

Private sector organisations are often lauded for their customer focus. This is largely due to their adoption of best-of-class methodology in dealing with service issues. NUS helps bring a high level of service delivery to ULBs in Andhra Pradesh, bringing them on par with well-run corporations.

The **Public Grievance Redressal** application of the NUS platform enables enforcement of accountability leading to increased service delivery.

- **Transparent System** – Eliminates citizen apathy, making all interactions visible and public
- **Multi-Channel Support** – Service Requests and Complaints can be logged through a variety of sources including the call centre, ULB portal, mobile app and email
- **Robust Routing Mechanism** – Routing engine helps each grievance to flow to correct official avoiding delay in resolution
- **Empowered Citizen** – App establishes accountability and traceability; citizens able to give feedback and reopen complaints

NUS Public Grievance Redressal App Benefits

Flexi-Channel

Grievance redressal system can be accessed through various channels such as Citizen portal, Citizen Service Centre, Mobile App, email, call centre. Citizens can easily submit requests, and attach pictures and documents, saving time and making the process flexible.

Improved Accuracy

Citizens can tag complaint spots through a GIS integration, improving accuracy. Officials know complaint locations at the click of a button.

Better Services

Citizens can track the complaint status using a unique tracking number. SMS notifications are sent to citizens with status updates.

Improved Employee Efficiency

Employee app allows ULB staff to access complaints on the field without having to contact their office. It also allows them to update the status of the complaint from the field along with evidence of redressal.

Key Features

Grievance Management

- **Tracking Number:** Each complaint is tracked through its lifecycle using a unique Tracking Number
- **Smartphone Support:** Ability to file and track complaints through any smart phone
- **Google Integration:** Support for attaching photos and integration with Google Maps



Key Features contd.

Grievance Management

- **Geo-tagging Support:** Ability to geo-tag images
- **Workflow Rules:** Auto-assignment of complaints based on complaint type and location
- **Complaint forwarding**
- **Auto Escalation:** Alerts to superior official if complaint remains open after designated time
- **Notifications:** Citizens receive text messages at various stages of the complaint's lifecycle; Officials on the field can also update the status

Multi-Channel Access

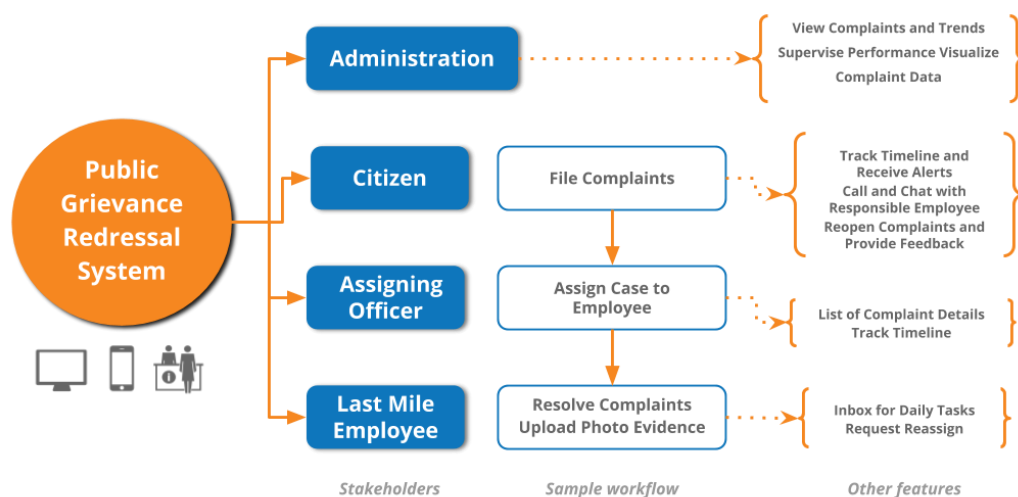
- **Anytime Requests:** Service Requests can be logged through a variety of sources including the call centre, ULB portal, mobile app and email

Grievance Feedback

- Citizens can now provide feedback after a service request is addressed
- Citizens can also reopen requests if the solution is not satisfactory

Grievance Analysis

- **Structured forms:** Grievance forms are modelled better to capture quality information and also for careful analysis



Reports



- Citizen-friendly reports with GIS integration
 - Spatial distribution and density of grievances (e.g. pie-charts, GIS reports)
 - Drill down of ULB complaints by department
 - Department-wise complaint status
 - Zone/Ward-wise complaint reports
 - Complaint group-wise reports
- State- Level Dashboards
- Income-expenditure Tracking | Financial Ratios | Assets and Liabilities

