



**REAL TIME
GOVERNANCE**



Agenda



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About Public Grievance Redressal System

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Grievance Redressal System

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Quality & Audit Validation



01

About Public Grievance Redressal System

PGRS - Key Features

Sources

Multiple Sources: CMO grievances, PR(Minister's & MLA's), District Collectorates, Municipalities, Village and Ward Secretariats and Online Portal etc.

Workflow

Defined Grievance Redressal Authority (GRA), Priority, Individual, Community, F&NF & SLA for each Sub-Subject and also mapped with Jurisdiction

Departments On board

- 32 Departments,
- 103 HODs,
- 898 Subjects and 3573 Sub-subjects
- 2 lakh government functionaries actively use the PGRS platform daily.

Reassign

If the grievance not routed to the right department, officer can re-routed to the proper department

Redressal Action

- Citizen benefited
- Citizen Yet to be benefited - Financial
- Awaiting Govt. decision
- Court case/Civil Issue
- Citizen Asked to apply in APeSEVA
- Rejected and Valid reasons provided
- FIR Registered (Only HOME dept)

Follow-up on Redressal action

- Grievance is related to land grabbing (or) land dispute it requires refer to 3 man committee i.e., Tahsildar, Police - SI/CI, MPDO (or) Municipal Commissioner
- Service request, registered in APSeva Application
- Finance, need to enter amount details

KPIs

Following KPIs available to monitoring the Grievances

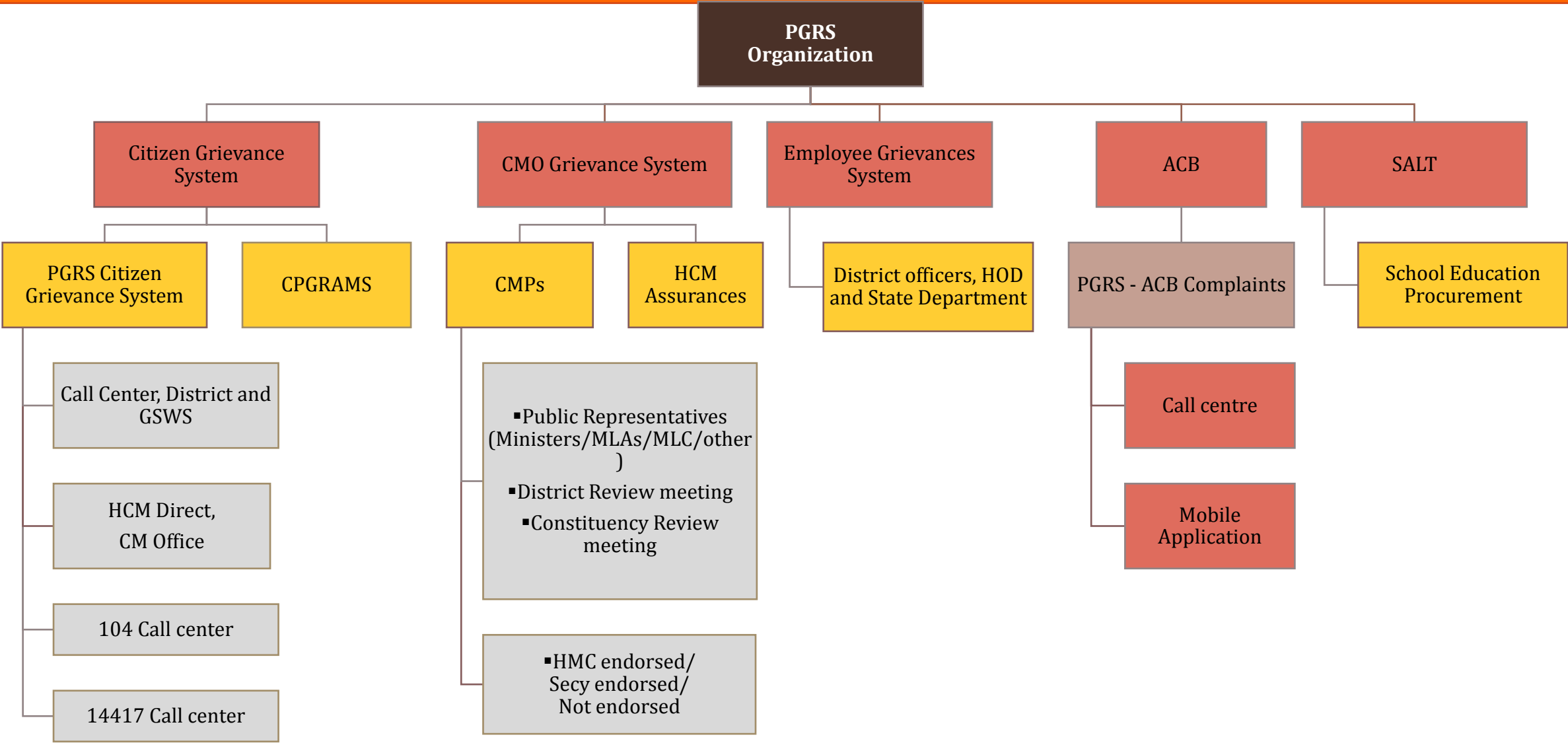
- Officer Viewed
- Redressed within SLA or Beyond
- Reopen
- Citizen Satisfied/ Dissatisfied
- Quality Validation
- eKYC

Logins to Public Representatives

Public Representatives also can registered and monitor the respective portfolios/constituencies.



PGRS - Organization



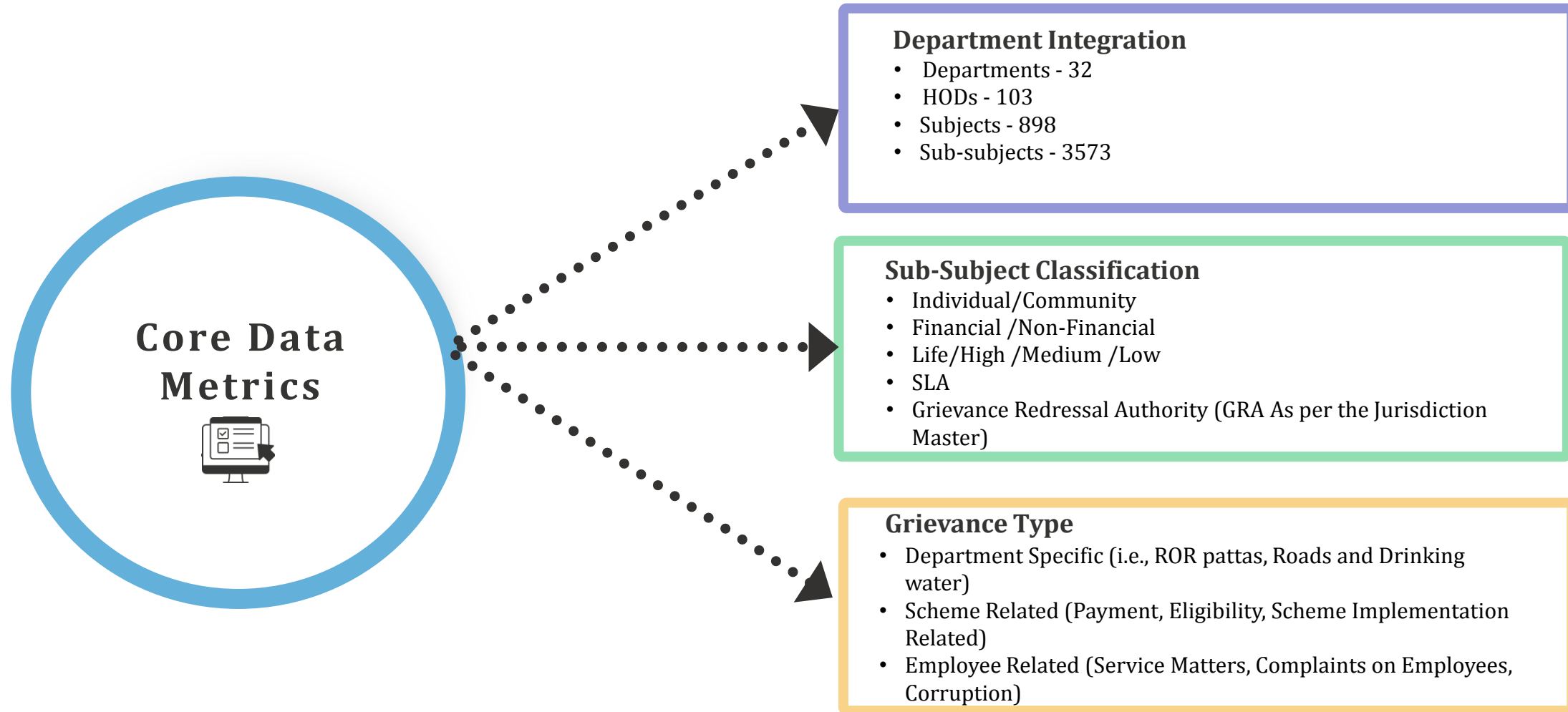


02

Public Grievance Redressal System Workflow



PGRS – Core Data Metrics





PGRS Grievance Registration KPIs



Citizen Information

The Citizen's basic information shall be fetched through API i.e., Name, Mobile number and Citizen location etc.



