

Project Details: NAeG/14-15/00098

Project id -	NAeG/14-15/00098
Name of The Project	Innovative improvement in CITIZENS REDRESSAL MODULE
Category of Award Applying for	Innovative Use of Technology in e-Governance
Date of Launch	12-06-2013
Summary/Objective of the project	<p>Main objective was to provide prompt service to the citizen in best possible manner. Provide Toll free number (24 x 7) to resolve complaints and status of complaint updated online. Module must have local language support. Citizens can log their complaint in Gujarati and English in easy way. Complaint should be identified to whom it may concern for resolving purpose. It should be transferred to the responsible employee for resolving the complaint at grass root level. Higher authorities can monitor and guide their employee in complaint resolving process. Citizen can check the status of his complaint easily and may come to know about delay in resolving process.</p> <p>Solution : Improvement in Citizen Services, Citizens can logged complaint on toll free no and via internet also, Centralized system, Auto Escalation, 24 x 7 working environment, Higher authority can view complaint online, SMS forwarded to VMC employees for quick resolution, Citizens can view their complaint status online.</p>
Beneficiary of the project	The citizens of Vadodara city, i.e. Approx.18 Lacs.
Details of Project Head	
Name	Manish Bhardwaj IAS
Designation	Municipal Commissioner
Gender	Male
Address	Office of the Municipal Commissioner
Pincode	VMC, Khanderao Market Bldg. Rajmehar Road, Vadodara
State	390001
Phone Number	Gujarat
Mobile Number	02652435646
Email-ID	9727250159
Details of team members, if any, other than Project Head:-	vmcdirit@gmail.com
Name(1st team member)	Manish S Bhatt
Designation(1st team member)	Director-IT
Name(2nd team member)	Ashwin G Prajapati
Designation(2nd team member)	System Analyst
Name(3rd team member)	Jenish R Desai
Designation(3rd team member)	System Supervisor
Name(4th team member)	
Designation(4th team member)	
Name(5th team member)	
Designation(5th team member)	
Name(6th team member)	
Designation(6th team member)	
Supporting documents:-	Self Certification by the Project Head Award Specific Form Award Specific Form