



जन दर्पण

**Jan Darpan: A peoples platform
to access rights and entitlements**



Samarthan
Centre for Development Support



www.samarthan.org | 36, Green Avenue, Chunnabhatti, Bhopal



COVID-19 and the birth of Jan Darpan

In March 2020, we saw an event in the world that changed many things permanently. The coronavirus pandemic caused widespread mild to serious illness and humans quickly adapted to newer ways of life, integrating technology even further with how we function from work from home to digital payments.

Following the mass exodus of migrant workers from cities back to villages during the lockdown, there were rising issues of beneficiaries who were unable to access state-provided benefits. There was also little to no access to the panchayat office, block or district administration. Neither the citizens were unable to voice their grievances in person, nor were toll-free numbers effective. With the nation under lockdown, only a proper technological platform could fill this gap created between the rural population and Government services and could help give voice to this issue. Samarthan along with UNICEF envisioned Jan Darpan, a citizen's portal to fill this gap.

**in 2021, India
allocated
INR 1,36,000 million
in rural schemes**

Jan Darpan is a platform that acts as a citizens portal where rural citizens can register their grievances and submit applications for the realisation of their entitlements. Individuals are entitled to benefits from multiple schemes, and all these schemes have separate portals which the common rural man/woman is not able to access without the support of someone who is more well-read and well-versed with technology.

Therefore, Jan Darpan as a consolidated platform holds the power to reach a vast number of beneficiaries who are living in remote locations or for whom visiting officials with their grievances is expensive, inconvenient and intimidating.



What Jan Darpan enables

The strength of Jan Darpan lies in bringing together various schemes of central and state governments under one single platform. On it, citizens can register a grievance or apply for a scheme benefit to which they are entitled. It informs the users of the complaint registration and builds trust in the process by letting individuals track the status of their applications.

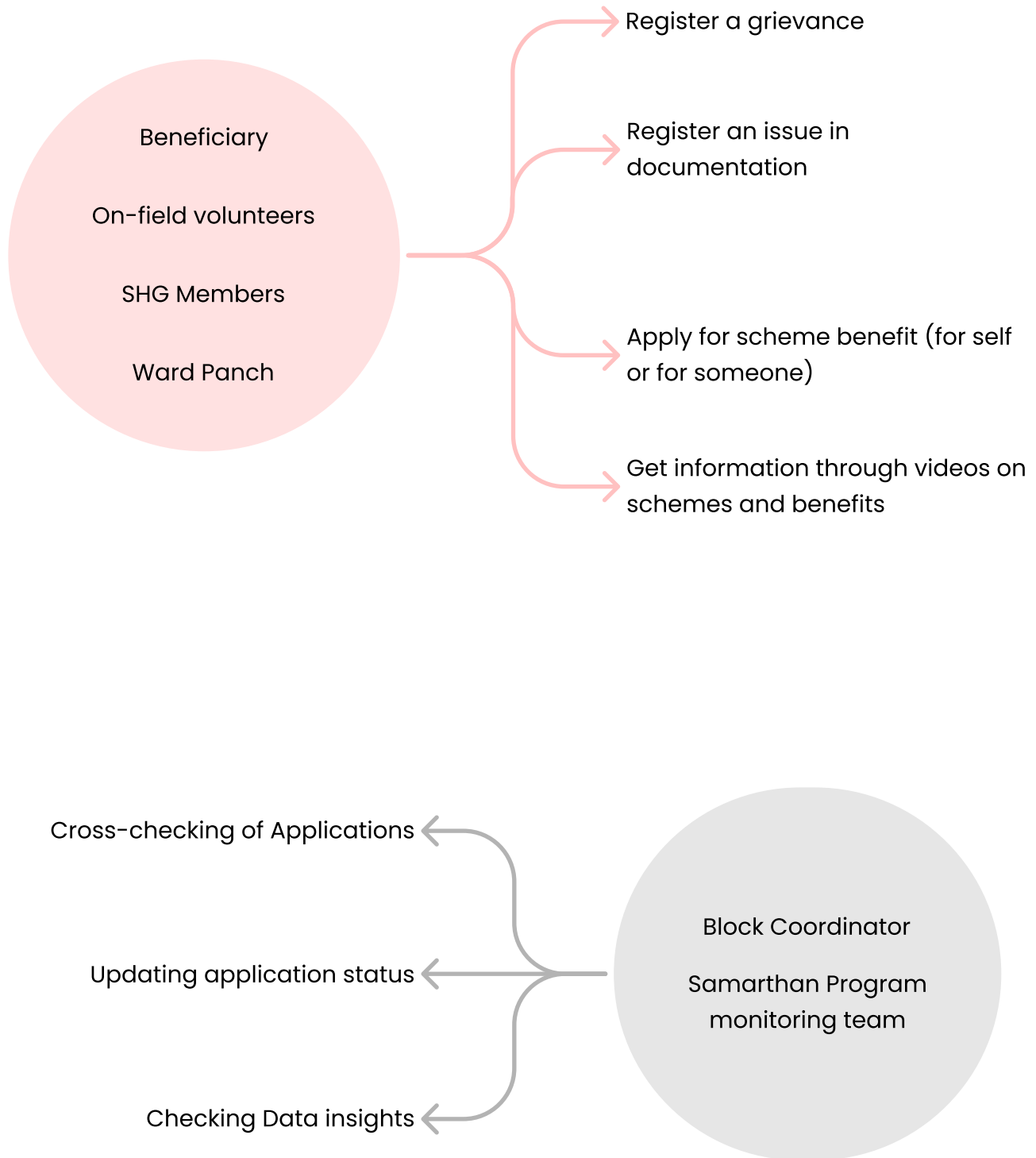
Entitlements could have been delayed or not processed due to many reasons. The most common of which tend to be incorrect name/DoB on Aadhaar Cards, caste certificate, wrong or outdated bank account number or ignorance and laxity of the administration. Jan Darpan not only enables citizens to express their grievances but also serves as a portal of information providing information on different schemes and how to avail them.

