

Resolve Civic Issues  
with

# DIGIT-Public Grievance Redressal

Seamless, Prompt, Transparent and Effective Resolution of the  
Complaints Received

**450+**

ULBs deployed  
DIGIT- PGR

**30Lac+**

Complaints filed by  
citizens through DIGIT

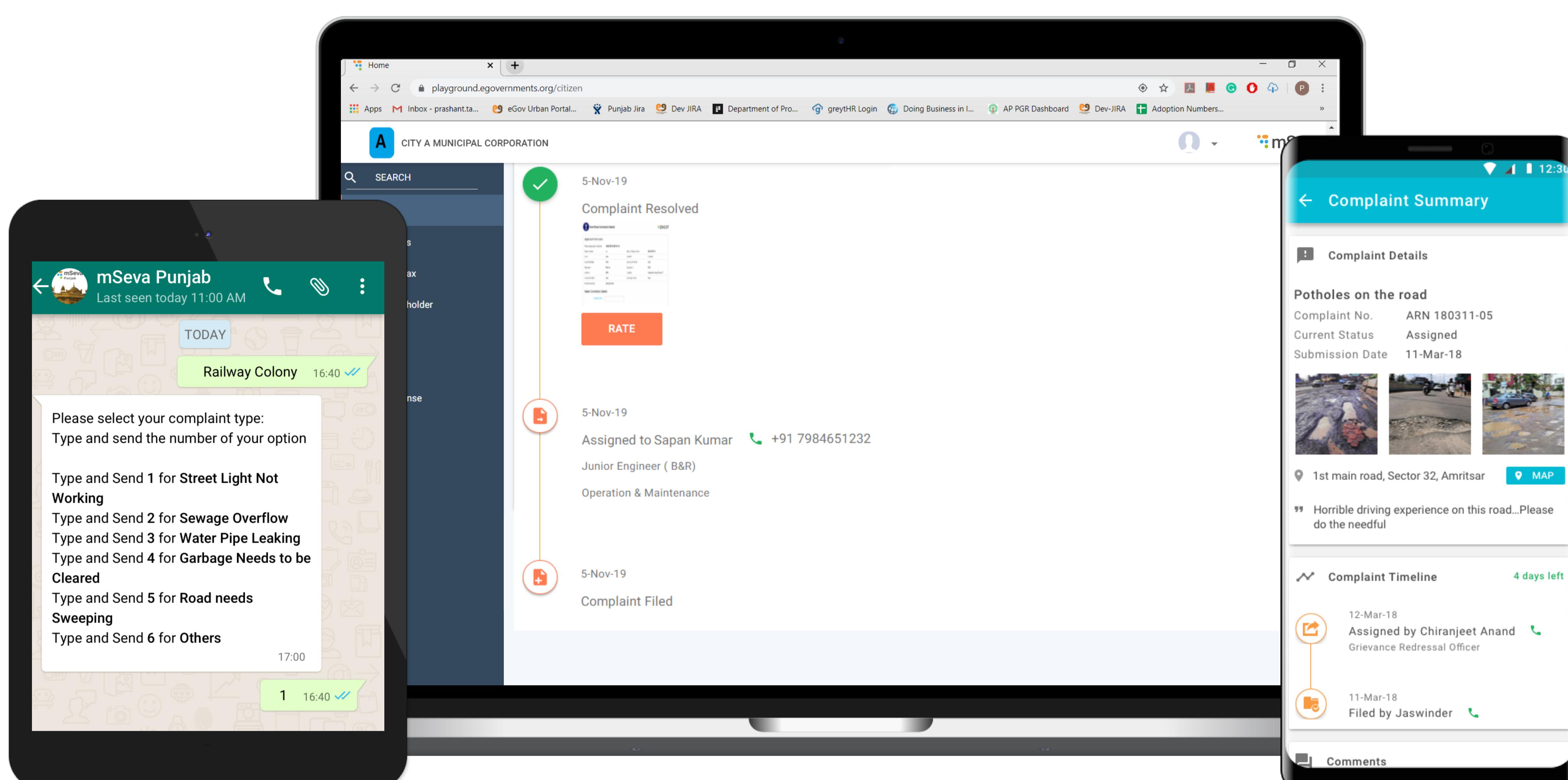
**96%**

Complaint  
Resolution Rate

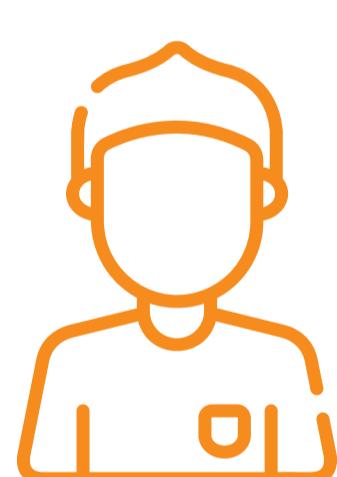
# DIGIT-Public Grievance Redressal

DIGIT-Public Grievance Redressal (PGR) is a self-serve web and mobile based, easy-to-use and configurable product for submission of grievances by the citizens from anywhere, anytime.

For speedy and efficient resolution of civic related complaints, DIGIT-PGR facilitates the municipal employees with easy identification of the issues, real-time and enables municipal employees with easy identification of the issues and helps them to initiate corrective actions, without any delay.



