

## **Public Grievance Redressal System**

Palamu is an Aspirational District affected by Left Wing Extremism, the terrain is rough and sparse population unevenly distributed all over the district.

- 1) To develop the Public Grievance Redressal System (PGRS)
- 2) To create a cell from the existing government machinery for assigning the reported incidents to the concerned department and following up with them to resolve the issue within the designated resolution period.

## **Rough Requirements**

Palamu is an Aspirational District affected by Left Wing Extremism, the terrain is rough and sparse population unevenly distributed all over the district.

Thus it becomes very difficult for a citizen hailing from a very far off block to come to District Headquarter for registering their grievances and taking it further with the concerned department.

We want to develop an incident management tool, which can be accessed by any citizen online/ offline and enable them to register as well as track the status of their grievances/ complaints - the complain / demand can go straight to the concerned department and on the basis of severity the resolution period can be designated and could be monitored upon.