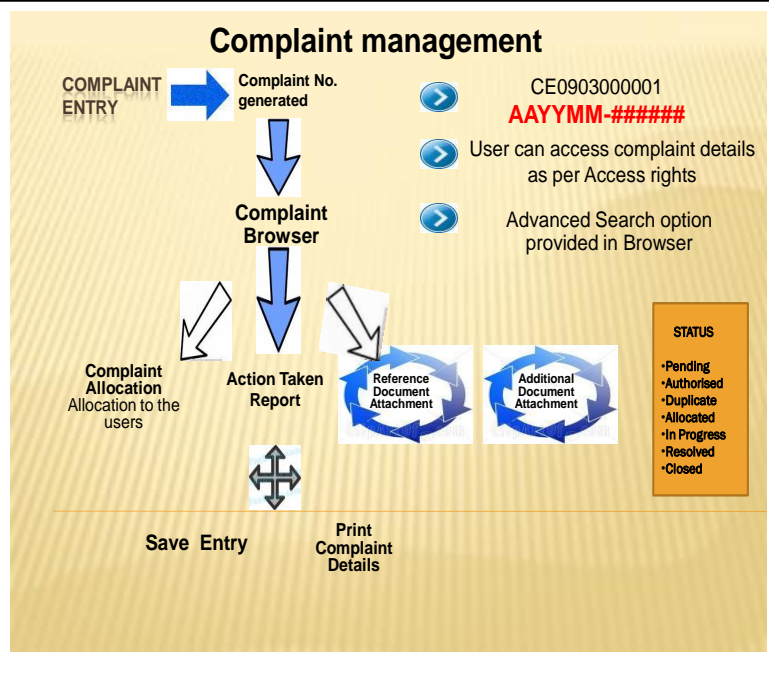


Complaint Management System

Reports:

Application has number of reports available with Drill down option, where user can see the unit level details.

- Nature wise region wise Complaint: A matrix report for nature and region wise details.
- Category wise Complaint: Category wise segregation of complaints.
- Z-Category wise Complaint: Complaints marked to highest authorities.
- Complaint Detail Report: Details of complaint received
- Complainant Details Report: Details of complainants who lodged complaints.
- Complaint Responsibility: Region/Area wise complaints received.
- Complaint Grouping: for same complaints received from different complainants or sources.



COMPLAINT DETAIL REPORT						
Complaint Date	Complaint Number	Subject	Description	Nature	Reference Number	Industry Status
26/06/2009	CE0906000020	Pollution due to Cement mixing Plant	Complaint is received regarding air pollution due to Cement Concrete Plant at Wadala Truck Terminal	Air	308	New
26/06/2009	CE0906000016	Pollution due to Bhatti	Complaint is received regarding Pollution due to Ghupta Chanawala Bhatti	Air	304	New
20/05/2009	CE0905000010	Pollution due to Burning of Plastic	Complaint is received through Secretary , Env Dept regarding Pollution due to Burning of Plastic	Air	279	New
20/05/2009	CE0905000008	Pollution due to ACC & Ultratech Cement Mixing Plant	Air pollution is caused due to ACC & Ultratech Cement Mixing Plant at Mankhurd	Air	275	New
27/04/2009	CE0904000024	Construction without permission	Complaint is received regarding Construction without permission	Air	264	New
21/04/2009	CE0904000016	Air & Noise Pollution	Complaint is received regarding air & Noise Pollution due to Hydraulic Factory, Saddharp Industrial Estate, Goregaon Mumbai	Air	258	Allocate
15/04/2009	CE0904000011	Pollution due to ACC & Ultratech redymix Plant	Complaint is received through Secretary, Env. Minister regarding Pollution due to ACC & Ultratech redymix Plant	Air	256	Authorised
30/03/2009	CE0903000047	Air Pollution due to Cement Mixing Plant	Complaint is received regarding air pollution due to cement mixing plant	Air	247	New
30/03/2009	CE0903000046	Air Pollution due to Cement Mixing Plant	Complaint is received regarding air Pollution due to cement mixing plant	Air	246	New
30/03/2009	CE0903000041	avoid Pollution by planting greenary	complaint is received regarding planting garden at open space near RTI Hormasjee Street, Kasturi Building, Colaba, Mumbai area	Air	241	New
23/03/2009	CE0903000037	Air Pollution at shahu Nagar Mahin Dharavi Link Road	complaint is received through Secretary, Env. Dept regarding Air Pollution at shahu Nagar Mahin Dharavi Link Road	Air	235	Allocate