Jan Darpan is a system that advocates for transparency and helps bring to light various bottlenecks to access scheme benefits in rural areas and the inaccuracies in identification documentation which are present at scale. It also helps identify schemes which are performing well and are onboarding eligible beneficiaries and which schemes are not while providing a system to track scheme-related grievances.

- All central and state schemes in one platform
- Tracking of application status in a transparent process.
- Brings to light the lack of access to scheme benefits and large scale inaccuracies in identification documentation.
- Helps identify schemes that are performing well.
- Creates a system to track scheme-related grievances

Jan Darpan Users

Jan Darpan has many stakeholders who use it in different capacities. The following graphic illustrates the different stakeholders involved and how they interact with the portal.



How it functions

Samarthan over the last decades has built an extensive network of **volunteers, change vectors, Ward Panch and SHG members** who **support the implementation of Jan Darpan**. Since a majority of the rural population has low digital literacy, these volunteers **help users in filling their details on the portal** and inform them of the various schemes they are eligible for.

Registered applications and **grievances are then received by the Block coordinator responsible for reviewing applications for irregularities** and following up with multiple stakeholders such as **Samarthans on-ground volunteers, Patwaris, Panchayat, Block and District administration**. The online database of applications and the power of the dashboard to sort applications based on location, type of scheme, social category, etc. come in handy for the grassroots facilitators to discuss citizen's cases in their respective offices. The sorted information is downloadable in a spreadsheet for further analysis and offline follow-up. With a combined effort, volunteers and administrations try their best to evaluate the issue and resolve it.



