

Jaganannaku Chebudham

Frequently Asked Questions

ABOUT THE PROGRAM

1. What is Jaganannaku Chebudham?

Ans: Jaganannaku Chebudham is a **universal grievance redressal helpline** that allows citizens to directly call and raise their problems with the Chief Minister's office. It is a boosted version of Spandana and a proactive effort of the government to reach out to citizens, gather their grievances in a focused manner and address them in a mission mode.

2. What is the need to have CM Jagan Mohan Reddy's name for a government-run public grievance redressal system?

Ans: The Jaganannaku Chebudham program is under the direct scrutiny of the Honourable Chief Minister's Office to ensure accountability and citizen satisfaction throughout the process. Addressing individual citizen grievances in the most efficient manner has become the priority of the entire government machinery. Hence, the name of the program is guided by this commitment of the Chief Minister and the entire government to ensure citizen grievances are redressed in an accountable, time bound and effective manner.

3. How is Jaganannaku Chebudham different from Spandana?

Ans: Jaganannaku Chebudham is a **boosted version of Spandana** that is being implemented in a mission mode. The previous **Spandana** program was further improvised through the following interventions:

- **Process Re-engineering:** Analyzed each department's grievance redressal process and made changes to simplify it, resulting in a faster and better-quality resolution of grievances.

- **Composition of Project Monitoring Units:** Dedicated teams at all levels, from mandal to state, track the program daily to make sure complaints are addressed effectively within prescribed timelines.
- **Upgradation of Citizen's Relationship Management Process:** Improved the way citizens interact with our system by upgrading the technical setup, quality assessment processes and feedback mechanisms.

4. What was the need to launch this program? Is it because Spandana had failed?

Ans: Spandana was an exemplary public grievance system in the country that ensured citizen-centric governance. It was even recognized with the **SKOCH award for e-governance** in 2021.

Key Metrics of Spandana (From 1st June 2019 to 8th May 2023)

Grievances Registered	7,53,595
Grievances Redressed	7,31,421 (97%)
Grievances In Progress	22,174 (3%)

However, as a government that is committed to ensuring public services reach citizens in saturation mode, Jaganannaku Chebudham is introduced by the government as a **boosted version of Spandana**. This program is a **proactive effort of the government to reach out to every citizen, gather their grievances in a focused manner and redress them in a mission mode**. This program will bring governance even closer to the people by ensuring direct access to the Chief Minister's Office, encouraging them to further participate in the governance process.

5. How many government officers are involved in this program?

Ans: The entire government machinery from Secretariat to CMO level across all departments is involved in this initiative to deliver quality service to citizens. As a government-wide program, designated officers are assigned at all levels across all departments to redress any grievances raised that are within their jurisdictions.

6. What is the budget allocated for Jaganannaku Chebudham?

Ans: As a grievance redressal mechanism, the budget allocated is pulled from already earmarked expenses of different departments that such issues fall under. Apart from this, to expedite redressal for some issues, an impressed fund of Rs.3 Crores per district is allocated by the Hon. Chief Minister to ensure timely redressal of citizen grievances.

7. Which department does this program come under?

Ans: This program extends to all 52 departments of the government and does not fall under any one department. The program is overseen directly by the Chief Minister's Office in coordination with all Heads of Departments, District Collectors, Superintendents of Police and other relevant functionaries.

8. What is the role of the Project Monitoring Unit?

Ans: Dedicated teams at every level from mandal to state have been appointed with additional charge to monitor the output and process flow of grievance redressal under Jaganannaku Chebudham in their respective areas. These units comprise of representatives from different key departments to ensure the best possible grievance redressal to the citizen. These project monitoring units (PMU) also undertake randomized audits of cases to ensure that the prescribed process and procedure is being followed by all grievance redressal authorities at their level. A state-level PMU functioning out of the Chief Minister's Office oversees functioning of all District and Mandal level audit teams.

HOW TO USE

9. Is Jaganannaku Chebudham service only accessible via telephone or can we raise grievances through other platforms as well?

Ans: Erstwhile Spandana is now relaunched as “Jaganannaku Chebudham” with a further boost to the mechanism. All previous Spandana platforms are now renamed as follows :

- Spandana Helpline → **Jaganannaku Chebudham Helpline**
- Spandana Website → **Jaganannaku Chebudham Website**
- Spandana Desk at GSWS → **Jaganannaku Chebudham Desk at GSWS**
- Spandana Monday at District Collectorate → **Jaganannaku Chebudham Monday at District Collectorate**

10. How can I register a grievance on Jaganannaku Chebudham? I do not have a phone. How can I contact Jagananna’s office?

