

## JAN MANCH GUIDELINES

### **1. Outline of the problems**

Citizens often face difficulties in accessing benefits provided by the Govt. in vital sectors like pensions, health, and education, etc. For registering such grievances with local authorities the citizens spend both time and money. If timely redressal is not forthcoming at the local level the angry citizens flow to the secretariat. it results in public anger. To reduce citizen footfall in offices Para **14 of the Chief Minister's Budget Speech, 2018** promises that, **“Our Government believes in Government at the door step of the people. Therefore I announce that all the Ministers of the State Government will regularly organize “Jan Manch” in remote areas of every district to solve the problems of the people at the spot. The officers of all departments will be present to facilitate decision making and grievance redressal.”** Hence Janmanch envisages a high level grievance redressal mechanism that improves upon similar initiatives tried earlier like ‘files to field’ and ‘Sarkar Janta ke Dwar Par’. Learning from the gaps in these schemes Jan Manch provides a holistic, IT enabled approach to grievance redressal .

### **2. Objectives of Jan Manch:-**

*A system with following elements is proposed:-*

- (i) That identifies and resolves grievances effectively, especially of the underprivileged.
- (ii) That is seen as being equitable, accessible, friendly and approachable to debunk the perception that only the work of the influential gets done.
- (iii) That includes bureaucracy as well as elected representatives of the people so that the innate tendency of the system to protect its functionaries does not become the main obstacle in entertaining public demands and redressing their grievances.
- (iv) That Govt. programmes and schemes are implemented with integrity and deliver benefits and services to the intended beneficiaries.

- (v) Reduce foot falls in govt. offices by addressing grievances and demands at the door step of the community.
- (vi) Effectively monitor service delivery in terms of the Public Services Guarantee Act and qualitative disposal of grievances through e-samadhan.

### **3. Co-ordinating Departments**

The blue print of Jan Manch has been drawn up by the Department of Administrative Reforms. However, actual implementation will be co-ordinated by the Deptt. of Redressal of Public Grievances (RPG) and Deptt. of Rural Development & Panchayati Raj (RD&PR). However, all line departments will be responsible for grievances/demands/issues pertaining to them. At the district level, Jan Manch will be anchored by the Deputy Commissioner of the district concerned.

### **4. Jan Manch - Approach:-**

Jan Manch will target on the spot:

- a) Redressal of public grievances;
- b) Delivery of citizen centric services e.g. delivery of various kinds of certificates and completion of documentation under various schemes;
- c) Saturation of select govt. schemes such as 100% immunization, 100 LPGfication, 100% piped drinking water supply to all household;
- d) Physical inspection of operational schemes and ongoing works
- e) Receiving demands from the public for further processing;
- f) Linking up with the community through hosting community meal.

### **5. Following list items will not be dealt in Jan Manch:-**

- a. Transfers
- b. Demand for Government employment.
- c. Court cases
- d. Demand for new schemes for water, health centres etc that are based on norms & require budgetary support.
- e. Inaugurations.

### **6. Jan Manch - selection of venue**

Jan Manch has to be organized assembly constituency wise. Deputy Commissioners would be responsible for selection of the venue based on the following criteria:

- a. As far as possible, Jan Manch is not to be organised at District/Sub-Divisional Headquarters.

- b. The selected venue should cater to a catchment of at least 8 - 10 panchayats with sizeable population strength.
- c. Availability of a place to accommodate the expected crowd on the day of the Jan Manch.
- d. Availability of a rest house.
- e. **Concerned elected representatives should be informed about the venue, date & time since they will be special invitees.**
- f. Having Road connectivity
- g. Having internet facility (desirable).
- h. Easy to access for citizens from remote & far flung areas.
- i. Availability of public transport.

#### **7. Jan Manch - dates & frequency.**

- a. Jan Manch will be organised assembly constituency wise on the first Sunday of every month.
- b. Ministers in- charge and constituencies will rotate every month to cover all the constituencies systematically.
- c. Advance information of dates and punctually holding the camp on the due date is crucial to the success of the scheme.
- d. Elected representatives should be duly informed about the venue, date and time since they ( including MPs) will be special invites.
- e. DCs/SDMs to communicate date and venue to GPs, Patwaris , DPROs, District Officers for further dissemination to the local people and grassroots workers required to be present.

