



INAUGURATION

OF

IT Projects under A Smart Panchayat Initiatives

- Honourarium Credit System for PRI Members
- Panchayat Help Desk
- WBCADC-Online Projects Monitoring System
- West Bengal Panchayat Asset Management System

BY

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Honourable Minister-In-charge, P&RD Department

In presence of

Smt Seuli Saha

Honourable Minister of State
P&RD Department

Shri. Becharam Manna

Honourable Minister of State
P&RD Department

Dr. P. Ulaganathan, IAS

Secretary, P&RD Department

Date: 16th January, 2024 | Time: 11:00 AM

Venue: Dhana Dhanye Auditorium, Alipore

What are the "Smart Panchayat Initiatives"?

With a vision to digitize the Three-tier Panchayati Raj System of West Bengal, Department of Panchayats & Rural Development, Government of West Bengal has taken a series of initiatives. Various portals, web applications and mobile apps are already been developed to manage and monitor the schemes & service deliveries throughout the State.

The aim of this Digital Initiatives is to make:

- Vibrant Panchayats
- To provide better service to rural citizens
- Transparency & Accountability
- System reforms through process re-engineering.



WEST BENGAL

PANCHAYAT MANAGEMENT SYSTEM

Integrated Workflow Accross PRI

WBPMS Modules

- Panchayat at a Glance
- Meeting Management for PRI
- Honorarium Credit System
- Audit & Inspection Management
- Inventory & Stock Management
- Tender Document Management
- VHSNC
- Village Water & Sanitation Committee
- Bio-diversity
- Child Protection Committee
- GP Public Health Meeting
- Report Return System
- Achievement / Initiatives
- Asset Management System
- Gram Panchayat Management System
- Online Saral-IFMS
- Property Tax Collection
- RTI

Smart Panchayat Initiatives 2.0

For more details visit: <https://wbpms.in>

West Bengal Panchayat Management System (<https://wbpms.in>)(G2E)

Objective:

West Bengal Panchayat Management System (WBPMS) has been launched to manage the overall activities under different PRI bodies which will allow a smooth configurable workflow for each tier and synchronization of work process between all the tiers. All stakeholders will access different modules using single login with their credential for all portals managed by department.

The modules which are incorporated under WBPMS are

- Panchayat at a Glance
- PRI Meeting management
- Honorarium credit system
- Public Health-4th Saturday Meeting
- Village Health Sanitation & Nutrition Committee
- Village Water Sanitation Committee
- Bio-diversity Committee & Activities
- Child Protection Committee & Activities
- Innovative Initiative & Achievement by PRI
- Formation of Statutory & Non-Statutory Committee

PRI Meeting management -

- This module is designed in such a way that all statutory meetings (GB meeting & Upa-samity/Sthayee samity/Special meeting) of PRI bodies have been pre-defined with agenda and members to be present.
- **Employees of PRI bodies** can create the upcoming meeting schedules of PRI bodies
- **PRI members/employees of PRI bodies** can view the upcoming meeting list of PRI bodies.
- Participants of the respective meetings will receive notifications through SMS & WhatsApp service, allowing them to plan ahead and prepare for upcoming meeting through this module.
- **Meeting Images, resolutions & participant list** are uploaded for future requirement.



মাননীয় মুখ্যমন্ত্রীর দ্বারা অনুপ্রাণিত

Inauguration of Honorary Credit System for PRI Members

ত্রিস্তরীয় পঞ্চায়েত
ব্যবস্থায়, সকল নির্বাচিত
সদস্য ও সদস্যগণের
নিবন্ধীকৃত ব্যাঙ্ক
অ্যাকাউন্টে মাসিক
সাম্মানিক নিয়মিত,
নির্ভুলভাবে প্রদান করার
ব্যবস্থাপনা



অদ্য সূচনালগ্নে আগষ্ট হইতে নভেম্বর, ২০২০
পর্যন্ত **৭৩,৩৭১ জন** সদস্য/সদস্যার
মোট **৯১.৬১ কোটি** টাকা
সাম্মানিক হিসেবে প্রদান করা হইল

A Smart Panchayat Initiatives

Department of Panchayats and Rural Development, WB

Honorary credit system-

- Hassle free and time bound disbursement of monthly honorarium to all **PRI Members and Office bearers** of West Bengal.
- The monthly honorarium is disbursed directly to the bank account of concerned members/office bearers.
- SMS notification is being sent to the registered mobile number of members/office bearers upon successful disbursement of honorarium.

Objective:

Panchayats & Rural Development introduces the Digitization of the primary data system captured in Peoples' Campaign for Gram Panchayat Development Plan (GPDP) under the Innovation Project of Rashtriya Gram Swaraj Abhiyan (RGSA). Real data of stages of participatory planning captured through **Mobile Application** to ensure real-time participation of community during the preparation of the plan.

This Digitized system has prepared the Gram Panchayat wise **Local Human Development Index Report (LHDI)**, where theme wise information will be automatically compiled, analyzed and shall identify the critical gaps at each sector like Education, Health and Nutrition, Women & Child Development, Agriculture, Infrastructure, Industry etc. for each year.

Salient features: 'Banglar Para Baithak' is a part of both Participatory and e-Governance initiatives taken by Panchayats & Rural Development in the form of a holistic software system. The entire software system comprises of a **mobile app**, which is working in synchronization with a web portal.

Process Flow:

- Gram Panchayats **prepare Baithak Calendar** for every hamlet mentioning the date, time and place of meeting and engage one **GPPFT** Member as resource person for this meeting.
- Gram Panchayats **circulate the invitation letter** generated from Portal to every household on behalf of **Pradhan** and **Member** of that area.
- **Villagers** then draw social map and natural resource map at Para Baithak
- **GPPFT member uploads** the images using **Mobile Apps**.
- Gram Panchayat Planning Facilitation Team (GPPFT) Member attends the meeting with Theme-wise Form and Para Baithak Mobile Apps. Theme-wise data is being updated.
- Para Baithak Image, Social Map, Natural Resource Map, Seasonal Diagram, Images related to Focus Group Discussion are being uploaded using Mobile Apps.
- Theme wise Issues, Suggestion to resolve proposed issues, Achievements (if any) will be captured from Para Baithak through mobile apps.
- Gram Panchayats enter the **Theme-wise data and verify**
- After completing all hamlet-wise and Theme-wise data, GP can generate Theme-wise & Sector-wise Gap Report
- Gram Panchayats prepare the next year plan based on the data collected from Hamlet Meeting, Issues raised from villagers, Mission Antyodaya Data, SECC-2011 data and other secondary data
- Gram Panchayats enter **sector and subject wise allocation and activity entry and placed to Gram Sabha** for approval. Block Panchayat and District Panchayat can also use these data for **Block Panchayat Development Plan (BPDP)** and **District Panchayat Development Plan (DPDP)**

User:

- All the **Gram Panchayats, Panchayat Samities, Zilla Parishads** under three tier Panchayati-Raj System.
- Citizen of Rural Bengal.

Objective:

Gram Panchayat Management System (GPMS) is specifically designed to manage and streamline financial processes and transactions of the Gram Panchayats of West Bengal. This system is tailored to meet the unique needs and requirements of government policies, ensuring transparency, accountability, and compliance with regulatory standards.

Salient Features:

- **Secretary / Sahayak** of Gram Panchayats are mainly entrusted for maintaining the books of accounts using GPMS software.
- **Executive assistant** is responsible to verify each entry. Without verification of entries, statutory reports e.g. Form 26, Form 27 cannot be generated from GPMS.
- **Pradhan** of concerned Gram Panchayat ensures daily entry and closing of accounts in GPMS and monthly statutory reports are generated within due time.
- Using this GPMS software the **Pradhan** can monitor the financial status of Gram Panchayats and using the system generated reports, he/she also can discuss with the Office bearers and other elected members in different meetings of Gram Panchayats.
- **Upa Samiti members** can check the financial status / progress of respective schemes from Compiled Collection and Expenditure reports, Subsidiary Cash Books.
- Monitoring of Own Source Revenue (**OSR**) collection (Tax and Non-Tax heads) can be made from Sub-Ledger reports of this portal.
- **Form 26**(monthly annual statement of accounts of Gram Panchayat) and **Form 27** (Half yearly & annual statement of accounts of Gram Panchayat) reports are useful for preparation of plans for next financial year.
- **Since 2007**, maintaining of hand written manual cash book has been obsolete and Computerised accounting system i.e. GPMS has become the only statutory system.
- **Gram Panchayats** have to submit the accounting reports generated from GPMS only for ELA Audit.

