

# Instructions for Filling the Form

## Improving Service Delivery and Redressal of Public Grievances

### General Instructions

1. Application form should be filled by District Collector/ District Magistrate
2. Period of implementation to be considered is between 1<sup>st</sup> April, 2018 and 31 March 2020. Hence, the information should be provided for the work done/ achievements made during this period only.
3. To substantiate information, District Collector/ District Magistrate have to upload supporting documents, photographs and videos.
4. Decision of Department of Administrative Reforms, Govt. of India shall be final and binding on all applicants.

### Application Form

Application Details<auto-populated>	
Registration ID:	Category
State:	District:

#### Application Form (to be filled by District representative)

Please note that the period of implementation to be considered is between **1<sup>st</sup> April, 2018** and **31<sup>st</sup> March 2020**. All fields marked with \*are **mandatory**.

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1.			
	Parameters	Unit	*Support document
1	Number of Services notified / available in Citizen charter(s) in the district	numbers	Copy of the Citizen charter (s)/ notifications of the services
2	Out of the above how many services are available online /electronic mode.	number	In case of multiple portals a PDF of URL links in order of highest number of services to be uploaded  If integrated portal is available then only link of the integrated portal may be given
3	Number of persons in the district availed e-services on per lakh population	Number	Portal generated list of beneficiaries having phone numbers (1 <sup>st</sup> April 2018-31 March 2020)

4	How many services are available in doorstep delivery mode	Numbers	Notification issued by the District on doorstep service delivery
5	Number of people availed doorstep services on per lakh population	Numbers	List of beneficiaries along with phone numbers (1 <sup>st</sup> April 2018-31 March 2020)
6	Average time taken in service delivery in district	In days	Auto generated report from portal ((Period 1 <sup>st</sup> April 2018-31 March 2020)
7	Whether online grievance registration and redressal system exist in district	Yes/ No	Weblink of service portal
8	Number of Grievances received and disposed of through online system	number	Portal generated report for the period under consideration(1 <sup>st</sup> April 2018-31 March 2020)
9	Average time for redressal of Public Grievances	In days	Portal generated report (1 <sup>st</sup> April 2018-31 March 2020)
10	Feedback Mechanism	Mode of feedback Call Center/Portal/SMS/ Email/ Physical paper/ other	Feedback report between 1 <sup>st</sup> April 2018-31 March 2020) <ul style="list-style-type: none"> <li>• % of Feedback received against total resolved grievances in district</li> </ul>
11	Appeal Mechanism	Yes/ No	<ul style="list-style-type: none"> <li>• % of Satisfied response</li> <li>• % Responses went into appeal</li> <li>• % satisfied response in appeal</li> </ul>

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**2. Provide Detailed Write-up of the work done in your district for Improving Service Delivery and Redressal of Public Grievances between 1<sup>st</sup>April, 2018 and31st March , 2020 covering the following aspect :**

- Approach & methodology with special reference to process reengineering, capacity building, public awareness)
- Innovation
- Monitoring mechanism
- Feedback mechanism to measure citizen satisfaction.
- Action taken on feedback with specific reference to systemic reforms
- Special efforts made during COVID 19 to mitigate the public grievance.
- Specific constraints/ complexities in implementing the programme.

< 500 words

**3. Upload PDF of testimonials /success stories (between 1<sup>st</sup>April, 2018 and 31st March 2020 )with the following details:**

- **Complain date and registration No**
- **Mobile number and name of complainant**
- **Grievance details**
- **Resolution provided**
- **Feedback of complainant**

**4. Upload supporting document**

**5. Upload the relevant photographs :**

*(The photograph(s) must be uploaded in jpeg or png format with each file size not exceeding 5 MB)*

**6. Provide link of the video (Duration 3-5 minutes), if any, relating to Improving Service Delivery and Redressal of Public Grievances mechanism in your district**

**I, hereby, certify that the information and particulars furnished above are true and correct to the best of my knowledge:**

**Name:**

**Designation:**

**Place:**