Grievance Location

The Grievance location needs to be selected manually i.e., District, Mandal and VSWS



Citizen Issue

As per the Citizen issue, we need to select Department/HOD, Subject & Sub-Subject (Sub-subject based search also available)



Redressal Authority

The Officer shall be mapped as per the Issue and the Grievance location



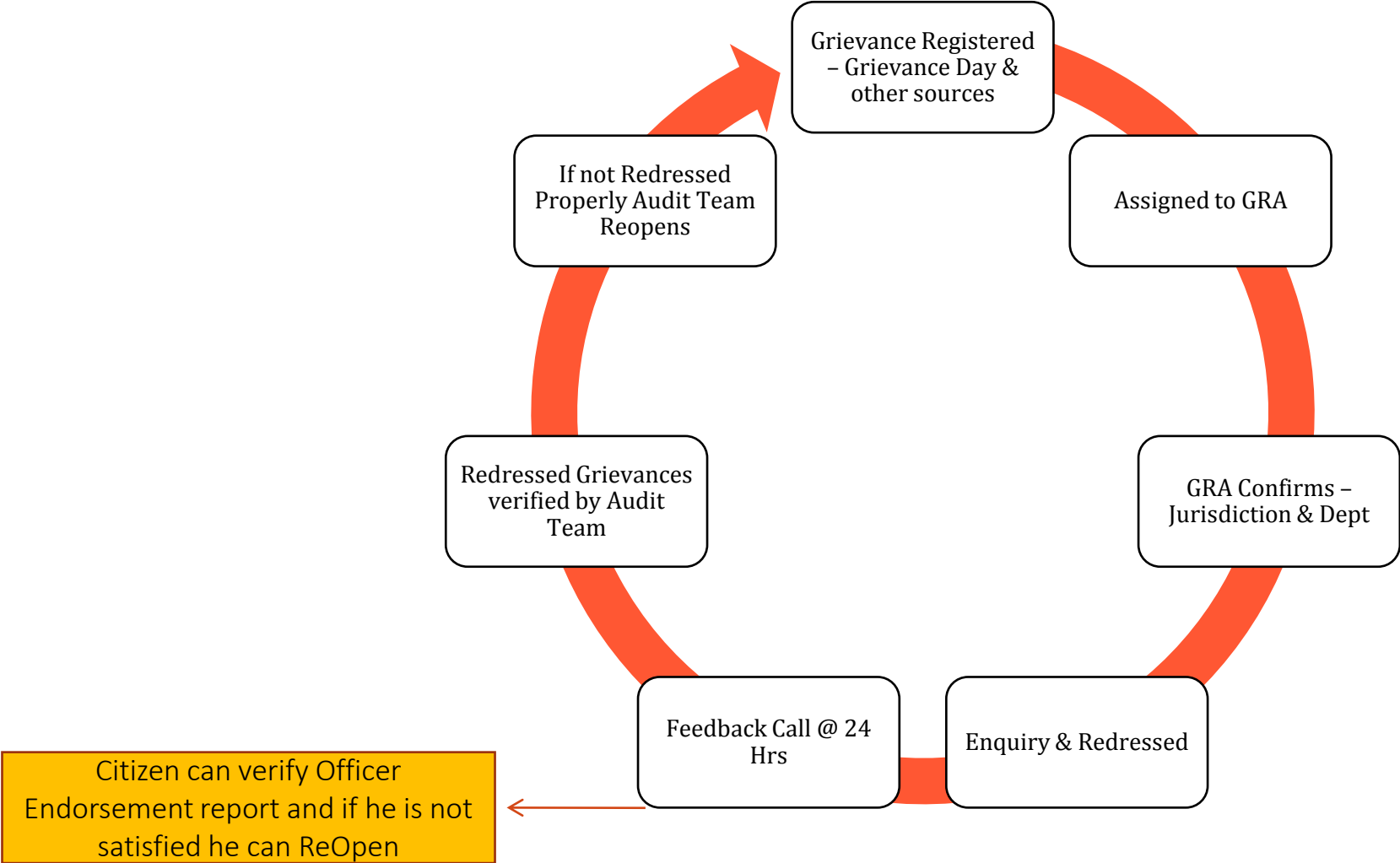
Communicate to the Citizen

After Registering the Grievance, SMS send to the Citizen and also Receipt will be generated.



PGRS – Redressal Workflow

(Citizen Centric, Doorstep, Faceless & Seamless)





Grievance Registration (1/2)



Grievance Registration

[Redacted]

Get Applicant Details

Do You Want to Change Mobile No ?
మీరు మొబైల్ నంబర్ మార్చాలనుకుంటున్నారా ?

9492435245

☐ Yes/అవును

☒ No/కాదు

Personal Information/వ్యక్తిగత సమాచారం

Name/పేరు *

MOHAMMED JAVED

C/O Name/పేరు *

Hasham

DOB/పుట్టిన తేదీ *

29-05-1983 00:00:00

District/జిల్లా *

NTR

Mandal/మండలం *

VIJAYAWADA

**Citizen's
Information**

GS/WS Name గ్రామ/వార్డు సచివాలయము పేరు *

29-Saibaba Colony

House No/ఇంటి నంబరు *

21-11/4-3

Habitation/నివాసము *

21-11/4-3

Gender/లింగము *

MALE

☒ Location of the Grievance / ఫిర్యాదుల చిరునామా

District/జిల్లా *

NTR

Mandal/మండలం *

Vijayawada-U

GS/WS Name గ్రామ/వార్డు సచివాలయము పేరు *

29-Madhuranagar

- Citizen's data fetched from VSWS (Name, Mobile number and Citizen location)



Grievance Registration (2/2)



District/జిల్లా *
NTR

Mandal/మండలం *
Vijayawada-U

GS/WS Name గ్రామ/వార్డు సచివాలయము పేరు *
29-Madhuranagar

☐ Grievance Information/ ఫిర్యాదుల సమాచారము

Search for a Sub Subject ⓘ
Municipal Administration-->Public Health And Sanitation-->Over Flowing Of Garbage Bins

Department/శాఖ ⓘ
Municipal Administration And Urba...

HOD/హెచ్.ఒ.డి *
Municipal Administration

Subject/సబ్జెక్టు *
Public Health And Sanitation

Sub-Subject/సబ్ సబ్జెక్టు *
Over Flowing Of Garbage Bins

Source Type/అర్థి నమోదు రకము *
PGRS - MONDAY

SubSubject Priority/సబ్ సబ్జెక్టు ప్రాధాన్యత
MEDIUM

Grievance redressal authority(GRA)/పరిష్కరించు అధికారి
21073209 - Ward Sanitation And Environment Secretary, 29-Madhuranagar

☐ Click here for select officer manually

Remarks/వ్యాఖ్యలు *
Enter if any remarks

SUBMIT GRIEVANCE

Grievance Location

Grievance location needs to be selected Manually i.e., District, Mandal and VSWS

Grievance Subjects

- Department/HOD, Subject & Sub-Subject to be selected as per the citizen issue
- Issue description to be captured in Remarks
- Officer is mapped as per the Issue and Grievance location

GRA Assigned

- Based on the Grievance location and Sub-Subject Grievance Assigned to Respective department Grievance Redressal Authority (GRA)

GRA Assigned

If need can select Manual GRA



Maximum SLA



DEPT_NAME	SUBJECT	Sub-Subject	Priority	I/C and F&NF	MAX No of Days	GRA
National Highways Authority of India (NHAI)	NH-Land Acquisition General	Payment Related	Medium	Community–Fin	120	RO
Water Resources (E-In-C)	Land Acquisition Of Irrigation Projects	Payment For Compensation Of Land	Medium	Individual –Fin	120	Special Deputy Collector
Marketing	Rythu Bazar	Request To Construct New Rythu Bazaar	Medium	Community–Fin	120	Joint Collector, Revenue (JC- RB & R)
Revenue (CCLA)	Encroachments	Encroachment Regularisation	Medium	Individual – Non-Fin	90	TAHSILDAR
Panchayati Raj	GP Administration	Delay in approval of building Plans	Medium	Individual – Non-Fin	90	Panchayat Secretary
AP State Irrigation Development Corporation	Lift Irrigaton Schemes	Repairs To Lift Irrigation Schemes	Medium	Community – Non-Fin	90	Superintendent Engineer-WR



Minimum SLA



DEPT_NAME	SUBJECT	SUB-SUBJECT	Priority	I/C and F&NF	MAX NO OF DAYS	GRA1
Aarogyasri Health Care Trust	108 Ambulance	Call Not Connected/Network Issue	Life	Individual – Non-Fin	1	Dispatch Officer - Supervisor-108
Aarogyasri Health Care Trust	Nwh Aarogyamithra	Complaint against Mithra	High	Individual – Non-Fin	2	CO-ORD Aarogyasri
Special Enforcement Bureau	Belt Shops	Running Of Belt Shops	High	Community – Non-Fin	3	SHO (SEB)
Civil Supplies	Door to Door Ration	Ration is not distributing at the door step of the beneficiary.	Medium	Individual – Non-Fin	5	TAHSILDAR
Panchayati Raj	GP-Sanitation	Request for drainage silt cleaning	Medium	Community – Non-Fin	7	Panchayat Secretary
Revenue (CCLA)	Complaints On Secretariat Employees-VRO/Ward Revenue Secretary	Multiple visits to the secretariat related to Revenue issues	Medium	Individual – Non-Fin	15	TAHSILDAR