Access to Jan Darpan

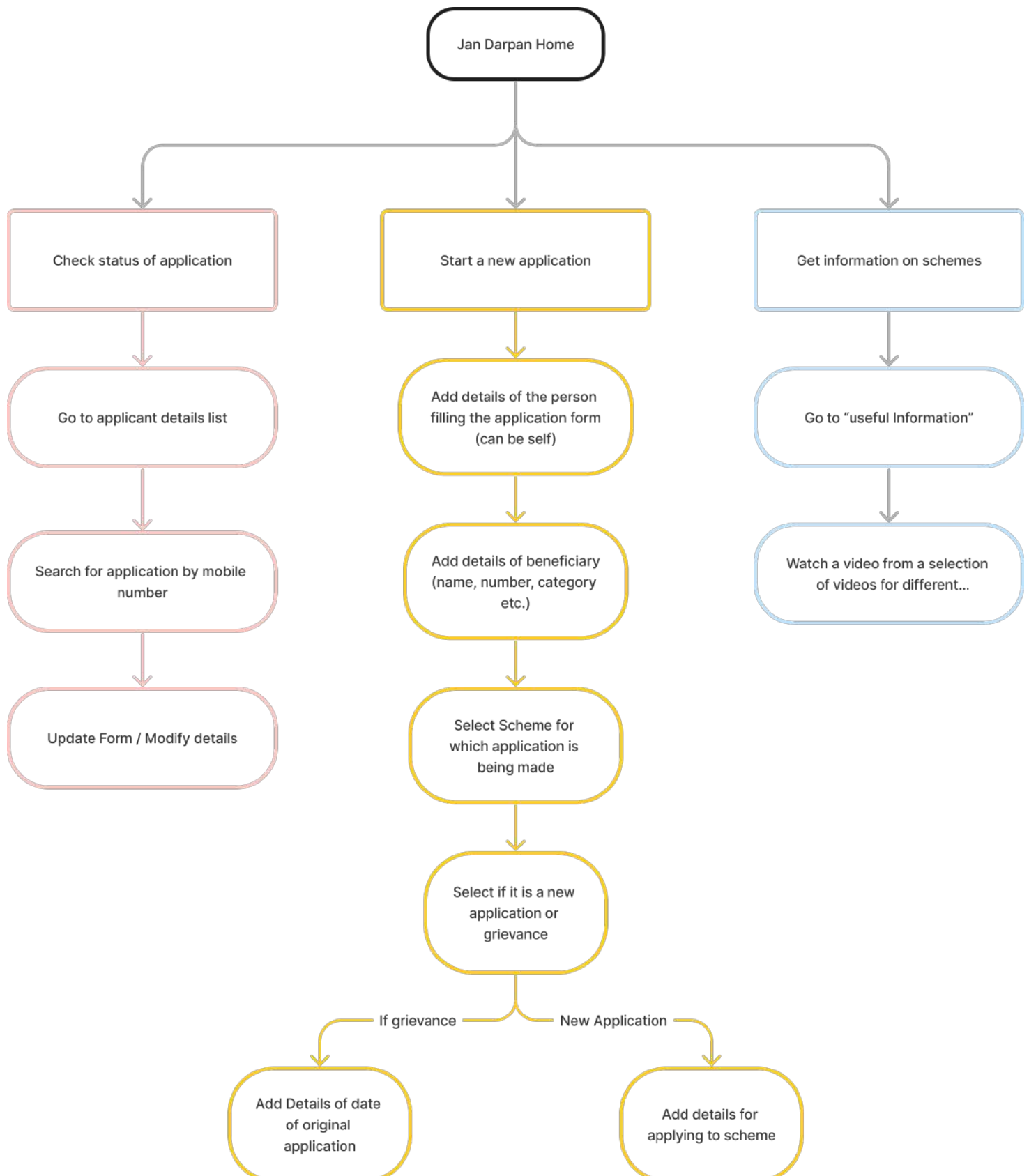


Jan Darpan is accessible through an Android app that is available on the Play Store as well as through its website (<https://jandarpan.in/>)



User Journey of applicant

An applicant visiting the Jan Darpan portal would be there for 3 major reason, namely to start a new application, check status of or modify an older application or to gain information on schemes. The journey of the user for completing these actions has been laid out in the following user journey map.