#### **8. Jan Manch Team composition**

**This team will be headed by Hon'ble Minister & will include following district officers:**

- 1. DC/SP
- 2. SDM

Tehsildar

- 3. B.D.C./PO DRDA
- 4. District Agriculture Officer
- 5. Distt. Horticulture Officer
- 6. Divisional Forest Officer
- 7. Distt. Welfare Officer
- 8. Executive Engineer B&R, IPH & HPSEB
- 9. Asstt.Registrar (Coop.Societies)
- 10. e-Distt manager
- 11. Distt level LMK Coordinator

12. Legal cell Distt rep.
13. C.M.O./B.M.O.
14. BPEO.DEO
15. DFSC
16. RM/DM,HRTC
17. Lead Bank Officer
18. Lead Bank Officer
19. District Ayurvedic officer
20. Distt. Animal Husbandry Officer.
21. Mining officer
22. AETC.
23. District programme officer (women and child welfare deptt).
24. BSNL Officer.
25. A stamp vendor and document writer

**9. Pre Jan Manch preparations :-**

**Publicity**

- a. There will be **publicity campaign**, 15 - 20 days before the designated date, informing citizens about the proposed Jan Manch to be held at the selected venue for redressal of grievances, review of existing works/ schemes of all departments.
- b. To increase awareness and to give adequate publicity using electronic means and social media, posters may be got printed with date, time and venue giving the facilities available at the Redressal Camps.
- c. Adequate number of posters may be given to the Panchayat where the camp is to be held after filling in the date and venue, to ensure wide publicity .
- d. Publicity may be further ensured by issue of press and announcement on All India Radio.
- e. Citizens will be informed of the venue adequately in advance so that they can submit their demands/grievances at least 5 days before the Jan Manch for enabling backend processing by concerned offices who will upload on e-samadhan.
- f. Publicity will essentially focus on creating awareness that grievances/ petitions for Jan Manch must be filed in the Panchayat office atleast 10 days before the date of Jan Manch and that such applications will be collected by the Panchayat Secretaries.

**Registration and Processing of grievances:**

- a) RPG & NIC will access all grievances & demands pertaining to that constituency whether disposed of & pending & share them with the Deputy Commissioners.

- b) In respect of grievances recorded as disposed off on e-samadhan, district level officers of departments to whom the grievance pertains will contact the complainant/ petitioners & ascertain whether his complaint has been satisfactorily redressed or not.
- c) Grievances that are pending will be processed for redressal/disposal.
- d) All petitions/grievances collected at Panchayat level, will be collected by the BDO/SDM (whose office has these facilities).
- e) All such applications scanned & uploaded on e-samadhan. District administration will monitor such application for disposal by the date on which Jan Manch is scheduled.
- f) It is possible that grievances/petitions will also be submitted on the day of the Jan Manch itself. All such application/petitions will also be uploaded on e-samadhan.
- g) If on the spot redressal/disposal is not possible, than these will be processed for disposal in the post Jan Manch period.

### **Saturation of Schemes**

The pre Jan Manch phase will also be used for saturating the catchment panchayats under various programmes as was done under the Gram Swaraj Campaign. The schemes that are to be covered on a mandatory basis include:

- 1) Grihani Suvidha Yojana.
- 2) Kisan Credit Cards.
- 3) Pension admissible for Old Age, widows and persons with disabilities.
- 4) Jan Dhan Yojana.
- 5) Beti Hai Anmol Yojna.
- 6) Digitised ration cards.
- 7) Registration of exlactant mothers and immunization.
- 8) Toilets in all & households and whether these are being used.

### **Swachta Abhiyan:-**

The preparatory phase will also be used for launching a swachta abhiyan in the 8 to 10 catchment panchayats. The guidelines issued by the Panchayati Raj department for such campaigns during the Gram Swaraaj Abhiyan will be adopted for Jan Manch as well. An intensive cleanliness drive will be carried out during the 10 intervening days by all Departments.

### **Health Camps**

The deptts. of Health & Ayurveda will organize health camps at the venue. Arrangements for medical check ups and medication will have to be ensured.

### **Inspection of Schemes/ Works:-**

The preparatory phase will also be utilized for getting all important schemes of the Govt. in the catchment area inspected by departmental staff. An illustrative list is given below:-

### **Inspection of drinking water schemes.**

- I. Pumping machinery
- II. Storage tanks-when cleaned & whether covered
- III. Water treatment plants whether operational etc.
- IV. Distribution network-any leakages.

Each department at the district level is expected to prepare a checklist for inspection of its schemes. The checklist duly filled up will be submitted to the Deputy Commissioners along with photographs of the physical inspection being conducted by the concerned officers.

On similar lines, condition of roads, power supply, drainage, schools, institutions like health, vety, PDS outlets etc will be inspected. Road conditions will also be improved, wherever feasible.

Similarly works being executed by various deptts & Panchayats will also be inspected & the quality & pace of work reported upon. Hon'ble Ministers may visit any of the Development Schemes/ Government offices during their visit.