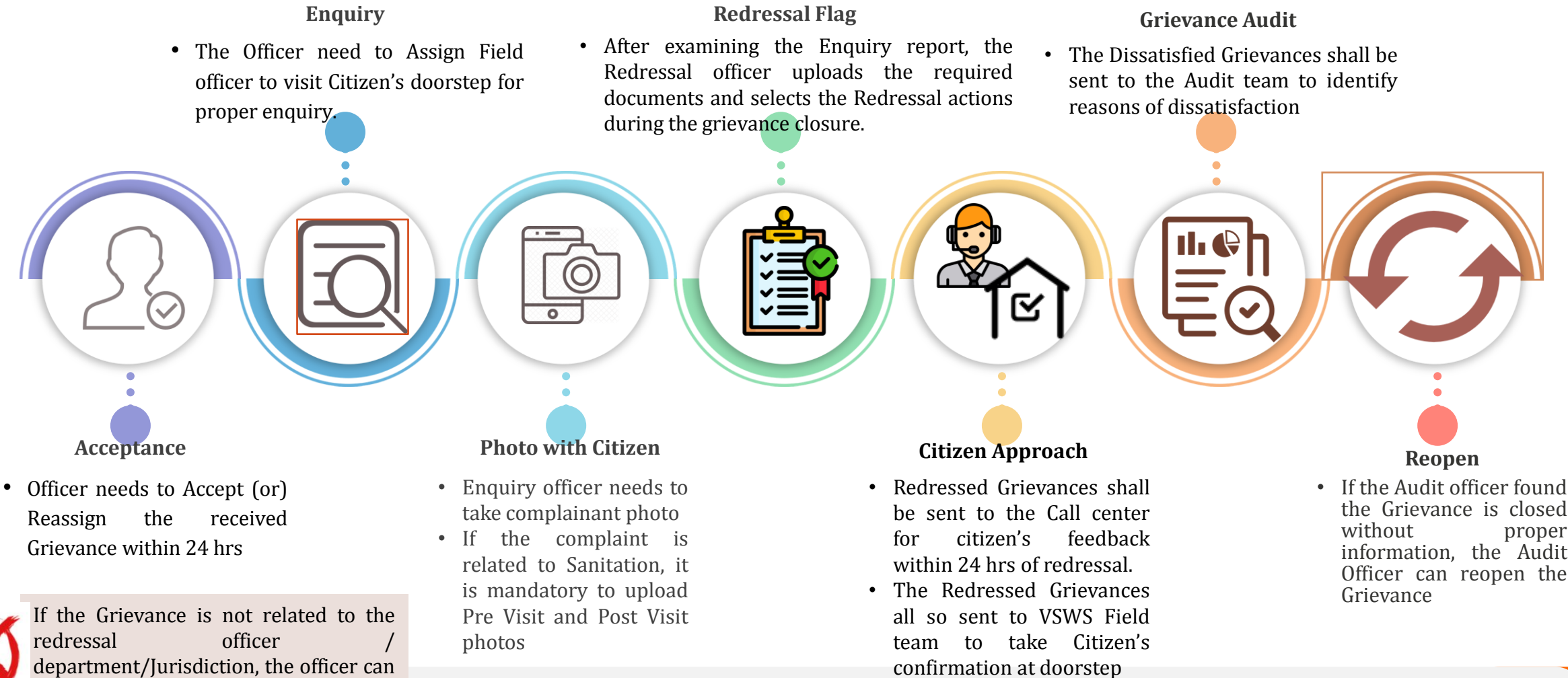


03

Grievance Redressal Quality & Audit Validation



PGRS Redressal KPIs



If the Grievance is not related to the redressal officer / department/Jurisdiction, the officer can reassign the grievance to concerned.



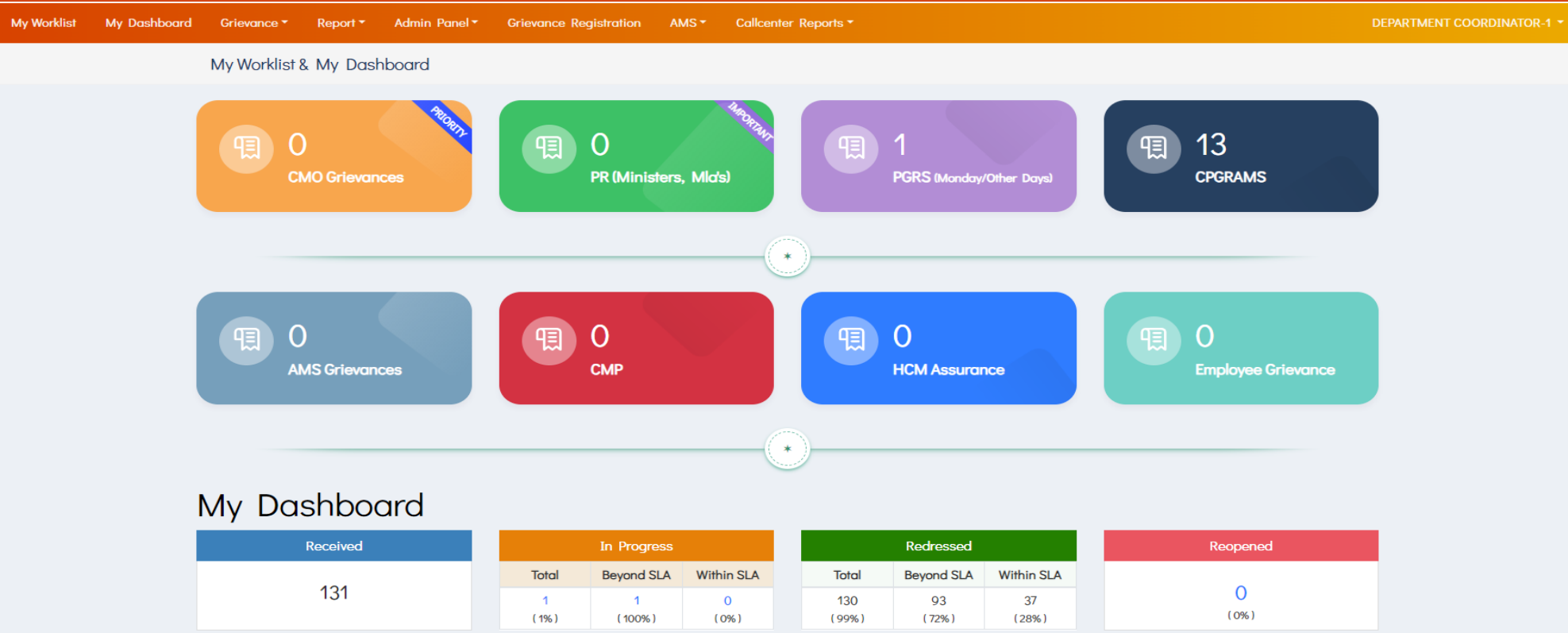
PGRS Officer Login Page

The screenshot shows the Public Grievance Redressal System (PGRS) website. The header includes the PGRS logo, navigation links (HOME, GALLERY, FAQ'S, CONTACT, PRESS), and a profile of Sri Nara Lokesh. A modal window titled "Login to Public Grievance Redressal System(PGRS)" is open, featuring "Officer Login" and "Citizen Login" tabs. The "Officer Login" tab is active, showing fields for "User Name" (labeled "Username") and "Password", a CAPTCHA section, and "Login" and "Close" buttons. A blue callout box points to the password field with the text "Enter your existing Officer username and password". A blue button labeled "Click here to login" is positioned below the modal. The background of the website shows a large portrait of Sri Nara Chandra Babu Naidu, Hon'ble Chief Minister.

There are two options displayed: "Officer login" and "Citizen login", Upon clicking "Officer login", a new section or form appears specifically for officers to enter username, password followed by captcha and click on Login.



My Dashboard (Officer)



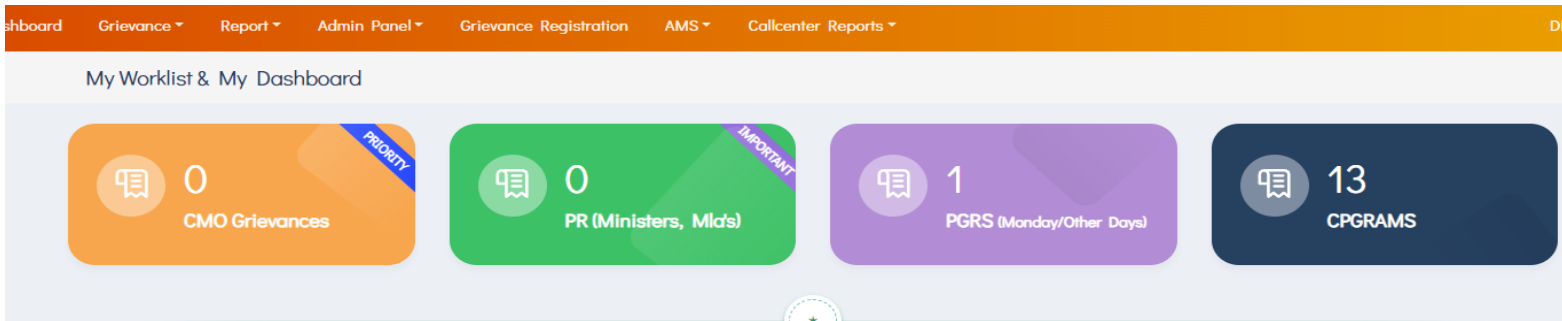
- This is the main interface where officers can view their assigned tasks, pending actions, or grievances that require their attention.

The Officer's **My Dashboard** consists of following grievance data:

- Received
- In Progress
- Redressed
- Reopen



Grievance Redressal (1/5)



- When you click on the "pending grievances" block within the Officer's dashboard or interface, it typically directs you to a section known as the "Grievance Inbox."

