



GETTING IT RIGHT

Grievance Management System

A CITIZEN GOVERNMENT INTERACTION SYSTEM

A Grievance is formal information to the authority on the form of discontent or dis-satisfaction faced by the citizen in obtaining the services that fall under the ambit of the government agencies. This may be multiple in nature and services yet is not prejudiced and relates to the state of the mind of the complainant.

Types of Grievances

Predicting the types of Grievances in entirety is a fruitless exercise. In order to prioritize functions of the grievance management a broad classification is made for the disposition of the grievance

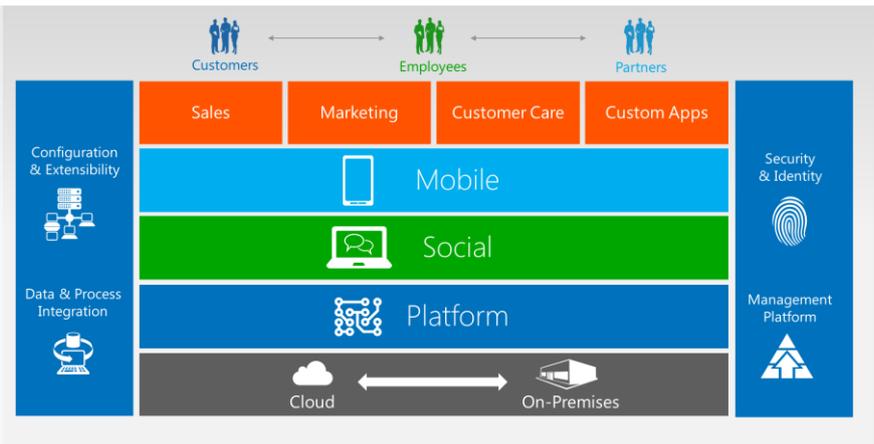
- Corruption Related Grievance
- Service Delivery Related Grievance
- Turnaround Time Related Grievance
- A misunderstood subject Grievance which later turns out to be information extracting query

What Government Would Want?

- Bring effective grievances in the system to Zero meaning maximum efficiency in the process of governance.
- Setup a system where citizens can interaction with the government to register their grievance.
- The registration is via multiple delivery channels.
- Setup a process where grievance recorded by the citizens is resolved within a reasonable time frame.
- Comprise of robust reporting system that could apprise the responsible officials of the complaints in waiting or the resolution frequency or any other parameter that is required for effective functioning.

Microsoft Dynamics XRM

- Backbone of Grievance Management
- Supports Multiple Channels of Data Entry
- Open Ended Architecture for Non Microsoft assets
- Seamless Integration Capabilities



Delivery Channels for Grievance



Web Channel using Portal.



Mobile Channel using SMS. Predefined Format.



Smartphone channel using Apps



Email Channel using Standard Mailing



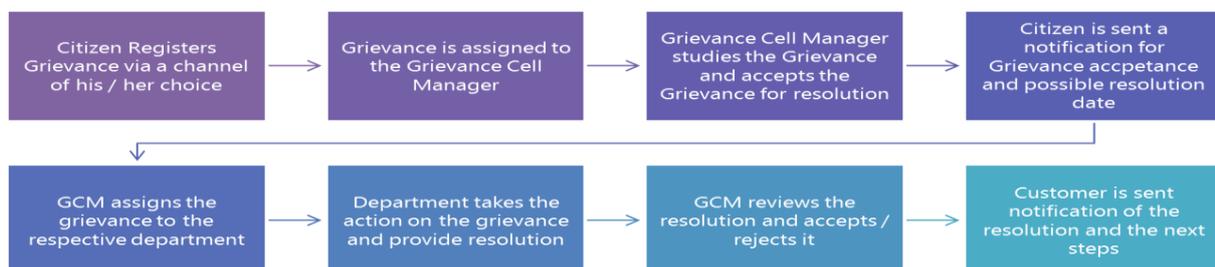
Manual Interaction using Call Center Channel

Salient Features

- Robust Multi Channel Interaction for various stake holders involved in the system.
- User Level Access ensuring proper data flow and data view to the assigned level.
- Assignment and Escalation Mechanism to ensure that grievance are attended to in the right manner.
- Department wise workflow handling flexibility in resolving cases.
- Two way integration to the portals possible.
- Department Level / Role wise custom dashboards and reports showing the required data that is needed.

How it Works?

Grievance Management works on the Data Flow as shown below.



Suiting the Needs

Grievance Management is offered in various flavours to choose from. This ensures that every client gets the needed offerings in the desired package.

	Basic	Essential	Premium
Email Handling	5 Queues	10 Queues	Unlimited
SMS Handling	Complete	Complete	Complete
CTI Helpdesk	Disconnected	Disconnected	CTI Connected
Social Channels	None	Twitter, Facebook	Twitter, Facebook
Custom Forms	None	Fields Addition	Fully Customized
Dashboards	Standard	Custom	Custom
Reports	10 Standard	5 Custom	15 Custom
Implementation	10 Days	30 – 45 Days	> 60 Days

Implementation Methodology

- Standard Methodology for Basic Version



- o 10 Days Plan
- o Standard Script Installation
- o No Customizations Supported

- Custom Methodology



- o Custom Plan
- o Analysis Phase for Customizations
- o Client Feedbacks Incorporated
- o Implementation 30-90 Days

Standard List of Reports

- Daily Case Management Report
 - o Channel Wise
 - o Complaint Wise
 - o Region Wise
 - o District Wise
 - o City Wise
 - o Department Wise
- Pending Reports by
 - o Channels
 - o Departments
- Escalation Reports
 - o Time Escalations
 - o Service Escalations

Implementation of Grievance Management is a Multi Stage Process to provide maximum advantage to the client. This methodology ensures that the client on boards the system within no time. The methodology also ensures that the gaps arising during the usage are fixed and fed back to the implemented system in the run time to ensure no loss of functionality.
