# Jagananna Suraksha Program



#### Reach all

Government under the leadership of Jagananna is determined to provide all benefits required to all deserving & eligible citizens so that they can lead a life with happiness and dignity.

## Extra mile

To go an extra mile in achieving this objective, it is planned to have an outreach program with mandal/ULB officials in all secretariats (Village/Ward)

## Household

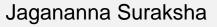
Benefits of this program will only be reaped if

- 1. Each household is touched, and awareness spread about this program
- 2. Date of visit of the mandal officials to the secretariat is communicated
- 3. Services if any required may be assessed prior hand and all efforts made to address them

## Attitude

Name

Positive attitude towards the citizens and their requests is needed – Patient hearing of the requests and grievances is required





- 1. Key Mandal Officials shall visit each secretariat
- 2. Awareness shall be created about the visit of mandal officials by the volunteers to each household
  - 3. Volunteers to interact with each household and collect service requests if any
    - 4. All such service requests shall be updated in the secretariats in the form of service requests, prior to the visit of officials
      - 5. Awareness activities to begin at least 3 days prior to visit of officials
  - 6. Efforts shall be made to clear majority of the enquiries and requests prior to the camp so that appropriate authorities can approve the requests and issue documents on the same day



## Pilot Conducted in 4 districts

Participation

300-700 people participated in each secretariat

Services

Majority of the service requests were related to Integrated certificates, Income certificates, aadhar, birth certificate, Schemes eligibility rectification, mutations, correction of adangals/survey numbers

Learnings

Awareness of the camp date to the households plays a key role

Satisfaction of the citizens is enhanced when the certificates are given on the same day – Planning is required for this

Citizens might turn up in large numbers – Hence adequate facilities may be planned at the secretariats









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Mandal	MPDO and Tahsildar to form into two teams and visit secretariats <b>1. MPDO + Deputy Tahsildar</b>	Rural	1 secretariat per day visit per team Alternate day scheduling only
ULB	2. <u>Tahsildar + EO, PR&amp;RD</u> Apart from the above-mentioned teams, Municipal	ULB	Upto 5 secretariats in a cluster – Completion of the activity within the 4 week time frame only
ULB	Commissioner, Additional Commissioner and Zonal commissioners shall visit the secretariats	Time	Program to be completed within 4 weeks Officials shall schedule camps <b>alternate days only</b>
15-06	Meeting with District Collectors	17-06	MPDO and Tahsildar to conduct training to all the concerned Secretariat staff
16-06 16-06	District Collectors to conduct meeting with all MPDO's & Tahsildars MPDO's and Tahsildars shall schedule their visits and enter the same in the Module provided	19-06	Secretariat staff to conduct meeting with the Volunteers and give training and awareness of the program
		20-06	Volunteers shall start visiting the houses at least 3 days prior to the camp day – Launch on 23 <sup>rd</sup>



#### Pre-Camp (3 days prior)

Volunteer visit to households Assessment of requirements by Volunteers – Service requests or scheme requests to be compiled (app to be developed)



Volunteers to bring the requests and documents to the secretariats – service requests to be generated and given back to citizen

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In the meantime, all the enquiries shall be conducted by the secretariat staff



Publicity in the form of Mike - Auto

Mandal officials shall monitor the applications/requests and ensure that they are ready for disposal by the time of camp

## Camp

Mandal official to visit the secretariat by 9:30

Approve all the document requests prior to the visit of citizens



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Volunteer to accompany citizen to the secretariat

In case any citizen is not registered at the pre camp level, their requests also to be accepted and service requests generated

Issue of approved certificates to the citizens by the mandal team

Wherever requests could not be completed, an assurance may be given to the citizen regarding the probable time of clearance of the request

## Post Camp

All certificates which could not be given on the camp day shall be completed at the earliest time



# Camp details

#### Where to keep

Preferably at the secretariat In case, no suitable structure available, other government buildings may be identified.

In ULB areas, a central location to the cluster of secretariats may be identified

# Budget

Suitable amount will be released secretariat wise for all these arrangements

## Desks

Registration desk (WEA/WAS) Verification desk (VRO/PS) Service Request desk (MRO/MPDO/DA/WDEPS) JKC Desk (Other Secretariat staff)

## Facilities

Suitable shade for all (remember that monsoon has started) Drinking Water Chairs Public Address system