Details Displayed:

- Grievance Details:** Grievance Number with date of registration
- Citizen Details:** citizen who filed the grievance, such as their name, contact information displayed
- Department/HOD:** Indicates which department or Head of Department (HOD)
- Subject and Sub-Subject:** Describes the main topic or issue of the grievance (Subject), specific category (Sub-Subject)

Grievance Inbox											
Filter: Type to filter... Show: 10											
Copy Excel CSV PDF Print											
Grievance No	Date	HCM endorsement?	SLA	Priority	Applicant Name	Mobile No	Grievance Address	Department	HOD	Subject	Sub-Subject
ELR2024060366	03-JUN-24	YES	15	HIGH	VEMPALLI MADHU	8096236002	Eluru, Velairpadu, NARLAVARAM-(R), 10590931	Disaster Management	Disaster Management	Cyclone/Flood/Tsunami/Hailstrom/Landslide/Cloudburst/Earthquake/Thudnerbolt And Other Notified Disasters As Per G O Ms.No.15 Of Revenue(Dm)Dept.,	Fully Damaged/Destroyed Houses,Severely Damaged Houses And Partially Damaged Houses Of Pucca/Kutchu/Huts And Cattle Shed



Grievance Redressal (2/5)



Grievance Life Cycle View:

- It displays all the parameters of grievance.
- Grievance Number
- Registration Date
- Source
- Priority
- Red flag,
- Officer Assigned
- Status of Grievance
- SLA
- Citizen & Grievance Location details

Grievances View

Municipal Administration-->Water Supply->Water Pipe Leakage

Grievance No
ANIMY20240617151

Date of Registration
17-06-2024

Application Type
Regular

Source From
Online User

Priority
HIGH

Red Flag
-

Officer Replies / Endorsment

Action History

From : 21009023 - Ward Amenities Secretarytyagarajasteet To :- Action : Redressed

Grievance redressed

Date : 19-06-2024 06:08:32 PM

Pre Visit Photo Post Visit Photo Enquiry Photo Enquiry Report Redressal Report/Endorsment

Redressed Status : Citizen benefited

From : Online(Self) To : 21009023 - Ward Amenities Secretarytyagarajasteet Action : Registered

విషయము: 21009023 - Ward Amenities Secretarytyagarajasteet- అధి పై విచారణ జరిపి , తగు చర్యలు తీసుకోందే.

Date : 17-06-2024 07:51:29 PM

Applicant Details

Applicant Name	ESSA KRANTHI KUMAR	C/O Name	Essa kishore kumar	Age/DOB	24-NOV-90
Gender	MALE	Mobile No	9700875163	Date of Registration	17-06-2024
Permanent Address	H.No : 7-256, Habitation : 7-256, Village : TYAGARAJASTEET-(U), 21009023, Mandal : Madanapalle, District : Annamayya				

Grievance Details

Department / HOD	Municipal Administration	Subject	Water Supply
Sub Subject	Water Pipe Leakage	Grievance Address	GS/WS Name : TYAGARAJASTEET-(U), 21009023, Mandal : Madanapalle, District : Annamayya
Priority	HIGH	Flag	(REDRESSED)
SLA period	3	SLA Time	-
Remarks	Water not giving both tapes,and in our street water pipes are damaged.		



Grievance Redressal (3/5)

Officer need to confirm whether the grievance is registered correctly with the right Department/HoD/Subject/Sub-Subject as per the citizen's complaint.

Is the grievance registered with the right Department/HoD/Subject/Sub-Subject as per Citizen's complaint?

☒ Yes ☐ No

"Please click on the "Accept the grievance" button to proceed with the actions and redress the grievance"

Accept The Grievance

Officer need to click on Yes if the grievance is assigned correctly else officer need to select no.

Is the grievance registered with the right Department/HoD/Subject/Sub-Subject/Grievance Address as per Citizen's complaint?

☐ Yes ☒ No

Forward

If the grievance is wrongly assigned to officer, then officer can reassign the grievance to concerned by selecting no as shown



Grievance Redressal (4/5)

Redressed actions by officer – Enquiry, Upload Photo and Redressal report

↶ Update Enquiry (File size should not be greater then 2mb)

Update Action*

Redressed

E-Office File Number

Upload Enquiry Report (.pdf)*

Choose File No file chosen

Upload Enquiry Photo with Benefeciary (only .jpg, .png) *

Choose File No file chosen

↶ Update Action

Upload Redressal support document (.pdf)*

Choose File No file chosen

Upload Pre Visit Photos (only .jpg, .png)

Choose File No file chosen

Upload Post Visit Photos (only .jpg, .png)

Choose File No file chosen

*pre visit & post visit photos are to be uploaded for grievances involving public assets/facilities (Roads, Drains, Drinking Water, Sanitation & Electricity etc..)

Remarks *

Is this grievance redressed as per citizen request? *

-SELECT-

-SELECT-

Citizen Asked to apply in APeSEVA

Citizen benefited

Citizen Yet to be benefited - Financial

Citizen Yet to be benefited - Awaiting Govt. decision

Court Case/Civil Issue

Rejected and Valid reasons provided

FIR Registered

SUBMIT ACTION



Grievance Redressal (5/5)

Redressed Actions History

Revenue (Ccla)-->Gsws/Meeseva Grievances (Revenue)-->Non Issuance / Delay In Certificates Beyond Sla (Revenue) 

Grievance No
SKL 20230208458 

Date of Registration
08-02-2023

Application Type
Regular

Source From
PRAJA DARBAR (CMO)

Priority
MEDIUM

Red Flag
Yes

Officer replies / Endorsment

Action History



From : Tahsildar, Gara To : - Action : Redressed

test

Date : 08-02-2023 03:54:32 PM

 Enquiry Photo  Enquiry Report  Redressal Report/Endorsment



From : Sme-2 To : Tahsildar, Gara Action : Registered

Update:test

Date : 08-02-2023 03:49:53 PM



From : Tahsildar, Gara To : Sme-7 Action : Registered

' ప్రజా సమస్యల పరిష్కార వేదిక' {#var#} గారు, Grievance # {#var#} తో నమోదు చేసిన మీ అర్జీని పరిష్కరించాము. మరిన్ని వివరాలను దయచేసి <http://meekosam.ap.gov.in> ద్వారా తెలుసుకోవచ్చుధన్యవాదములు -ఆంధ్ర ప్రదేశ్ ప్రభుత్వం



PGRS Grievances Report (Officer Wise)

Total Grievances Registered	In Progress			Redressed		
	Total	With in SLA	Beyond SLA	Total	With In SLA	Beyond SLA
	34687	13263	12967	296	21424	20428
	38%	98%	2%	62%	95%	5%

District	Department/HOD	Subject	Sub Subject	Source	Mandal/ULB	GS/WS	Constituency	Officer
----------	----------------	---------	-------------	--------	------------	-------	--------------	---------

SNO ^	DISTRICT ^	RECEIVED ^	IN PROGRESS			REDRESSED			REOPENED		TOTAL REOPEN(%) ^
			TOTAL ^	WITHIN SLA ^	BEYOND SLA ^	TOTAL ^	WITHIN SLA ^	BEYOND SLA ^	PENDING ^	REDRESSED ^	
1	Chittoor	2960	1205	1198	7	1702	1568	134	15	38	3
2	Visakhapatnam	2323	538	538	0	1683	1660	23	38	64	6
3	Anakapalli	2230	402	401	1	1083	1046	37	60	685	41
4	Krishna	2117	991	991	0	1042	1034	8	14	70	7
5	Prakasham	2043	937	934	3	1020	928	92	45	41	8
6	Kurnool	1610	567	564	3	995	940	55	7	41	5
7	Ananthapur	1440	596	591	5	800	764	36	16	28	5
8	YSR	1416	607	606	1	761	755	6	11	37	6
9	Kakinada	1344	309	286	23	1010	937	73	5	20	2
10	Spsr Nellore	1312	696	690	6	591	540	51	8	17	4
Total		18795	6848	6799	49	10687	10172	515	219	1041	10.55



PGRS Grievances Report (Officer Wise)



Total		District	Department	Subject	Sub Subject	Officer	Source	Mandal/ULB	GS/WS					
Sno ^	Department ^	Grievances Registered	Grievances Validation Report			Grievances Redressed report								
		Total Received	Total Grievances Pending	Yet to view	Viewed by officer	In Progress			Redressed			Reopen		
						Total	With in SLA	Beyond SLA	Total	With In SLA	Beyond SLA	Total	Pending	Redressed
						^	^	^	^	^	^	^	^	^
1	Revenue (CCLA)	12504	7583	649	6933	7401	7377	24	4081	3922	159	1022	182	840
2	Municipal Administration	3705	511	149	362	478	477	1	3031	2953	78	196	33	163
3	Police	2509	526	88	438	495	438	57	1895	1591	304	119	31	88
4	Panchayati Raj	2431	632	38	594	604	604	0	1656	1639	17	171	28	143
5	Survey Settlements and Land Records	1680	671	115	556	625	617	8	929	868	61	126	46	80
6	Agriculture	675	153	84	69	153	144	9	509	494	15	13	0	13
7	Panchayati Raj Engineering	663	278	41	237	267	258	9	357	355	2	39	11	28
8	Directorate of Secondary Health	650	20	4	16	19	17	2	617	616	1	14	1	13
9	Civil Supplies	575	182	49	133	180	179	1	382	357	25	13	2	11
10	AP Social Welfare Residential Educational Institutions Society (APSWREIS)	561	99	45	54	97	92	5	462	453	9	2	2	0



PGRS – Grievance Redressal Quality Monitoring



(Transparent, Inclusive & Accountable)

Key Performance Indicators

- ☐ Grievances pending beyond SLA (**timely redressal**)
- ☐ Grievances redressed beyond SLA (**timely redressal**)
- ☐ Grievances re-opened to redressed (**quality redressal**)
- ☐ Redressed Grievances with incorrect/incomplete endorsements (**quality redressal**)

Reports enabled

- Dashboards are provided to officers - monitor KPIs
- District and State level Reports - to track the performance

Feedback calling

- All redressed grievances are called to verify the quality of redressal
- Endorsement provided are readout to Citizen
- On dissatisfaction, Grievance is re-opened

Review & Monitoring

- Fortnight review by HCM with All District Collectors and SPs on KPIs
- Weekly CS review on PGRS KPIs
- Monthly CS review during Secretaries conference



04 Quality & Audit Validation



PGRS Grievance Feedback and Audit Workflow



District Audit team

The District Audit team verifies the grievances and contacts the citizens for feedback.

