

## Updating of Complaints Status by SMS in Corporation of Chennai

<b>Client</b>	Corporation of Chennai
<b>Topic</b>	Updating of Complaint Status through SMS
<b>Date of Go live</b>	Since 08.10.2012
<b>Brief Description</b>	<p>Some of the Municipal Employees Officials are primarily on the field resolving the grievances reported by the citizen. Till now the municipal staff used to receive an SMS of the grievance but had to come back to the office to update the status of the complaint in the system.</p> <p>The commissioner suggested to empower the ULB Officials to update the complaint status through SMS which would increase the efficiency of the Municipal Staff and provide real time updates of the complaints to the citizen.</p> <p>eGov in consultation with the Corporation of Chennai employees, created a simple SMS interface, using which the employees on the field could update the status of the complaint without a need for accessing the desktop in office.</p>
<b>Users of the System</b>	<ul style="list-style-type: none"> <li>• Municipal Employees : Updating the status of complaints</li> <li>• Citizens: Real time information on status of grievance</li> </ul>
<b>Number of users of the system</b>	<ul style="list-style-type: none"> <li>• 700 Users for updating the grievance status</li> </ul>
<b>Main Advantages to the stakeholders</b>	<ul style="list-style-type: none"> <li>• <b>Municipal Employees:</b> Increase in efficiency. No need to come to office to update the complaints. They can spend more time on the field addressing the grievances of the citizen leading to speedier redressal.</li> <li>• <b>Citizen:</b> Real time information on status of grievance. Faster addressing of the grievances.</li> </ul>

### Description:

The Public Grievance and Redressal (PGR) module has been functional in Corporation of Chennai (COC) since Feb'2010. The PGR system has been a voice of the citizens to report to the corporations about the issues they are facing on the ground. The Corporation of Chennai has been using these inputs to close out on the grievances Collections. In the year 2011, 70% of the grievance of the citizen was addressed by COC.

When a grievance is registered, the employees gets an SMS containing the complaint details along with the phone number of the citizen. If the employee is on field and he needs further information on the grievance, s/he can directly call the citizen to get the pertinent details and take appropriate action on the complaint without coming to office. However after taking the action, s/he still needed to come to office to update the status.

The Commissioner of Chennai discovered the gap and suggested to use the existing SMS gateway available with COC to allow the Municipal Employees on the field to update the status by sending a SMS. The requirement was raised by the commissioner in the weekly review meeting on Friday, 28<sup>th</sup> September.

The eGov team in Corporation of Chennai got into action and implemented the functionality by October 3<sup>rd</sup>. The demonstration of the same was given to the Commissioner and go ahead obtained to deploy and roll it out. The format of the SMS to be sent by the employee and the response received is given in the sections below.

The training was given to the concerned COC employees and the system was rolled out on October 8, 2012.

The system has appropriate checks built in to ensure that only the concerned Municipal Employee can update the complaint.

## **SMS Format**

**P:<Complaintnumber>:<Status >:<Remarks>**

where

- P – Identification of the SMS complaint status updation
- Complaint Number: Complaint Tracking Number in PGR system
- Status: Status of the complaint.
  - Processing (4) – If the Employee has started taking action on the complaint, the complaint status should be updated as '4'.
  - Completed (5) – If the Employee has taken the action on the complaint and redressed the grievance, the complaint status should be updated as '5'.
  - Rejected (6) – If the complaint needs to be rejected, the complaint status should be updated as '6'.
- Remarks: Any remarks about the complaint

Thus the SMS to be sent by the Employee could be

P: 756RTJ:4:Receipt has been updated for your property

## SMS responses

<b>SMS REPLY</b>	<b>Action to be taken</b>
<b>'Complaint Status has been updated successfully for &lt;Complaint No&gt;'</b>	None. This message is sent when the complaint status is successfully updated in the PGR System.
<b>INVALID SMS FORMAT</b>	Resend the SMS with correct format.  Check for the format in which the update sent  Check for the Status's (Only 4,5,6 are valid)
<b>Complaint Number does not exist</b>	Resend the SMS with correct complaint number.  Check the Complaint number once again.
<b>You are not authorized person to send SMS to PGR system</b>	Use valid CoC closed user group (CUG) mobile to update the complaint.