PGRS v/s NAGRIKA

**CSII India’s PGRS — What It Is and How It Works**

CSII India's *Public Grievance Redressal System (PGRS)* is a tailored e-governance platform designed to streamline the grievance process for citizens and administrations alike. Here's what it offers:

* **Multi-Channel Submission**: Citizens can lodge grievances via web portals, mobile apps, email, or physical centers.
* **Auto-Routing & Tracking**: Complaints are automatically categorized and sent to the relevant department. Users receive unique complaint IDs and real-time status updates.
* **Multimedia Support**: Reports can include photos, videos, or documents to substantiate the grievance.
* **SLA-Driven Resolution & Escalation**: Complaints are subject to predefined SLAs; delays trigger automatic escalation through an escalation matrix.
* **Role-Based Dashboard & Analytics**: Administrators get dashboards with grievance trends, staff performance metrics, and resolution timelines.
* **Notifications & Feedback**: Citizens receive SMS or email updates, and can rate resolution satisfaction with feedback mechanisms.
* **Security & Multilingual Support**: The system ensures data confidentiality and offers multiple language options for wider accessibility.

**In summary**, PGRS is a solid, government-centric platform offering structured complaint submission, tracking, and administrative oversight.

## Why Nagrika Stands Out

### 1. **Empowered Civic Ownership**

Unlike PGRS—which treats citizens as complainants only—Nagrika empowers them to become active participants, validating and escalating issues through community consensus.

### 2. **Social Visibility**

Live maps and feed-based interfaces allow transparency at a communal level—everyone sees what matters and what’s being done.

### 3. **Community Prioritization**

Instead of relying solely on bureaucratic SLAs, Nagrika lets communities flag the most pressing concerns through upvotes and engagement.

### 4. **Shared Insights**

At the heart of Nagrika is democratized data: citizens understand trends, areas of concern, and performance, enabling better dialogue with officials.

### 5. **Engaging, Intuitive UX**

Packed with multimedia features for easy reporting and a social interface, Nagrika meets users where they are—making participation both natural and enjoyable.