Advantages:

GPMS benefits the **elected members** of the Gram Panchayats by enhancing transparency, accessibility, efficiency, accuracy, cost savings, security, compliance, and data analysis in financial management processes.

User:

- At present all the 167 (100%) Gram Panchayats of West Bengal are using GPMS to maintain their Books of accounts.

Objective:

- P&RD Department has implemented a system with a view to maintain and strengthen e-Governance in Panchayati Raj Institutions (PRIs) across the state and build associated capacities of the PRIs for effective adoption of the e-Governance initiative. The **accounting system** of the **Zilla Parishads & Panchayat Samities** of West Bengal has been changed substantially from **traditional system to electronic platform**. The **Zilla Parishads & Panchayat Samities** in West Bengal are practicing **uniform and harmonized accounting system** through **Online SARAL-IFMS** application today. Most of the entities have converted their accounting system **from manual to computer based to Online accounting system**. All the entities are using **SARAL-IFMS application for recording their day-to-day transactions** which in turn adds **transparency, accuracy and timeliness to administration**. It is compulsory to record all the transactions to make it available to the general public.

Salient Features:

- **Cashier/Accounts Clerk/ Accountant** of Panchayat Samities & **FCCAOs/Accountant/Addl. Accountant** for Zilla Parishads are mainly entrusted for maintaining the books of accounts using SARAL-IFMS software.
- **For Panchayat Samity Executive Officer/DDO** is responsible to ensure the daily entry, closing of accounts and verify each entry in the saral-IFMS portal.
- **For Zilla Parishads FCCAO** is responsible to ensure the daily entry, closing of accounts and verify each entry in the saral-IFMS portal.
- Without verification of entries, statutory reports e.g. **verified Form 27** cannot be generated from SARAL-IFMS software.
- Using this SARAL-IFMS software **Sabhapati/Sabhadhipati** can monitor the financial status of **Panchayat Samities/Zilla Parishads** and using the system generated reports, he/she also can discuss with the **Office bearers** and **other elected members** in different **meetings of Panchayat Samities/Zilla Parishads**.
- **Artha-Sthayee Samiti members** can check the financial status/progress of respective schemes from Cash analysis report. Monitoring of Own Source Revenue (**OSR**) collection (Tax and Non-Tax heads) can be made from **Cash analysis report**.
- **Form 27**(Monthly & annual statement of accounts of Panchayat Samity/Zilla Parishad) reports are useful for preparation of plans for next financial year.
- **Panchayat Samitis and Zilla Parishads** have to submit the accounting reports generated from Saral-ifms for EIA /AG Audits.

User:

- All the Panchayat Samitis & Zilla Parishads under three tier Panchayati-Raj System.



EASE OF **DOING** BUSINESS [EODB]



<https://wbprdgms.in/onlineTradeapplication.php>

Trade N.O.C.

Total Trade Certificate Issued
since inception: **21.9 Lac**

Total Revenue Collection by the
Gram Panchayats: **94.21 Cr.**

<https://wbprdgms.in/login.php>



Building Plan Approval

<https://wbprdgms.in/onlinebuildingplan.php>

Total approval issued in
2023-2024 FY: **12,236**

Total revenue earned by the
PRI bodies: **23.73 Cr.**

Smart Panchayat Initiatives 2.0

For more information <https://prd.wb.gov.in>

Objective:

Ease of doing business (EODB) is a policy of Government of West Bengal, which has wide-ranging benefits for businesses, entrepreneurs, government, and society as a whole. **Real time Trade N.O.C.** and **House Building Approval** are now being issued online through this portal.

Salient Features:

- Trade NOC is being issued in real time basis upon entry of required information, uploading of necessary documents and successful payment of fees. For getting trade NOC there is no requirement to physically visit the Gram Panchayat.
- **For building plan approval, Executive Assistant / Secretary/ Nirman Sahayak / Sahayak** of Gram Panchayats are mainly entrusted for monitoring and approving the applications from applicants.
- **Entrusted employee** verifies the information and documents submitted by the applicant.
- **Pradhan** of concerned Gram Panchayat ensures that the citizen can get the service hassle free and within due time also.
- **Artha Upa-Samiti** regular monitors the status of OSR collection from EODB services.
- **Shilpo-O-Parikathamo Upa-Samiti** can monitor the progress of revenue collection from Tax and Non-Tax heads.
- **Elected members** can also validate the information provided by the applicants.
- If any **mismatch found in information, Pradhan** can void the approval and take legal steps against the applicant.

Advantages:

EODB benefits the elected members of the Gram Panchayats by enhancing transparency, accessibility, efficiency, accuracy, cost savings, security, compliance, and data analysis in financial management processes.

User:

At present all the 167 (100%) Gram Panchayats of West Bengal are using **EODB portal for providing Trade NOC & Building Plan Approval.**

- The total number of **online house building approval** have been issued for financial year 2023-24 for all three-tier PRI bodies throughout the State: **86.**
- The total number of **online trade NOC** have been issued for financial year 2023-24 for all three-tier PRI bodies throughout the State: **27398.**



মাননীয় মুখ্যমন্ত্রীর দ্বারা অনুপ্রাণিত

INAUGURATION OF West Bengal Panchayat Asset Management System



- ত্রিস্তরীয় পঞ্চায়েত ব্যবস্থায় অধিকৃত সকল আয়যোগ্য সম্পদ ও সম্পত্তির সুষ্ঠু ব্যবহারের উদ্দেশ্যে এই পোর্টালটি নির্মিত হয়েছে।
- এই পোর্টালের মাধ্যমে পঞ্চায়েত প্রতিষ্ঠানসমূহের আয়যোগ্য সম্পদ ও সম্পত্তির নিবন্ধীকরণ, চুক্তি সম্পাদনা ও তহবিল সংগ্রহ করা প্রধান লক্ষ্য।
- নিবন্ধীকৃত সম্পত্তি জনগণের নিকট সহজভাবে ইজারা প্রদান করা ও তাহার পরিপ্রেক্ষিতে রাজস্ব সংগ্রহ করা অন্যতম লক্ষ্য।
- ইহার মাধ্যমে ইজারাদারগণ তাহাদের নিজ নিজ ইজারাকৃত সম্পত্তির পরিপ্রেক্ষিতে ডিজিটাল মাধ্যমে তাহাদের প্রদেয় রাজস্ব প্রদান করতে পারবে।

A Smart Panchayat Initiatives
Department of Panchayats and Rural Development, WB

[West Bengal Panchayat Assets Management System \(https://prdasset.wb.gov.in\)](https://prdasset.wb.gov.in) (G2G)

Objective:

