

## Project Details: NAeG/14-15/00064

Project id -	NAeG/14-15/00064
Name of The Project	PRAYAS - AN ONLINE SMS BASED PUBLIC GRIEVANCES MONITORING SYSTEM
Category of Award Applying for	Best District level initiative in citizen-centric service delivery through ICT
Date of Launch	22-05-2013
Summary/Objective of the project	<p>PROJECT SUMMARY Name of the project: PRAYAS - AN ONLINE SMS BASED PUBLIC GRIEVANCES MONITORING SYSTEM Owner of the Project: DEPUTY COMMISSIONER, KATHUA Technical Support - Application Software: NIC DISTRICT CENTRE KATHUA Target Audience: District Administration and General Public Start Date: 22 - 05 - 2013 Cost of project: NIL REASON FOR STARTING PRAYAS: Effective Public Grievance redressal is the top most priority of the District Administration. Therefore a platform Known as PRAYAS developed with the technical support of NIC District Centre kathua. High cost of lodging grievance. PRAYAS is a very honest effort to redress grievance of the remote and rural people who could not afford to visit the District HQ to meet Deputy Commissioner. And if he is not able to meet Deputy commissioner on that day (as he may be on tour-meeting etc) then the poor complainant has to stay for 1 more day at District HQ which will again cost Rs 400-500 more. So, the complainant has to spent Rs 800-1000 and also his-her 3-4 days may be wasted to simply lodge his- her grievance. A common man of remote area is not familiar with government culture, procedure and the schemes being implemented for his benefits. He has to visit from pillar to post for varied services of district administration. He comes to know about non-completion-completeness of his application after a long delay. A common man hesitates in visiting the Government offices due to which he becomes dependent over other people</p> <p>OBJECTIVES: The objective of the PRAYAS Centre Kathua provides services during the office hours in an integrated manner in an efficient, transparent, easily accessible, responsive, user friendly, cost effective and time saving platform for Public grievances redressal through the use of telecom/ IT services. All Submissions at a single point through Landline/ Mobile Phone. PRAYAS Centre Kathua aims to provide qualitative and time bound delivery of Public services at common mans door steps. Committed date for the delivery of service. PRAYAS Centre Kathua shall prove its worth in providing additional important services:- Help line for Disaster Management and mitigation Nodal centre for cross checking the progress and quality of different development works and flagship projects of Government Ultimate objective is to strengthen the concept of Good Governance by Restoring Public Faith AND Reliability in the Administrative Setup through Effective use of Commonly Available ICT tools To provide a easily accessible, friendly, affordable, speedier and efficient interface between the government and the public. To ensure greater transparency, efficiency, objectivity, accountability and speed that can help tackle most of the maladies of the government by providing efficient services to the public.</p>
Beneficiary of the project	District Administration and General Public
Details of Project Head	
Name	JITENDRA KUMAR SINGH, IAS
Designation	DEPUTY COMMISSIONER- DDC-DISTRICT MAGISTRATE
Gender	Male
Address	DC OFFICE COMPLEX
Pincode	KATHUA -184104
State	184104
Phone Number	Jammu And Kashmir
Mobile Number	01922233681
Email-ID	9596865555
Details of team members, if any, other than Project Head:-	KATHUA@NIC.IN
Name(1st team member)	RAJESH KUMAR GUPTA
Designation(1st team member)	DISTRICT INFORMATICS OFFICER, NIC KATHUA
Name(2nd team member)	SAHIL KHAJURIA
Designation(2nd team member)	CICO
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:-

[Award Specific Form](#)

[Self Certification by the Project Head](#)