

# Online Hackathon On Data Driven Innovation For Citizen Grievance Redressal

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# DataSets

- Public Grievance details in CPGRAMS along with feedback details
- Public Grievance movement details across the organization in CPGRAMS
- Monthly Department-wise public grievance receipts and disposals from January 2016 to October 2019
- Department-wise receipts, disposal and pendency of Public Grievance detailed statistics from 01.01.2016 to 01.11.2019
- Details of registered users of CPGRAMS as on 24.10.2019
- CPGRAMS Nodal Public Grievance Officers Details as on 30th October 2019

# Application system (web and mobile)

- The implementation falls under the category of Application system (web/mobile).
- It makes use of the shared datasets and enables us to deat useful insights from the data.
- The data is analysed from multiple perspectives with provision of relevant slicing and dicing.
- Application is a J2EE web application deployed on Tomcat and makes use of MySQL database as the backend.
- The application can be accessed using a browser on web or mobile platforms.

# Setup

- Source code repository : <https://github.com/solfinder/darpg>
- Deployment steps:  
<https://github.com/solfinder/darpg/blob/master/README.md>
- Index page:  
<http://localhost:8080/darpg>
- Test userid/password : admin/password
- Application navigation : Side menu on the main page.

# Application system (web and mobile) - Login

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  Open Government Data (OGD) Platform


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**DARPG Login:**



Username

Password

# Application system (web and mobile) – Grievance



Grievance  
Grievance(Flow)  
Grievance(NLP)  
Grievance(Metrics)  
Disposal(Metrics)  
Pending(Metrics)  
Pending(Split)  
Trend  
Officer  
Users  
Logout




Ministry: Ministry of Ayush



## Grievance List

RegistrationNo	Ministry	Country	State	District	Text	DiaryDate	ClosingDate	Source	Rating	Comments	RatingDate
AYUSH/E/2019/00300	Ministry of Ayush	India	Delhi	South Delhi	Sir The ESIC dispensary in Jangpura new delhi is not working properly. The doctors not treated to patients they always chat with other staff for hours and hours. Sir please do something so that we can save our time please.	03-05-2019 12:37	06-06-2019	Local/Internet	N	NA	NA
					Sir It is submitted that Bhagat Chandra Hospital Near Mahavir Enclave New Delhi.*****						

# Application system (web and mobile) – Grievance(Flow)



Grievance  
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Grievance Registration No:

**Grievance Flow**

RegistrationNo	Action Sr No	Action Name	ActionDate	Source Org	Dest Org	Remarks
AYUSH/E/2019/00300	1	RECEIVED THE GRIEVANCE	07-05-2019	COMPLAINANT	Ministry of Ayush	NA
AYUSH/E/2019/00300	2	TRANSFER TO OTHER ORGANISATION	07-05-2019	Ministry of Ayush	Ministry of Labour and Employment	ESIC is under the control of under Ministry of Labour and Employment. We may transfer the PG to the concerned Ministry.
AYUSH/E/2019/00300	3	TAKEN UP WITH SUBORDINATE ORGANISATION	07-05-2019	Ministry of Labour and Employment	ESIC Headquarters	
AYUSH/E/2019/00300	4	TAKEN UP WITH SUBORDINATE ORGANISATION	12-05-2019	ESIC Headquarters	Directorate Medical Delhi	Please respond to the grievances raised herein within * days
AYUSH/E/2019/00300	5	REMINDER RECEIVED FROM COMPLAINANT	24-05-2019	COMPLAINANT	Ministry of Ayush	Reminder..
		REMIDER /CLARIFICATION		---	---	Please respond to the

# Application system (web and mobile) – Grievance(Flow)



Grievance

Grievance(Flow)

Grievance(NLP)

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AYUSH/E/2019/00300	10	CASE DISPOSED OF	06-06-2019	Ministry of Labour and Employment	COMPLAINANT	ESIC dt.**/**/**** .... It is informed that ATR has been received from Jangpura Dispensary stating that an office order has been issued to all officers and staff with the instruction to be on their seats while on duty so that no inconvenience is faced by ESIC Beneficiaries. The complaint is tr
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**Grievance Flow Graph**