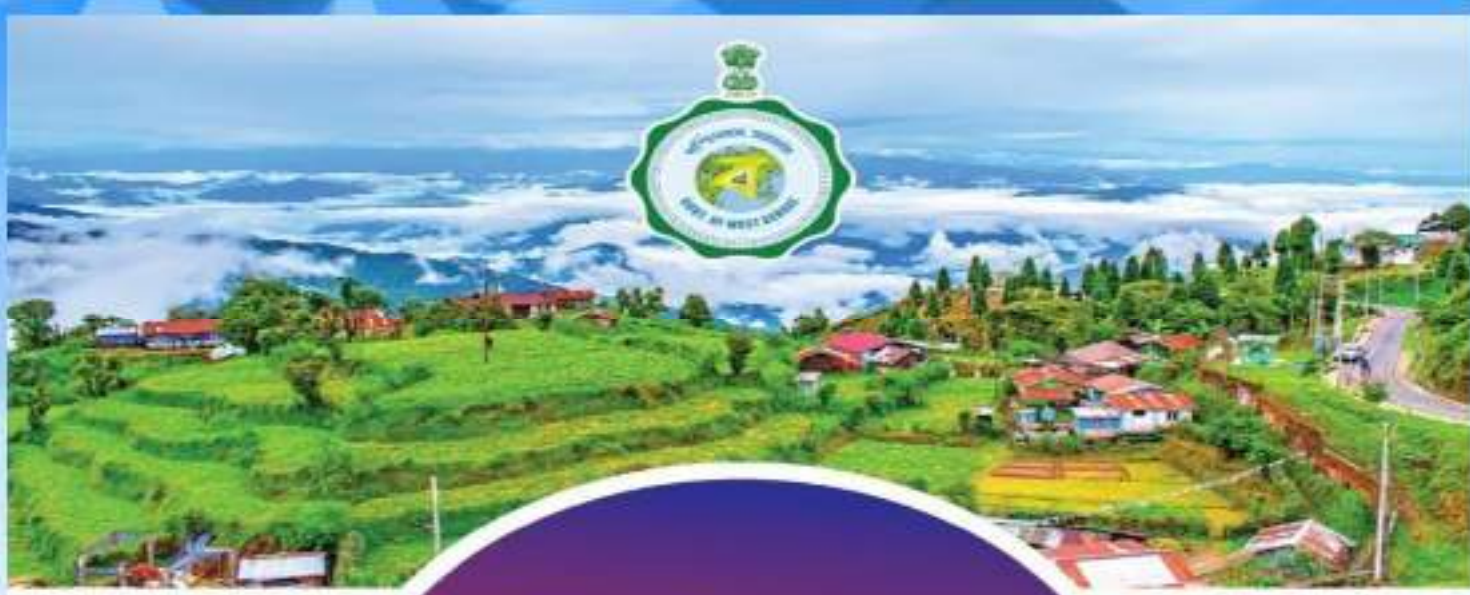
- It is an online system for management of Assets **owned & self-managed/rented** by **PRI Bodies** with facility to capture lease agreement, demand generation, online payment by leasee.

Advantages:

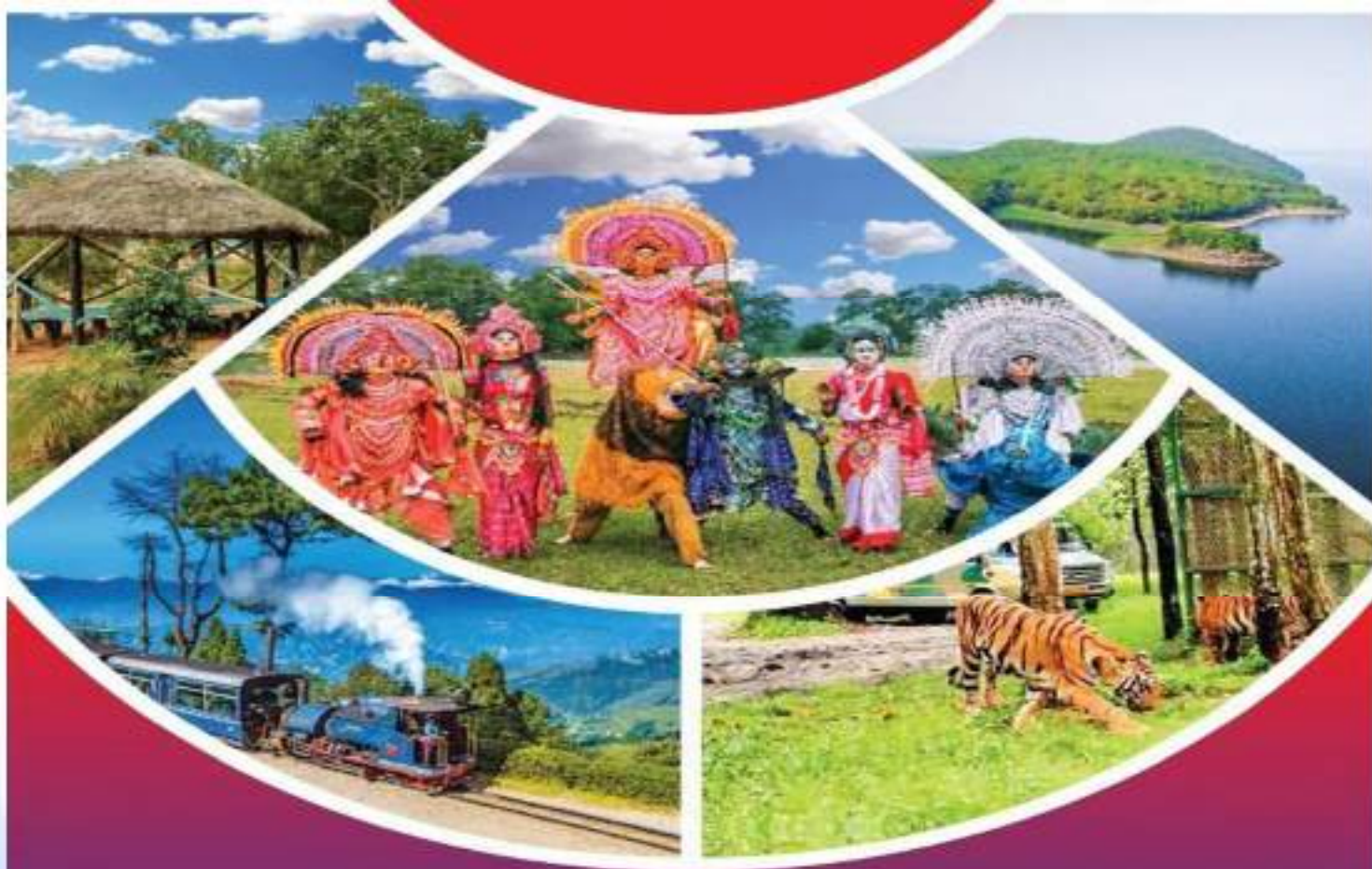
- Through this portal, the **PRI Bodies(GP/PS/ZP)** can increase their **Own Source Revenue** by managing the assets or properties under them in the hassle-free online portal.
- **Optimum utilization** of the assets or properties of the PRI Bodies.
- Creation of a **centralised database of the assets** under PRI Bodies(GP/PS/ZP).
- Enabling the **Citizens /Licensees/ Lessees** to avail the facilities of **online payment system**.
- The **collected fund** will be deposited in the **registered account of the PRI Bodies**.
- For Gram Panchayat, the **Secretary/Executive Assistant (In absence of Secretary)** is the **nodal person** for this portal.

User:

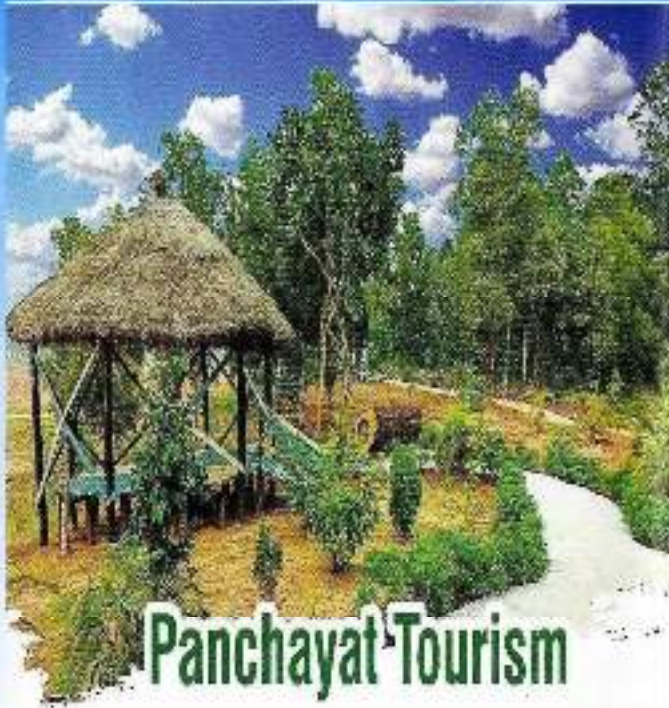
- **The three-tier Panchayati Raj Institutions(GP,PS& ZP)**



