

Jan Suvidha Kendra (JSK) at a Glance

Effective public grievance redressal is the top most priority of the Government of Uttar Pradesh. The District administration Jhansi has developed a platform known as [Jan Suvidha Kendra \(JSK\)](#) with the technical consultation of District Unit of National Informatics Centre (NIC) which is telephone/mobile based. It was launched in the public interest on 10th June, 2009 in the Collectorate campus, Jhansi.

Any person, from any place and at any time can call at given Toll free number for complaints and information and register his grievance. A warm welcome is extended to the caller. The grievance is registered online and details of the grievance are also recorded automatically as an audio file. Every complaint is assigned a unique complaint no. and category depending upon the severity of the complaint:

- A - category complaints are to be disposed within 24 hours,**
- B - category complaints are to be disposed within 3 days,**
- C - category complaints are to be disposed within 7 days.**

The grievance is immediately marked to the concerned officer.

As soon as grievance is 'Saved' in the database, automatically one SMS is triggered on the mobile no. of the aggrieved person bearing details of his complaint no., category, officer to whom the complaint is marked and target date for disposal. Simultaneously , one SMS is sent to the concerned officer bearing details of the mobile no. of complainant, complaint no., category and target date for disposal. Concerned officer is also intimated telephonically for immediate action. A printout of this complaint bearing scanned signature of the District Magistrate is also sent to him though Fax/Post/Special Messenger, thus relieving the person from the pain of journey to the concerned office, saving the precious time, money, labour and also at the same time providing required attention in terms of responsiveness (While registering the grievance , While investigating the grievance and while conveying the details of disposal to the aggrieved person). Printout is being generated in three different colored sheets as follows.

- Green sheet for 'A' category complaints,**
- Blue sheet for 'B' category complaints and**
- Pink sheet for 'C' category complaints**

Every day one district level officer, two clerks, two computer operators and one class IV Employee are assigned duties in JSK to run and monitor the project in shifts of eight hours each on voluntary basis. The concerned officer contacts the complainant, takes the details and after due enquiry sends the disposal report to JSK within stipulated time. If the officer is not able to dispose the complaint within stipulated time, one SMS is automatically triggered on the mobile of the officer informing him that the status of the complaint has changed from pending to defaulter and it should be resolved soon. Another SMS is sent on the mobile of complainant that his complaint is under process and would be resolved soon. Duty officers at JSK cross verify each and every disposal report by calling the aggrieved person and taking his feedback for the same in case of dissatisfaction of the complainant the concerned officer is asked to look into it again accordingly. If the complainant still remains dissatisfied with the disposal the District Magistrate/Chairman JSK calls him in weekly monitoring meeting and talks face to face with him and concerned officer. The disposal details are entered in the software only after satisfaction of the aggrieved person. As soon as disposal details are entered in the software one SMS is automatically triggered on the mobile of the complainant and the officer informing about the disposal of the complaint. Besides this, daily one SMS is automatically triggered on the mobile of concerned officers and administrative Team of JSK informing them about the status of complaints concerning their departments and overall complaints status respectively.

When compared to other e-governance initiatives JJSK stands out distinctly for its unique, innovative and citizen friendly approach in terms of reach, cost-time labour effectiveness, inbuilt fool proof mechanism of quality cross check and monitoring leading to efficient administration and corruption free society. Above all it ensures the satisfaction of the aggrieved persons thus strengthening the concept of e-accountability and e-democracy.

From March 2010 complaints received in other grievance redressal forums such as Tehsil Divas and Lokvani Kiosks are also being registered , monitored and disposed off effectively through JSK-Jhansi and from July 2010, complaints are also being registered through e-mail (jjsk4u@gmail.com).

In recognition of passion and commitment for e-Governance and for aiming for the highest standards of excellence to help bring the government closer to the citizen.

JSK-Jhansi has been awarded with prestigious NASSCOM Social innovation Honours 2010 by NASSCOM Foundation.

Applauding this excellent effort made towards e-Governance in the country, The Computer Society of India and NIHILENT selected Jhansi Jan Suvidha Kendra for CSI-Nihilent e-Governance Award 2009-2010 Award of excellence.

The Government of Uttar Pradesh has decided to implement the Jhansi Jan Suvidha Kendra model of Grievance redressal in all the districts of U.P. In continuations of this, a two day training workshop was organized in Jhansi in which technical and administrative officers from all the districts of U.P. participated to know how to implement this model in their districts.

Accountability – Responsibility – Transparency

**An initiative of District Administration Jhansi
with Technical support of District Unit of N.I.C.
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