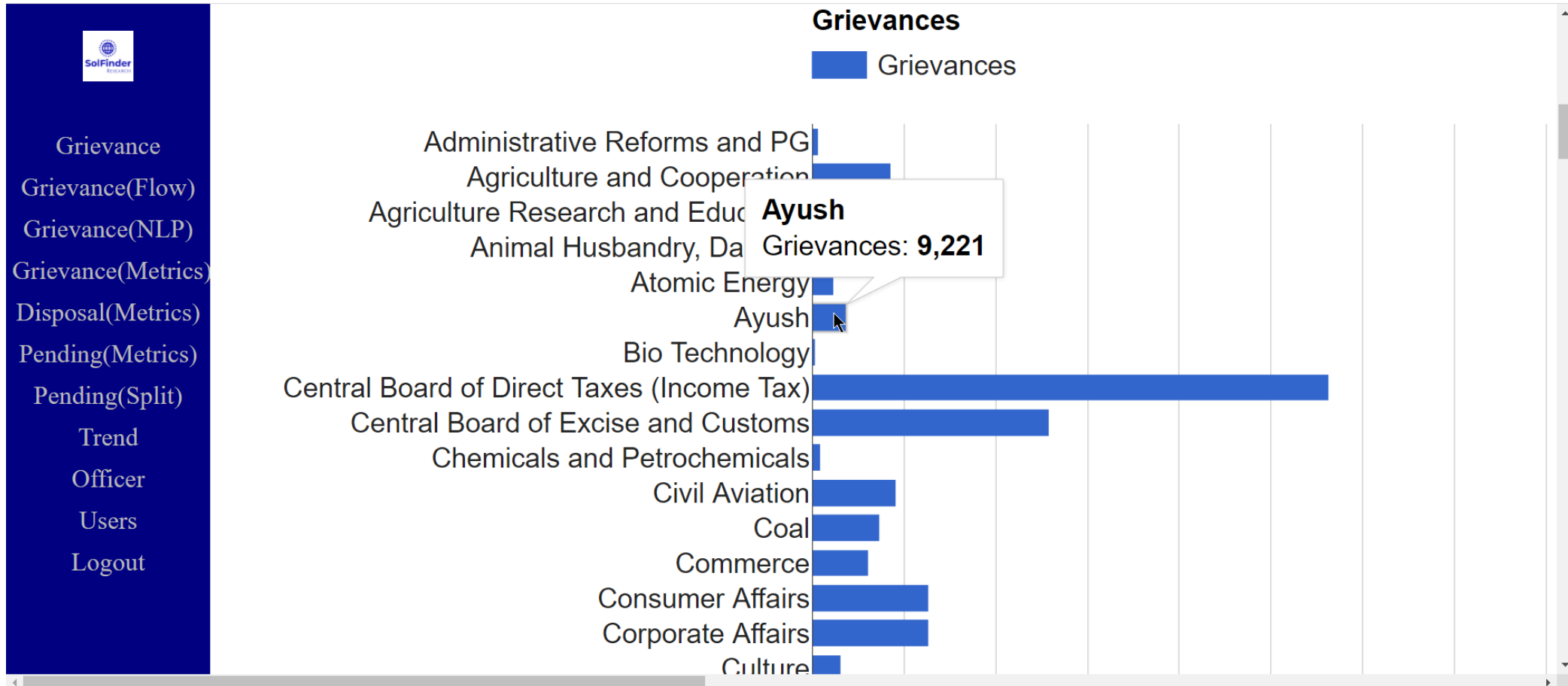




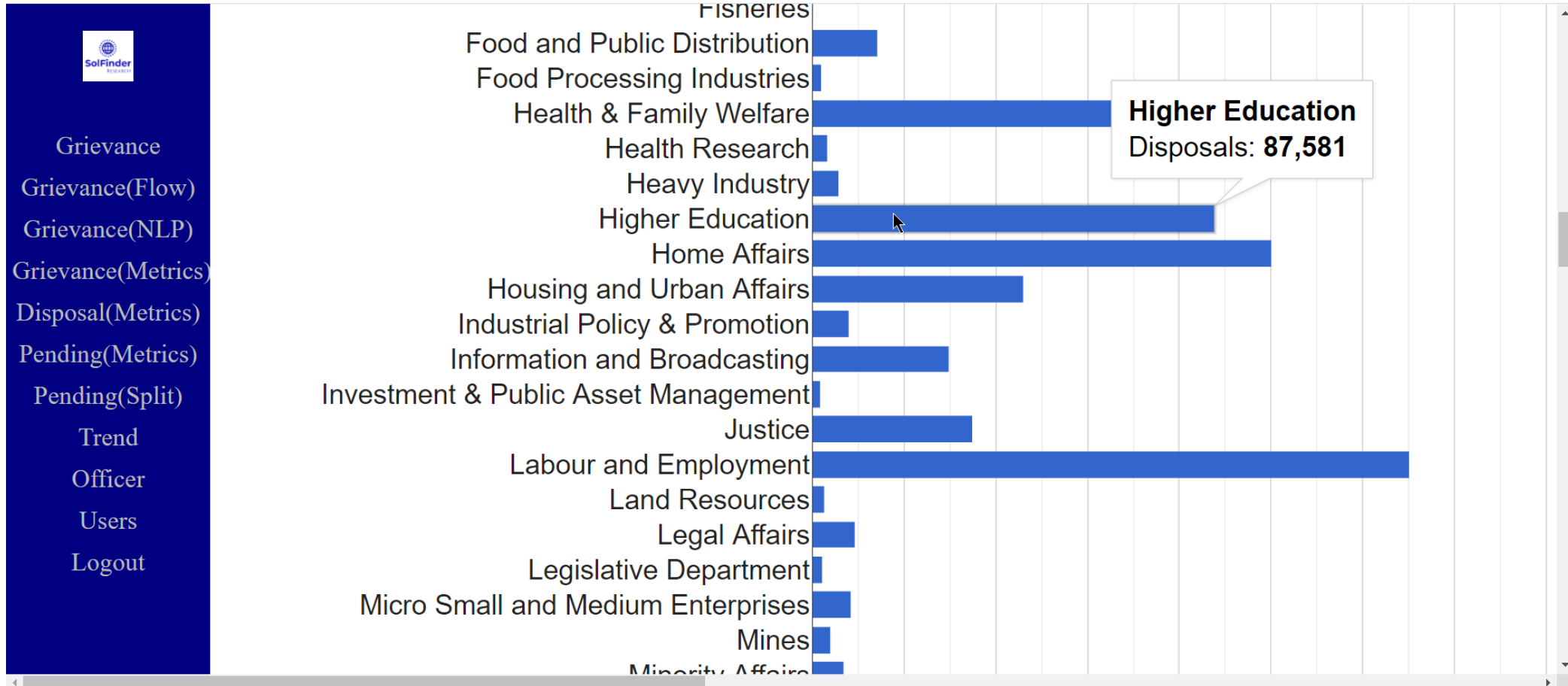
# Application system (web and mobile) – Grievance(NLP)



