

JAGANANNAKU CHEBUDHAM

TALKING POINTS

- "Jaganannaku Chebudham" is a **proactive initiative of the government to gather all citizen grievances** in a focused manner and **resolve them in a mission mode.**
- This will be done through a **universal grievance redressal helpline - 1902.** Using this toll-free number, citizens can easily raise grievances that are affecting them and their families.
- They can also make enquiries about government services and welfare schemes without leaving the comfort of their homes. This gives citizens an option to **simply call and tell the government their problems.**
- This is a **boosted version of Spandana.** The previous modes of grievance collection via Spandana will all continue, but the calling number will receive special focus.
- This initiative aims to **reach every household** and educate them about the helpline through which their **individual grievances** will be redressed in the best possible manner.
- To ensure **timely and quality redressal of issues,** special monitoring teams have been formed at different levels of the government to regularly follow up and monitor redressal that is **directly scrutinized by the Chief Minister's Office.**
- **Monitoring of this initiative at the district level** is critical to its success. Using the support of PMUs, all citizen grievances raised on this helpline must be **taken up by the concerned authority on priority and redressed in the best possible manner.**