1



1. जानकारी भरने वाले का विवरण

नाम*

सम्पर्क नम्बर*

आधार कार्ड नम्बर

पद/कसौलख

---select---

Next

3.1



3. कौन सी योजना का लाभ नहीं मिला

☐ श्रम विभाण की योजना
☐ प्रधान मंत्री आवास योजना
☐ सखल योजना
☐ आयुधान भात योजना

☐ किसान सम्मान निधि
☐ पेशन योजना
☐ ऊखला योजना
☐ किसान कल्याण योजना

Previous

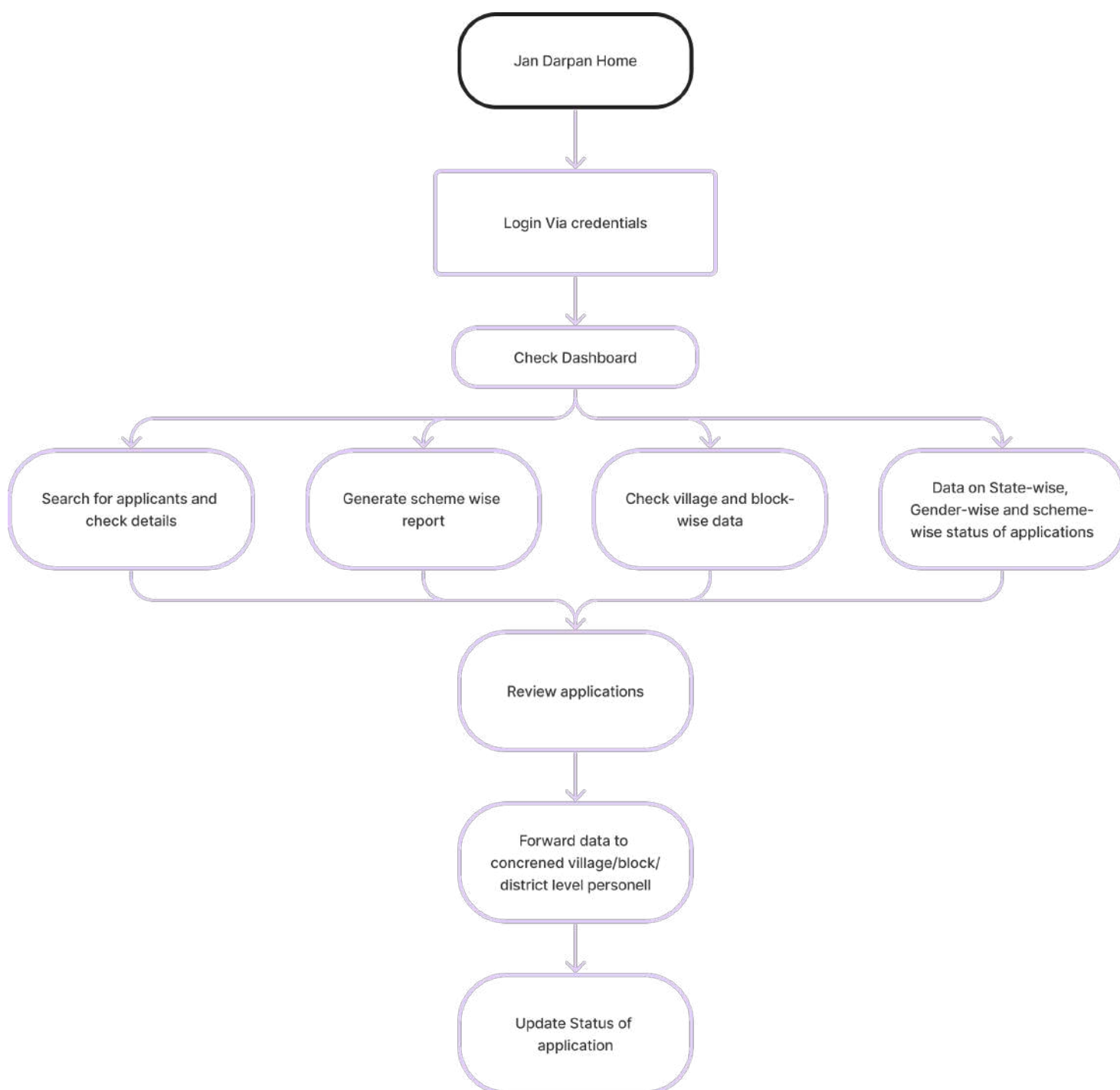
Submit

The application process in 3 steps.

The Jan Darpan portal has a collection of videos informing applicant of different processes such as correcting Adhaar details and also providing information about several schemes.

User Journey of a program official

The Block Coordinators and other program functionaries have login credentials which enable them to view data on the applications being made. The data can be viewed state-wise, District-wise, Block-wise and Village-wise. The data can be exported and given to functionaries at different levels. Upon review, application status can be updated to inform the applicant. The typical journey of an administrative user is shown in the user journey map below.





