



MLA OFFICE, TIMARPUR

**VISITOR MANAGEMENT
AND GRIEVANCE
TRACKING SOFTWARE**

PREPARED FOR

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1. Project Overview

<App Name> - aims to keep a track of everyone who visits the MLA office, as well as their purpose of visit. This software will help the MLA office manage visitors, maintain a streamlined process for all grievances that are lodged and provide a platform to track the resolution status of each complaint on live basis.

2. Process Overview

The application is divided into **5** main parts, which are categorically the different levels that app has to serve:

1. **Registration Desk** - Welcoming the visitor, checking their past record and filling in the details of latest visit
2. **Grievance Resolution Desk** - Document collection, filling in grievance details and forwarding to MLA Representative
3. **MLA Representative Screen** - Grievance Details and List of all pending/resolved issues till the date
4. **Document Digitization - Data Entry** - Portal to digitize details of all physical documents that are submitted in the office
5. **Admin Backend** - End-to-end process management and tracking

3. Process Requirement

1. Registration Desk

This is a welcome desk to check whether the person is a first time visitor (including all branches of MLA office in the assembly constituency). Hosting authority at the desk will check if the person is visiting MLA office for the first time and search for latter's details in the database.

Visiting for the first time: Record won't exist in the visitor database, so, search in Voter list. Voterlist search can be done either by directly entering the voter ID (if the visitor has it along) or by first entering the gender, ward/locality and then name (to reduce the number of records)

Have visited earlier as well: Search for the Mobile Number or Name of the visitor in old records. If the record shows up, click on the info tile and proceed to update the old records and regenerate the same old token number**(1)**. If it doesn't the operator simply adds a new record in visitor's name.

To make the search time efficient and manage human errors, the portal will have a single screen display where both old records and voter list matches will be listed - on searching through Voter ID, Mobile Number or Name.

To add a fresh new record, the operator will fill in the following details:

- Name
- Gender
- Mobile Number, Alternate mobile number
- House Number
- Assembly Constituency - Timarpur (pre-filled, option to change AC should be available)
- Ward (Drop Down) - Optional
- Booth (Drop Down) - Optional
- Locality - (Drop Down) - Optional
- Sub-locality - (Drop Down) - Optional
- Purpose of Visit **(2)**

While the options are optional, filling in at least one of those will be mandatory.

(1) Token Number generation

Post filling in all the basic details listed above, the welcome desk will generate a token number and redirect the complainant to their allotted grievance desk. Token number will simply be a coded string **consisting of date and visitor count of that day** to organise the waiting queues. As soon as it is generated, it will be forwarded to the grievance desk as well (through the portal itself).

(2) Purpose of Visit:

The purpose of visit has two main categories: General and Grievance. General includes all casual visits to meet the office staff or the MLA. Grievance deals with the section of people who are visiting to lodge their complaint(s). It's further categorized into *X* issues that the MLA office deals with, namely Aadhar, Electricity, Water ----- **ADD FURTHER**

2. Grievance Desk

All token numbers in waiting, along with the complainant's name, are displayed on the operator's screen. These will be clickable and will pop-open the details of the complainant when clicked. As the complainant is called through their token number, the operator gets a page of **basic personal details** of the former and proceeds to enter complete details of the grievance. Visitor is then guided on a list of documents required to proceed with the resolution process.

List of required documents resp to the issue chosen will be available on the portal and the operator can tick mark the ones received.

Visitor submits complete documents: Operator collects all documents, marks list on portal and labels the physical copies with token number.

Visitor doesn't have complete documents at the moment: Operator collects all documents, marks list on portal, labels the physical copies with token number and requests the pending ones. Grievance is thus marked as closed because of incomplete documents.

Visitor doesn't have the required documents at all: Grievance is thus marked as closed because of incomplete documents. **(4)**

From here on, the grievance can either be forwarded to the official government system or be resolved at point only. The portal provides five options for this:

- **Grievance resolved at point** - Signed Letter provided, Form Attested, -----**ADD FURTHER OPTIONS**

- **Grievance forwarded to MLA team** - To: [List of MLA representatives - conditional to issue header]

- **Complaint raised to the concerned government authority** -
> **Department** [Conditional Dropdown as per issue],
> **Authority Name** [List will be provided as per the Department]

- **Doesn't fall under MLA's purview** - Grievance marked as Closed

- **Complete documents not submitted** - Grievance marked as Closed

3. MLA Representative

MLA Representative is a member of the grievance redressal team, responsible for addressing problems on behalf of the MLA. Each representative has been assigned specific grievance departments, within the Timarpur assembly constituency.