State Audit team

The State Audit team focuses on grievances registered as high priority, such as those submitted to the HCM, Deputy CM, and Ministers.

Grievance Audit

Redressal action: Reopen @ Online User

- Citizen benefited
- Rejected and Valid reasons provided



Feedback and Audit
PGRS Feedback and Audit Activities are to increase Citizen's satisfaction levels

Grievance ReOpen

District Audit team

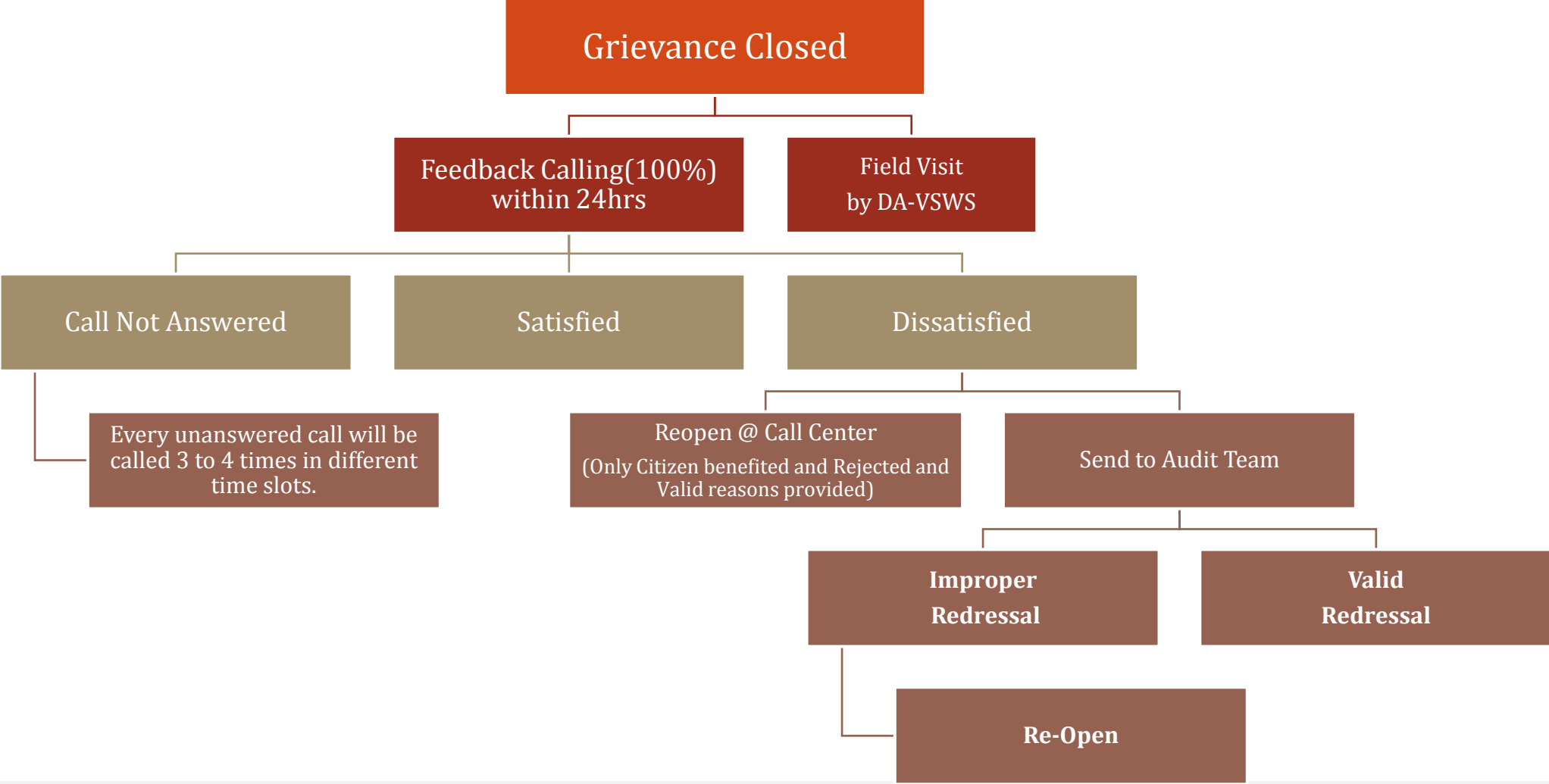
After validating the grievance, the audit officer will decide whether reopening is required.

State Audit team

As per the confirmation the ReOpen the Grievance



PGRS – Feedback & Audit





Quality Validation and Reopen by Audit Team (1/3)

(All the Dissatisfied Calls by District Audit Team)



Grievance RegistrationGrievanceAMSReportsEnquiry Redressal Officer, ANNAMAYYA

01-12-2022

31-12-2022

SUBMIT

Total

121

Action Done

86

Action Not Done

35

Filter: Type to filter...

Show: 10

CopyExcelCSVPDFPrint

	Date	Applicant Name	Mobile No	Grievance Address	Officer Name / Mobile No	Department	Sub-Subject	Status	Action
ANMY202211141955	2022-11-14T00:00:00	narayana reddy	9986833658	Annamayya, Sambepalle, Routhukunta	TAHSILDAR, SAMBEPALLE, 9959667561	Revenue (CCLA)	Action Against Land Grabbing	REDRESSED	Enquiry
ANMY20221203493	2022-12-03T00:00:00	T.venkata krishnayya	8555800556	Annamayya, T.Sundupalli, T.Sundupalli3	Assistant Engineer,Panchayat Raj- T.Sundupalli, 9849373666	Panchayati Raj	Providing Internal C C Roads	REDRESSED	Enquiry
ANMY20221211238	2022-12-11T00:00:00	NIDIGANTI VAMSI KRISHNA	9885959551	Annamayya, Penagalur, Penagalur-2	11190652-Ps, Penagalur-2, Penagalur, Kadapa, null	Panchayati Raj	Eviction Of Encroachments Government Lands	REDRESSED	Enquiry

Click on Enquiry for Audit



Quality Validation and Reopen by Audit Team (2/3)



(Update Audit Action & Reopen, In case incorrectly Redressed)

Grievance Details

Department / HOD	Ap State Road Transport Corporation (Apsrtc)	Subject	Bus Related Issues	Sub Subject	Buses Not Coming On-Time
Priority	MEDIUM	Flag	(REDRESSED)	Grievance Address	GS/WS Name : GADIKOTA-(R), 11190184, Mandal : Veeraballi, District : Annamayya
SLA period	7	SLA Time	-		
Remarks	CITIZEN CONCERN ABOUT BUSES NOT COMING ON-TIME ISSUE.AS PER CITIZEN VOC, CITIZEN FACING THIS LAST 2 MONTHS SO CITIZEN NOT COMING THIS TIMES 7AM,9AM,10AM,12PM,2PM THIS TIMING NOT COMING THIS BUSES SO CITIZEN CONSULT DEEPO OFFICER BUT PROBLEM IS NOT SOLVED SO CITIZEN AREA PEOPLE SUFFERING THIS ISSUE SO CITIZEN WANTS RAISE A GRIEVANCE PLEASE SOLVE THE ISSUE AS SOON AS POSSIBLE. Citizen name*:VEERABATHINI PENCHALAI AH Citizen Aadhar number*:344042085270 Citizen Mobile number*:9874567424 Calling Number*:9874567424 Citizen Alternative mobile number*:9874567424 Problem				
Select					
Officer closing the Grievance assigning to sub-ordinate officer					
Blank Endorsement					
Wrong Endorsment Uploaded					
Endorsement not clear/illegible					
Incomplete / Valid reasons were not provided by GRA and Grievance not Properly Redressed					
Officer closing the Grievance indicating that Grievance not belongs to Jurisdiction (or) Department					
Valid reasons were provided by GRA with Correct Endorsment addressed to Citizen, Enquiry Report also uploaded					
Select					



Quality Validation and Reopen by Audit Team (3/3)



(Update Audit Action & Close if Properly Redressed)

Officer Enquiry

SNo. ^	Date	Officer	Remarks	Status
1	2023-01-02T20:14:53.341512	Enquiry Redressal Officer, ANNAMAYYA	Incomplete / Valid reasons were not provided by GRA and Grievance not Properly Redressed	Improper Redressal

Application Details

Applicant Name	Yanamala Ramana	C/O Name	na	Age/DOB	01-JAN-71
Gender	MALE	Mobile No	9490976626	Date of Registration	21-12-2022
Permanent Address	H.No : na, Habitation : NOOLIVEEDU, Village : NOOLIVEEDU-(R), 11190022, Mandal : Galiveedu, District : Annamayya				

