



# 696 Services of 48 Departments are Now under the Purview of the Guarantee Act for Provision of Public Services

## Why In News?

- On March 13, 2023, in the meeting of the Consultative Committee of the Department held in the Vidhan Sabha premises under the chairmanship of Dr. Arvind Singh Bhadoria, Minister of Public Service Management and Cooperatives of Madhya Pradesh, it was told that 696 services of 48 departments were given in the Guarantee Act for the provision of Public Services.

## Key points

- Minister of Public Service Management and Cooperation Arvind Singh Bhadoria, said that the applications made by the citizens on the CM helpline are being resolved. More than one crore 22 lakh persons have been benefited from the CM helpline.
- Out of 2 crore complaints registered in the CM Helpline, 98 percent have been resolved. Through the CM helpline, citizens are also being given the facility to inform about the status of complaints and schemes lodged through WhatsApp.
- In CM Public Service, the services of public service guarantee act are being provided to the citizens in daily life. These include income, domicile certificates and copies of the current Khasra-Khatauni, map and land rights booklet being supplied on the call received on CM helpline number 181.
- State Public Service Agency Executive Director Abhijit Agarwal said that in the last 6 months, remarkable work has been done by the Public Service Management Department to provide better services to the citizens. Aadhaar registration is being made from 230 public service centre and Ayushman cards are being made from 430 centre in the state.

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