Experience your
journey with
**Panchayat
Tourism**



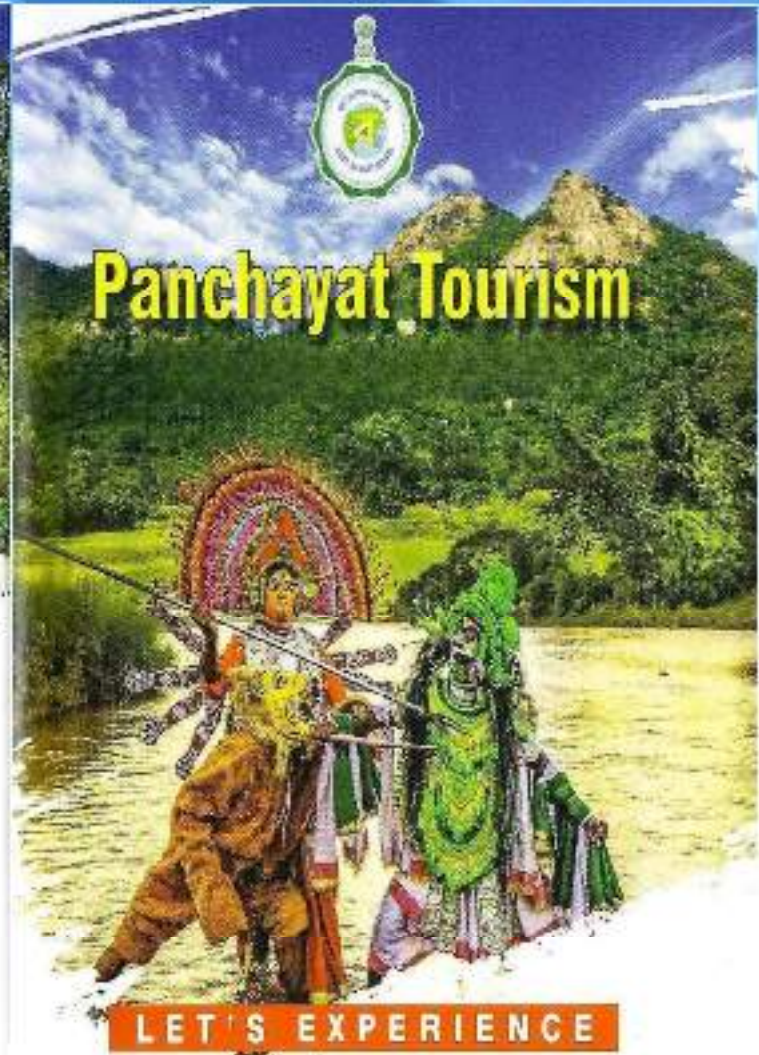
Smart Panchayat Initiatives 2.0
<https://prdtourism.in>



Panchayat Tourism

Your one-stop online destination for seamless Guest House reservations within West Bengal. This reliable platform empowers citizens to effortlessly book accommodations in PRI body-owned Guest Houses (GP/PS/ZP) & WBCADC from anywhere, at any time. Managed independently by PRI bodies, it's a remarkable chance for WB PRI bodies to maximize their OSR. Join the 50+ registered Guest Houses and be part of the 2800+ reservations made already.

রূপসী বাংলার প্রাকৃতিক সৌন্দর্য কাছ থেকে উপভোগ করার জন্য পশ্চিমবঙ্গ সরকারের পক্ষায়িত দফতর নিয়ে এসেছে পঞ্চায়ত পর্যটন পোর্টাল। পঞ্চায়ত পর্যটনে আপনাকে স্বাগতম। অনলাইনে এক ক্লিকে বেছে নিন আপনার গন্তব্য। পঞ্চায়ত দফতর সমাপ্ত গেস্টহাউসকে এক হাতের তাল্য নিয়ে এসেছে সকল নাগরিকদের জন্য। অজানা বাংলাকে জানার সহজলভ্য ঠিকানা পঞ্চায়ত পর্যটন।



Panchayat Tourism

LET'S EXPERIENCE

RURAL BENGAL

Make your puja destination special with us

Sl No.	Destination & Accomodation	District	Tourist Spots
1	JAGADISH GUEST HOUSE, BENGUTIA, BOLPUR	BIRBHUM	Kankalitola, Nalateshwari, Nandikeswari, Phullara, Bakreshwar, Madaneshwar, Kaleshwar Temple, Sonajhuri Haat, Deer Park etc.
2	MAA KANKALI GUEST HOUSE, ADITYAPUR	BIRBHUM	Kankalitola, Maa Fullara Mandir, Deer Park, Matir Sristi Park, Kanchiswar Shih Mandir etc.
3	REST HOUSE, NALHATI	BIRBHUM	Nalateshwari, Nandikeswari, Fullarabla, Madaneshwar, Kanchiswar Shih Mandir etc.
4	REST HOUSE, MD BAZAR	BIRBHUM	Hazrat Dala Baba, Bakreshwar Dam, etc.



FOR BOOKING YOUR DESTINATION

**Visit Panchayat Tourism Website:
<https://prdtourism.in>**

Visit our Revamped Departmental Website:

<https://prd.wb.gov.in>

To Know More Information Visit

<https://www.wbtourism.gov.in>

<https://wbfdc.net>



West Bengal Panchayat Tourism (<https://prdtourism.wb.gov.in>)(G2C)

Objective:

It is an initiative to explore the Rural Bengal. Citizens can make hassle-free online reservation of **Guest Houses of three tier PRI bodies (GP/PS/ZP) & WBCADC** from anywhere anytime through the web portal or mobile.

Advantages:

- Through this portal, the **PRI Bodies(GP/PS/ZP)** can increase their **Own Source Revenue** by managing the properties under them in the hassle-free online portal.
- **Optimum utilization** of the properties of the PRI Bodies.
- Creation of a **centralised database of the guest houses** under PRI Bodies(GP/PS/ZP).
- Enabling the **Citizens of online payment system.**
- The **collected fund** is being deposited in the **registered bank account of the PRI Bodies**

User:

- Citizen.
- **The three-tier Panchayati Raj Institutions(GP,PS& ZP)**
- **Total revenue generated by some of the properties through this portal till date.**
 - **Maa Kankali Guest House, Birbhum: Rs. 1,83,660/-**
 - **Jagdish Guest House, Birbhum: Rs. 31,360/-**
 - **DPTRC Rest House, Nalhati, Birbhum: Rs.4,480/-**

Objective:

It is an online System for maintaining road repository and other procedural activities like survey, approval, Tender management, Work Orders, Work progress etc.

WBRRMS is an system for the primary level data capturing and reporting work of the rural roads under **Pathashree-Rastashree, State funded Roads, PMGSY & RIDF** schemes.

Road /bridge construction are required for ensuring better rural connectivity. Hence the Government of West Bengal has decided to take up construction/repair/up-gradation of village roads in a mission mode. This portal is used for monitoring and supervision of road works.