The Admin Dashboard giving an overview of applications in terms of data

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Yojna Wise Report

Home / Yojna Wise Report

Master Search

From Date: dd/mm/yyyy To Date: dd/mm/yyyy Mobile No.: --Select Applicant Status--

--Select State Name--

--Select Designation--

☒ श्रम विभाग की योजना
 ☐ किसान सम्मान निधि
 ☐ पैशन योजना
 ☐ उज्जला योजना

☐ PDS से राशन सामग्री
 ☐ मनरेगा के अन्तर्गत काम / निजी भूमि पर कार्य
 ☐ प्रधान मंत्री आवास योजना
 ☐ मुख्य मंत्री विशेष स्वास्थ्य सहायता योजना (CG)

☐ डॉ. लुबुबंद बयेल स्वास्थ्य सहायता योजना (CG)
 ☐ राजीव गांधी किसान न्याय योजना (CG)

Excel Export

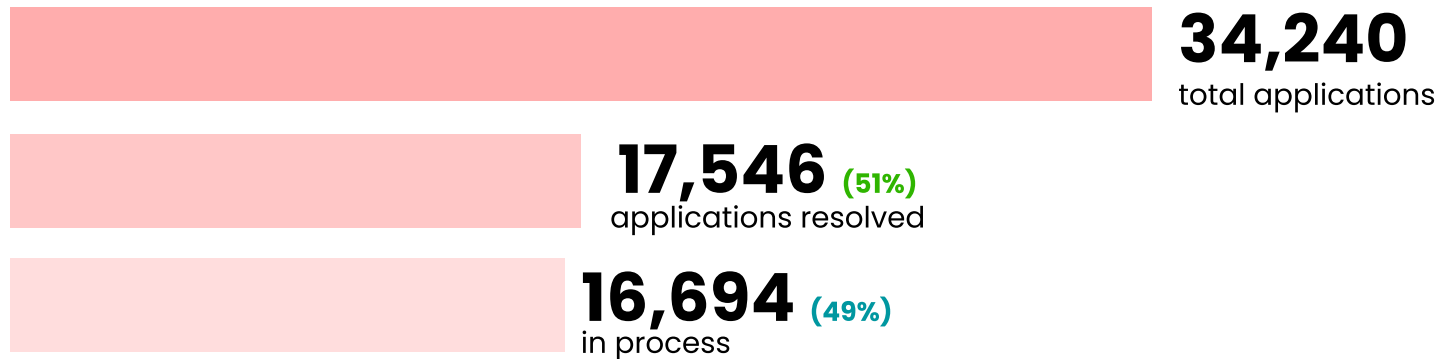
S.No.	Scheme Name	Surveyor Name	Applicant Name	District Name	Block Name	Gram Panchayat	Gram	Through	Status	Action
1	श्रम विभाग की योजना	CHARAN LAL MESHAM Mobile No.: 9131186291 Designation: सामाजिक कार्यकर्ता	LILEE HIDAME Mobile No.: 8770949611 Aadhar No.: 527279927863	Rajnandgaon	Ambagarh	TATEKASA	Pangri	Web	Filled Submitted On: 10-10-2022 Updated On: 00-00-0000	Edit Delete
2	श्रम विभाग की योजना	CHARAN LAL MESHAM Mobile No.: 9131186291 Designation: सामाजिक कार्यकर्ता	SUNITA BAI MANDAVI Mobile No.: 8817687254 Aadhar No.: 274892029847	Rajnandgaon	Ambagarh	TATEKASA	Pangri	Web	Filled Submitted On: 10-10-2022 Updated On: 00-00-0000	Edit Delete
3	श्रम विभाग की योजना	CHARAN LAL MESHAM Mobile No.: 9131186291 Designation:	RAKESH KUMAR SAHU Mobile No.: 9770784129 Aadhar No.:	Rajnandgaon	Ambagarh	KEKTITOLA	Hathi Kanhar	Web	Filled Submitted On: 10-10-2022	Edit Delete

Filtering applications according to schemes and searching specific applications by number or date of filing.

