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सार्वजनिक तक्रार संचालनालय  
DIRECTORATE OF **PUBLIC GRIEVANCES**

# **PUBLIC GRIEVANCE REDRESSAL SYSTEM**

# Grievance



# ABOUT THE PROJECT

1

The project offers a platform for citizens to raise grievances through online, call center, WhatsApp, letter, and email channels, minimizing physical visits to government departments.

2

Its goal is to ensure quick resolution and transparent processing of public grievances. By providing multiple communication channels, it promotes citizen-centric governance.

3

The system streamlines the grievance handling process through a quick online redressal mechanism.

4

It emphasizes transparency, enabling citizens to track the progress of their grievances and fostering accountability in government.

5

Overall, the project aims to empower citizens, promote efficiency, and enhance trust in the government's handling of public concerns.



# BENEFITS OF THE PROJECT TO CITIZEN



## CONVENIENCE

Easy grievance reporting without physical visits.



## QUICK RESOLUTION

Efficient handling with minimal delays.



## CITIZEN-CENTRIC GOVERNANCE

Prioritizing citizen needs and accountability.



## EFFICIENCY

Streamlined process for faster resolutions.