Implementing agency :

- **West Bengal State Rural Development Agency(for above 2 KM long roads)**
- **Zilla Parishad(for 1KM to 2 KM long roads)**
- **Panchayat Samity(for 0 KM to 1 km long roads).**

Work Flow:

- **Uploading of excel file by State Admin:** Excel file containing scheme list along with requisite parameters like approx cost, length, road type, work type , agency etc. will be uploaded by State Admin & auto allocation to AEO, ZP. A unique temporary scheme ID will be assigned to each scheme.
- **Allocation of Scheme By AEO Zilla Parishad:** After thorough verification of Schemes received from State Admin , Scheme(s) may be allotted to different Implementing Agencies for further action. Scheme will appear in "Scheme Inbox" of respective level
- **Scheme inbox of implementing agencies:** Implementing Agencies will enter necessary information against each scheme including date & status of "SURVEY" (Not Started/Ongoing/Completed), assigned Engineer details etc. Engineer will be tagged with each scheme including survey. DM can view Vetted Scheme Box at Dashboard.
- **Vetted Scheme Inbox of DM:** DM will prepare list of schemes (Batch/Lot of Schemes by checking the check box against the Schemes) to be forwarded to Concerned Superintending Engineer for verification & forwarding to State Admin for Administrative Approval. Any scheme may be sent back to the respective Implementing Agencies for any correction / alteration if any.
- **Vetted Scheme Inbox of Superintending Engineer:** SE will prepare list of schemes as received from DM (Batch/Lot of Schemes) by checking the check box against Schemes which to be forwarded to State Admin for the Administrative Approval. Any scheme may be sent back to the respective DM/WBSRDA for any correction / alteration if any.
- **Approval of Schemes by State Admin:** After necessary verification, State Admin will prepare list of schemes (Batch/Lot of Schemes by checking the check box against Schemes) for which administrative Approval will be accorded. Once a scheme gets final approval from State admin, a unique scheme ID will be generated
- **Work execution of Implementing Agencies:** All the approved Schemes will appear in "Approved Scheme Inbox" of Implementing Agencies. On selecting any approved Scheme, details of scheme will appear and this section will have four sub-sections "Tender Process", "Work Order Issued", "Work Progress","Payment Progress
- **Not Approved Schemes:** Corrective measures for all unapproved Schemes as appeared in "Unapproved Scheme Inbox" needs to be taken and then it will follow the same process for approval.

Mobile App: A Mobile App has been developed where photographs (before and after construction of roads/bridges), geo-tagging and progress reports are uploaded. Updated data is entered by the Executing Agency on a daily basis for effective supervision.

User:

- **The three-tier Panchayat Raj Institutions(GP,PS& ZP)**

Meeting Management System(<https://prdmms.in>)(G2G)

Objective:

The State HQ, District and Block Administration are using the online Meeting Management System to schedule, conduct, and manage different types of meetings, workshops or training with online repositories.

Salient Features:

- Letter heads can be customised as per user's requirement.
- Before booking a meeting slot user can check whether room/meeting hall is available or not.
- User can add or modify participants as per his/her requirement.
- During schedule/re-schedule/cancellation/reminder of meeting , messages are sent to the registered mobile numbers of the concerned participants.
- Today's/Upcoming/Completed/Cancelled meeting status can be seen via meeting dashboard.
- Meeting notice is generated after uploading signature of the concerned issuing authority.

User:

- State HQ, District and Block Administration

Tour & Inspection Management System (<https://prdlims.in>)(G2G)

Objective:

Schematic Inspection, enquiry, Statutory Inspection are monitored through this portal by the State HQ, District & Block Administration in all over the State.

Salient Features:

- Officers/employees can fix the schedule of u/s 205 or other inspections of any scheme through this system.
- Inspection report can be forwarded to the higher level after completion of u/s 205 or other inspection.
- Higher authorities can upload action taken report of the inspection or forward/revert back the inspection report to the higher/lower level.

User:

- State HQ, District and Block Administration

Public Grievance Redressal System (<https://www.prdgrievance.in>)(G2C)

Objective:

This portal has been launched to streamline the handling of **grievances from diverse channels by digitizing the process**. This portal facilitates citizens in registering their complaints and uploading supporting documents for efficient processing and resolution. Departments can now escalate or delegate grievances to the relevant authorities responsible for addressing the specific issues through this portal.

Salient Features:

- Citizen can lodge complaint 24*7 through this portal.
- Grievance received by authorities (GP/Block/District Administration/State HQ.)
- Grievance can be received from Print media/social media / Help Desk
- Action is taken on grievances by the authorities within Seven days from the date of assignment.
- Nodal Officer for Gram Panchayat: Executive Asistant (Secretary in absence of EA)

User: Citizen of rural Bengal



MAY 2024



GRAM PANCHAYAT SMART HEALTH CLINIC

Department of Panchayats & Rural Development
Government of West Bengal

Website: <https://ndclinikwb.gov.in/>

Smart Panchayat Initiative 2.0

GP SMART CLINIC Working Process



AYURVEDIC



HOMEPATHY

UNANI



Website: <https://ndclinikwb.gov.in/>

Medicine Distribution

- 1. District can Manage and maintain medicine stock.
- 2. District can distribute medicine stock to Gram Panchayats.

Smart Panchayat Initiatives 2.0



GP Smart Health Clinic

GP Smart Health Clinic™ is an online initiative offering health care to rural areas through the departments existing Homeopathy, Ayurvedic, and Unani dispensaries at the GP level.

DISPENSARIES AVAILABLE WITH DOCTORS



Patient Key Facilities:

- 1. Search for doctors as per needs and location.
- 2. Addition up to the family members against each registration.
- 3. Classification current and past appointment details.
- 4. Confidentiality in each patient record.
- 5. Can avail online medicine booking appointments also.

Smart Panchayat Initiatives 2.0

Book An Appointment



- Patient will choose the location by selecting District, Block and Gram Panchayat.
- Booking of an appointment will confirm through SMS Alert and Appointment slip generation.

Create Account

Patient Login



- Registered Patient will be allowed to log into the portal by using their Registered Mobile Number and OTP verification.
- Details of appointment will be available in each Patient Panel.



e-Prescription



Booking Slip

State Login



- MIS details- Patients', Doctors and Booking history of patient appointments.
- Creation of District users.

District Login



- Medicine Inventory Management and record distribution of medicine stocks to Gram Panchayat level.
- Creation of Block users.
- District wise MIS details- Patients', Doctors and Booking history of patient appointments.

Block Login



- Addition of Visiting Doctor at Gram Panchayat Dispensaries.
- Creation of Gram Panchayat users.
- Sanction or rejection - Leave, Special Leave, holiday etc. Doctor's.

Gram Panchayat Login



- MIS Report- Medicine Inventory Management
- Creation of holiday schedule - Add / Delete Booking slots.

Doctor's Login



- Patients' appointment details can be seen.
- Offline appointment can be booked.
- Prescription generation for each visiting patient.
- Can create visits by themselves.



Objective:

In order to provide better service to rural Citizen through this Department's existing Homeopathy, Ayurvedic & Unani Gram Panchayat level Dispensaries, GP Smart Health Clinic Portal and a **mobile application** have been designed and developed. It will be helpful for **Pradhans and PRI members** to monitor the activities of the GP Clinics and to redress the grievances of the rural citizens/patients within their jurisdiction.

Salient Features:

- Managing Homeopathy, Ayurvedic & Unani Gram Panchayat level Dispensaries under various Gram Panchayat in a hassle free manner.
- Creation of centralized database of GP level dispensaries throughout the State.
- To enable rural citizen to book prior appointment.
- Doctor can generate e-prescription.
- Both Doctor and Patients can download e-prescription through this portal.
- Medicine management system is incorporated in the system.

User:

- District, Block, GP Administration, Doctors of GP level Dispensaries & Citizen of rural Bengal

GP SMART CLINIC Mobile App

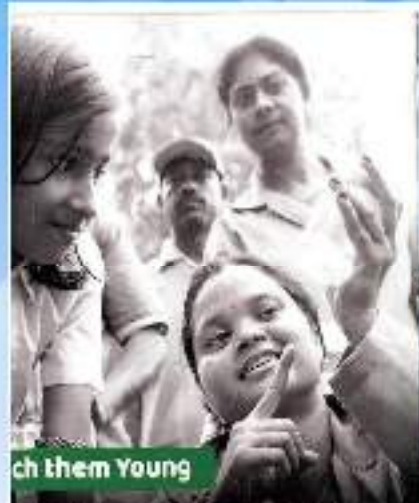
- ➔ Download GP Smart Clinic from the Play Store.
<https://play.google.com/store/apps/details?id=com.braut.pnrd.gpsmartclinic>
- ➔ Sign up or log in.
- ➔ Browse Doctors by District, Block, or GP.
- ➔ Choose date and time, then book your appointment.
- ➔ Confirm by selecting the patient.
- ➔ View appointment history.
- ➔ Access profile and add new individuals.



