MINUTES OF MEETING OF ALL CONCERNED OFFICERS REGARDING NEWLY LAUNCHED “JANSAHAYAK HELP ME” APP HELD UNDER THE CHAIRMANSHIP OF DEPUTY COMMISSIONER, SIRSA ON 26.04.2020 AT 6.00 PM AT DC CAMP OFFICE

City Magistrate, Sirs and District Informatics Officer, NIC, Sirs were present in the meeting.

At the outset the Chairman welcomed all the participants and apprised that due to creation of many mobile apps for various services by different departments, State Govt. has considered that there should be one app for citizens to interact with Government. In order to provide Government Services and facilitate the citizens of State during the crisis of Covid-19, an integrator app namely “Jansahayak Help Me” has been designed which is recently launched by Honble CM. The mobile application is bilingual and provides all facilities to citizens in a single mobile app like Dry ration, Cooked Food, LPG cylinders, Ambulance, Doctor, Movement pass, Bank appointments etc. This App empowers the citizens and makes Government responsive.

The citizens are required to first register with their mobile number. Once registered, citizen can access the services as per one’s requirement. The app not only forwards the citizen request to appropriate authority but also keeps a track of the requests and ensures that request is not closed till the request is fulfilled. The citizen is kept informed at every stage. When the concerned officer has completed the task, the citizen is informed accordingly. All the officers were taught as how to access citizen requests and how to convey when the request has been fulfilled. To facilitate various services, concerned officers are to be appointed as Nodal Officers who shall deliver these services on the requests made by citizens.

After detailed deliberations it was decided that the following Officers shall be the Nodal Officer for the tasks/services as mentioned against each:

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<th>Sr. No.</th>
<th>Services</th>
<th>Nodal Officer with contact no.</th>
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<td>1.</td>
<td>Request for food - citizen can seek cooked food or ration as per requirement. The mobile app checks with databases and if the citizen does not figure in any state database and requests for dry ration, a “distress ration token” mapped to the nearest Fair Price Shop is issued and citizen can go and show it at the Fair Price Shop and obtain ration free of cost similar to OPH (other priority households besides BPL). In case of cooked food, it will be delivered by the District Administration or through NGOs voluntarily on assessment.</td>
<td>Sh. Adityendra Singh Takshak, DETC (Sales Tax) 98107-82769 and Sh. Narender Sardana, AFSO 99960-74048</td>
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<td>2.</td>
<td>Consult a doctor- if a citizen pushes the doctor tab in the mobile app a call goes to telemedicine helpline and a doctor answers.</td>
<td>Dr. Viresh Bhushan, Dy. CMO (NHM), Sirs – 70278-31549</td>
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<td>3.</td>
<td>Need a shelter – citizen can request for shelter in any of the relief camps.</td>
<td>Sh. Vijender Bhardwaj, DRO, Sirs – 98122-07045</td>
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<td>4.</td>
<td>Financial assistance - citizen can seek financial aid also. The mobile app checks with existing database on the basis of Aadhaar and if the Citizen has not got any financial benefit earlier, citizen can register and the application shall be processed after checking the eligibilities.</td>
<td>Sh. Naresh Batra, DSWO, Sirs – 94666-13035</td>
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<td>5.</td>
<td>Wages not received – citizen can place a grievance regarding non-payment of remuneration/monthly wages from employers.</td>
<td>Sh. Manish Kumar, Asstt. Labour Commissioner, Sirs – 98969-07870</td>
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<td>6.</td>
<td>E-Kharid (Wheat/Mustard) – farmers can book a slot to sell their crop produce in any Mandi using this app.</td>
<td>Sh. Neeraj Sharma, DFSC, Sirs – 99134-37006</td>
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<td>7.</td>
<td>Book a Bank visit – This will take the citizens to bankslots.haryana.gov.in through which the citizen can book a bank slot (limited to cash deposit/withdrawal) or request for a cash delivery at home through postal bank service.</td>
<td>Sh. Arun Soni, LDM, Sirs – 90530-45905</td>
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service like medical reasons, death in the family etc. Pass facility for industries and shops is also available. 94164-79223

9. **Volunteer** - Anyone who wants to help people by contributing their resources/talents can register and the district administration will utilize their services appropriately.

