



**GOVERNMENT OF KERALA**

Abstract

General Administration Department- 10 point programme announced by Hon'ble Chief Minister-  
launching of janajagratha portal for general public to report instances of corruption- orders issued.

**General Administration (Computer Cell) Department**

**GO (Ms) No.61/2021/GAD**

**Dated, Thiruvananthapuram , 24.02.2021**

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Read: Note dated 22.02.2021 from Private Secretary to Chief Minister

**ORDER**

Hon'ble Chief Minister, as part of the 10 point programme announced on 1<sup>st</sup> January -2021, has declared a citizen portal through which the general public can freely report instances of corruption and malpractices in government offices. Proposed 'Janajagratha portal' is one among many steps aimed to ensure a corruption free Kerala by emphasising on evidence of the allegation and not on identity of the complainant. The information received through the portal would be consolidated and would provide actionable insights to the Government for further action.

1. The Development of the online portal, which includes a form for submission, a dashboard for filtering, monitoring and follow-ups of the complaints etc. was entrusted to C-DIT. C-DIT after having completed development of the 'Janajagratha Portal', furnished operational guidelines to Government.
2. Government have examined the matter in detail and are pleased to launch the 'Janajagratha Portal' for the general public to report instances of corruption.
3. The operational and general guidelines of the proposed portal will be as follows:
  - a) The public can submit their complaints through this e- portal.
  - b) The Department concerned to which the complaint belongs is selected by the public while submitting the complaint
  - c) All registered complaints will be routed to the inbox of the Department concerned.
  - d) All registered complaints received in the inbox will be reviewed by the Secretary of the Department or a nodal officer appointed for this purpose.
  - e) The Nodal Officer, after examining the complaint, shall do the following:
    - (i) Forward the complaint to the Internal Vigilance Wing, if the Department has an Internal Vigilance Wing
    - (ii) Forward the complaint to the Vigilance Department, if the Department does not have an Internal Vigilance Wing.
    - (iii) If the complaint does not prima facie fall under the Prevention of Corruption Act, forward the complaint to a designated officer within the Department for further action.

- (iv) Transfer the application to the correct Department if the public had erroneously selected the wrong Department.
- (v) Close the complaint if it is incomplete/lacking evidence/ baseless.
- f) Designated officers at the Department concerned, Internal Vigilance Wing and Vigilance Department shall update the status of the complaint as 'under processing' once the complaint has been accepted.
- g) The portal will provide analytics on areas, officers and issues around which corruption and malpractice are being observed by the public. The Department will be able to use this information for both preventive and punitive purposes.
4. Electronics & IT Department/C-DIT will provide technical support for managing the 'Janajagratha Portal' and generate monthly reports that will be shared with each Department.
5. The responsibility of processing and disposing of the complaints received through the 'Janajagratha Portal' will vest with the Department concerned.
6. Submission of identity is optional. All the personal information submitted shall be kept confidential and encrypted in the database.
7. The processes that govern complaints received via other channels will also govern complaints received through the 'Janajagratha portal'.

(By Order of the Governor)

**K R JYOTHILAL**

**Principal Secretary to Government**

To

All the Additional Chief Secretaries / Principal Secretaries / Secretaries  
All the Heads of the Departments / Autonomous Bodies / Boards / Corporations /  
Universities / Public Sector Undertakings / Local Bodies etc.  
The Registrar, C-DIT, Thiruvallam, Thiruvananthapuram  
The Principal Accountant General (Audit) Kerala, Thiruvananthapuram.  
The Accountant General (A & E) Kerala, Thiruvananthapuram.  
The Web & New Media, Information & Public Relations Department  
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Section Officer