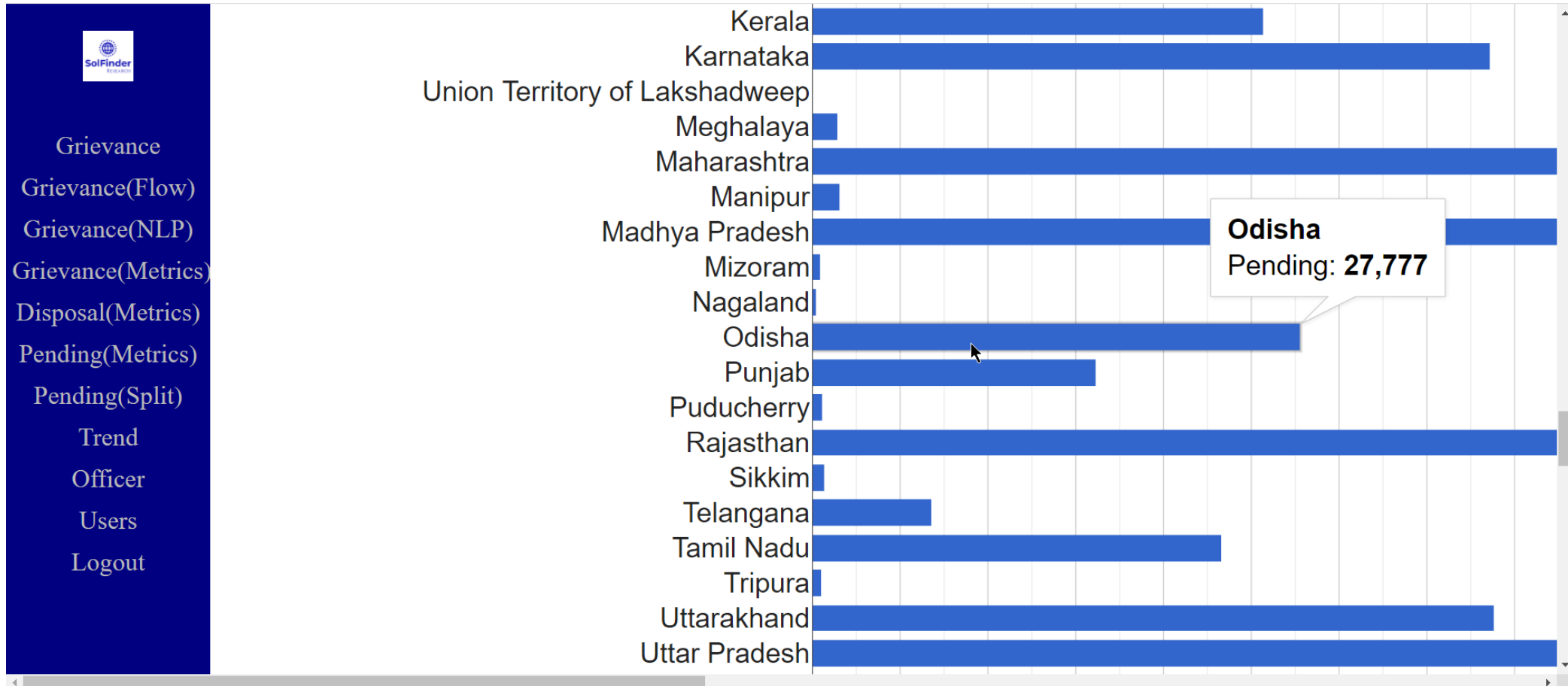
# Application system (web and mobile) – Grievance(Metrics)



