

GOVERNMENT OF INDIA  
MINISTRY OF COMMERCE & INDUSTRY  
(DEPARTMENT OF COMMERCE)

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 2925**  
ANSWERED ON 20/12/2024

**JAN SUNWAI PORTAL**

2925. SHRI LAHAR SINGH SIROYA:  
SHRI BABURAM NISHAD:

Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

- (a) the purpose and features of the Jan Sunwai Portal in facilitating communication between stakeholders in trade and industry;
- (b) measures taken by Government to promote awareness about the Jan Sunwai portal particularly amongst small traders and exporters; and
- (c) the details of any plan enhancements or additional features for the Jan Sunwai Portal that will further improve its functionality and user experience?

**ANSWER**

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY  
(SHRI JITIN PRASADA)

(a) The Ministry of Commerce and Industry has launched the Jan Sunwai facility to provide video conferencing for Public Interface and Grievance Redressal. This system enables direct communication between traders, exporters, and government officials, ensuring expedited grievance resolution and real-time feedback and support. Aimed at reducing physical interactions, it fosters transparency, streamlines processes, and establishes robust audit trails. Jan Sunwai also enhances productivity, saves time, and promotes paperless operations, creating an efficient and accountable grievance redressal mechanism. Key features include:

- (i) On-Demand Video Conferencing: Allows stakeholders to request and hold video meetings.
- (ii) Dedicated Video Conference Link: Provides instant access to officers within specified time slots on a daily basis.
- (iii) Real-Time Grievance Resolution: Facilitates instant feedback and support for prompt resolution.
- (iv) Minimal Physical Interaction: Reduces dependency on in-person meetings.

- (v) **Enhanced Transparency:** Ensures accountability with audit trails of meetings held.
- (vi) **Direct Access to Senior Officers:** Enables engagement with senior authorities for critical concerns.
- (vii) **Increased Productivity and Time Savings:** Simplifies processes, saving time and effort for stakeholders and officials.

**(b)** The government has undertaken several measures to raise awareness about Jan Sunwai, particularly targeting small traders and exporters. These include:

- (i) **Promotions on Official Websites:** Highlighting the Jan Sunwai features and benefits.
- (ii) **Social Media:** Utilising social media to broadly disseminate information and engage stakeholders.
- (iii) **Stakeholder Consultations:** Promoting the facility during virtual and physical outreach events with traders, exporters, and other key stakeholders.
- (iv) **Targeted Communication:** Sending informational updates via email to relevant entities.
- (v) **Official Trade Notices:** DGFT Regional Offices have issued separate Trade Notices to raise awareness about the daily Video Conference facility.

**(c)** The government is focusing on improving the functionality and user experience of Jan Sunwai through the following initiatives:

- (i) **Standardized Resolution Timelines:** Establishing clear timelines for query resolution based on complexity.
- (ii) **Quality Monitoring:** Implementing mechanisms to assess the effectiveness of issue resolution processes.
- (iii) **Feedback Mechanism:** Online surveys to gather feedback from exporters on their Jan Sunwai interactions, and share responses with concerned offices for review and action.

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