### **Trial runs**

It would be desirable for the district administration to conduct a trial run to test the preparedness and adequacy of arrangements including testing of IT hardware, software, public address systems, furniture, chairs, shamiyana, drinking water, connectivity and expertise of the staff to handle the hardware and software.

### **Community meal**

Arrangements will be made for a community lunch to be served on the day of the Jan Manch. Funds for the same will be placed at the disposal of the Deputy

Commissioner on demand. This activity is necessary for linking with the community. It may please be ensured that there is no littering of the place after the meal.

**10. On JAN MANCH Day**

- a) It is mandatory for all Distt. Officers to be present on Jan Manch day.
- b) The event must start at 10 am.
- c) There will be no formal welcome of Ministers and officers on Jan Manch. Flowers, garlands and mementos are not to be presented.
- d) Ministers will apprise all present of Jan Manch objectives in a brief address of maximum 15 minutes. This is the only public address that will take place.
- e) Participation of elected members of that area must be ensured.
- f) All participants will partake a community lunch - Dhaam.
- g) Neither any announcement nor any commitment will be made on Jan Manch day but demands received will be processed for redressal from the relevant quarter.
- h) The Ministers will be provided the following :-
  - (i) The constituency wise e-samadhan extract showing status of grievances redressed and ready for being announced on Jan Manch day.
  - (ii) The update of redressal on public grievances /demands received in the 15 days prior to Jan Manch and ready for being announced on the Jan Manch day.
  - (iii) On the spot public grievances/demands received on Jan Manch day which cannot be redressed simultaneously but will be uploaded on e-samadhan in next 10 days for redressal.
  - (iv) Status of saturation of schemes at para 4 (C) and social audit of ongoing schemes in Jan Manch and surrounding areas.
  - (v) Result of inspections of schemes conducted by Ministers on Jan Manch day or on preceding day.
- i) Systematic collection of grievances and demands received on the spot to be ensured for entering into the e- samadhan portal subsequently by the SDM Office for proper follow up.
- j) Certain demands/ grievances may need private hearing.
- k) **Jan Manch Task list attached is illustrative, not exhaustive.**

**11. Jan Manch Tasks ( illustrative list attached)**

- a) Where documentation is complete certificates demanded can be issued on the spot. For fresh certificates requested documentation/ paperwork can be completed by Jan Manch teams on the spot.
- b) Many of the application forms needed for PSG timebound services and non-PSG services are already available online on himachalforms.nic.in.

**12. Post Jan Manch Action:-**

- a) The venue of the Jan Manch must be left neat and tidy. Garbage must be suitably disposed off. No litter of any kind will be left behind.
- b) DCs will generate list of grievances/ demands received and disposed on Jan Manch Day for all three categories within 10 days of Jan Manch to ensure maximum department wise disposal.
- c) Grievances that are disposed off in the post Jan Manch phase will have a covering letter signed by the Hon'ble Chief Minister.
- d) PSG top up on RPG portal to make citizen aware of his rights to time bound 187 services notified by 26 departments & 73 being online.



## **List of Jan Manch Tasks**

### **1. Jan Manch Tasks (this list is illustrative, not exhaustive)**

- (i) Himachali Certificate
  - (ii) SC /ST/Backward Classes certificate.
  - (iii) Income Certificate
  - (iv) Copies of revenue records (experts Aks Musavi)
  - (v) Orchard card etc.
- A) Completion of paper-work for:-
- (i) Widow pension/old age pension
  - (ii) Repair/Construction of hutments.
  - (iii) Legal aid
  - (iv) Freedom fighter pension/war Jagir/Ex-Gratia grant to Ex-Servicemen.
  - (v) Registration of Mahila Mandals/Youth Clubs
  - (vi) BPL/IRDP loans
  - (vii) Land development and soil conservation work
  - (viii) Filling in of application forms and spot verification for issue of Gun/Driving licenses
  - (ix) Renewal of licenses
- B) Attestation of Mutations
- C) Registration of recent births and deaths
- D) Preparation or renewal of ration cards
- E) Registration and attestation of documents/deeds. No extra fee should be charged for registration at the camp since this is the nature of a public service and the camp is a kind of temporary office of the Sub-Registrar. A stamp vendor and document writer may accompany the team for convenience of the public.
- F) Sanction of (initial or additional) funds out of local districts planning funds for small works of emergent nature, the need the need of which the Deputy Commissioner himself is personally satisfied.
- G) Relief both in respect of pending applications and spot applications.
- H) Atal Aawas Yojana and other flagship schemes.

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