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Circular

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**Subject: Jan-Soochna Portal.**

The Hon'ble Chief Minister of Rajasthan launched the "Jan Soochna Portal-2019" on 13-09-2019. It is the first of its kind web-based initiative in the country for proactive disclosure of information by departments through an electronic mode. The guidelines for the Jan Soochna Portal are as follows.

**I. Background:**

Section 4(2) of the Right to Information (RTI) Act, 2005 states that-

*"It shall be a constant endeavour of every public authority to take steps in accordance with the requirements of clause (b) of sub section (1) to provide as much information suo-moto to the public at regular intervals through various means of communication, including internet, so that the public have minimum resort to the use of this Act to obtain information".*

The Government of Rajasthan intends to operationalize this mandate and make an Information System that will facilitate universal and unhindered access to information, through web-based (online) modes and platform. This will result in transparent and accountable governance.

In the above context, the Government of Rajasthan launched **the Jan Soochna Portal (JSP)**. The JSP draws on digitized information available with line departments and makes the same available in a citizen friendly and usable format. It is the first initiative of its kind anywhere in the country. Information on the portal is arranged according to geography so that ordinary citizens residing in a particular Panchayat or Municipal Ward can access information about themselves and public institutions in their geographical area.

The following guidelines are being issued to put in place the development and maintenance of the JSP.

**II. Role of Line Departments:**

Departments are requested to ensure the following activities, set forth in this guideline:

1. Section 4(1) of the RTI Act states that *"Every public authority shall— a) maintain all its records duly catalogued and indexed in a manner and the form which facilitates the right to information under this Act and ensure that all records that are appropriate to be computerised are, within a reasonable time and subject to availability of resources, computerised and connected through a network all over the country on different systems so that access to such records is facilitated.."*

In pursuance of the above, departments are required to provide a statement of its records and processes that:

- i. have been digitized / computerized
  - ii. are currently in the process of being digitized / computerized along with a timeline within which the same will be completed
  - iii. are not yet digitized / computerized
2. The statement of records as stated above shall be uploaded on the JSP so that the public is aware of the records available with each department, and the means through which it can be accessed online. The same shall be updated annually and approved by the Head of Department.
3. Departments will be encouraged to develop a real time, transaction based information system to guide the implementation of programme under its jurisdiction. Information generated and stored through the information system must be proactively disclosed in the public domain suo-motu, except for disclosures exempt under Section 8 of the RTI Act.
4. Departments will be required to issue instructions to its implementation machinery at the State, District, Block, Gram Panchayat, Corporation and Ward level for schemes and programmes implemented by the Department.
5. Departments are requested to reduce password based administrative logins that prevent information disclosure stored in the digital applications in the public domain to the general public.
6. Departments will be requested to enlist citizens who meet the eligibility criteria as per Programme/Scheme Guidelines within the Department as per the individual parameters recorded in the Jan-Aadhaar Resident Data Repository. It will be the responsibility of concerned Line Departments to revise the lists on a monthly basis.

### **III. Nodal Department and its Role:**

The Department of Information Technology and Communication (DoIT & C) will serve as the nodal department for the development, operationalization and maintenance of the JSP, and will have the following responsibilities:

1. The following information is required to be hosted on the Jan Soochna Portal:
  - i. Real time, transaction level information of delivery of services, entitlements and functioning of public institutions
  - ii. Citizen Charters of Departments
  - iii. Annual Reports of Departments
  - iv. Any other information, as recommended by the Jan Soochna Advisory Group
2. Endeavour that data entry being undertaken by the line departments takes place in the local language.
3. Deploy, maintain and oversee the functioning of Jan Soochna Kiosks in Gram Panchayat and Ward of the State which will provide open, universal and free access to citizens.



4. In order to ensure that the Jan Sookhna Kiosks are used and maintained properly, the Kiosk will be under the responsibility of an e-Mistri.
5. The Department of IT and Communication will appoint a Grievance Redressal Officer at the State, District and Block Level to receive, acknowledge and act on complaints related to:
  - i. Difficulties in accessing information hosted on the JSP.
  - ii. Functioning of the Jan Sookhna Kiosks.
  - iii. Functioning of the e-Mistri.


#### **IV. Monitoring:**

1. The functioning of the Jan Sookhna Portal and the compliance of the provisions set forth in the guidelines will be monitored by a Jan Sookhna Advisory Group which will have the following responsibilities:
  - i. Identify information available with line departments in digitized form, and develop appropriate formats in which the former will be required to share information to be hosted on the JSP
  - ii. Advise line departments on norms and standards of digitization of records and processes.
  - iii. Advise and provide assistance to the State Government in planning and conducting trainings on the JSP for elected representatives, CSO representatives, SHG members, students, youth volunteers and others.
2. The Jan Sookhna Advisory Group will consist of the following members:
  - i. The Special Secretary & Commissioner, DoIT & C shall be the Chairperson of the Jan Sookhna Advisory Group.
  - ii. Director/Secretary, Administrative Reform shall be the Deputy Chairperson of the Jan Sookhna Advisory Group.
  - iii. Representative of Department of Information Technology and Communication will serve as the Member Secretary of the Advisory Group.
  - iv. Representatives of Civil Society Organizations/NGO working on issues of transparency and accountability.
  - iii. Representatives of line Departments, not below the rank of the Joint Secretary shall be the member/special invitee as and when required.
  - iv. An elected representative of the Gram Panchayat/Ward and elected representative of the Panchayat Samiti / Municipality Corporation, as recommended by Panchayati Raj Department/Local Self Government Department and approved by the state Government.
  - v. Elected Representative of Media (Print/Electronic), as recommended by DIPR and approved by state government.
3. The Jan Sookhna Advisory Group will meet at least once in two months. The meetings can take place in Jaipur or any other location in Rajasthan. The Advisory

Group will be encouraged to keep the meetings as open and participatory as possible, such that those interested to attend and contribute, may do so.

4. The members of the Jan Soochna Advisory Group may invite subject matter specialists for its meetings in the capacity of special invitees, as and when needed. Departments should nominate their IT representatives as well as officials with domain knowledge to attend the meetings of the Advisory Group, have follow up discussions in the department and ensure that points of action are carried out in time.
5. The Jan Soochna Advisory Group will be supported by the Department of IT and C. under the overall supervision of the Member Secretary of the Group.

The concerned departments are directed for the compliance of these guidelines.

  
(D. B. Gupta)  
Chief Secretary

Copy forwarded to the following for information/compliance please-

1. Principal Secretary to Hon'ble Chief Minister, Rajasthan.
2. Sr. Deputy Secretary to the Chief Secretary, Rajasthan.
3. PS, Additional Chief Secretary, Finance Department, Rajasthan.
4. All the Additional Chief Secretary/ Principal Secretary/Secretary, Rajasthan.
5. All the Divisional Commissioners, Rajasthan.
6. All the Collectors, Rajasthan.
7. All the CEO, ZPs, Rajasthan.
8. All the Commissioners, Municipal Corporations.
9. All the Commissioners, Development Authorities (ADA/JDA/JoDA).
10. All the Secretaries, UITs.
11. All the Executive Officers of Nagar Palikas/Parishads.
12. Guard File.

  
Principal Secretary