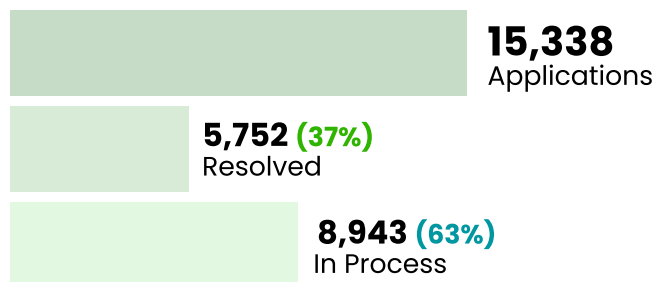
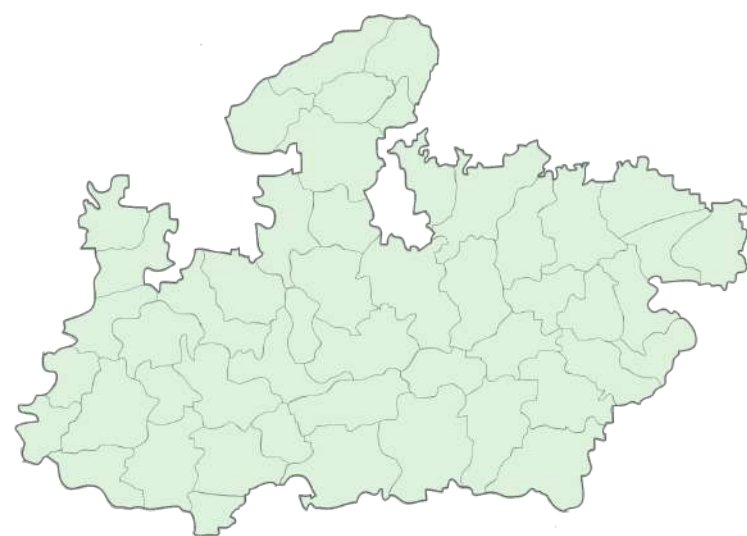
Jan Darpan in Numbers

Since its inception, Jan Darpan has been actively implemented in 6 districts in Madhya Pradesh and 7 districts in Chhattisgarh. Following are critical numbers that demonstrate the penetration of Jan Darpan and how many applications it received