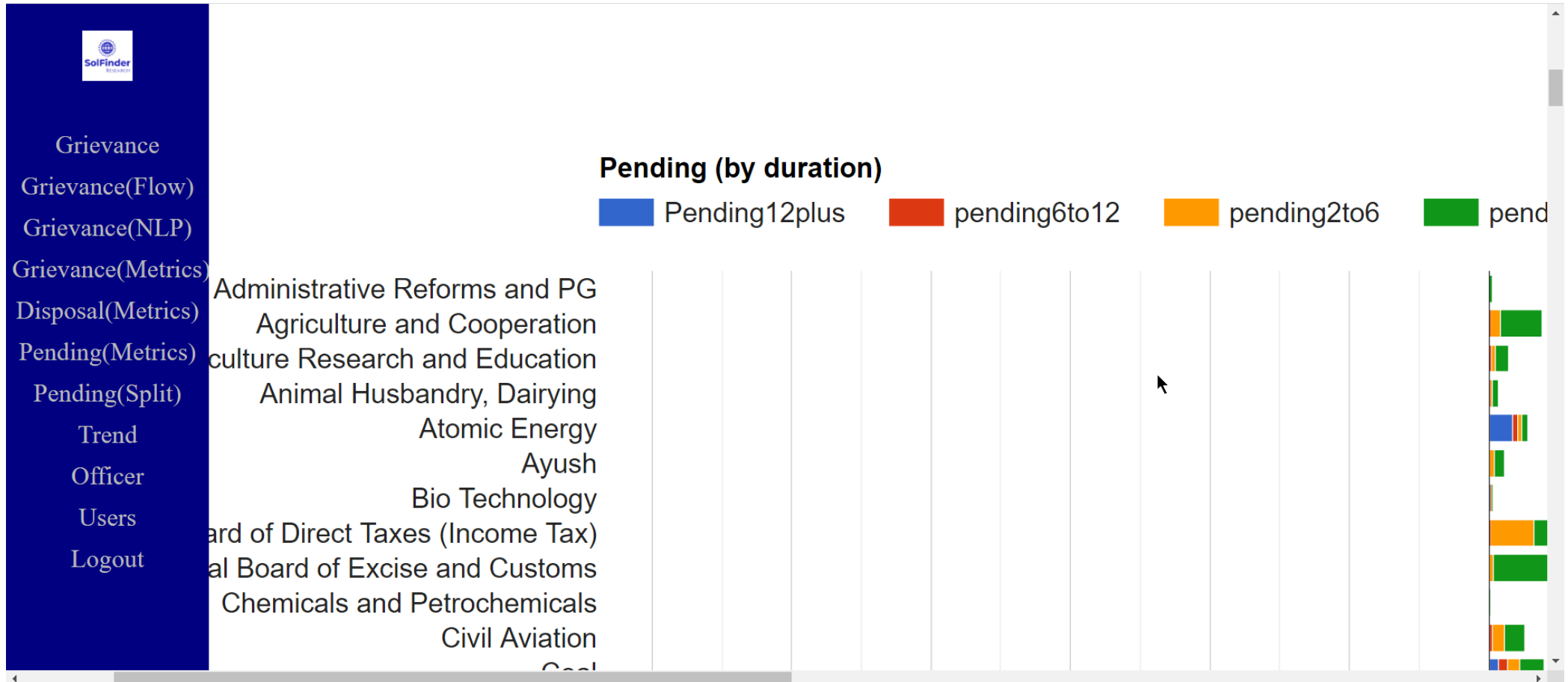
# Application system (web and mobile) – Disposal(Metrics)



