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Public Grievance
Web and Mobile Based

System Features

Grievance redressal is now conceptualized as a comprehensive system. Grievances can be filed under appropriate category. System provides multiple modes for receiving complaints. Software and Mobile app provide for online processing of grievances. Monitoring and alert mechanism built in the system. Citizen can able to track and see Grievance in Real Time. All grievances received from all sources are integrated into one portal. System designed with provision of online grievance forwarding with full automated workflow. Segregation of grievance as per the Required timelines.

Once grievance is submitted, it is automatically assigned to the concerned Zone officer,

Escalation of grievance automatically through pre-defined workflow:

Level 1 – Concerned Officer (Zone Office i.e., Assistant Commissioner)

Level 2 – Head of the respective Department

Level 3 – Additional Municipal Commissioner

Level 4 – Municipal Commissioner

On selection of grievance type the department is auto-allocated (based on an internal mapping engine designed by NMC).

- **SMS and email alert** : on registration and on resolution of grievance.
- **Auto escalation** : If no action is initiated in 24 hours or upon non resolution within 7 days.
- **Commissioner level Escalation** : Escalation from Department HOD, Addl. Commissioner till Municipal Commissioner.

- **Photo Upload** : Citizen can upload pictures as proof while lodging grievance and department can upload picture on resolution.
- **Tracking and Monitoring** : Citizen can track grievance through grievance ID
- **Rating and Feedback** : Citizens can rate and provide feedback to department and resolution officer.
- **Re-Open the grievance** : In case the resolution is non-satisfactory, the grievance can be re-opened by the citizens
- **Mandatory Feedback** : Citizens are auto prompted to ensure that feedback and rating are given for previously resolved grievances
- **Top ten grievances** : listed automatically by the system on a real-time basis.
- **Auto show cause notice** : to defaulters.
- **Auto Sampling** : of the grievances for authority to review
- **Dashboard and Reports for review**

TIME LINES

Sr. No	Status	Description	SLA (Time in working days)
1.	Open	once the grievance is logged by the user	T
2.	In process	Concern officer needs to acknowledge the grievance and change the status to in process. (Also, can be used to calculate the response time)	T+1 (within 24hrs)
3.	Resolved	Once the resolution is provided by the grievance owner (The one who is currently assigned with the grievance)	T+7
4.	Closed	A window of 15 days is given to the be given to the respective citizen to reopen the resolved grievance in case of unsatisfactory resolution	T+22 (Automated after resolved)
5.	Re-opened	If citizen is not satisfied with the resolution provided. Assignment of the reopened grievance would be at one level above the resolved owner. Eg. If the concern officer has resolved the grievance, the reopening assignment would be to the concerned HoD	After the grievance enters Closed State

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Department Wise Zone Wise Grievances

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Department	Prabhag No. 2	Prabhag No. 3	Prabhag No. 6	Prabhag No. 7	TOTAL
Public Health	0	0	0	0	0
Town Planning Dept	0	0	0	0	0
Property Tax	2	2	3	0	7
Encroachments	1	0	0	0	1
Solid Waste Management	3	1	1	1	6
Education Department	0	0	0	0	0
Veternary Services	1	0	0	0	1
TOTAL	7	3	4	1	15



Dashboard

Grievances

Reports

Master Data

Help

TOP 10 Grievances (Grievance Type and Vibhag Wise)

TOP 10 Grievances (Grievance Type and Vibhag Wise)