Integrations

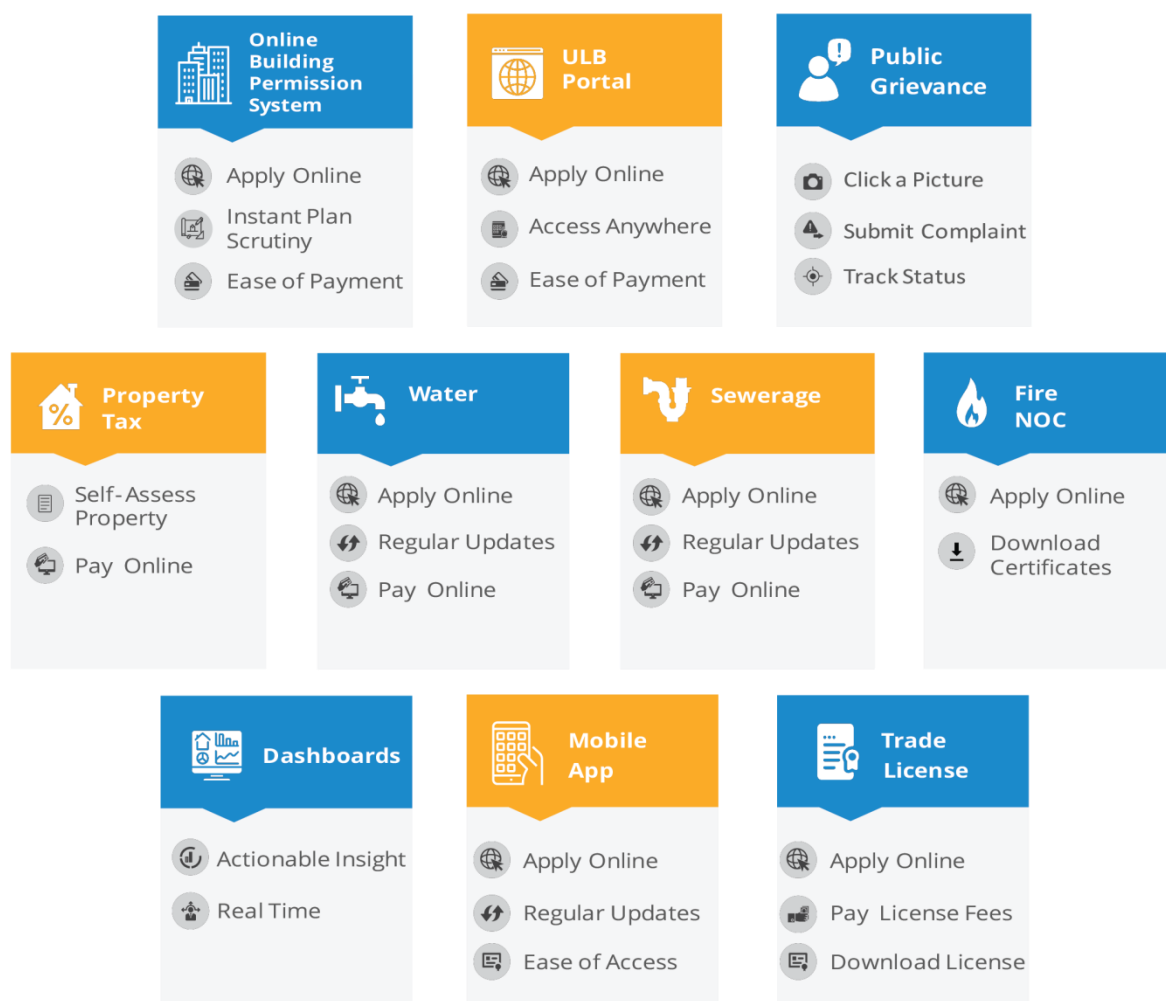


- Trade License
- Land and Estate
- Company Tax
- Professional Tax
- Building Plan Approval
- Asset Management
- Facilitates capturing of all receipts such as License Fees, Tender Fees,
- Tax, Fines, Rent, and so on.

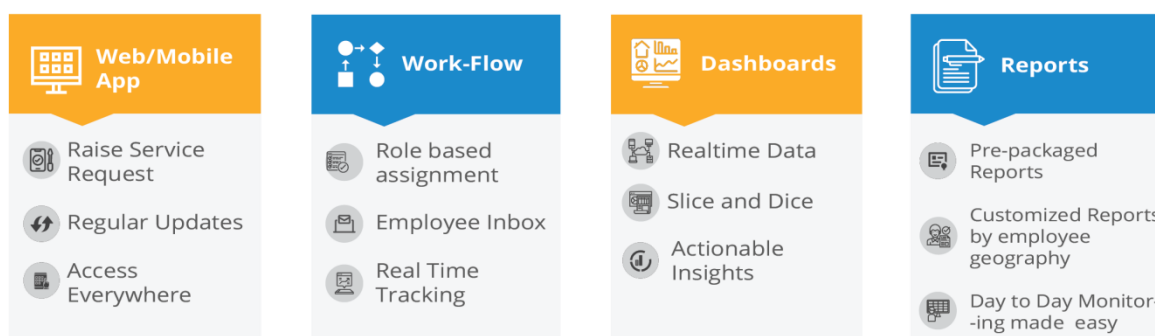
Public Grievance Redressal

The platform comes with **ready to deploy** citizen centric applications that capture **90% of transactions & 80% of ULBs revenue**

Citizen Centric Application



Employee Centric Application



Learn more about the NUS platform and applications for urban governance
Visit us at <http://nus.niua.org/> or email us at nus@niua.org