Bengalathon – Solution Concept Note

# Attempted Challenge:

Citizen Feedback System

# Challenge Description:

Due to a lack of proper feedback system, Government departments are not able to measure the success of a public service schemes. How can a technology enabled solution can make the Government aware of citizen feedback on public services?

# Proposed Solution Name:

Smart Service Desk

# Brief Background of Proposed Solution:

Due to a lack of proper feedback system, Government departments are not able to measure the success of public service schemes. A technology enabled solution which can make the Government aware of citizen feedback on public services. People will send feedback on both the success and failures of government services. In case of issues faced, the government will assign representatives from the concerned department who will keep a track until the issue is solved.

# Objective:

Aim to provide a single window platform to the citizen to address their issues faced in government services and get them resolved on time.

# Brief Description about the Concept:

We will be providing a online service desk which will provide a platform for the common people to raise queries under different government services. The issues will be assigned to the respective teams and will be followed on till solution is reached. This will also help the government to keep a track on the success of providing service. Additional features like chatbot and providing phone numbers for emergency contact will help the people using it.

# Expected Outcomes:

This will help people to raise complaints, and solve issues on time. Government can keep a track of the quality and time of providing services to the citizen.

# Risk and Mitigation Plan:

Introduction of new departments, change or addition of policies and services needs to be kept up-to-date, else the solution will not be meeting the needs of the citizen. Continuous updates are required to provide proper service.

# Revenue Model:

The government may spend the cost of building and maintain this service (which is not too high). Further, advertisements can be used to earn revenues.