GP SMART
CLINIC

Doctors List

District Name	Stream	Doctors
BIRBHUM	Ayurvedic	14
BIRBHUM	Homeopathic	68



Reach them Young

NIPPING them at the bud

হেঁচা সচেতন করে
গেমে ফুঁকা পড়াশুনা

সংস্করণ
স্বাস্থ্য সচেতনতা বৃদ্ধির
সহায়ক উপকরণ

স্বাস্থ্য সচেতনতা বৃদ্ধির
সহায়ক উপকরণ

স্বাস্থ্য সচেতনতা বৃদ্ধির
সহায়ক উপকরণ

স্বাস্থ্য সচেতনতা
বৃদ্ধির
সহায়ক উপকরণ



STATE PUBLIC HEALTH CELL (P&RD Department)



Public Health Initiatives



To Control Vector Borne Diseases

#DareTheDengue



#DareTheDengue

Knowledge is power



IEC Activities



Sensitization involving Community

#DareTheDengue

e-Services for PRI Employees (<https://priemp.wbprd.gov.in>)(G2E)

Objective:

An **e-Service for PRI Employees** application, around 20757 PRI Employees (ZP, PS and GPs) have drawn their salary. The employee gets access to their basic Service profile, Employee Salary Slip, Employee Salary Statement etc. from anywhere at any time through this portal.

Salient Features:

- Discontinuation of manual processing of salary and digitization of e-service book & e-pension of PRI (grant-in-aid employees).

User:

- **Regular employees (grant-in-aid employees) of the three-tier Panchayati Raj Institutions(GP,PS& ZP)**

Online PRI Services (<https://priemp.wbprd.gov.in>)(G2E)

Services under this project:

- Compassionate employment of PRI employees.
- Over-age Condonation of PRI Employees.
- Service benefit of PRI employees under G.O. FD-9008-F(P).
- District & Inter-District transfer of PRI employees.
- Better monitoring and supervision of PRI activities are done through the portal.
- Discontinuation of manual processing of applications through application tracking system from District to State end.

User:

- **Block, District, State Administration**

Online Salary Management System for PRI Employees (<https://priemp.wbprd.gov.in>)(G2E)

Objective:

Disbursement of salary, other monetary benefit and service management to PRI Employees are maintained through Online Salary Management System.

Salient Features:

For Gram Panchayat: Pradhans are entrusted to forward the requisition of monthly salary of GP employees. BDO will verify and approve the salary requisition and will arrange for disbursement of salary to respective treasury.

For Panchayat Samiti: Dealing Assistants are entrusted to forward the requisition of monthly salary of PS employees. Executive Officer of PS will verify and approve the salary requisition and will arrange for disbursement of salary to respective treasury.

For Zilla Parishad: Dealing Assistants of Establishments are entrusted to forward the requisition of monthly salary of ZP employees. Accountant will verify and forward to FCCAO. FCCAO will approve the salary requisition and will arrange for disbursement of salary to respective treasury.

User:

- **Regular employees of the three-tier Panchayati Raj Institutions(GP,PS& ZP)**



<http://karmashree.wbdeptemployment.in>

Panchayats & Rural Development Department

Govt of West Bengal

Smart Panchayat Initiatives 2.0



Karmashree

Objective

To provide at least 50 (fifty) days of wage employment to each Job Card holder household in a financial year through various works executed by the Departments of the State Government.

Job Card holders in West Bengal



Salient Features

- All Job Card holder families of West Bengal are eligible to get employment
- Demand for work can be placed before BDO / Gram-Panchayat
- Implementing agencies of Departments will provide employment in their works
- Wage will be paid by the Departments as per Departmental norms

Major Work Sectors under Karmashree

- Rural connectivity
- Irrigation, minor irrigation, water management
- Forestry
- Agriculture
- Animal Husbandry
- Horticulture
- Health & Sanitation
- Drinking Water
- Social and Economic Infrastructure creation

Total 36 Sectors

Job provided through Departmental works in 2023-2024

- ◆ Departments involved: **55**
- ◆ Job Card holders engaged: **54.31 Lakh**
- ◆ Persondays generated: **27.49 Crore**
- ◆ Wages paid: **Rs. 6198.41 Crore**
- ◆ Average days of employment provided per household: **43**

Objective:

This portal is designed for keeping, managing and regulating all rural unskilled workers and to provide at least **50 (fifty)** days of wage employment to each Job Card holder household in a financial year, through various works implemented by different Departments of the State Government.

Work Flow:

Mandatory Engagement of Job Card holders:

- Job Card holders shall be mandatorily engaged where unskilled workers are required.
- Suitable clause to be inserted in Tender Document and Work Order by the implementing agencies.
- Contractor shall furnish certificate after completion of work that only Job Card holders were engaged.

Demand for Work:

- Job Card holders to submit application to BDO / Gram-Panchayat (***Annexure-I***)
- BDO / GP to maintain Demand & Allocation Register (***Annexure-II***)
- Person not having Job Card shall be issued forthwith by BDOs as per norms
- Work can be demanded for a maximum period of 14 days in an application

Procedure of Engagement of Job Card holders:

- Once work order is issued for a particular work (details to be entered in Portal through Work Entry module), Departmental Officer (Implementing Agency) in the district will send requisition for workers (as per 'Worker Requirement Format' in ***Annexure-III***) to DNO, MGNREGS.
DNO will forward the requisition to BDO, who will provide workers from the persons enlisted in his Demand Register and intimate the implementing agency (as per format in ***Annexure-IV***).
- BDO will intimate the workers concerned (as per format in ***Annexure-V***) and he will ensure their presence at the worksite through Gram-Panchayat.
- On receiving intimation from DNO/BDO, Implementing Agency will inform the Contractor / Agency to engage the workers concerned
- After engagement, payment will be made by Contractor / Agency as per existing guidelines of the relevant Dept. as well as wage-related guidelines of the Labour Department.

Information on Work provided through Employment Sheet:

- Employment Sheet (***Annexure-VI***) to be provided to the Contractor / Agency at the time of issuance of work order by the implementing agency for data capturing on employment provided.
- Information received through Employment Sheet to be entered in Portal by the Line Dept. Officers of the districts.

Preparation of Annual Action Plan: Annual Action Plan to be prepared by the Departments for 2024-2025 depending upon activities of 2023-2024 and scope for 2024-2025

- AAP to highlight probable number of persondays to be generated
- Month-wise break-up of probable persondays generation to be given.

User:

- **All Departments of Government of West Bengal & The three-tier Panchayati Raj Institutions(GP,PS& ZP)**



মাননীয় মুখ্যমন্ত্রীর দ্বারা অনুপ্রাণিত

INAUGURATION OF PANCHAYAT HELP DESK

পঞ্চায়েত ও গ্রামোন্নয়ন দপ্তরের
পরিচালিত সকল পোর্টালের কারিগরী
বা ব্যবহারিক সমস্যা ও অভিযোগগুলির
তৎক্ষণাৎ বা সঠিক সময়ের মধ্যে নিরসন
করাই এই পোর্টালের মূল লক্ষ্য



A Smart Panchayat Initiatives

Department of Panchayats and Rural Development, WB



Panchayat Helpdesk



REGISTER
COMPLAIN

PROVIDE
INSTANT
SOLUTION



Panchayats Helpdesk is a platform where users can **submit complaints** or raise issues related to **technical issue** regarding all Panchayats website. User can raise the technical complain using citizen or employee login.

Smart Panchayat Initiatives 2.0

For more information <https://prd.wb.gov.in>

Panchayat Helpdesk (<https://prd.wb.gov.in>)(G2G)

Objective:

Citizens & **Employees of PRI Bodies** can register complain against any technical issue they are facing related to **Portals of P&RD Department** for immediate solution through Panchayat Helpdesk.

Salient Features:

- To provide instant/time bound solutions to the technical issues of Portals of P&RD Department.
- To enable Citizens & Employees of PRI bodies to register complains against any technical issues they are facing related to the portals of P&RD Department for immediate solution.
- Only technical issues to be dealt with through this portal.
- OTP based login facility is incorporated.
- Successful ticket generation intimation through SMS.
- Intimation through SMS once the problem resolved.