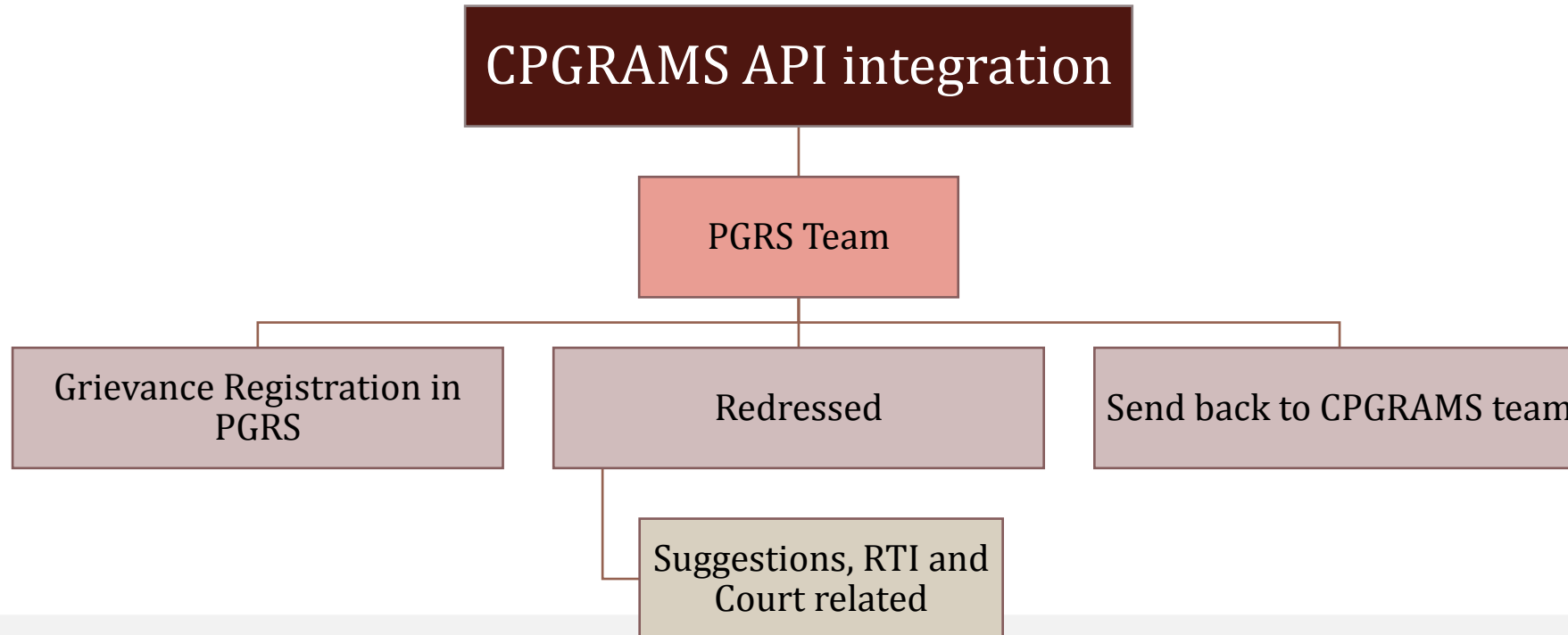


PGRS Additional Activities



CPGRAMS Integration in PGRS

- CPGRAMS Data Received through API, triggers a New workflow/ticket in PGRS
- CPGRAMS tickets in PGRS is monitored by the RTGS team and performs below actions
 - ✓ RTGS team registers a new grievance in PGRS
 - ✓ Suggestions, RTI and Court related issues are closed by the Nodal Officer
 - ✓ Central Govt. and Other State related issues are pushed/forwarded through API





PGRS Employee Grievance Workflow

- Employee Grievance Registration and Redressal Form is developed and integrated in PGRS portal.
- Every 3rd Friday of the month, employees can visit District Collectorate to register his/her grievance by using their CFMS ID.
- Employee Grievance Types:
 - ✓ Service Matters
 - ✓ Personal Issues
 - ✓ Financial
 - ✓ Medical Reimbursement
 - ✓ Disciplinary
- Grievance will be assigned to the respective department redressal officer i.e., District Level officer/HOD/Deputy Secretary



PGRS - CMPs



CMP Grievance Registration

Basic Information

Petition Type *

Public Representative (MP/MLA/ML...

Mobile/మొబైల్ నంబర్

Mobile No

Name *

Name

District/జిల్లా *

Spsr Nellore

Constituency *

Venkatagiri

Department/శాఖ *

Human Resources (Higher Educati...

HOD/హెచ్.బి.డి

HOD

Priority *

Medium

Category *

General

Petition Categories *

Select Categories

CMO Action *

CMO Action

Letter/Reference Number

Letter/Reference No

Letter Date

Letter Date

E-Office Computer No (If any)

E-Office computer No

Attachment *

Choose file No file chosen

Reference No

Reference No

Officer/ అధికారి *

Special Chief Secretary, Higher Education, 4023451424

Referred By *

Bonda Umamaheswararao, MLA

Subject *

Enter if any remarks

SUBMIT GRIEVANCE



PGRS - CMPs

District

Department/HOD

Petition Category

Category

(Search for a Referred by)

Petition Type

From Date

To Date

SUBMIT

Total

Status To Be Updated

Redressed

In Progress

0

0

0

0

District

Category

Petition Category

Department/HOD

Constituency

Officer

Reference

Status Wise

Addl Secy Review

Pending with HOD

Petition Type

District Wise Report

Filter: Type to filter...

Show: 10

Excel

Sno	District	Total	Status To Be Updated	Redressed	In Progress
No data available in table					
Total		0	0	0	0



PGRS Sensitization Workshops



PGRS- Monday Grievance Registration at District Collector Office & Mandal Offices





PGRS- Call Center





PGRS – Training District Officers





Orders on Quality Redressal & Process Re-engineering



GOVERNMENT OF ANDHRA PRADESH ABSTRACT

Planning Department – SPANDANA – Effective Monitoring & Coordination – Quality redressal of grievances – Revised grievance redressal workflow – Orders – Issued.

PLANNING (VII) DEPARTMENT

G.O.Rt.No.69

Dt:18.05.2022.

Read the following:

1. Memo No. GAD01-AR0MISC/11/2019-AR, GA(AR) Dept., dt:17.07.2019.
2. G.O.Rt.No. 1943, GA(AR) Dept., dt:29.08.2019.
3. U.O.Note No. 1960/Plg.VII/2019, Planning (VII) Dept., dt: 17.10.2019.
4. Letter No.299/SPANDANA/Plg.VII/2022-1, Planning (VII) Dept., dt:14.02.2022.

<><><>

ORDER:

Spandana is a public grievance redressal system of the government designed to improve the quality of redressal. In the reference 1st read above, the General Administration (AR) Department issued instructions for conducting of "SPANDANA (Grievance Day)" on every Monday and through the reference 2nd read above, the Government have entrusted the monitoring and coordination activity to the Planning Department.

2. In this regard, certain instructions were issued to the District Collectors for strict compliance for the conduct of SPANDANA programme in their respective Jurisdiction and adhere to these instructions scrupulously and make the programme successful.
3. As instructed by the Government, the departments have finalised the SOPs/SLAs and communicated to all the HoDs and Districts. The district level and grass root level functionaries have been trained on SOPs / SLAs for quality redressal of grievances.
4. In the reference 4th read above, instructions were issued by the Government regarding escalation of a grievance to a higher officer, where he shall have to make an endorsement in the redressal instead of uploading the endorsement of the last redressal officer.
5. In addition, Government have now decided to initiate changes in the Spandana grievance redressal workflow as follows:
 - i. Every grievance has to be visited by the redressing officer.
 - ii. Uploading of enquiry report is mandatory for every redressed grievance.
 - iii. With enquiry report a photograph of the enquiring officer with the petitioner to be uploaded in the Spandana application.
 - iv If the grievance pertaining to works photographs of pre and post visit of the sites shall be uploaded.

GOVERNMENT OF ANDHRA PRADESH PLANNING (VII) DEPARTMENT

U.O.Note.No.PLG01-PLGOMONE(MFP)/3/2020-PLG-VII-4,

Dated:09.11.2021

Sub: - Planning Department – Spandana – Effective Monitoring & Coordination – Monthly Review meeting by the Chief Secretary with all Secretaries – Proposed process change to prevent recurring of Grievances – Requested-Reg.

Ref:- This Office U.O.Note of even No. dated:21.07.2021.

Kind attention is invited to the subject and reference cited.

2. All the Departments are hereby requested to identify highly occurring grievances and come out with some change in process etc., in order to prevent them from recurring. The Department wise grievances and PPT are enclosed herewith for ready reference and are requested to arrange to furnish proposed process changes to prevent from recurring by 11.11.2021 to Planning Department (planning7department@gmail.com / directorplg51@gmail.com / senior.consultant-da@ap.gov.in) so as to prepare a consolidate presentation for the ensuing review meeting chaired by the Chief Secretary. The time and date of the review meeting will be intimated later.
3. Therefore all the Special Chief Secretaries/Prl. Secretaries/Secretaries are once again requested kindly arrange to furnish the proposed process changes to prevent from recurring of the Grievances for the ensuing review meeting.

VIJAY KUMAR G.SRKR
SECRETARY TO GOVERNMENT

To
All the Special Chief Secretaries/Prl. Secretaries/Secretaries.



Orders on Quality Redressal & Process Re-engineering



GOVERNMENT OF ANDHRAPRADESH PLANNING (VII) DEPARTMENT

Memo.No.PLG01-PLG0MONE(MFP)/3/2021-PLG-VII-27 Dt.21.12.2022

Sub:- Planning Department - SPANDANA - Effective Monitoring & Coordination - Improving the quality redressal of grievances - Formation of District Audit Team - Requested - Reg.

Ref:- From Joint Secretary to CM, CMO.Note.No.06/JointSecy-CM/2022, Dated:20.12.2022.

<><><>

Invite attention to the subject cited.

2. Vide reference cited, it is proposed to constitute a District Audit Team with following officers for improving the quality of redressal. The team has to analyze redressed grievances.

