



## 2nd phase of Mukhyamantri Jan-Seva Abhiyan

### Why in News?

On 6 May 2023, the General Administration Department of Madhya Pradesh issued instructions to start the second phase of the Mukhyamantri Jan-Seva Abhiyan.

### Key Points:

- The second phase of Mukhyamantri Jan Sewa Abhiyan will be launched in the state from May 10 to 25 for the services provided to the common citizens and 100 percent redressal of their problems by the government departments.
- Mainly this campaign will have 2 major components. In the first component, applications pending in the offices of all such departments, which are related to civil services, will be disposed of as far as possible. Along with this, the complaints pending in the CM Helpline will be redressed.
- On the other hand, in the second component, 100 percent redressal of the complaints registered and currently pending in the CM Helpline till 15 April 2023, will be done. The information of redressal will also be compulsorily given to the concerned complainant.
- In this campaign, service delivery camps will be organized in all the field offices providing identified 67 services to the citizens.
- All collectors will nominate specific nodal officers for each office in their district where the camp will be held. The applications for the identified 67 services which are pending online or offline in the respective offices before the start of the campaign, will be recorded on the portal for their disposal during the campaign and for each day's disposal.
- Redressal of the applications for prescribed services received during this campaign will also be ensured in the portal. The camp number of the district will also be entered on the portal.
- Out of all the complaints received during the campaign, the District Collector will be able to mark separately such complaints, which are not possible to be resolved due to budgetary reasons, policy decisions, or pending cases in civil or high courts.
- In this campaign, it will be ensured that all the remaining complaints are redressed. All the complaints registered on the CM Helpline portal till 15 April 2023, but currently pending, will be displayed separately. This service is being made live on the CM Helpline portal from 5 May 2023.
- It is worth mentioning that in the first phase (17 September 2022 to 31 October 2022) of the Mukhyamantri Jan-Sewa Abhiyan, more than 83 lakh eligible beneficiaries have benefited by achieving 100 percent saturation in the schemes of the Central and State Governments.