**System study on e-Abhijoga**

A citizen can lodge a grievance in any of the process below:

1. Online
2. In person (Physically present the complaint in CM Grievance Cell)
3. Dak (Postal)
4. Common Service Centre (CSC)

# **Online Mode**

* The citizen can lodge grievances by opening the Url (<https://cmgcodisha.gov.in>)
* They need to fill up the grievance registration form
* The citizens have to select the grievance pertains to which department

- Office of Honourable Chief Minister

- Chief Secretary

- State Government Departments

- District Collectors

- Revenue Divisional Commissioner

* After selecting any one of this department the grievance pertains the citizen have to fill up his personal details like name ,address of correspondence and the details of the grievance (In 4000 characters) and then submit the application.
* Once the application has been submitted by the citizen a number is generated by the system automatically depending on, to which departments the grievance has been raised. The citizen can take print out of the receipt bearing its Registration number and the complaint details. Through this unique registration number the complainant can track his grievance status.
* Now the Grievance cell office monitors the grievance either the case is disposed of or sent to the sub ordinate departments for compliance.
* The citizen can put a reminder if there is delay in processing of its grievance through the e - abhijoga application.

# **In Person**

* The citizen have to be physically present themselves in CM grievance Cell office and lodge their grievance through a letter or hearing in front of the Government officials.
* Their grievance is manually fed into the system through online mode and an acknowledgement receipt is given on the same day.
* Either the grievance is disposed of on the same day or it is forwarded to the sub ordinate organization for compliance.

# **Dak (Postal)**

* The grievance is received through postal sent by the citizen to CM grievance Cell and is manually fed into the system and the acknowledgement receipt is sent to them through postal.
* The Grievance is disposed of or is sent to the subordinate organization for compliance. If the grievance is disposed of then the same is informed to them through a letter.

# **CSC (Common Service Centre)**

* The citizen can lodge grievances by opening the Url (<https://cmgcodisha.gov.in>) from any Common Services Centre.
* The Citizen can follow the same process as per online registration of grievance.

**Role of Grievance Officer/Departments:**

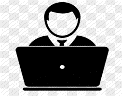
* Once grievance is registered or received by any of the departments they take action by selecting the Grievance Category like Road, Scheme & Benefits, Power Supply etc.
* Now the officer has to take a decision on any of the following:
  + - * + -Examined at our level
        + -Forwarded it to the sub-ordinate organization
        + -No action required
* They can also dispose the case thereof by examining the case at their level or if no action is required.
* The grievance is forwarded to the sub ordinate offices by giving a reply to take action
* The grievance redressal time is taken as 30 days.
* Once the sub ordinate organization receive the complaint either they give the compliance through the application or may ask for clarification further from their sub ordinate organization.
* The subordinate offices or the departments can give an interim reply to the citizen. Even they can send a reminder to their sub-ordinate offices if they are delaying the process.
* After receiving the clarifications from the sub ordinate offices, the departments either dispose the grievance and or if the compliance is not found to be satisfactory can further ask for clarification by forwarding it to the concerned departments.
* If the case is disposed of then an acknowledgement copy of the details grievance is sent to the citizen by post.
* The citizens who have lodged the grievance can also track their status through their unique registration number.

Once a grievance is lodged by the citizen and submitted, they receive an Unique number which acts as the registration number of their Grievance to track their status. The number pattern varies pertaining to the department and the mode on which grievance is raised.

**Unique Grievance Tracking Number**

|  |  |  |
| --- | --- | --- |
| **CMOFF/E/2018/034231** | | |
| **CMOFF** | Chief Minister’s Office | Receiving Office |
| **CS** | Chief Secretary office |
| **OR(Unique Code)** | State Govt.  Department/Collectors/RDC |
| **E** | Electronic (Online) | Mode of Grievance |
| **P** | In Person |
| **D** | Dak |
| **C** | Common Service Centre (CSC) |
| **2018** | Year | Year of Lodging grievance |
| **034231** | Unique Number | Grievance Serial Number |

**Process Flow of Grievance redressal process under e-Abhijoga**

If there is delay in process a reminder is sent

Lodge a complaint

Can the grievance be disposed?

Office of the Chief Minister Grievance Cell

Interim reply

Forwarded to another sub ordinate organization

Examine at their level

Yes

Reply

Reminder sent

No

If clarification satisfactory

Forwarded to sub - ordinate organization

Reminder sent

Sub ordinate organization do field visits and give the compliance

Send clarifications

**Issues faced in the AS-IS e- abhijoga Process:**

* Time taken for resolving a grievance is very high, minimum period is given as 30 days which is considered as long period to redress/ address a grievance.
* In this process a lot of spam complaints are registered as grievance on which govt. can’t take any action.
* If a citizen lodge a grievance outside country to any of the departments, then only the grievance number is generated but the complaint details is not shown.
* If in a single grievance having multiple problems like road, electricity, pension etc. then it cannot be forwarded to multiple departments, it can be forwarded to a single department.
* Except the transaction report there is a mismatch of data in rest of reports available in the e- abhijoga portal.
* If a grievance is forwarded to a sub ordinate organization from a concerned department and the grievance is not related to that organization and returned back to the department with the decision marked as case disposed of, then the same grievance can’t be forwarded to another sub ordinate organization by the department.
* If a category is not available, grievance category can’t be added.
* The citizen is unable to know its present status of the grievance until and unless an interim reply is sent by the department or any of the sub ordinate organization.