Months: Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar (All)

Center Name	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
RO - Navi Mumbai	0	4	1	0	0	1	0	0	0	0	0	1
RO - Amravati	0	0	3	0	0	0	0	0	0	1	3	3
RO - Aurangabad	1	8	4	0	0	0	0	0	0	0	2	1
RO - Kalyan	0	2	2	0	0	0	0	0	0	0	2	3
RO - Kolhapur	0	3	3	0	0	2	0	0	0	0	2	0
RO - Mumbai	0	14	13	0	0	5	0	0	0	1	15	6
RO - Nagpur	1	5	1	0	0	0	0	0	0	3	3	0
RO - Nashik	1	6	5	0	0	1	0	0	0	1	0	0
RO - Pune	1	4	2	0	0	0	0	0	0	1	1	2
RO - Raigad	1	2	0	0	0	0	0	0	0	0	2	3
RO - Thane	0	0	3	0	0	0	0	0	0	0	4	2
SRO Chandrapur	2	2	2	0	0	0	0	0	0	0	0	1
SRO Kolhapur	0	0	4	0	0	0	0	0	0	0	0	0
SRO Nashik	0	0	1	0	0	0	0	0	0	0	0	0
SRO Sangli	0	0	0	0	0	0	0	0	0	1	0	0



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*Specifications are subject to change without notice. Specific functionality as described is available with different configurations of Reckoner.

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Complaint Management System

Complaint management is a common process in government organisations with direct public relations and should be handled proactively with timely closure and transparency.

The System provides time bound acceptance of a complaint, issuing an acknowledgement, assigning unique complaints Token number, and subsequent tracking of complaint actions and resolution. The System enables pro-active auto escalation of pending complaints for either action or information etc. Different reports are available for tracking, actions taken and pendency on complaints.

Complaints can be registered from different Offices and are available to the concerned authorized staff for further action and monitoring.

Complaint Management System

Complaints can be entered in the central database from different offices, site links, and e-kiosks. The complaints are then allocated to the concerned offices and subsequently to the field officer/Employee for action.

Complaint status is updated as and when required and available all across the system for further reference.

Complaints will be marked New, Forward, Assigned, Resolved, Closed, and Confirmed.

Documents, files, video files, images can be uploaded with the complaint details by using the document management server.

Complaint module has functionality for entering the complaints by any office. It can be made available to the external parties like individual citizens, NGOs and other stakeholders through web browser based application.

Process:

- **Complaint entry:** Complaint entry document is entered by the staff of any office who received the complaint and all the details are put in the entry regarding complaint, complainant, industry details, subject matter, complaint description, Complaint category, Complaint classification etc.

All the details are entered in the central complaint registry and a running serial number is allocated to each complaints. Duplicate complaints can also be grouped together for combined action report.

- **Allocation entry:** These complaints are allocated to the concerned office and unique serial number is generated with prefix of office code from the complaint Browser. Moreover, Field officer/employee processes the complaints for further action.
- **Status updating:** Field officer/employee continues to update the complaints until it is resolved and confirmed by the complainant. Field officer can attach soft copy of the action taken reports and these documents can be retrieved any time for reference.
- **Attachments:** Complainant/User can attach the documents to support the complaint or responsible officers or field staff can attach the action taken reports or status files or videos to support the closure of complaint.

Benefits:

- Web browser based application. No need to install or deploy any application or setup.
- Solution for Effective & Efficient Management of Documents
- Citizen/public Empowerment at All Levels.
- Total elimination of All Duplication of Efforts
- Tool for Improving Organizational Efficiency and fast action on complaints.
- Transparent Access to Information to Citizens/public.
- Recording the flow of complaints in the organization
- Pendency Monitoring at all levels
- MIS Reports...churning information out of data
- Powerful search facility: Track/Search for any letter or file in the organization
- Provide a tool for time bound service delivery in critical areas like grievances handling
- It has empowered the Administration to monitor the status of the complaints and has also empowered the citizen by building in the transparency.
- It has assisted in evolving a mechanism for laying down pragmatic citizens' charter by incorporating feedbacks from two vital stakeholders.
- This will build a database, which can further be used in taking policy decision by doing qualitative analysis of the data generated.
- Well Defined Complaints Handling mechanism
- Automated Systems
- Assurance of Time Bound Delivery
- Status Monitoring at all times
- Updating the Citizen for Current Status