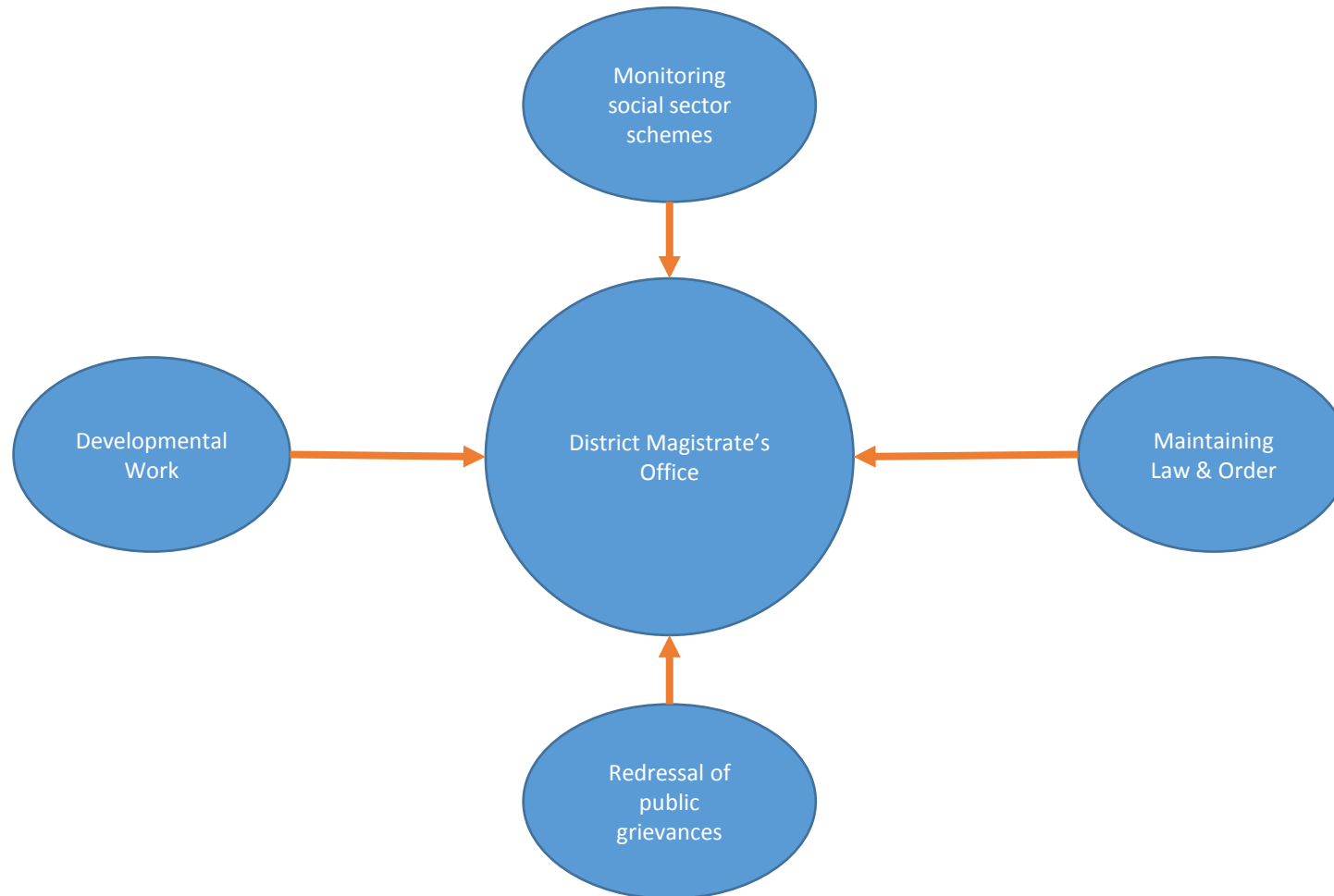


# Single-window grievance resolution & development-monitoring mechanism

## Responsibilities of District Magistrate's Office

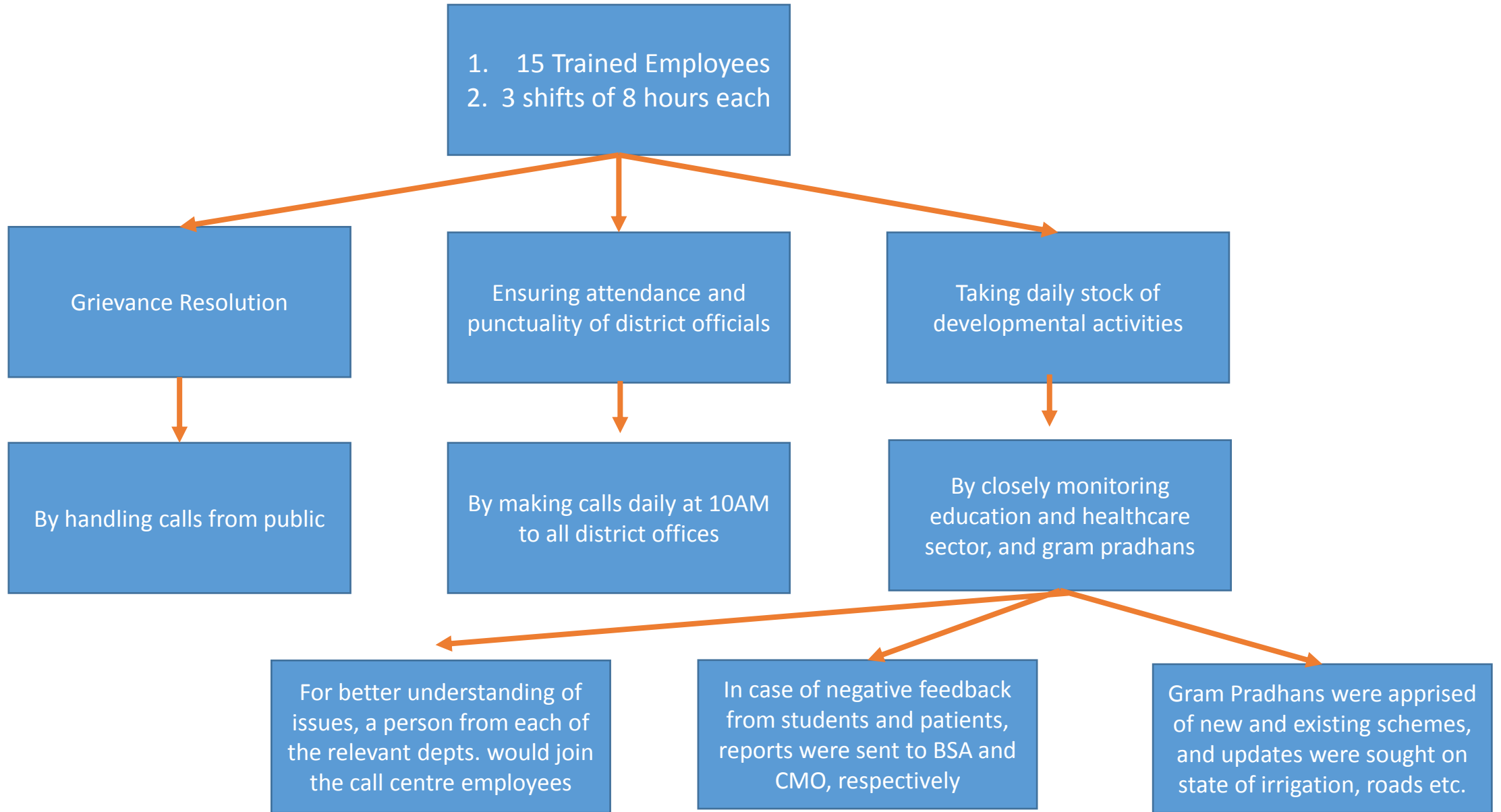


# Need for a Call Centre

- Fulfilling these responsibilities requires the DM to be in touch with the district's various offices, local population, and elected representatives at the various levels round the clock
- Tools at the DM's disposal for 24\*7 connect:
  - Collector's office
  - Camp office
  - CUG mobile phone
- The above tools fall woefully short:
  - Collector's office shuts down by late evening
  - Camp office and CUG phone are far too limited to do justice to the sheer volume of calls
  - These tools provide limited interconnectivity with other crucial offices of the district administration
- There is no institutional mechanism for expedient redressal of general public grievances and emergencies that could arise at any time.

# Details of Call Centre

- Financing
  - Through share of funds from Lokvani (Common Service Centre) that are at the DM's disposal
- Salient Features
  - Equipped to instantly alert all concerned district offices in case of emergency
  - Paper cuttings of media complaints were sent to the call centre for regular and immediate action
  - Weekly review of all actions taken by the call centre by the DM



# Specific incidences highlighting Call Centre's role

- Family planning camp at Naugadh
  - The camp was unexpectedly flooded with over 500 patients, a lot of them from Bihar
  - Other similar camps in UP had come under media scrutiny for making patients lie on the floor
  - Just as this was about to be repeated, the call centre was alerted
  - Immediately, I rushed the concerned BDO, SDM and other relevant officers to the camp
  - Arrangements for mattresses, food, tents, and bonfire were made
  - The swift action was widely acknowledged by the public and media
- Disaster management after building collapse at Dhulipur
  - An under-construction building, housing 14 inhabitants, collapsed at around 3 in the morning
  - But for the call centre, the district administration would have been near-impossible to reach during such early hours, resulting in utter chaos
  - Given the call centre's popularity, those present at the spot immediately alerted it
  - The call centre wasted no time in relaying the message to the DM, SSP, CMO, and every other relevant officer
  - Rescue work was completed by 7AM, and the life of a young child in his early teens was saved
  - The effort was widely appreciated, and the efforts of local politicians to incite the public went in vain

# Possible Improvements

- Mechanisms for bulk-SMS dispatch
- Closure of complaints post confirmation by the complainant
- Could not be completed due to shortage of tenure