

## Project Details: NAeG/14-15/00143

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| <b>Project id -</b>                     | NAeG/14-15/00143   |
| <b>Name of The Project</b>              | Comprehensive Complaint Redressal System (CCRS)  |
| <b>Category of Award Applying for</b>   | Outstanding performance in Citizen-Centric Service Delivery  |
| <b>Date of Launch</b>                   | 01-06-2013   |
|   | <p>When compared with the service industry, the biggest challenge faced by the citizens from any government organization, is the lack of efficient and timely service delivery. Moreover there is no easy method for reporting such inferior service quality to the organization. The corporate entities tackle these service delivery issues through a robust citizen interface through various communications media where the customers can register their complaints about lack service delivery. Government organizations, however, relies heavily on its distributed offices to handle complaints under their jurisdiction. The biggest challenge in this approach is that the complainant is forced to register their complaint in to a specific office under whose jurisdiction he reside. Additionally this distributed registration approach creates complaint tracking problem for the administration. With this problem in sight, Ahemdabad Municipal Corporation has devised Comprehensive Complaint Redressal System (CCRS). CCRS is a web based enterprise solution that allows ULBs to enhance citizen satisfaction through comprehensive complaint management, efficient service delivery with minimum costs. CCRS automates entire complaint process right from registration to closure and also enforces service level policies to ensure the complaint gets attended within desired timeline or gets escalated to higher authorities for their attention and intervention. To register a complaint the system offers multiple options i.e. call-center desk, walk-in at respective ULB offices, online web portal, SMS &amp; E-Mail, Web App, Mobile App, IVR and Call back service. Further, a time bound call center is also in place to support and manage inbound and outbound calls to and from Citizens. All complaints are allocated, routed and managed through an automated algorithm which is designed to identify actual resource within ULB to manage the complaint and thus removing human interface to work assignment. This automated complaint allocation process removes the necessity of registering the complaint in the jurisdiction of the office, empowering the citizens to register their complaints to a call center or on website. The system takes care of allocating the complaint to the concerned officers for solutions. Further, concerned higher authorities within respective areas are empowered with real-time web Apps to monitor the complaint resolution process and are provided with capabilities to intervene if necessary, to help them in decision making process and take needful corrective actions. The system also automates enforcement of SLA policies and streamlines and automates every process from initial citizen request to resolution, more efficiently and cost effectively. delivery. The objective of the CCRS application was to empower the citizens and remove the subjectivity in the processes for handling the citizen complaints which further facilitate add-on services to citizens in booking and tracking their complaints through online system. Another objective of the project was to develop a single platform through which all the complaints pertaining to AMC services are handled and monitored. The system would also help in analyzing the root causes of frequent and similar complaints and eliminating the chronic problems of the citizens through budgetary allocation. For AMC staff the system would provide detailed track of all complaints to resolve them in timely and manageable environment. To provide solution by means of web based application software with user friendly front-end interface to easier the specific operations of AMC. Overall the system was aimed at being the report card of the Services provided by AMC. Looking at last one years data, it can be said that the system has performed very well in reflecting the needs of the citizens and identifying the lacuna in service</p> <p>The project is implemented across Ahmedabad city, covering 6 zones which are distributed across 64 wards addressing the complaints of targeted population size of more than 6.0 million. This system has 200 types of predefined complaint categories pertaining to 20 departments. Each of the complaint categories has its SLAs and concerned employee defined in the system. Keeping in mind the various stratas of the society, the system offers best ways to register the complaint suiting their needs. The poor and the slum dwellers prefer registering their complaints by visiting the AMC offices. The middle and upper sections of the society mostly uses the call center and online facilities for the same.</p> |
| <b>Summary/Objective of the project</b> |  |
| <b>Beneficiary of the project</b>       |  |

**Details of Project Head**

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|----------------------|--|
| <b>Name</b>          | Devang p Desai   |
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**Details of team members, if any, other than Project Head:-**

|                                     |                                  |
|-------------------------------------|----------------------------------|
| <b>Name(1st team member)</b>        | Ramya Bhatt                      |
| <b>Designation(1st team member)</b> | Assistant Municipal Commissioner |
| <b>Name(2nd team member)</b>        | Yatindra Nayak                   |
| <b>Designation(2nd team member)</b> | Manager eGov                     |
| <b>Name(3rd team member)</b>        | Kalpesh kor                      |
| <b>Designation(3rd team member)</b> | Assistant Manager                |
| <b>Name(4th team member)</b>        | Pruthesh Kayasth                 |
| <b>Designation(4th team member)</b> | System Engineer                  |
| <b>Name(5th team member)</b>        |                                  |
| <b>Designation(5th team member)</b> |                                  |
| <b>Name(6th team member)</b>        |                                  |
| <b>Designation(6th team member)</b> |                                  |

**Supporting documents:-**[Award Specific Form](#)[Self Certification by the Project Head](#)