

Components of Architecture

- Client Browser
- Middleware Application / Web Server
- Database

Technology

- Java (Core Java & Java Server Pages)
- Web Server/Application Server (Tomcat/ IBM WebSphere)
- Database (IBM DB2/ Oracle/ MS SQL)
- Operating system (Linux/ Windows etc.)

**For GMS Software Support & Services,
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Committed to Citizens for Assured Services



GRIEVANCE MONITORING SYSTEM

Software Designed and Developed by
Vora Information Technologies

- **Grievance Monitoring System (GMS)** is a complete solution for an efficient redressal of grievances made by citizens. GMS can be used by any Governing body to process the Grievances received from the Citizen's, NGO's, other Governing Bodies and Political Representatives. It offers a very systematic approach to Grievance handling with the following steps.

- ✧ Generation of acknowledgments
- ✧ Forwarding the Grievance to respective departments / authorities.
- ✧ Complete monitoring of Grievance redressal and disposal.
- ✧ Send compliance correspondence to complainer.
- ✧ Allows the complainer to give appropriate feedback.
- ✧ Generation of MIS / Reports required by the authorities for performance monitoring.

- Now-a-days people have started viewing the government Organizations like any Non government service provider or facilitator, demanding for quick redressal. **Grievance Monitoring System (GMS)** is a step towards meeting these expectations.

- The most difficult task has been the management of Grievances to the satisfaction of the people. The biggest bottleneck to respond and redress the grievances of the subjects is being its vast volume and manual processes for the same.

Objectives:

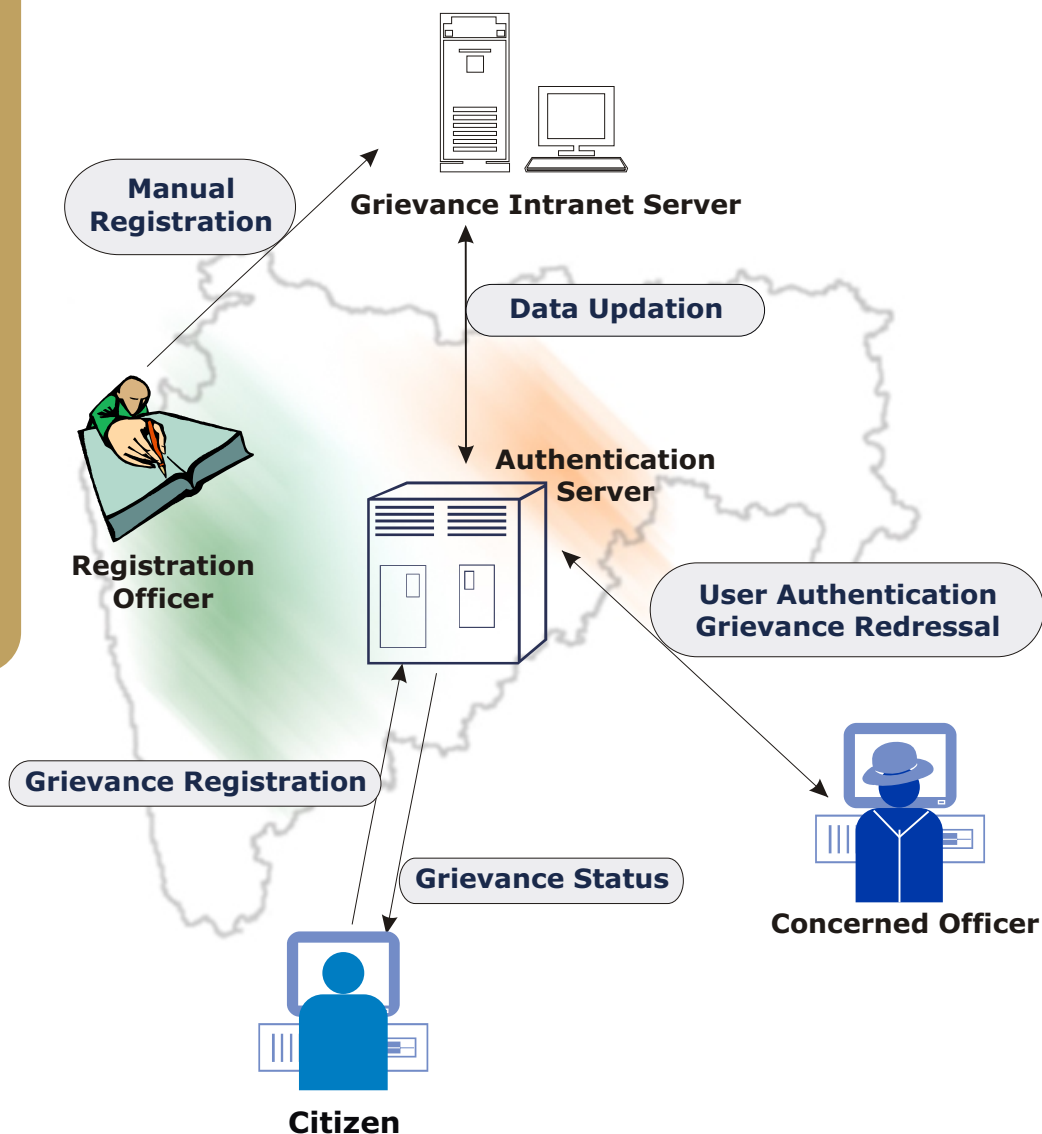
- To devise, operate and maintain the Information Management Systems required for a smooth and efficient interface for the citizens and Governing Bodies by Keeping the grievance redressal Machinery open and receptive to citizens.
- Acknowledge the grievance and commit to redress them within a stipulated period on receipt of the grievance.
- Prompt actions taken against the grievance by going into the genuineness and roots of the grievance and within stipulated time period, attend to the grievances.