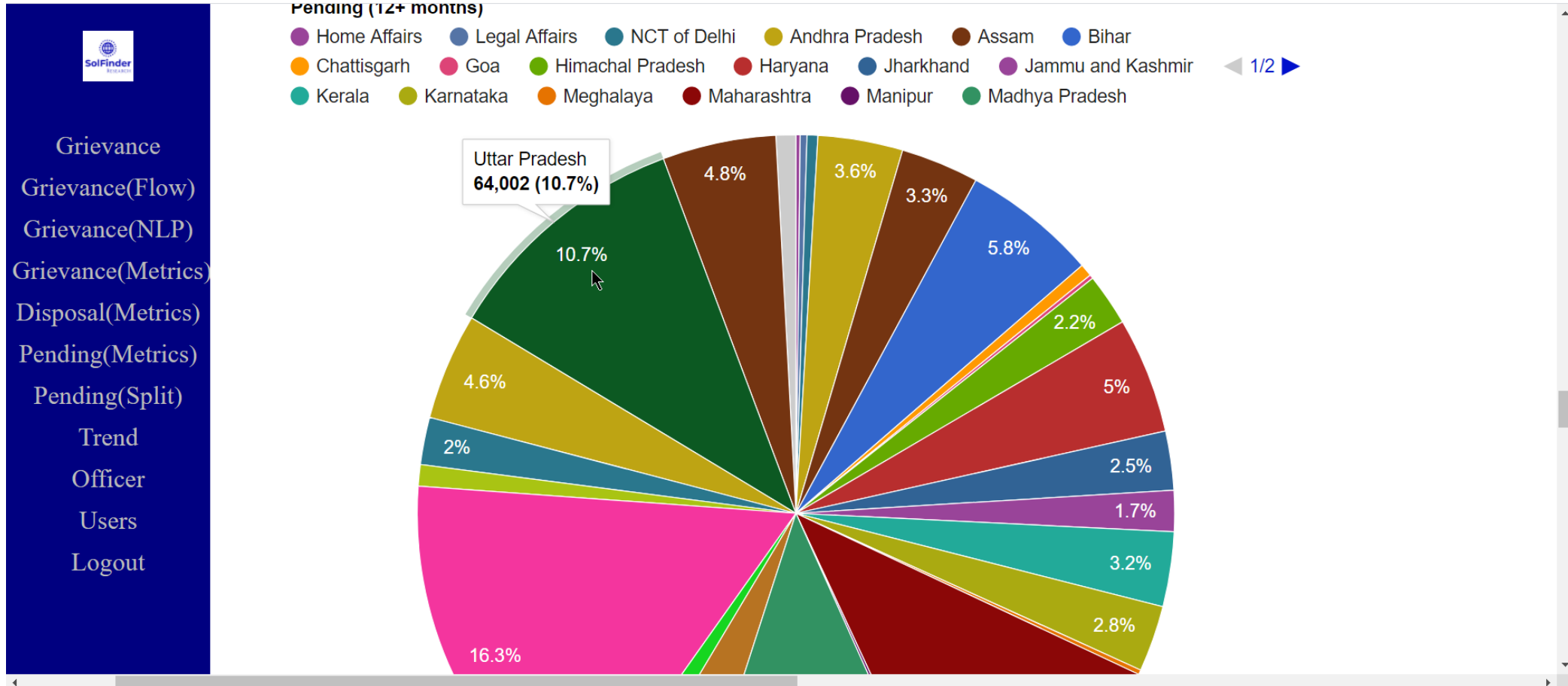
# Application system (web and mobile) – Pending(Metrics)