There are two divisions: Vidhansabha level representatives and Issue specific heads, in each ward of the constituency. Complaint can either be forwarded to the either of the divisions, which can further be inter-forwarded among representatives.

As soon as a complaint is assigned to a representative, it is added to the screen on his mobile application along with the list of pending grievances and their last updated status [with option to order and filter by Date].

Note: The MLA representative will not have access to all personal details of the complainant. Privacy and Access level can be decided later.

Below is the list of all options that need to appear on mobile screen:

Dashboard - first half of screen:

1. Total Grievances Solved (Till Date)
2. Pending Grievances (including those of present day)
3. Rating - Fancy a name!
4. New Grievances Received <today>

List of pending Grievances:

1. Along with the last updated status - Date wise
2. Details of Complainant with Name, Contact Number and other basic information

Grievance Resolution Status:

1. Grievance Resolved
2. Grievance Forwarded
3. Grievance Bottleneck
4. Grievance forwarded to another MLA Representative
5. Doesn't fall under MLA's purview
6. Forward to MLA

4. Document Digitization - Data Entry

Physical copies of the documents keep adding up with each visitor and it gets challenging to manage big piles of paper. To effectively manage the documents, each set is labelled with token number and forwarded to the data entry team for digitization of copies.

The data entry team has a separate backend where they receive a date wise list of token numbers with visitor's name. No more of the visitor's personal details will be visible to this staff, to maintain privacy.

----ADD FLAGS FOR INCORRECT TOKEN NUMBER, MISSING DOCS, WRONG NAME, ETC

5. Admin Backend

- **Summary Statistics Dashboard with filters for all parameters: Choose date range with default being <Today>**

1. Number of visitors
2. Number of visitors - General
3. Number of visitors - Grievances
4. Grievances Resolved today
5. Grievances Closed today
6. Pending Grievances
7. Issues resolved/pending/closed <in date range> by <MLA representative>
8. Documents digitized

- **Admin Panel**

1. Visitors' details
2. Permission Manager
3. Authorization Backend
4. Graphical Reports - KPIs
5. Flags - Incomplete entry, Incorrect resolution, etc
6. Add resolution period's upper limit for each issue, exceeding that will flag the grievance under 'Delayed Resolution'

4. Issues and branches:

Under Finalization. Some Examples:

Category	Sub-category	Documents Required	Responsibility
No electricity	Frequent power cut	Address proof	Electricity department and MLA representative for electricity*
Bill issue	Theft	Original Bill	Admin Team** and MLA representative for electricity
	Extra Charges		

Category	Sub-Category	Documents Required	Responsibility
ADDRESS	Rent	1. Rental Agreement 2. Owner's Aadhar card and his consent on the same.	Admin Team (Grievance Desk authorities)
	Married Partner's address	1. Partners Aadhar card* 2. Marriage certificate 3. Affidavit of marriage**	
	New Property	1. New property Document	
	Child	1. Parents Aadhar card	

Date of Birth	NA	1. D.O.B certificate 2. Undertaking for DOB***	Admin Team
Mobile Number	NA	1. To be undertaken by the Aadhar card facility (do not fall under MLA's purview)	Admin Team to direct to the Aadhar facility
NAME	Spelling Correction	1. Government document with full name	Admin Team
	Full name change	1. Advertisement of name change in paper 2. Gazette of name change	
	Surname Change	1. Partners Aadhar Card* with surname	

NOTE:

1. * = Female or Male married partner
2. ** = Document required if only Marriage certificate is not available
3. ***= If DOB is not available then only undertaking is accepted
4. If queries include more than one category, then all required documents need to be submitted.

5. Text Updates

Text updates to be sent as SMS or Whatsapp Message when:

1. The person is registered as a visitor at the MLA Office - Welcome message with Token Number
2. Grievance is Resolved
3. Grievance is Closed - Due to incomplete documents
4. Grievance is Closed - Doesn't fall under MLA's purview
5. The purpose of visit is General - Welcome message with a link to join WA group / like facebook page
6. Promotional messages