

Integrated Grievance Redressal System for Rural department, Govt. of Orissa

One of the most important responsibilities of the Government is to redress various grievances of the public. With the local bodies in rural areas as well as urban areas still emerging, people in rural areas as well as in towns are dependent on the government machinery to a large extent. Every day people come to government offices in large numbers with lot of expectations.



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Business Challenge

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The overall objective of the application is:

- To offer rural citizens an improved access to information on government schemes and services
- Facilitating the process for any grievances on the same from their villages
- To enhance transparency in government functioning and offer scope for improved service delivery.
- To track grievances of different schemes run by different departments in the state.
- Capture different grievances on NREGS/PMGSY/RWSS from call center and intelligently registering the same in respective categories and tagging with concerned officials with notification to all the level of staffs involved.

Solution

Grievance Redress Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism. In fact, the grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

The empowered and enlightened citizenry of today is far more demanding and the government, therefore, has to develop, evolve and enable itself to meet the evolving demands of the society that it has to serve. The society today is impatient with the old system of governance which is not coming up to its expectations. To them, a government employee is perceived as insensitive, aloof, corrupt and overall the administrative system as autocratic, opaque and with no work culture. Allowing Citizens to register their grievance through toll free telephone, Instant SMS to Field staff, Automatic FAX to the higher officials will ensure speedy corrective action. Disposal of grievance will dramatically improve. ICT is multifunctional and flexible, allowing for tailored solutions to meet diverse needs of the population. ICT facilitates disintermediation, as it makes it possible for villagers to reach the department directly from the original provider, reducing the need for intermediaries. Access to information, backed with relevant infrastructure and services, not only allows rural populace to improve its quality of life but also adds confidence on the Government deliverables.

The Departments of Orissa government has many large databases of the service that is being implemented at Rural Orissa. The objective is to design one portal which will be shared by different departments to effectively monitor the grievance redressal mechanism in the state in real time by using the same databases. The Portal will disseminate information on different schemes run by different departments, Scheme wise beneficiaries details, scheme wise grievances received, scheme wise escalation of grievances, assessment of closure of grievances.

Most importantly this portal will be the gateway to information for citizens on services provided by different government departments. IGRS is an integrated system, based on web technology and m-Services. The central idea of application architecture is to introduce a standard and uniform approach to various functions in user departments. Briefly stating, the entire life cycle of an operation consists of-

- Access to different schemes run by different departments
- Lodging of the grievance by a citizen through call center
- Receipts or acknowledgement of acceptance of grievance by organization
- Assessment of matter regarding follow up action
- Forwarding and transfer; Reminders and clarification
- Monitoring of redress procedures and actions
- Closure of the case
- Warehousing the data

Results

Below given are the benefits of the application after the implementation will occur

- Citizen can get all their complaints registered easily.
- Citizen and get the status of their already registered complaint either by calling to a single TOLL FREE NUMBER” or registering their complaint through the VLE (Village Level Entrepreneur).
- Providing support with the help of a “TOLL FREE NUMBER” and VLE will definitely increase the efficiency through time and cost savings for people in their dealings with various government authorities for obtaining the required support.
- Escalation of grievance can reach the concerned official in an immediate manner.

Village level Entrepreneur will provide support to the citizens at the IT KIOSK. Citizen can register complains at the KIOSK or can get information regarding the general queries they have. VLE will access the application through unique ID & password and register the complaints of the citizen.

At the end of each day daily report (number of queries asked, number of complaints registered, number of solved issues etc) will be sent via FAX & Email to the concerned officers.



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