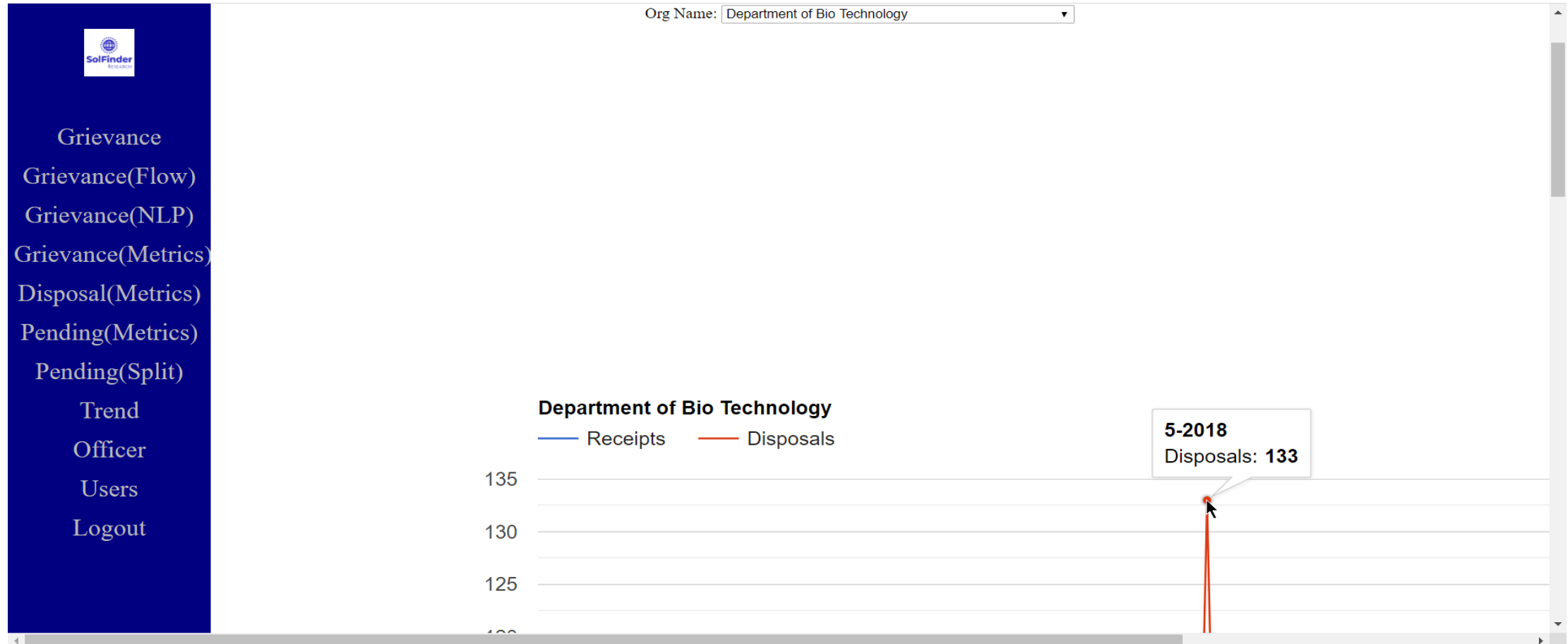
# Application system (web and mobile) – Pending(Split)




# Application system (web and mobile) – Pending(Split)





# Application system (web and mobile) – Trend



# Application system (web and mobile) – Officer



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Open Government Data (OGD) Platform

