

Public Grievance Monitoring System

KRITI MICROSYSTEMS is an IT solution Providers over a decade of experience. KRITI has developed a Software Solution towards Public Grievance Monitoring Applications towards e-Governance system. KRITI has strength in Domain expertise and rich re-usable Software Tools and Libraries for Rapid Application Design. KRITI has a range of Products in the Portfolio of e-Governance, CRM, Business Intelligence, Data Management, Analytics, Banking, and Finance etc.

The Solution has facility to Support multiple RDBMS, Oracle, MS SQL, DB2, MySQL – Operating Systems, Regional Languages, Stand Alones, LAN, WAN, Internet and Extranets etc. Availability of Web versions makes the solutions Deployable for any sized organizations. A very powerful Reporting and Ad-hoc Information Retrieval tool is the Special feature of the Solution. Data Export, import or exchange to multiple file formats makes it a true solution to meet varied Application.

The System

The solution facilitates to record the Complaints and Grievances received by the Offices which serves the public or the customer .The solutions helps to Record Complaints, Compliments, Grievance, Suggestions etc. and forward the details to the concerned officials.

The system have facility to generate Receipt or Acknowledgement to the requests, Allocating Token Number to the complaint Registered. This system users to Allocate the Request to the concerned Officials for Redress .The Status against each complaint can be viewed individually or collectively.

Officials to whom the complaints have been forwarded, can view the details of the cases and Monitor the pending for speeding up the reply or investigation .The system can also prompt the users on number of cases pending to facilitate them to attend the cases promptly.

The total workflow of Complaint and Grievance, Information Tracking is made possible through the system. The solution permits to track complaints, concerns, take corrective actions and resolutions in a more efficient way.

The Solution can also be customized to meet to the requirements of Right to Information (RTI) Applications introduced by the Govt Of India Recently.

Special Features

Facility to attach System Generated Documents (MS WORD, EXCEL etc.), Scanned Images (For keeping the Images of hand written documents), Other File Formats, PDF, XML, and creating multiple Notes and remarks on each case makes it quite suitable for any Office

The Solution also facilitates to export the data to EXCEL or WORD for the production of forwarding to external agencies.

Strong and Powerful Reporting and MIS

The system comes with powerful Data, Report, MIS Management Tools facilitating users to create reports based on various parameters like Nature of Complaint, Department, Officials, Stations, Cause or any other fields available in the Software.

The reports can be consolidated at regional or national level for making improvements in the service and take quick notes on actions needed.

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