

Activity Report

Samadhan

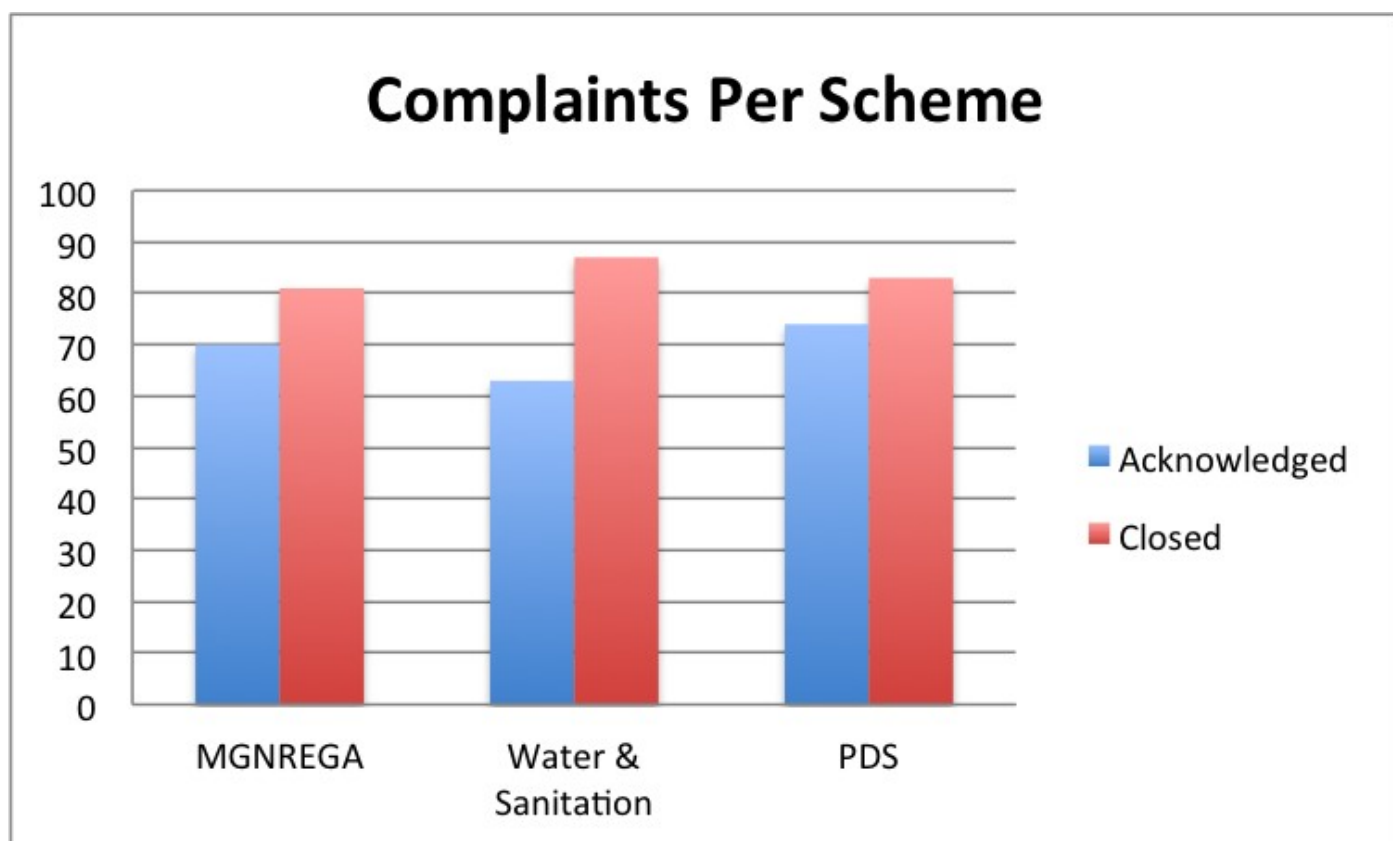
Citizen's Action for Governance

समाधान

अभिशासन के लिए सक्रिय नागरिकता

April 2011

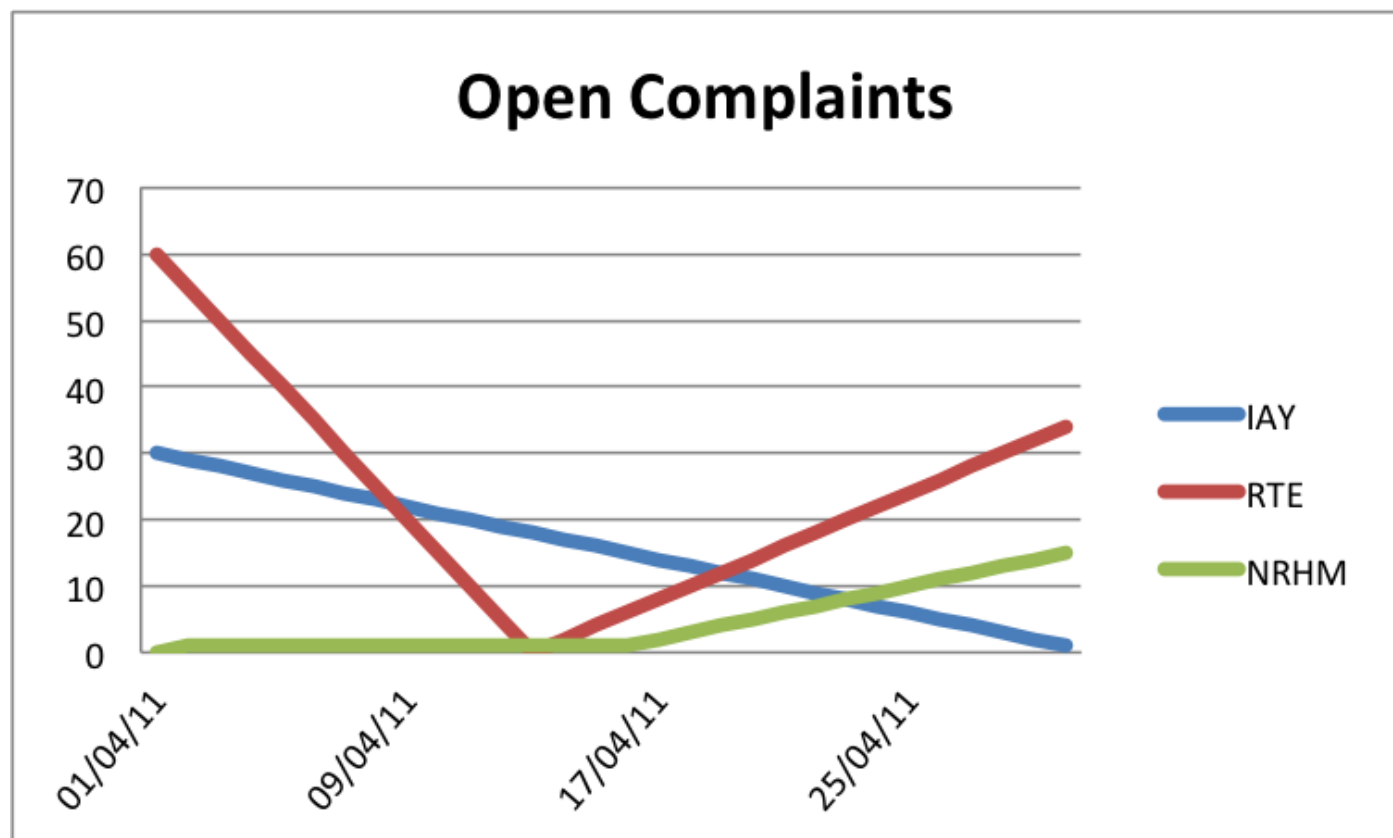
Total acknowledged complaints	20
Total open complaints	5
Total closed complaints	10
Total resolved complaints	30
Average time to resolution	5 days



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Hot Issues

Sl. No.	Scheme	Department	# Acknowledged
1.	MGNREGA	PRRD - NREGA	20
2.	PDS	FCS	14
3.	ICDS	DSW	12

Top Five Pending Complaints

Time in system	Department Code	Village	GP	Issue Details	MDGs* covered
40 days	DSW	BADABANKIDI	ALMANDA	AWC is closed last 3 weeks	
37 days	PRRD - NREGA	RUTUPAI	GARIDI	I have not received a job card	
34 days	PRRD - NREGA	SORISAPADAR	HALADIKUNDA	I have not received my wages	
33 days	DSW	KUNTESH	MURKAR	ANM has not visited my village for more than 1 month.	
33 days	PHFW	INDRAGUDA	BAGDERI	My child has not received immunization.	

Key points and Suggested Follow-up Actions

Success Story:

Note: MDGs (Millennium Development Goals) are set of 8 goals to be achieved by year 2015, covering issues of Poverty, Hunger, Education, Mother and Child Health, HIV, Employment, Environment which were agreed to by 189 Government Leaders from all over the world in year 2000.