- C.E.O., ZP
- One (1) SDC
- One (1) EO & RD (Panchayat Raj)
- One (1) Deputy Tahsildar
- One (1) Medical Officer

3. Therefore, all the District Collectors are hereby requested to constitute a District Audit Team with the above stated composition to analyze grievances received and redressed under Spandana programme. The team shall submit the analyzed report of Spandana grievances for every fortnight to CMO by marking a copy to Planning Department.

**VIJAY KUMAR G.SRKR.,
SECRETARY TO GOVERNMENT**

To
✓ All the District Collectors
Copy to:
The Special Secretary to HCM(Spandana)
The OSD to Joint Secretary to HCM.
The OSD to Chief Secretary
The Chief Executive Officer, RTGS
The Special Secretary to HCM
The P.S. to Secretary, Planning

//FORWARDED :: BY ORDER//

R. S. Subramanian
SECTION OFFICER

Government of Andhra Pradesh Proceedings of the District Collector, Krishna District, Machilipatnam Present : Sri P.Ranjith Basha, I.A.S.

Proceedings No.113/Planning Wing/Planning.3/DE&SO/20221. Dated: .12.2022

Sub:- Planning Department - Krishna District - Spandana - Effective Monitoring & Coordination - Improving the quality redressal of grievances - Formation of District Audit Team - Orders - Issued.

Ref:- 1. Memo No.PLG01-PLG0MONE(MDP)/3/2021-PLG-VII-27, Dated:21.12.2022 of Planning (VII) Department, Andhra Pradesh.
2. Note Orders of the District Collector, Krishna District, Machilipatnam, Dated: 28.12.2022.

ORDER

The Government of Andhra Pradesh has planned to set upon effective District Audit Team for the district so that the various grievances submitted by the citizens can be effectively redressed in the Spandana programme organized every Monday under the auspices of the District Collector.

The Government of Andhra Pradesh ordered to setup a District Audit Team so that the grievances submitted by the citizens in the Spandana programme. Which is organized every Monday, will be quickly redressed of grievances. Accordingly, the district collector have bee issued orders by setting up the District Audit team of officers are mentioned below.

Sl. No.	Name of the Person	Designation
1	Sri G.Srinivasa Rao	Z.P., C.E.O.
2	Sri B.S.N.Reddy	MUDA V.C. (S.D.C.)
3	Sri A.Bala Krishna Rao	EO & RD (Pantchayathi Raj)
4	Sri Mirza Rizwanullah Baig	Deputy Tahsildar
5	Sri Dr. Narasimha Naik	Urban S.P.H.O.

The above constituted District Audit team has been instructed to submit the grievances received from the public in the Spandana programme under the chairmanship of the Zilla Parishad executive officer for effective and quick redressal of the grievances audit report submitted to the District Collector once in a fortnight. The Audit report of District Audit Team shall furnished through the District Collector to the State Government.

Sd/- P.Ranjith Basha
District Collector,
Krishna

// t.c.f.b.o. //

P. Narasimha
District Economics & Statistics Officer,
Krishna, Machilipatnam



PGRS Incorrect Redressal





Endorsements @ Correct & Complete Redressal



WEG20220526355

Date of Registration
26-05-2022

Application Type
Regular

Source From
Spandana-1902

Priority
MEDIUM

Officer Replies / Endorsment

Action History

From : TAHSILDAR, PODURU To : - Action : Redressed

సదరు పిర్యాదు పై విచారణ చేయగా పిర్యాదుదారుడైన శ్రీ. మేడపాటి చిన్నారెడ్డి అనువారు ది. 03.04.2022 వ తేదిన RMU012208574179 నెం తో మ్యూటేషన్ ద్వారా పట్టాదార్ పాసుపుస్తకము కొరకు దరఖాస్తు చేసుకొనియున్నారని, సదరు దరఖాస్తు ది. 26.05.2022 వ తేదిన తహశీల్దార్ వారి చే అప్రూవల్ జరిగి వెబ్ ల్యాండ్ ఆడంగల్ 1B నందు మీ పేరున మార్పు జరిగి యున్నదని సదరు విషయం ఏ ఎండోర్స్మెంట్ ద్వారా తెలియజేయడమైనది.

Date : 27-05-2022 07:47:57 PM

Pre Visit Photo

Post Visit Photo

Enquiry Photo

Enquiry Report

Redressal Report/Endorsment

From : SPANDANA CALL CENTER 1902 To : TAHSILDAR, PODURU Action : Registered

విషయము: TAHSILDAR, PODURU- అధి పై విచారణ జరిపి , తగు చర్యలు తీసుకోండి.

Date : 26-05-2022 12:02:34 PM

Problem Details:- Citizen concerned about rectification of entries in revenue records, already paid challan to change land details in online.

Officer Name:- Tahsildar, Poduru
Grievance Number:- WEG20220526355

రి.క.నెం: 168/2022(బి)

తహశీల్దారు వారి కార్యాలయము,
పోడూరు, తేది..27.05.2022

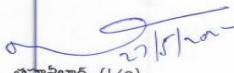
ప్రస్తుతము : శ్రీ. ఆర్. వి. కృష్ణా రావు
తహశీల్దారు, పోడూరు.
@@@

ఎండోర్స్మెంట్

విషయం : 'స్పందన' పిటిషన్ - పోడూరు మండలం - జగన్నాధపురం గ్రామం - శ్రీ. మేడపాటి చిన్నారెడ్డి తండ్రి రామ కృష్ణ రెడ్డి అను వారు- రెవెన్యూ రికార్డు నందు మార్పు చేయుట - గురించి.
సూచిక:- 1.శ్రీ. మేడపాటి చిన్నారెడ్డి తండ్రి రామ కృష్ణ రెడ్డి అనువారు చేసుకున్న స్పందన CMO CALL CENTER దరఖాస్తు అడ్మి నెం: WEG20220526355 తేది :- 26.05.2022
@@@

పోడూరు మండలం, జగన్నాధపురం గ్రామ కాపురస్థులు అయిన శ్రీ. మేడపాటి చిన్నారెడ్డి తండ్రి రామ కృష్ణ రెడ్డి అనువారు ది. 26.05.2022 వ తేదిన WEG20220526355 నెంబరు తో స్పందన CMO CALL CENTER కార్యక్రమము నందు పిర్యాదు చేసియున్నారు.

సదరు పిర్యాదు పై విచారణ చేయగా పిర్యాదుదారుడైన శ్రీ. మేడపాటి చిన్నారెడ్డి అనువారు ది. 03.04.2022 వ తేదిన RMU012208574179 నెం తో మ్యూటేషన్ ద్వారా పట్టాదార్ పాసుపుస్తకము కొరకు దరఖాస్తు చేసుకొనియున్నారని , సదరు దరఖాస్తు ది. 26.05.2022 వ తేదిన తహశీల్దార్ వారి చే అప్రూవల్ జరిగి వెబ్ ల్యాండ్ ఆడంగల్ 1B నందు మీ పేరున మార్పు జరిగి యున్నదని సదరు విషయం ఏ ఎండోర్స్మెంట్ ద్వారా తెలియజేయడమైనది .


తహశీల్దార్ ,(I/c)
పోడూరు .

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45



Endorsements @ Correct & Complete Redressal



Municipal Administration-->Public Health And Sanitation-->Removal Of Garbage

VSP20220716550

Date of Registration
16-07-2022

Application Type
Regular

Source From
Spandana-1902

Priority
MEDIUM

Officer Replies / Endorsement

Action History

From : 21086083-Ward Sanitation And Environment Secretary, Yendada Village To : - Action : Redressed

COMPLAINT RESOLVED

Date : 18-07-2022 11:07:47 AM

Pre Visit Photo Post Visit Photo Enquiry Photo Enquiry Report Redressal Report/Endorsement

From : SPANDANA CALL CENTER 1902 To : 21086083-Ward Sanitation And Environment Secretary, Yendada Village Action : Registered

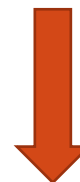
విషయము: 21086083-Ward Sanitation And Environment Secretary, Yendada Village- అధి పై విదారణ ఇరిపి, తగు చర్యలు తీసుకోండి.

Date : 16-07-2022 06:06:45 PM

Pre-Visit



Post-Visit



అర్.సి.నెం. 01WSES/1086083 Yendada Village వారి

కార్యాలయము

తేదీ: 18/07/2022

మండలము / మునిసిపాలిటీ Zone-2, GVMC, Visakhapatnam

హిర్యాదు నెం. ఓఆర్.తేదీ : VSP20220716550 16/07/2022

అధికారు పేరు : MATTAM SRINU

అధికారు ఫోన్ నెం. : 6302782565

హిర్యాదు వివరములు : citizen has concern about the removal of garbage citizen has said that they are facing this issue since 1 month citizen has said that in their ward garbage is not removing properly due to this they are facing lot of trouble citizen has suffered a lot and request to solve this problem as soon as possible

పరిష్కార నివేదిక : పరిష్కరించబడినది

హిర్యాదు స్థలి : పరిష్కరించబడినది

With reference to the spandana complaint received, it is found that the garbage has been dumped by the citizens itself ; due to the strike of workers it has not cleared. Now the garbage got cleared and awareness was also given regarding the seasonal diseases.



