JANSPANDHANA v/s NAGRIKA

## What Is Janaspandana?

### Overview & Purpose

* **Launched on November 1, 2021**, Janaspandana is a **paperless, multi-channel grievance redressal platform** by the Karnataka Government, integrating web portals, a helpline (1902), and a mobile app.
* It connects citizens with **over 40 state departments**, providing a unified, structured grievance filing experience.

### How It Works

* **Registration**: Citizens use OTP-based mobile number verification for secure, one-time registration.
* **Submission**: Grievances are categorized via keyword search and routed to the appropriate Last Mile Functionary.
* **Real-Time Tracking**: SMS notifications keep citizens informed at every stage—from registration to resolution.
* **Escalation Mechanism**: If feedback is negative, grievances escalate through defined levels (L1 → L2 → L3), with Action Taken Reports (ATRs) issued at each level.
* **Wide Integration**: Janaspandana interfaces with platforms like CPGRAMS and Sakala for seamless grievance management.

### Public Engagement

* Apart from the digital channels, **in-person grievance forums**—at taluk and district levels—are held regularly to allow citizens to meet officials directly and speed up resolution. In Hassan, these are held on the first and third Saturdays of the month.
* In one notable session, over **3,800 applications** were recorded within six hours, showing high citizen participation.

### Impact & Feedback

* Between launch and late 2022, over **57,865 grievances** were filed, and more than **98% were disposed of positively**, though concerns about superficial resolutions remain.
* Residents have applauded the programme’s accessibility, especially for handling data gaps, reducing middleman dependency, and simplifying access to services.

## Why Nagrika Stands Out

1. **Community Empowerment**  
   Nagrika turns citizens into active participants—enabling peer validation and shared ownership in identifying and elevating issues.
2. **Real-Time Oversight & Engagement**  
   The platform’s real-time maps and social feeds provide dynamic visibility into civic issues—keeping both residents and authorities informed and engaged.
3. **Inclusive, Citizen-Led Prioritization**  
   Rather than relying solely on administrative flags, Nagrika empowers communities to signal what matters most through upvotes and discussions.
4. **Enhanced Transparency**  
   Beyond individual updates, Nagrika offers a cohesive view of community-wide trends and resolutions, fostering trust and accountability.
5. **Collaborative Governance**  
   Nagrika bridges the civic-government interface—facilitating proactive, transparent, and participatory resolution processes.