Advantages for the Citizens

- Facility for Citizen to submit the grievance online through website.
- Current Status of the grievance can be observed online.
- Facility for reopening of the grievance by sending Feedback, leading to grievance redressal to the highest satisfaction.
- Grievance Monitoring System is a boon for the citizen at large, making it possible for an easy access to governing authorities for positive results.

Advantages for the Governing Bodies

- Efficient Storage of all available information on Grievance.
- Centralized data.
- Capturing of all essential data regarding the Grievance including, location, complainant, type of Grievance.
- Current Status of every grievance is indicated and hence any grievance can be easily tracked.
- All this expedites the grievance redressal system thus making the citizen Municipal corporation interface really interactive and dynamic.
- Entire Workflow is built into the system and hence is structured.
- Complete Automation of the Grievance Redressal System.

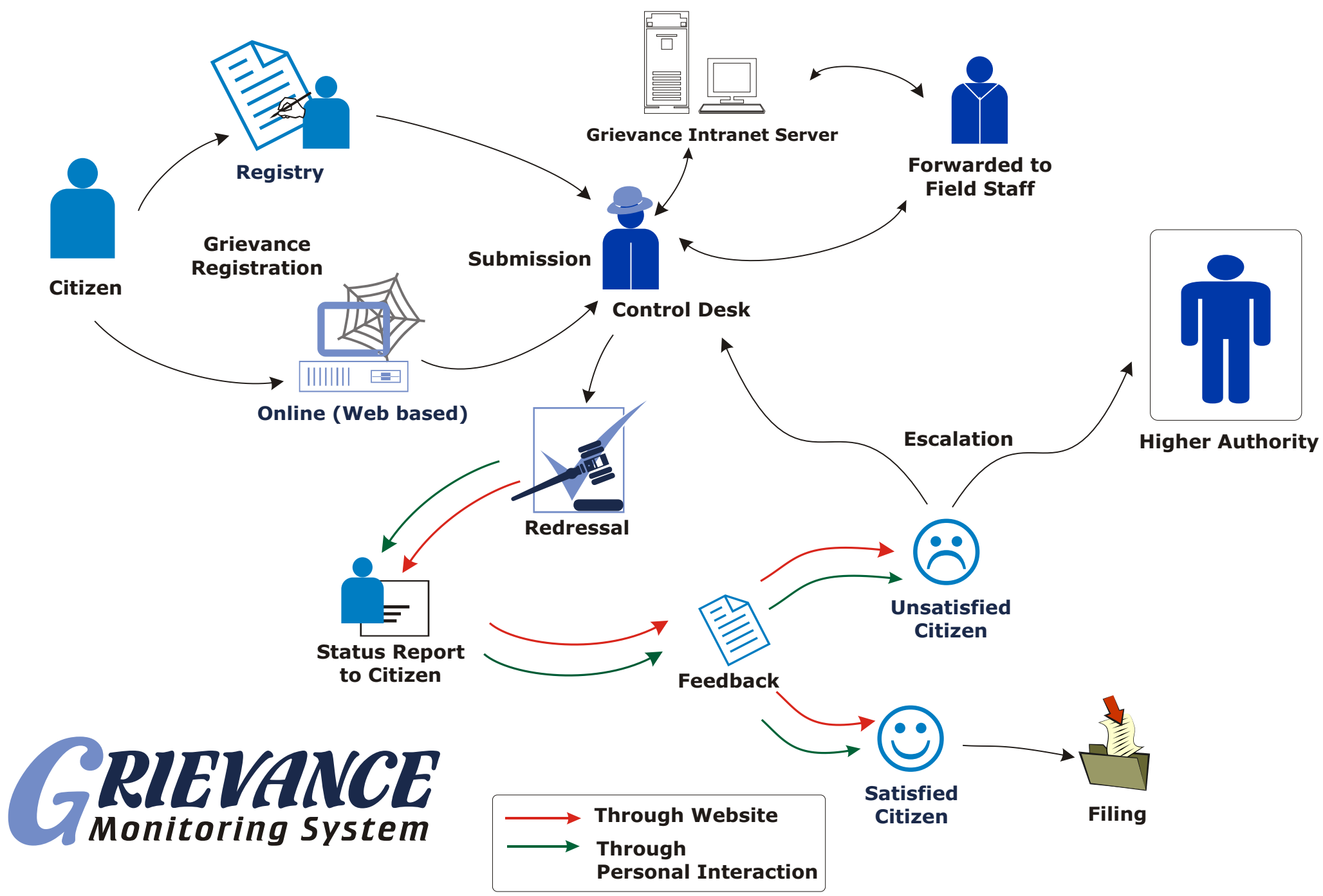


- Facility to lodge the Grievance through Website or Email.
- Well defined Grievance redressing system.
- Provision for Escalations in workflow.
- Every report is designed in such a way that one can drill down to the actual grievance in the system.
- Facilities for citizen to re-open his Grievance if he is not satisfied with the officer's feedback.
- System can be remotely accessed, being Web Based Solution.
- Exhaustive MIS.

MIS available:

Grievance Monitoring System provides exhaustive MIS. This allows effective performance monitoring of the officers within the organization.. Some of the MIS are listed below.

- My Workload
- My Escalated Cases
- Periodic Pendancy Report
- All Grievances
- Redressed Grievances
- Charge Report
- Performance Report
- Performance Report gives graphical representation of the redressal performance for the particular officer.
- Cycle Time Analysis, Response Time analysis can be incorporated for more effective Performance Monitoring.



GRIEVANCE
Monitoring System

→ Through Website
→ Through Personal Interaction