



# Chief Minister Inaugurated the CM Grievances Redressal & Monitoring System Jan Samvad Portal

## Why in News?

According to the information given by the Information, Public Relations and Languages Department of Haryana on 10 May 2023, the Chief Minister of the state Manohar Lal Khattar inaugurated the CM Grievances Redressal & Monitoring System Jan Samvad Portal.

## Key Points:

- A complete account will be kept by uploading the problems and suggestions coming under the Jan-Samvad program on this portal. After this, the concerned officers will also ensure the resolution of these problems and a message about the problem will also go to the complainant.
- It is known that more than 600 services come under the Right to Service Act.
- It is worth mentioning that under the Jan Samvad program, the fourth Jan Samvad program will be organized in the Sirsa district of the state from 13 to 15 May. Under this, the Chief Minister will interact directly with the people of many villages in Sirsa district.
- The Chief Minister said that in order to implement all the problems faced by the government while interacting with the public, these problems would be uploaded on the portal at the district and headquarter level.
- To solve the problems of the people, 'Nagar Darshan Portal' has been created at the urban level and 'Gram Darshan Portal' at the village level. On these, citizens can also upload their problems and development works while sitting at home. After that, it will automatically go to the complaint officer who will take cognizance of them and complete the work by making provisions for estimate & budget etc.
- Earlier the problems coming on these portals were agreed upon through representatives but now citizens can directly send these problems to the portal.
- Better mechanisms have been prepared by the state government to provide good services to the citizens, on which accountability is also being ensured. So far 3609 people have registered their complaints on this demo portal.
- It is known that every Saturday the Chief Minister communicates with any one section of the state through audio conferencing. In these there is direct interaction with the people and the workers also join them. Apart from this, the concerned officers are also involved in this, who listen to the problems faced by them and ensure their solution.



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