

# Jagananna Suraksha Program



## Objectives

### 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

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

### Name

Jagananna Suraksha



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





# Timelines

## Officials

### Mandal

MPDO and Tahsildar to form into two teams and visit secretariats

1. MPDO + Deputy Tahsildar
2. Tahsildar + EO, PR&RD

### ULB

Apart from the above-mentioned teams, Municipal Commissioner, Additional Commissioner and Zonal commissioners shall visit the secretariats

## Clustering

### Rural

1 secretariat per day visit per team  
**Alternate day scheduling only**

### ULB

Upto 5 secretariats in a cluster – Completion of the activity within the 4 week time frame only

### Time

Program to be completed within 4 weeks  
Officials shall schedule camps **alternate days only**

15-06

Meeting with District Collectors

16-06

District Collectors to conduct meeting with all MPDO's & Tahsildars

16-06

MPDO's and Tahsildars shall schedule their visits and enter the same in the Module provided

17-06

MPDO and Tahsildar to conduct training to all the concerned Secretariat staff

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>



# Organisation of camp

## Pre-Camp

(3 days prior)

1

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

2

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

3

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

4

Publicity in the form of Mike - Auto

5

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

## Camp

1

Mandal official to visit the secretariat by 9:30

2

Volunteer to accompany citizen to the secretariat

3

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

4

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

### 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

### Budget

**Suitable amount will be released secretariat wise for all these arrangements**