## Features



### User Profile and Role Based Access

Create personalized profiles (Citizens and Employees), Role based access to employees



### Lodge Complaints

Report civic grievances supported with relevant pictures and location details



### Track Complaint Status

View and track the list of complaints in a timeline view with their status



### Real Time Notifications

Keep the citizens notified at each stage of the complaint resolution with timely alerts via SMS, Whatsapp and Email



### Assign Complaints

Assign and re-assign complaints to Employee from a department-wise list



### Complaint Resolution

Share complaint details via whatsapp, email and SMS with contractors, Resolve grievances, upload images & comments for records



### Manage Complaints

View list of complaints, auto-prioritization of the list, complaint resolution rating by citizens



### Dashboards and Reports

Monitor the volume of complaints being received and the performance of the civic employees in addressing them



### Auto Routing & Escalation

Auto-routing across all stages of grievance resolution; escalation of non-resolved cases with defined timeline to the ULB/Concerned head.

## DIGIT-PGR Enables

DIGIT- Public Grievance Redressal strengthens the legitimacy of the local government by increasing the capacity to deliver quality governance via timely ventilation and redressal of grievances.



**Enhances Local Governance**



**Responsiveness & Efficiency**



**Fosters Citizen Friendly Administration**

## Value Proposition

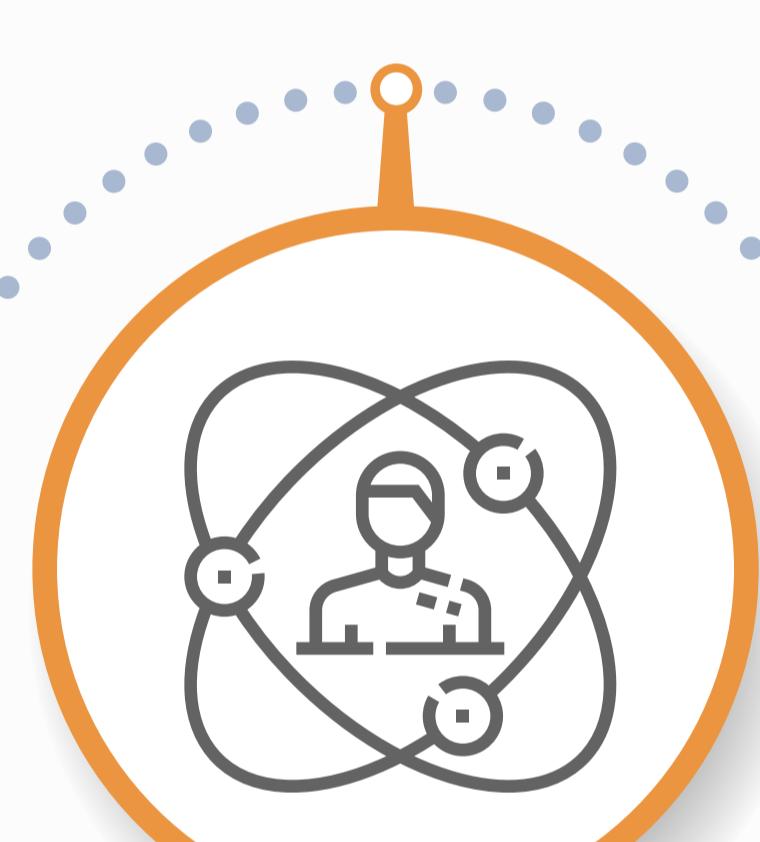
### CITIZENS

Increased Convenience  
to Lodge Complaints  
Anytime, Anywhere



Increased Participation in  
Grievance Redressal with  
Feedback on the Quality  
of Resolution

Enhanced Experience  
of Dealing with Local  
Bodies



Increased Citizen  
Satisfaction

### URBAN LOCAL BODIES

Promote Citizen  
Engagement in Service  
Delivery



Improve Efficiency  
and Accountability of  
Municipal Bodies

Strengthen Public  
Trust



Drive Efficient Interactions  
Between Citizens and City  
Administration

# TRANSFORMING GOVERNANCE SINCE 2003

eGov Foundation was established in 2003 by **Nandan Nilekani** and **Srikanth Nadhamuni** to partner with city administrators in their drive to leverage transformative power of technology for better quality of life in Indian cities and to make them sustainable. Over the last 17 years, we have partnered with the local governments to improve service delivery, build capacity and enable the creation of a digitally empowered society and community with DIGIT platform- a Public Digital Good.

Reaching more than **950+ towns and cities** across India, **12Cr+ Citizens** have benefited from our platform and we thrive at building a digitally-enabled ecosystem in all **4400+ towns and cities** in India.

## Current Footprint

**950+**  
Cities/Towns

**12Cr+**  
Citizens

**30Lac+**  
Grievances  
@96% redressal

**₹10K Cr+**  
Property tax  
collected

**65Lac+**  
Properties on the  
platform

## Our Clients



Govt. of Karnataka



Odisha Government



Govt. of Uttar Pradesh



Greater Chennai Corporation



Govt. of Andhra Pradesh



Govt. of Punjab

## What our clients say about us

"Digitisation of Andhra Pradesh through eGov's platform has really benefited govt employees by saving almost 19hrs of their time every week."

Shri. Kanna Babu  
Ex. Director, CDMA

"eGov helped us build our own capacity to implement the open source platform thereby enabling us to be self sufficient."

Shri. Ajoy Sharma  
CEO, PMIDC

"Suvega has ensured nearly 100% efficiency and commitment of services from each and every govt official towards betterment of citizens."

Shri. K. T. Jaleel  
Hon. Minister, Local Administration, Kerala

## Contact Us

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