

Project Details: NAeG/14-15/00153

Project id -	NAeG/14-15/00153
Name of The Project	Online Grievances Monitoring System for Municipal Corporation, Chandigarh
Category of Award Applying for	Innovative Use of Technology in e-Governance
Date of Launch	19-12-2012
Summary/Objective of the project	<p>Chandigarh is an urban city with state of the art infrastructure, amenities for a quality living and very demanding citizens. Municipal Corporation Chandigarh is responsible for providing the facility of working street lights, good roads, sanitation, greenery, adequate supply of clean drinking water etc. Providing basic facilities to more than 11 lakh residents is a very challenging task as sustaining it to their satisfaction is every more cumbersome. A simple Grievance Monitoring System can provide a mechanism for the residents to lodge their grievances but a robust work-flow based system is the need of the hour so that there is a resolution of the grievance and the complainant is satisfied. To cater to this challenge an innovative solution was developed for the Chandigarh City residents to register their grievances on the website of Municipal Corporation at http://mcchandigarh.gov.in The system is well integrated with SMS and e-mail facility, enabling the complainant to track the status of his/her grievance. All category of complaints have been mapped to the official dealing with it so as to bring efficiency into the system for a faster redressal. The moment a grievance is lodged, both complainant and the dealing official gets an alert through SMS and e-mail. The status of the grievance can be tracked through the Grievance Registration number generated through the system. The official dealing with the grievance can update the status either online or through SMS. Senior officers of MC can monitor the status of grievances pending with officials under him/her. A robust reporting and feedback module has also been provided for the convenience of users.</p> <p>Residents of Chandigarh are the biggest beneficiary of the project. Officers of the various departments who are to concerned with the task of ensuring proper services to the citizens and in case of a complaint, redress it are also benefitted out of the initiative. Senior officers and elected representatives have ready access to information to enable them to monitor and plan further.</p>
Beneficiary of the project	
Details of Project Head	
Name	Ajay Rampal
Designation	State Informatics Officer
Gender	Male
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Details of team members, if any, other than Project Head:-	
Name(1st team member)	Vivek Verma
Designation(1st team member)	Senior Technical Director
Name(2nd team member)	Noor Singh Saini
Designation(2nd team member)	Systems Analyst
Name(3rd team member)	
Designation(3rd team member)	
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:-	<p>Award Specific Form</p> <p>Self Certification by the Project Head</p>

