

Jaipur Sampark Jaipur Grievance Management System

PROJECT OBJECTIVE

To evolve a Comprehensive, Transparent, Efficient, Anywhere, Anytime, multi-communication channel closed loop grievance Redressal System.

PROJECT HIGHLIGHT

A web based Grievance Management application is used which supports multi channel (Voice/Mail/Web/SMS) registration of complaints and its allocation, processing and resolution end to end.

The application is integrated with mobile telephony through SMS gateway such that citizen can register the complaints in fixed format through SMS on 56969 to obtain its registration number and he can also enquire about the resolution of their complaint through SMS.

A 10 seat call center has been setup at 3rd floor LSG building equipped with 30 PRI lines. Citizen can call on 3062300-330 and register their complaint or know the status of the same from call center. Call center is connected to Data center through a 128 Kbps MPLS-VPN link backed by Broadband for redundancy to maintain 99.99% uptime of the application.

A GIS based Grievance depiction presently updated every 24 hour cycle along with redressal status resolution can be seen at a glance for effective administration of the system by Senior management of civic authorities.

APPLICATION FEATURES

The applications consists of following sections

- Complaints
- Report centers
- Masters.

COMPLAINT SECTION

It consists of Complaint registration, Allotment, Processing and Re-Allotment. It also includes some of status reports of the complaints. The access to this section is given to call center executives and concern officers in various Civic Bodies.

REPORT SECTION CENTERS

Provides Comprehensive MIS reports as under:

- Grievance Report
- Compliant Source Report
- Incharge wise Summary Report
- Incharge wise complaint Report
- Office incharge Report
- Age wise Pending Status Report

MASTER SECTION

The Application is totally modular and it has following forms to create and administer various master data

- Department Entry
- Designation Entry
- Zone Entry
- Officer Detail Entry
- Ward Entry
- Locality Entry
- Zone Incharge entry
- Officer Incharge entry
- Leave entry
- Admin Officer Entry

COMMON APPLICATION FEATURES

- The Application is highly user friendly
- Application has a strong User Management module which would :
 - Define users
 - User Roles with definable Add, Edit, View, Delete access rights to various forms and reports.
- Each document would have a user and time stamp when created and edited.
- Each ULB would be a separate entity in itself and all Data related to a particular entity would be totally secured and accessible on only users of that ULB.
- Editing of all records/documents would be logged and all old data would be archived.

Strong MIS reports related to these logs and archived data would be available to application administrators.

PROJECT BENEFITS

1. A comprehensive citizen service interface supporting multiple civic authorities in the city viz JMC/JDA/RHB.
2. Being web based & multi channel citizen can get services ANYtime, ANY where.
3. Being closed looped the citizen can inquiry/know the status of its complaint in real time without visiting various civic authorities or even without human interference.
4. A centralize Grievance databank would provide Civic authorities to strengthen its decision support system, efficient monitoring of its field staff performance, preempt the emergency action to be taken to avoid civic calamity.
5. Will reduce undue pressure on civic authorities by citizen through telephone and other mode so that they can use their time more effectively for planning and resolving their grievances in more efficient manner.