Sh. Ramesh Sharma, DIO, NIC, Sirsa – 94684-88477

10. **Donation to Haryana Corona Relief Fund**

Sh. Vijender Bhardwaj, DRO, Sirsa – 98122-07045

11. **Donate food/ration** – if any family is interested in providing cooked food or ration for other needy persons, they can register and indicate their contribution.

Sh. Adityendra Singh Takshak, DETC (Sales Tax) 98107-82769


Sh. Sudhir Gilhotra, Principal, Govt. Polytechnic (Boys), Sirsa – for Technical Education 94161-66540
Sh. Lal Chand, Principal, GITI, Sirsa – for Skill Development – 94160-49850

It was decided that concerned officers (be it from health, food, labour, education etc.) also works through the same mobile app. They should download it in their phones and register themselves. Each officer has a separate log in to the website also. Depending on the type of request and the location (ward wise), the request is automatically forwarded to the concerned officer with notification. The officer is able to see all requests assigned to him/her in the app, whereby he/she is given details along with a navigable location. The In-charge can also share his/her login credentials to any volunteers he/she has for end user delivery. Upon reaching the service location, the officer/volunteer is given facility to change the status of the request, add comments which can further be scrutinized by the admin. Frivolous requests can also be marked invalid along with a reason. This feature puts responsibility on both users and our field officials.

It was decided that all SDMs shall monitor and coordinate with all concerned Officers. Likewise BDPOs and EOs/Secretaries of all ULBs in district Sirsa will be responsible to monitor within their respective jurisdiction.

DIO, NIC, Sirsa shall be the Nodal Officer to perform all sorts of data analytics and generate reports of enquiries based on area, category of request, status and so on. He can verify the geo-tagged image and see the distance between request location and delivery location on Google maps. Further he can add/edit new categories of request, new type of roles and logins in consultation with Deputy Commissioner/City Magistrate. Thus upon convincing he can finally close a request.

DIPRO, Sirsa was directed to ensure extensive publicity through all modes of communication so as to persuade the general public to download this App and avail the services rendered by this integrated Mobile App.

The meeting ended with a vote of thanks to the Chair

Deputy Commissioner,
Sirsa
OFFICE OF THE DEPUTY COMMISSIONER, SIRSA

Endst. No. 2366/MA Dated: 27/04/20

A copy is forwarded to the following for information and necessary action:

1. DIG-SP, Sirsa
2. All SDMs in distt. Sirsa
3. Dy. Civil Surgeon (NHM), Sirsa
4. DRO, Sirsa
5. DDPO, Sirsa
6. DETC (ST), Sirsa
7. DFSC, Sirsa
8. DSWO, Sirsa
9. DEO Sirsa
10. DEEO, Sirsa
11. Distt. Higher Education Officer/Principal, Govt. National College, Sirsa
12. Principal, Govt. Poly. (Boys), Sirsa
13. Principal, Govt. ITI, Sirsa
14. DIPRO, Sirsa
15. XEN, P. Raj, Sirsa
16. LDM, PNB, Sirsa
17. All Tehsildars/NTs/BDPOs in district Sirsa
18. Sh. Sardana, AFSO Sirsa
19. DIO, NIC, Sirsa
20. All Duty Magistrates (through concerned SDM Sirsa)
21. All respective members of Local/Sector/Zonal Committees in distt. Sirsa
22. Asstt. Labour Commissioner, Sirsa
23. All EOs/Secretaries of ULBs in distt. Sirsa
24. All HoDs in district Sirsa
25. PA/DC

For Deputy Commissioner,
Sirsa