

No. IT Cell/ CS Office/ 2020
HARYANA GOVERNMENT
CHIEF SECRETARY ORGANIZATION
GENERAL ADMINISTRATION DEPARTMENT
(IT Cell)

Dated, Chandigarh, the 1st July, 2020

To

1. All the Administrative Secretaries to Govt. Haryana
2. All the Heads of Departments of Haryana State.
3. All the Managing Directors/Chief Executive Officers of Boards/Corporations of Haryana State.
4. All the Divisional Commissioners in Haryana State.
5. All the Deputy Commissioners in Haryana State.
6. All the Registrars of Universities of Haryana State.

Subject: Implementation of Jansahayak Mobile/ web app – TAT, SoP, FAQs.

Sir/Madam,

I am directed to invite your attention to JanSahayaK Mobile App which is a one stop mobile app for citizens who wish to seek any kind of service from State of Haryana i.e. e-services, Covid-19 related services, caregiver and other services, etc. The Jansahayak application allows citizens to connect Haryana Government for multiple services and their request will be submitted to concerned department and their district level offices.

2. The mobile app was launched on 25th April, 2020 by the Hon'ble Chief Minister, Haryana. To make the app operational, the various Districts have been provided with login id and passwords. There is a help option for both Citizens and District Administration - they can share their issues or seek support on email id help.jansahayak@gmail.com.

3. To ensure timely delivery of services to the citizens it is necessary to fix timeframes for delivery of services. Accordingly, the TAT (Turn Around Time) for various services had been fixed as indicated at Annexure-1, which is enclosed herewith.

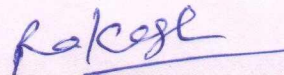
4. The Field offices of various departments have to follow a certain Standard Operating Procedure for each service they deliver. Such SOP has been finalized in consultation with the Deputy Commissioners. The detailed service wise SOP with Turn Around Time, responsibility matrix, process, etc. are provided at Annexure-2, which is enclosed herewith. Further help is provided in the Frequently Asked Queries (FAQs) (enclosed at Annexure -3).

5. To ensure communication between GAD and the District Administrations, a JanSahayak Support Team has been created at GAD Head office. This team is in constant touch with District Administrations via WhatsApp Group naming "JanSahayak – Implementation". Some of the functions performed through this WhatsApp group are:

- a. Pending requests - Escalations
- b. Any operational issues/Testing/ Feedback of services
- c. Other communications as per the requirement

6. To ensure citizen satisfaction and timely delivery of services, all Departments and their constituent Boards/Corporations as well as field officials are requested to ensure that the services are delivered within the specified TAT.

7. All the Administrative Departments are requested to issue necessary instructions to their field officials in this regard please.



Under Secretary General Administration,
for Chief Secretary to Govt. Haryana.