User:

- **Citizen and PRI Employee**



e-Panchayat Awards by MoPR:
2014, 2015, 2016
SKOCH Award : 2021



FOR ANY QUERY PLEASE GO TO THE
CONTACT US SECTION IN THE WEBSITE

A Smart Panchayat Initiative

DISTRICT LEVEL SELECTION COMMITTEE (DLSC)



Sl. No.	DIST	DIST LEVEL SELECTION COMMITTEE (DLSC)
1		ALIPURJAR
2		BANGURA
3		BIREHUI
4		COOCHBEHAR
5		DAKSHINCHALUKHUR
6		DARJEEINGITA
7		HOOGLY
8		HOWRAH
9		JALPAIGURI
10		JHARKHUR
11		KALIMPING
12		MAHA
13		MURSHIDABAD
14		NADIA
15		NORTH 24 PARGANAS
16		PASCHIM BARDHAMAN
17		PASCHIM MEDINIPUR
18		PURBA BARDHAMAN
19		PURBA MEDINIPUR
20		PURULIA
21		SOUTH 24 PARGANAS
22		UTTAR DINAJPUR
23		WEST MIDNAPUR (PALESDI)

Total No. of Vacancies for 23 DLSC: 6662



Department of Panchayats
& Rural Development
Government of West Bengal



MARCH 2024

DIRECT RECRUITMENT IN DIFFERENT POSTS

UNDER THREE TIER PANCHAYATI RAJ INSTITUTION



A complete digital platform for direct recruitment in different posts under three-tier Panchayati Raj Institution in the establishments of Gram Panchayats, Panchayat Samities, Zilla Parishads and Siliguri Mahakuma Parishad of the state of West Bengal.

Candidate Portal: After online registration, candidates can apply online to any available post of any DLSC as per candidate's eligibility. Candidates can download his/her admit card from this portal. All information will be notified to the candidates through SMS & mail.

District Level Selection Committee (DLSC) Portal: A fully OTP based secured accessed portal for DLSC to conduct the whole recruitment process online under their seat.

A Smart Panchayat Initiative

Official Website: <https://www.wbprms.in> | <https://www.wbprms.in>
Official Facebook: <https://www.facebook.com/wbprms>

Department of Panchayats & Rural Development

West Bengal Panchayat Recruitment Management System (<https://wbprms.in>)(G2C)

Objective:

WBPRMS is a complete digital platform for direct recruitment and appointment on promotion in different posts and under three-tier Panchayati Raj Institution in the establishments of Gram Panchayats, Panchayat Samities, Zilla Parishads and Siliguri Mahakuma Parishad of the state of West Bengal. WBPRMS Consists of two portals (DLSC & Applicant.)

Salient Features:

- A complete digital platform for PRI Recruitment to execute the whole recruitment process for 23 District Level Selection Committees (DLSC).
- Through this portal the recruitment process can be executed for all the 23 DLSC's at the same time.
- Implementation of Two factor authentication login (DLSC module) in this portal creates more secure environment.
- Implementation of Model Drive concept makes this recruitment process more uniform.
- SMS and e-mail notification facilities for all activities make this portal more transparent to all user.
- OTP based approval (DLSC module) makes this portal more hassle free and secure.
- Guidance material (like- How to Apply, Video Guidance, Contact Us, Panchayat Helpdesk) make both portals (Application & DLSC) more comprehensible.
- e-admit card facility for applicants makes this portal more digitally abled.
- System generated reports make this portal more accurate and reliable.

User:

- District Administration & Citizen

Candidate Registration



How to Register

Go to Website
<https://wbprns.in/>

Register with valid Mobile no. & Email address



Login with registered mobile no. & password

continue to next page.

Candidate Login & Profile Creation

After Login must create a profile

Profile Creation

To create a profile, Candidate have to fill up the following information:



- ✓ Upload Candidate image and signature
- ✓ General Information
- ✓ Social Information
- ✓ Identity Details
- ✓ Family Information
- ✓ Present and Permanent communication address
- ✓ Candidate's educational qualification

Candidate has to fill up all available additional information and Language Known details

Candidate has to upload all the required documents individually in PDF format in upload section

continue to next page.

Documents need to upload against Candidate data:

1. Identity Proof | 2. Age Proof (Class 10 Admit Card / Age Mentioned Class VIII pass certificate) | 3. Social Category Certificate | 4. Class VIII Marksheet / School Leaving Certificate | 5. Class 10 Marksheet | 6. Class 10 +2 Marksheet | 7. Graduation Marksheet | 8. Diploma / PG Diploma Marksheet | 9. PG Marksheet | 10. DOEACC levels / Computer (Certificate / Marksheet) | 11. PwD (Person with Disability) Certificate | 12. Ex-Serviceman Certificate | 13. NSP (Nominous Sports Person) Certificate.

Candidate Profile Dashboard

- ✓ Candidate can view and edit profile.
- ✓ Available active jobs.
- ✓ Application status.



How to Apply

- ✓ Confirm and Save all profile data.
- ✓ Confirm and Save all additional information.
- ✓ Confirm and Save all uploaded documents.
- ✓ Acknowledge declaration with place.
- ✓ Preview and submit application.
- ✓ Download application in PDF format.



Whatsapp Chatbot Service for Citizens & Employees



+91 6291265854



- ✓ For Citizen
- ✓ For Employees and Elected Members
- ✓ For Administrators



**Panchayats & Rural
Development Department**

Govt of West Bengal

**Smart Panchayat
Initiatives 2.0**

Whatsapp Chatbot Service



For Employees and Elected Members

- Important notifications / messages
- PRI Committee formation
- Four folders / Newsletters / Panchayati Raj
- Circulation of meeting notice to the participants
- Pay Slip of PRI Employees
- Annual Salary Statement of PRI Employees
- Intimation of upcoming Meetings
- Admit Card for the Employees (Promotion Module)

For Administrators

- Form 26 of Gram Panchayat
- Cash Analysis of Panchayat Samitis and Zilla Parishads



Whatsapp Chatbot Service

Introducing a WhatsApp chatbot service for the citizen and as well as for PRI employees; a virtual assistant that lives on WhatsApp. It will help the citizen and employees to interact with different portals to get the required information and getting relevant messages on various initiatives, all within everyone's favourite messaging app!

Following services will be available here:

For Citizen:

- Panchayat at a glance.
- Trade No Objection Certificate
- House Building Approval Certificate
- Renewal alert of Trade NOC
- Booking Slips under Panchayat Tourism portal
- Cancellation Message of Bookings under Panchayat Tourism portal
- Updates on new property inclusion under Panchayat Tourism portal
- Appointment Booking Slip of GP Health Clinic under GP Smart Clinic
- e-Prescription by Patients under GP Smart Clinic
- Payment Receipt of Lessee under Panchayat Asset Portal
- Demand Notice intimation under Panchayat Asset Portal
- Tax Receipt under PRI Property Tax portal
- Demand Notice intimation under PRI Property Tax portal
- Due Message to Tax Payers under PRI Property Tax portal
- Complain Lodge Facility
- Status of Complain
- View Complain Action Taken Report



+91 6291265854

পঞ্চায়েত ও গ্রামোন্নয়ন দপ্তর
পশ্চিমবঙ্গ সরকার

Objective:

In today's digital age, governments around the world are constantly exploring innovative ways to enhance citizen engagement and improve the delivery of public services. Panchayats And Rural Development department has adopted a revolutionary tool i.e. WhatsApp chatbots that has gained significant attention. This intelligent virtual assistant is transforming the way department interact with the **citizens as well as elected members, officials of PRI bodies, different cells and Parastatal bodies, making the provision of services more efficient and convenient in real time.**

- **Pradhan** can use the chatbot service to disseminate important information, such as important announcements, upcoming meetings, programs, and initiatives to the citizens or respective targeted stake holders.
- **State authority** can share the important notice / information to the Gram Panchayat office bearers in real time.
- **Gram Panchayat employees** can access their service-related information from this service on demand.
- **Elected members** get various notification e.g. disbursement of schematic fund, honorarium disbursement etc. in real time.
- **Beneficiaries** will get the disbursement notice of respective schemes.

