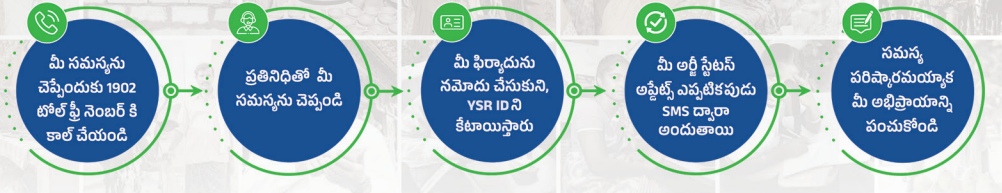




## ప్రభుత్వ సేవలకు సంబంధించి ఎలాంటి సమస్య పరిష్కారానికైనా **1902** కి కాల్ చేయండి



### BACKGROUND

Honourable Chief Minister Jagan Mohan Reddy's visionary leadership has revolutionized governance in Andhra Pradesh with flagship initiatives like the Gram Sachivalayams, village volunteers, Rythu Bharosa Kendras, DBT-based schemes, revamped health and education infrastructure and more. These initiatives are best understood through the ANNA Model of Hon. Chief Minister Jagan Mohan Reddy.

**Accessible** - Bringing governance closer to the people by ensuring easy and unrestricted access, making it convenient for them to participate in the entire governance process

**New Age** - Utilizing new age mechanisms and technology to improve government-citizen interaction and last-mile delivery of government schemes and services

**Non Partisan** - Truly living by the mantra of 'government for all' and democratizing the distribution of policy benefits up to the grassroots level

**Accountable** - Maintaining transparency in the system by keeping everyone informed of government actions and decisions and making an honest attempt to deliver on all promises

The Andhra Pradesh government strives to further build on its effort to strengthen systems that are accessible, accountable and participatory.

### ABOUT THE PROGRAM

On 9 May 2023, the Government of Andhra Pradesh is introducing "**JAGANANNAKUCHEBUDHAM**". A boosted version of Spandana, that aims to proactively reach out to citizens, gather their grievances in a focussed manner and address them in a mission mode. Through this universal grievance redressal helpline citizens can

- Register individual or household level grievances
- Follow up on the status of a registered grievance
- Enquire about government services and schemes
- Share a message for Jagananna

All this can be done by simply calling the toll free number **1902** from the comfort of your home.

# KEY FEATURES

## REVAMPED REDRESSAL MECHANISM



People will be able to directly raise grievances with a redressal system that has been improved across all levels to receive the best possible resolution in a timely manner. This program is a focused effort to ensure effective redressal in a mission mode.

## IMPROVED COMMUNICATION TO CITIZENS



Via mobile & telephony-based communication, citizens will receive regular updates regarding the status of their grievance and redressal processes undertaken by the government. The helpline will also consist of multiple feedback loops and an oversight mechanism to improve the overall experience of citizens.

## PROACTIVE CITIZEN OUTREACH



On ground door to door outreach, OOH branding, traditional media and new-age digital platforms will be leveraged to reach every household and encourage citizens to raise their individual grievances to the government.

The existing **SPANDANA SYSTEM WAS REVAMPED** through the following interventions

- **Process Re-engineering** via a department-wise relook at existing grievance redressal processes, frequent roadblocks and opportunities for system improvements.
- **Composition of Project Monitoring** Units from mandal to CMO level to dedicatedly monitor the process flow and outputs to ensure the best possible grievance redressal.
- **Upgradation of Citizen's Relationship Management Process** to revamp the end-to-end citizen experience with an improved technical platform, renewed quality assessments & set up of agile feedback mechanisms.

To ensure a focused effort for citizen grievance collection, **WIDESPREAD AWARENESS PROGRAMMES** will be undertaken about this initiative via

- **Grassroots Outreach** Door-to-door campaign by trained Gram/Ward Sachivalayam Volunteers to inform citizens to raise awareness about this initiative at every household.
- **Outdoor Branding** - Widespread awareness messaging at all government premises and properties to maximize awareness among citizens.
- **Mass Communication** - State-wide dissemination of information using traditional and new-age media, mobile and telephony to create awareness regarding the initiative and resolution mechanism.

## PROGRAM MONITORING

The Chief Minister's Office, along with Project Monitoring Units, will centrally monitor the process of grievance resolutions via the existing system of weekly & monthly Action Reports and department reviews. In addition, random Quality Checks of closed grievances will be undertaken to ensure independent checks on the calling mechanism.