Ans: To register a grievance, any citizen can

- I. **By phone:** Call the 24/7 tollfree helpline number 1902 from any mobile or landline phone
- II. **In-person:** Visit the nearest Grama/Ward Sachivalayam on any day
- III. **In-person:** Visit their District Collector Office at any time on every Monday
- IV. **Online:** Go to the Jaganannaku Chebudham website - <https://www.jkc.ap.gov.in/>

11. What kind of grievances can I raise through Jaganannaku Chebudham?

Ans: Any citizen can call 1902 to

- I. Register their **individual grievance related to any government service, scheme or facility**
- II. **Follow up on the status of a grievance** that they registered on Jaganannaku Chebudham
- III. **Enquire** about government **services and schemes**
Share a **message for Jagananna**

12. I want to raise a grievance about an infrastructure requirement in my area. Can I call 1902 to raise the same?

Ans: Jaganannaku Chebudham is a program dedicated to redressing individual grievances relating to any government service, scheme or facility. Other government initiatives like Gadapa Gadapaku Mana Prabhutvam and Nadu Nedu are focused on redressing community/civic issues or infrastructure related issues. Any citizen with such grievances are encouraged approach their nearest Village/Ward Secretariat or local public representative to raise the same.

13. What details do I need to provide while registering my grievance?

Ans: To ensure grievances can be accurately redressed, citizens are requested to provide their basic information such name, Aadhar number and full address while raising any grievance. This allows the relevant government official in the area to be appointed to redress the issue quickly and communicate with you for further enquiry.

14. How do I know that the grievance has been registered and how can I check the status of redressal?

Ans: Once you provide the relevant details of your grievance, your grievance will be registered with a unique ID called “Your Service Request” ID (YSRID). You will also receive an SMS with this YSRID and other details related to your grievance.

To check the status of your grievance, you can **use any of these options**

- Click the tracking link sent via SMS to you
- Call 1902 and provide your YSRID
- Visit the nearest Grama/Ward Sachivlayam and provide your YSRID
- Visit <https://www.jkc.ap.gov.in/>, click on “Check grievance status”, enter the “YSR ID” number, and click on “Get Details”

15. I already raised a grievance on Spandana and it is yet to be redressed. Will Jaganannaku Chebudham take up my grievance, or should I apply again?

Ans: All grievances that are in progress in Spandana platforms will be automatically integrated into Jaganannaku Chebudham. You do not have to take any additional steps. You will receive updates regarding your grievance via SMS and you can check status of your grievance at any time.

16. Who is the grievance redressal officer?

Ans: The grievance redressal officer for each unique grievance is a designated authority from the relevant department assigned to redress the grievance. The redressal officer may also assign an Enquiry Officer to gather further information regarding the grievance. Once the enquiry is completed, the Grievance Redressal Officer will undertake suitable actions to redress the problem and provide a written endorsement to the citizen.

17. How long should I wait for my grievances to get resolved?

Ans: For different types of grievances, a suitable timeline has been prescribed by the government called the SLA (Service Level Agreement) period. Based on the grievance, this timeline can vary from a minimum of 24 hours to a maximum of 90 days. Emergency issues that are life-threatening or security related have defined timelines of few hours to be redressed.

For every registered grievance, the citizen will be informed of the timeline to redress the issue both on the call itself as well as via SMS. In case of any unavoidable delay in the redressal timeline, citizens will receive an update via SMS intimating them of the same.

18. I am not happy with the redressal provided and want to raise an appeal. How can I do this? How many times can I raise an appeal?

Ans: After you receive communication that your grievance has been redressed by the concerned officer, you can **re-open a grievance** if you are not satisfied with the redressal provided.

You can re-open a grievance by either

1. Calling 1902
2. Visiting the nearest Grama/Ward Sachivalayam
3. Using the Jaganannaku Chebudham website (<https://www.jkc.ap.gov.in/>)

Each grievance can be re-opened **two times**. When a grievance is re-opened the first time, it will be assigned to a District Level Officer. If you are not happy with the grievance redressal even at District Level, you can reopen it a second time where it would be escalated to the Head of the concerned department.

19. Can I register an anonymous complaint for a genuine grievance in my locality?

Ans: Anonymous complaints cannot be registered through Jaganannaku Chebudham. However, any citizen who calls 1902 and wishes to raise a complaint anonymously will be redirected to

- Anti-Corruption helpline - 14400 to register a complaint on corruption/bribe
- Sand helpline - 14500 to register a grievance on sand supplies

20. How many complaints can be registered through one mobile number? Is there any cap on the limit?

Ans: There is no limit on the number of grievances that can be raised from one phone number. However, every unique grievance raised from the same phone number will be registered with a different YSRID.