

Project Details: NAeG/14-15/00084

Project id -	NAeG/14-15/00084
Name of The Project	SARATHI -An effort to connect Citizens with City Managers
Category of Award Applying for	Innovative Use of Technology in e-Governance
Date of Launch	15-06-2013
Summary/Objective of the project	<p>In spite of the mandate of proactive disclosure under Right to Information Act, getting complete and standard information from public authorities remains a challenge. On this background the Pimpri Chinchwad Municipal Corporation has undertaken an innovative step for dissemination of information related to various departments of Municipal Corporation as well as important departments of Central and State Govt. The initiative named SARATHI (System of Assisting Residents And Tourists through Helpline Information) was launched on 15th August 2013. The information through SARATHI is made available using multiple channels book, website, call center, mobile app, e-book & pdf book. As the platform of call center is an interactive one, SARATHI is also working towards resolving complaints of the citizens. The innovative use of technology to disseminate the information in the form of FAQs as well as grievance redressal has become immensely popular with the citizens of Pimpri Chinchwad.</p> <p>Within 12 months of its launch, a total of 2,70,230 citizens have benefitted from SARATHI. Of these a total of 1,15,942 have accessed the information using the website while a total of 55,846 have used the call center to seek the information. Another interesting feature of SARATHI is that the citizens can get their grievances about municipal services redressed with just a call to the helpline. Of the total 55,846 calls received at SARATHI helpline, 17,548 were pertaining to complaints of which 16,865 (96%) complaints have been successfully redressed. SARATHI which is benefitting an average of 679 citizens every day has been selected as a best practice under Right to Information at National level. Mr Sam Pitroda, Chairman National Innovation Council has recommended that SARATHI should be adopted by all the Municipal Corporations in the country. Pune Municipal Corporation has decided to adopt SARATHI.</p>
Beneficiary of the project	
Details of Project Head	
Name	Mr.Rajeev Jadhav, IAS
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Details of team members, if any, other than Project Head:-	n.poman@pcmcindia.gov.in
Name(1st team member)	Mr.Nilkanth Poman
Designation(1st team member)	Computer Officer
Name(2nd team member)	Mrs. Anita Kotalwar
Designation(2nd team member)	System Analyst
Name(3rd team member)	Mr.S.S.Pawar
Designation(3rd team member)	System Analyst
Name(4th team member)	Mr.Vijay Borude
Designation(4th team member)	System Analyst
Name(5th team member)	Mr.Sudhir Borade
Designation(5th team member)	Developer
Name(6th team member)	Mr.Jittendra Joshi
Designation(6th team member)	System Integrator
Supporting documents:-	Award Specific Form Self Certification by the Project Head