Advantages:

- **Enhanced Accessibility:** WhatsApp Chatbot service is a widely used messaging platform, making it easily accessible to a large segment of the rural population. Gram Panchayat administrators can reach citizens who may not have access to other communication channels or government websites.
- **Convenience and Efficiency:** Citizens can access several services and information directly through WhatsApp, eliminating the need to visit physically.
- **24/7 Availability:** A WhatsApp chatbot can provide assistance and information to citizens 24 hours a day, 7 days a week, without the need for human intervention.
- **Promotion of Digital Engagement:** Offering services through WhatsApp chatbot demonstrates a commitment to digital engagement and innovation, enhancing the reputation and credibility. It also encourages citizens to interact with public services through digital channels, contributing to the overall digital transformation of government operations.
- **Language Support:** WhatsApp chatbots can be programmed to support local languages, allowing Gram Panchayat administration to reach citizens from diverse linguistic backgrounds. This ensures that language barriers do not prevent citizens from accessing services and information.
- **Scalability:** WhatsApp chatbot service can scale to handle a large volume of inquiries simultaneously, ensuring that citizens receive timely responses even during periods of high demand.

User:

- As the integration with Whatsapp Chathot service with all the portals of this department has been started, so after the integration all the beneficiaries / users of the respective portal can use this service.

Single Window Reporting System (<https://prdreports.in>)(GZE)

Objective:

A Single Window Reporting System was made with an analytical dashboard to monitor the key metrics of different schemes and to manage reporting system in the Department.

Salient Features:

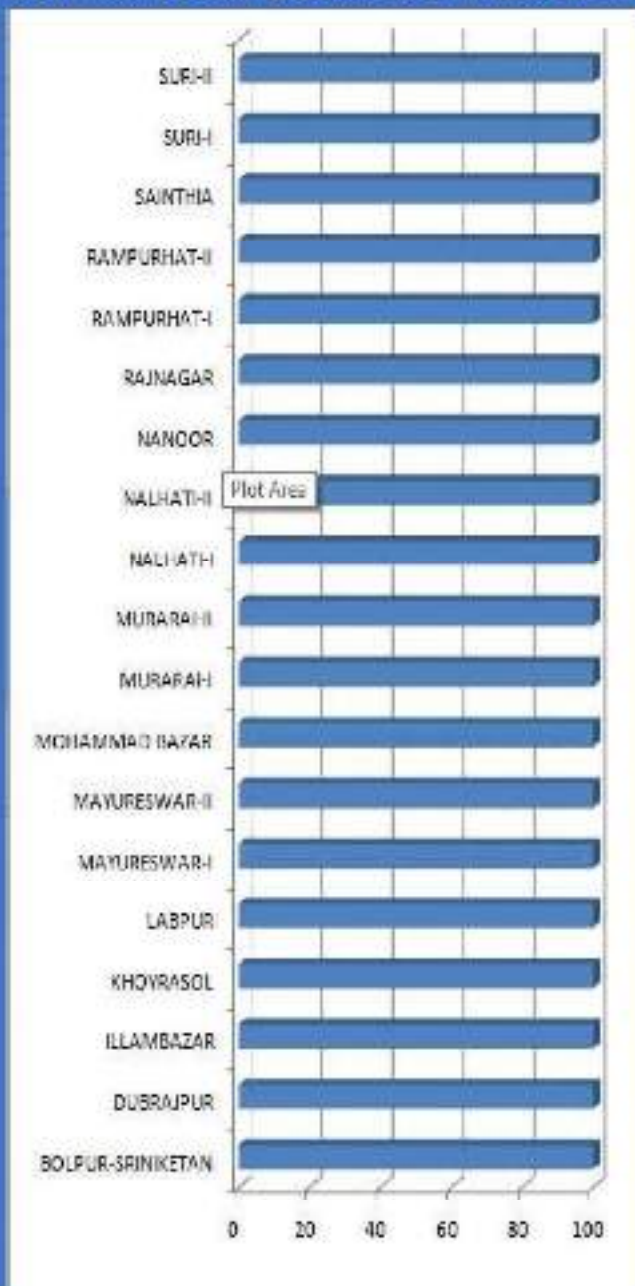
- All Cells under this department regularly upload their reports to get a compiled view.
- All Cells can access reports, information & statistics from anywhere.

User:- P&RD Department, Zilla Parishads, Panchayat Samitis

List of Mobile Applications already launched by Panchayats & Rural Development Department are as follows:

- **GP Smart Clinic:** It is an mobile application, through which a citizen can book online appointment of (Ayurvedic/Unani/Homeopathy) Doctors of GP level dispensaries.
- **Pathashree:** A Mobile App has been developed where photographs (before and after construction of roads/bridges), geo-tagging and progress reports are uploaded. Updated data is entered by the Executing Agency on a daily basis for effective supervision.
- **West Bengal Public Grievance Redressal System (WBPGRS):** It is an mobile application for the purpose of handling of grievances from diverse channels by digitizing the process. This app facilitates citizens in registering their complaints and uploading supporting documents for efficient processing and resolution.

% of Mobile Seeding Status as on August, 2024

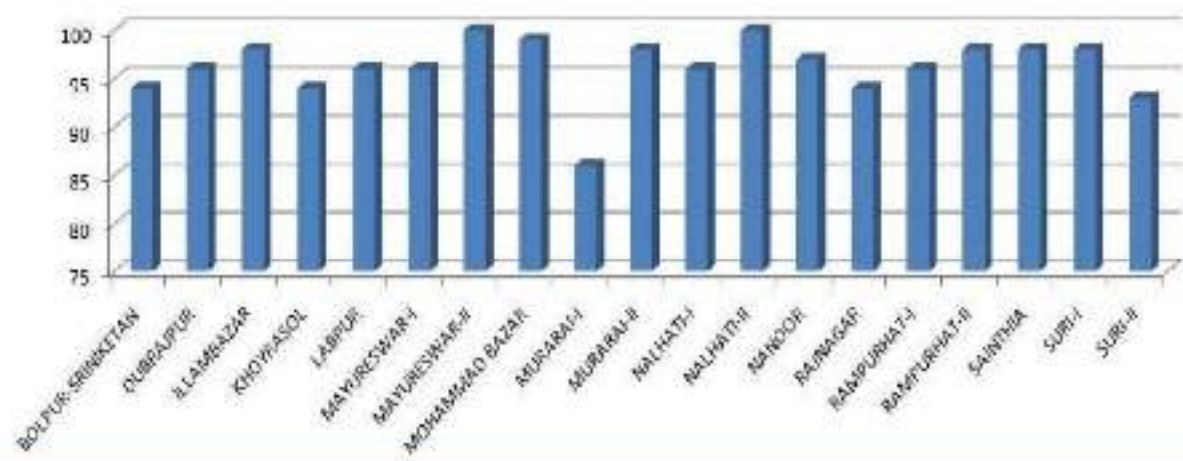


3rd Position of West Bengal in India in Aadhaar Seeding

5th Position of West Bengal in India in NPCI Mapper count

Aadhaar seeding status of IGNOAPS, IGNWPS, IGNDPS as on August, 2024

% of total beneficiaries with Aadhar (IGNOAPS, IGNWPS, IGNDPS)





NATIONAL SOCIAL ASSISTANCE PROGRAMME



A promising initiative of poverty alleviation and social security



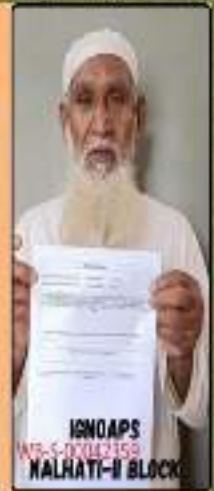
IGNOAPS: BPL and age 60 years and above

IGNWPS: BPL Widow and age between 40 to 79 years

IGNDPS: BPL, handicapped and age between 18 to 79 years

NFBBS: BPL, on death of primary bread winner of the family whose age is between 18 to 59 years

Our Beneficiaries



Panchayats and Rural Development Department
Government of West Bengal

NSAP Field Verification





Smart Panchayat Initiatives 2.0

**DISTRICT LEVEL WORKSHOP
&**

ORIENTATION PROGRAMME

Date :- 13th August, 2024

RABINDRASADAN, SURI, BIRBHUM

**District Panchayats & Rural Development
Section, Birbhum**

Government of West Bengal