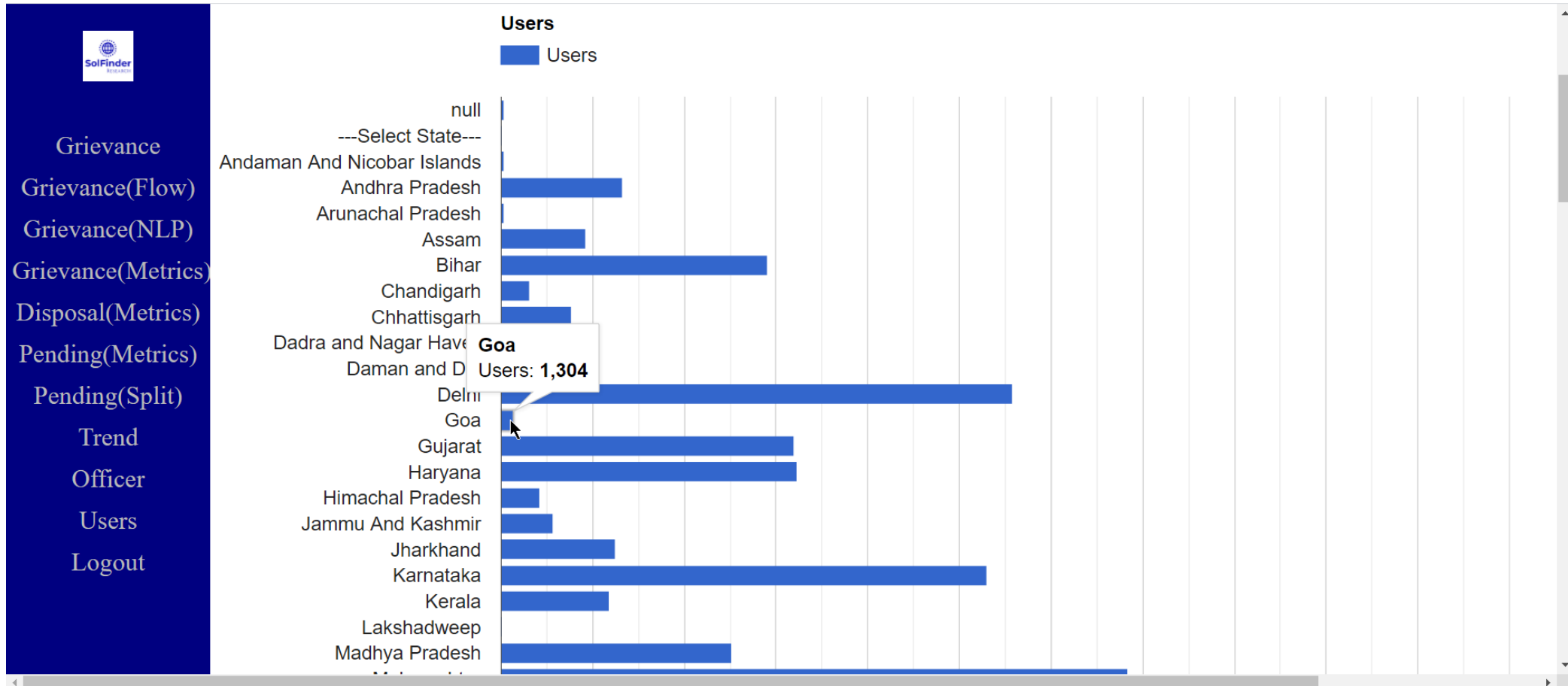
Ministry: Delhi Transport Corporation

### Officer List

Designation	Level	Address1	Address2	Address3	Pincode
Dy.C.G.M.Traffic	2	DTC Hd.Qrs. Scindia House	Connaught Place	New Delhi	110001
CHAIRMAN CUM MD	1	DTC H.Q.	I.P. Estate Ring Road	New Delhi	110002



# Application system (web and mobile) – Users



# Conclusion

- The application makes use of the datasets provided to analyze the data from multiple perspectives so that relevant insights can be obtained.
- It presents the data visually and in the form of reports for better comprehension.
- Multiple level of analysis are provided. For example:
  - Total number of Grievances received and resolved over a period of time.
  - Details of an individual grievance
  - Journey of a grievance across multiple department
  - Officers responsible for grievances for a particular department.