

# BIJOYNAGAR GRAM PANCHAYAT: Tripura

The Bijoy Nagar Gram Panchayat is in the state of Tripura of West Tripura District having population of 3,575 with six habitations. The Panchayat is being run from a well-equipped office, with facilities of Common Service Centres (CSC) within built digital infrastructural set up and regularly held office hours ensuring households' accessible, transparent and citizen friendly governance at the grass root level.

## Theme -Category:

Bijoy Nagar Gram Panchayat has been nominated for its extraordinary performance during the appraisal year of 2023-24 over the process of participatory decision making, transparent financial management and effective institutional mechanism and adoption of digital governance tools, establishment of Smart Office, ensuring proactive disclose and at the same time adoption of robust grievance redressal mechanism. It is having PAI 2.0 score of 88.55 of 'A' grade showing about 38% increase from PAI 1.0.

## Key Achievement of Panchayat:

- a. Panchayat prepared comprehensive Gram Panchayat Development Plan (GPDP) with 175 planned activities and it is the result of systematic Community oriented planning.
- b. Regular Gram Sabha and Mahila Sabha gatherings ensured participatory decision-making processes, integrative discussions and inclusion of the Village Prosperity and Resilience Plan (VPRP), proceedings of which were made transparent.
- c. Financial transparency was reinforced by closing down accounts on time, public reading out of accounts and display of works on development and beneficiary list.
- d. Digital governance was improved by online delivery of over 100 services, operational Grievance redressal system and dissemination of Meri Panchayat QR code among all households.
- e. Own Source Revenue rose by almost 194% which is a clear indication of sound financial governance.
- f. The Panchayat functions as a 100% e-Office promoting paperless functioning and furthering rural digital literacy and using the portal of Amar Sarkar resolving grievances in real time as people's movement.
- g. Panchayat has developed digital dissemination mechanism of sharing of all salient information and daily connection with all its citizens through **Gram Barta** digital platform through which at any time the Panchayat sends voice message and announcement to the mobile of citizens.

To address governance challenges, Bijoy Nagar Gram Panchayat institutionalised regular Gram Sabha, Mahila Sabha and Standing Committee meetings and ensured line department participation in GPDP preparation. Digital platforms such as eGramSwaraj, Meri Panchayat and Amar Sarkar were used for planning, service delivery and grievance redressal. Public disclosure and digital literacy initiatives strengthened accountability, citizen engagement and trust. The Panchayat aims to further strengthen digital inclusion through continuous training and community ownership. SHG led service delivery will be expanded for financial sustainability. Innovations such as the Satellite Training Centre, Boutique Panchayat, Rooftop Cafeteria and Open Meditation Centre will be scaled up, positioning Bijoy Nagar as a replicable model of good governance for other Panchayats

## PHOTOGRAPHS OF BEST PRACTICES

### 1. GRAM SABHA



**Gram Sabha:** Strengthened participatory democracy by ensuring active community involvement in Gram Sabha at Bijohnagar Gram Panchayat

### 2. OFFICE



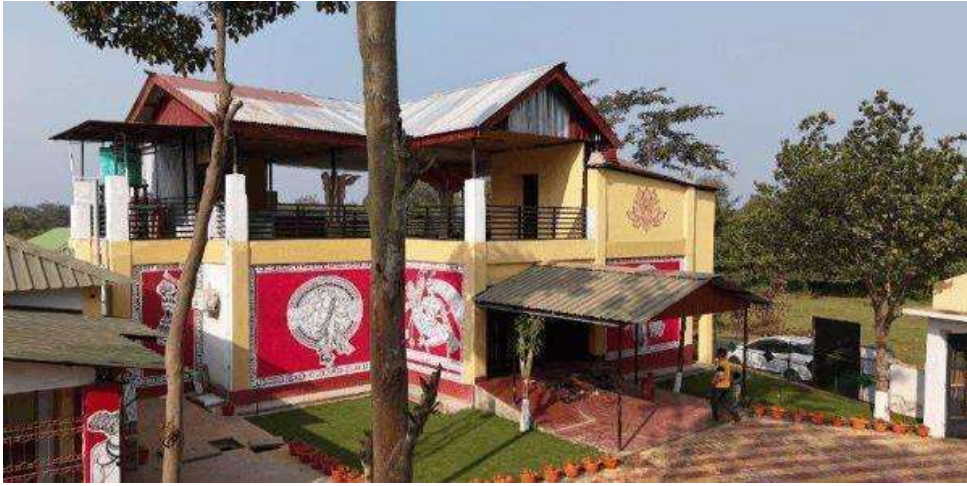
**Panchayat Office-**The Bijohnagar Gram Panchayat office leverages digital tools for record management, service tracking, and grievance redressal ensuring e-Governance in Action.

### 3. PLC



**PLC:** The Panchayat Learning Centre serves as a hub for digital learning and capacity building, providing access to e-content, online resources, and skill-oriented learning to empower citizens, women, and youth with knowledge for a digitally enabled community.

#### 4. BOUTIQUE PANCHAYAT



##### **Boutique Panchayat Style**

Bijoy Nagar Gram Panchayat follows a boutique-style governance approach, delivering need-based, people-centric, and customised services that focus on culture and traditional art especially fusion of Maithili art pattern rather than one-size-fits-all administration.

#### 5. DIGITAL LITERACY – TWO



##### **100% Women Digitally Literate:**

Bijoy Nagar Gram Panchayat has achieved 100% digital literacy among women, empowering them to confidently use digital tools through ward wise extensive training and workshops.

#### 6. QR CODE



**QR code**-enabled services allow citizens to instantly access information, submit demands, and give feedback—making governance fast, transparent, and contactless.

## 7. SIGNAGE OF PANCHAYAT



### SIGNAGE OF PANCHAYAT

**Signage:**

Clear, citizen-friendly signage ensures easy navigation, access to information, and transparency in Panchayat services.

## 8. WOMEN SABHA



**Mahila Sabha:** Strengthened women-led decision-making by organizing regular Mahila Sabha.

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