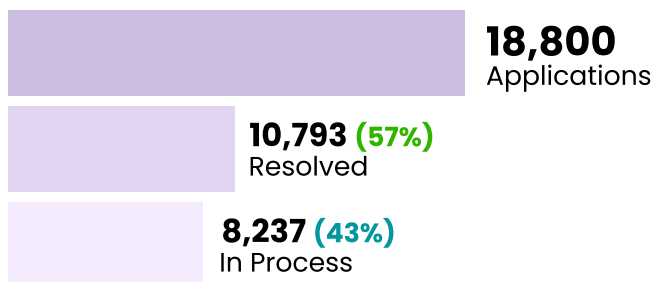
Figures till 28th September, 2022



Impact in Madhya Pradesh

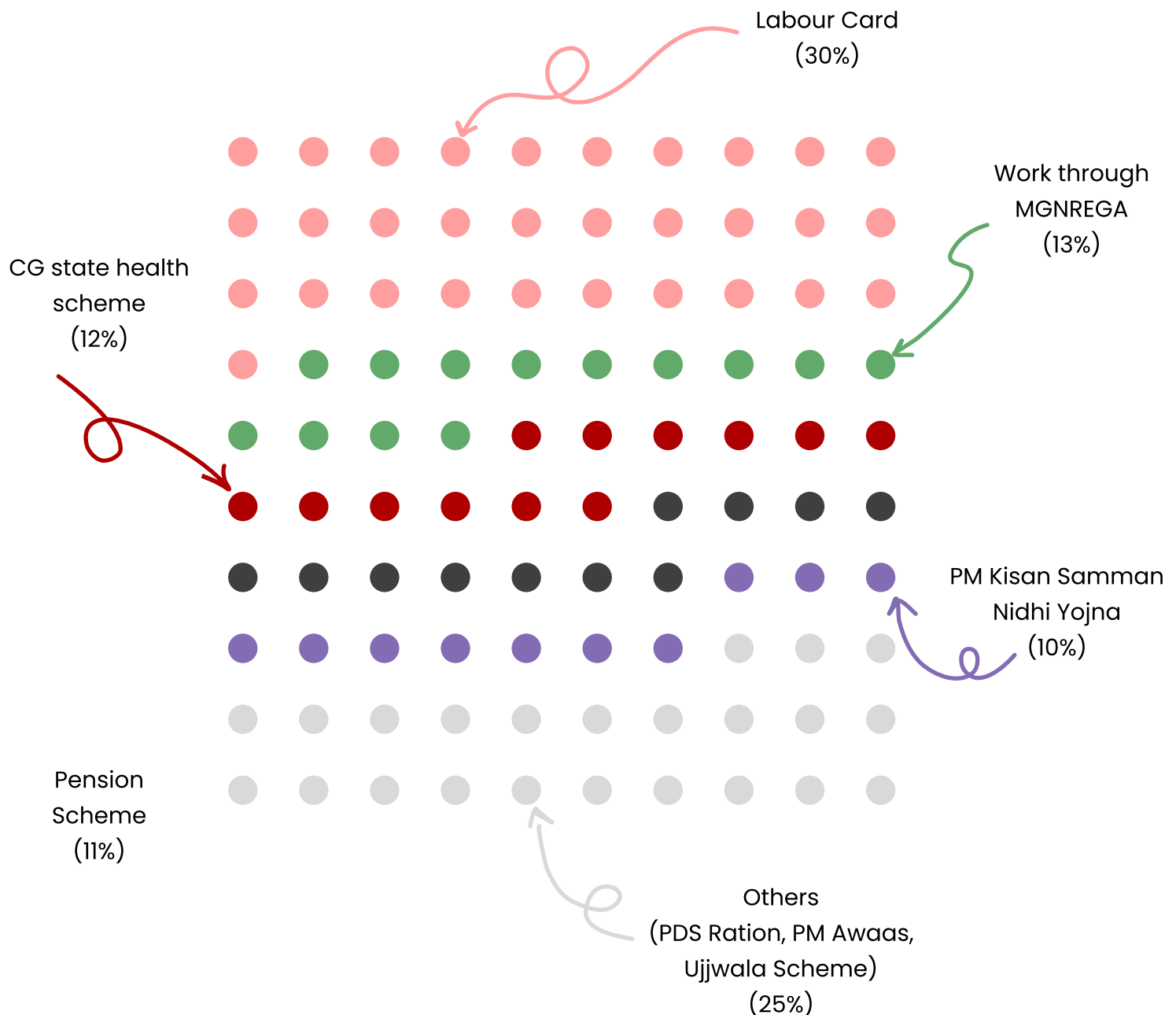


Impact in Chhattisgarh



Applications according to schemes

While Jan Darpan covers many of the state and central government schemes, some scheme benefits are more commonly applied for such as Labour Card, MGNREGA (Mahatma Gandhi National Rural Employment Gurantee Act), Health Schemes (state), and PM Kisan Samman Nidhi.



Constraints of Jan Darpan

While Jan Darpan achieves a lot by providing a platform for beneficiaries to report their grievances, it is still not easily scalable. Even though a large number of applications are made, there is handholding involved and Jan Darpan hence stays limited to the geographies where volunteers are present.

- **Non-involvement of institutional authorities** - While the Jan Darpan Portal is able to provide several data points bringing to light the number of people unable to avail of benefits of the state-provided schemes, there is little involvement of concerned authorities. The current way of getting data across to them is through the support staff of Samarthan. The departmental authorities at the Block, district, state and central levels are important stakeholders in the process of realisation of the scheme's benefits and need to be more involved.
- **Handholding required in portal use** - The Jan Darpan portal brings many state and Union Government level schemes under one platform, yet it is not easily accessible and usable by many beneficiaries. The design of Jan Darpan as a digital product needs to be extremely simple and easy to use, enabling the end user to understand and use it by themselves without much external support.
- **Tracking Applications** - A more detailed tracking system needs to be implemented so that every applicant can understand at what stage their application is and can directly talk to the concerned authorities. For example, if the application is unable to get processed at the Panchayat level, the beneficiary is able to talk to the concerned panchayat official to understand what needs to be done to move the application.





Opportunities for Jan Darpan

Several opportunities exist for upscaling the reach of Jan Darpan.

- As the penetration of smart devices continues in India, Jan Darpan can reach more and more people. India is also a country with one of the cheapest internet data, making the internet easily accessible in the most remote areas. With increasing technical expertise, There is an opportunity to capitalise on this to provide services of Jan Darpan to the rural masses of the country.
- The Government of India has ramped up services offered over the internet with the majority of the schemes having publicly accessible portals and information. Jan Darpan leverages the acceptance of the Government of supporting portals to create an umbrella platform that increases service accessibility in rural areas.
- Jan Darpan increases village-level transparency, laying bare the bottlenecks in the process of availing scheme benefits and has potential to enhance accountability at the village, block and district levels.
- Data is a powerful tool in the age of information and technology and Jan Darpan provides access to user based data of schemes and problems arising in accessing schemes. This data provides detailed insight through which policies and strategies can be developed for schemes specific to geographies, social categories and gender.