Endorsements @ Correct & Complete Redressal



KDP20220227404	Date of Registration 27-02-2022	Application Type Re-Open	Source From Spandana-1902	Priority HIGH
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Officer Replies / Endorsment

Action History

From : SDPO, Mydukur **To :** **Action :** Redressed

సదరు ఫిర్యాదు విచారణలో భాగముగా ఫిర్యాదిని పిలిపించి విచారించడమైనది. సదరు విషయము ఇంటి స్థలము విషయములో ఫిర్యాది వారిపై ప్రతివాది దౌర్జన్యం చేసి, ఇబ్బందికి గురిచేశారనే, కావున సదరు సమస్య గురించి ఫిర్యాదికి కొన్నిలింగ్ చేయడమైనది. అంతట సదరు విషయమై విచారించి, తదుపరి చట్టపరమైన చర్య తీసుకోవలసినదిగా బి.మరం PS సబ్ ఇన్స్పెక్టర్ గారికి Genl. Memo No.88/SDPO-MYD/2022, Dt.09.04.2022 ద్వారా ఆదేశించడమైనది. అంతట సదరు బి.మరం PS సబ్ ఇన్స్పెక్టర్ ఇచ్చేటువంటి సూచనల మేరకు నడుచుకొనవలసినదిగా తెలియజేయడమైనది

Date : 09-04-2022 04:39:57 PM

[Enquiry Report](#) [Redressal Report/Endorsment](#)

From : SPANDANA CALL CENTER 1902 **To :** SDPO, Mydukur **Action :** Reopened

citizen said his problem was not solved but as per endorsement citizen not satisfied so please solve this issue as soon as possible

Date : 05-04-2022 10:42:22 AM

(సరిష్కార వివరణ)

ఆర్.సి.నెం: 32
తేది : 09.04.2022

సబ్ డివిజనల్ పోలీస్ ఆఫీసర్ వారి కార్యాలయం
మైదుకూరు, వై.యస్.ఆర్. కడప జిల్లా.

ఫిర్యాదు నెం & తేది: CMO కాలే సెంటర్ KDP20220227404, Dt.27.02.2022.

అశ్రితారు పేరు: బసరెడ్డి రాజమ్మ, వయస్సు 32 సం.,లు, W/o బసరెడ్డి భాస్కర్ రెడ్డి

అశ్రితారు ఫోన్ నెం: 9985711643, 7989520913

ఫిర్యాదు వివరములు: ఫిర్యాది అయిన బసరెడ్డి రాజమ్మ, W/o బసరెడ్డి భాస్కర్ రెడ్డి కి తన నాన్నగారి ఆస్తి అయిన ఇంటి స్థలమునకు ప్రభుత్వ ఇంటి బిల్లు పత్రము ద్వారా ఫిర్యాది ఇల్లు కట్టించుకొని, అందులో నివాసము ఉండి, తర్వాత తనను కరకు కునైట్ కు పోయి కొద్ది సంవత్సరాల తిరిగి ఫిర్యాది వారి గ్రామమునకు రాగానే, ఫిర్యాది చిన్నాన అయిన ప్రతివాది డి.సుబ్బారెడ్డి సదరు ఫిర్యాది ఇంటిలోనికి ఫిర్యాదిని దోచివ్వకుండా, అడ్డుపడుతూ, ఇంటిపద్ధ అడ్డుగా అనేక సామానులను వేయించి, ఇంటిని పూర్తిగా ఆక్రమించుకోవాలని, దౌర్జన్యం చేస్తూ మరియూ అనేక ఇబ్బందులకు గురిచేస్తున్నట్లు. అందువలన సదరు విషయము గురించి విచారించి న్యాయము చేయాలని కోరుతూ సదరు ఫిర్యాదును రాజకీ CMO కాలే సెంటర్ KDP20220227404 గా నమోదు చేసుకొని తగు విచారణ నిమిత్తం మైదుకూరు సబ్ డివిజనల్ పోలీస్ ఆఫీసర్ గారి పంపడం జరిగింది.

పరిష్కార వేదిక తీసుకున్న చర్య: సదరు ఫిర్యాదు విచారణలో భాగముగా ఫిర్యాదిని పిలిపించి విచారించడమైనది. సదరు విషయము ఇంటి స్థలము విషయములో ఫిర్యాది వారిపై ప్రతివాది దౌర్జన్యం చేసి, ఇబ్బందికి గురిచేశారనే, కావున సదరు సమస్య గురించి ఫిర్యాదికి కొన్నిలింగ్ చేయడమైనది. అంతట సదరు విషయమై విచారించి, తదుపరి చట్టపరమైన చర్య తీసుకోవలసినదిగా బి.మరం PS సబ్ ఇన్స్పెక్టర్ గారికి Genl. Memo No.88/SDPO-MYD/2022, Dt.09.04.2022 ద్వారా ఆదేశించడమైనది. అంతట సదరు బి.మరం PS సబ్ ఇన్స్పెక్టర్ ఇచ్చేటువంటి సూచనల మేరకు నడుచుకొనవలసినదిగా తెలిసి, సదరు ఫిర్యాదిదారుడు అంగీకరించడమైనది. అందువలన ఫిర్యాదిదారుడు 1902 కాలే సెంటర్ ద్వారా ఫిర్యాదు చేయబడి మరియు స్పందన website ఇచ్చిన ఫిర్యాదు విచారణ విషయములో స్పందన ఫిర్యాదు పై ఉన్న విషయము తమరికి తెలుపుకోమన్నాను.

ఫిర్యాదు స్థితి
1.పరిష్కరించడమైనది.

2.పరిష్కరించ వీలుకాలేదు.
3.ఉన్న తాదికారాలకు నివేదించడమైనది.
(ఎవరికి పంపినది)

ఫిర్యాది సంతకము

Sub-Divisional Police Officer
MYDUKUR
VS
తేది. 09.04.2022.

Problem Details:- The citizen's land was grabbed by his neighbour and requested police for help. The nearest SHO isn't responding to the complaint. Petitioner escalated the issue to the higher authority and SDPO has acted on the issue and addressed directly to the citizen.





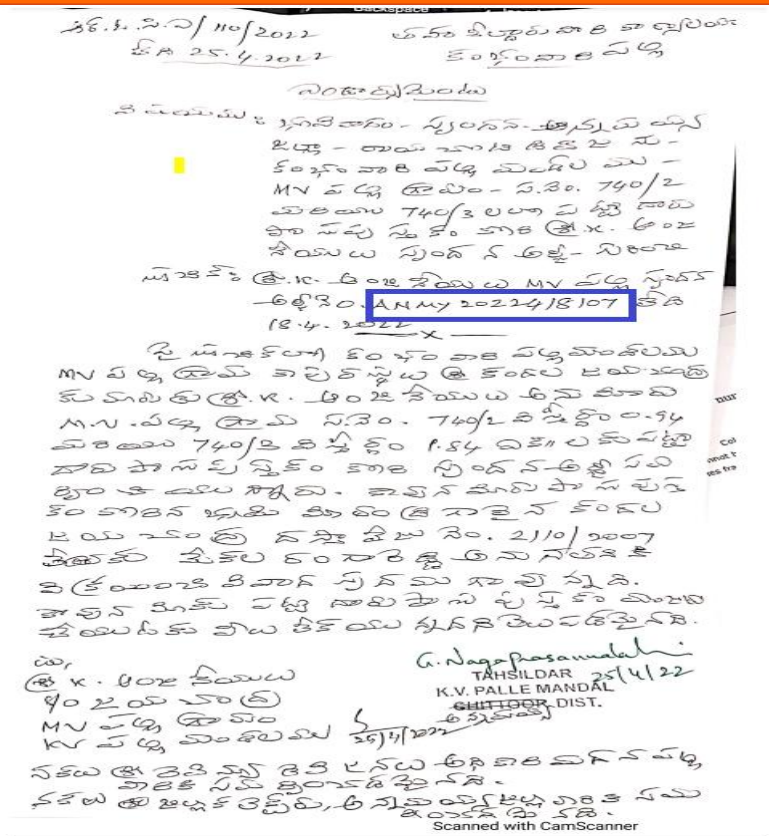


Wrong Endorsement

Action History

	From : TAHSILDAR, KAMBHAMVARIPALLE To : - Action : Redressed Applicant not produced link documents suggest the applicant to produce link documents for processing of pattadar passbook Date : 30-04-2022 03:18:13 PM Enquiry Report Redressal Report/Endorsment
	From : SPANDANA CALL CENTER 1902 To : TAHSILDAR, KAMBHAMVARIPALLE Action : Registered విషయము: TAHSILDAR, KAMBHAMVARIPALLE- అధి పై విచారణ జరిపి, తగు చర్యలు తీసుకోండి. Date : 24-04-2022 03:24:33 PM

Citizen issue was related to not sanctioning of Pattadar Passbook, consulted officer but he was not responding. **GRA uploaded redressal document of other grievance.**



Officer Name:- TAHSILDAR, KAMBHAMVARIPALLE

Grievance Number:- ANMY20220424242



Incomplete Endorsement

Officer Replies / Endorsment

Action History

 From : Deputy Executive Engineer,Panchayat Raj-Akividu To : - Action : Redressed

send to RWS Department

Date : 05-01-2022 01:03:15 PM [Enquiry Report](#) [Redressal Report/Endorsment](#)

 From : SPANDANA CALL CENTER 1902 To : Deputy Executive Engineer,Panchayat Raj-Akividu Action : Reopened

citizen concern about Drains Repairs related issue so please solve this problem as soon as possible,

Date : 05-01-2022 11:49:18 AM



Citizen issue was related to the closed drain. **GRA uploaded the document which was incomplete**

Officer Name:- Mandal Extension Officer-Kalla.

Grievance Number:-WEG202112201840



Blank Endorsement



Municipal Administration-->Town Planning->Violation Of Dcr/Building Bye Laws



VSP20220728162

Date of Registration
28-07-2022

Application Type
Regular

Source From
Online User

Priority
MEDIUM

Officer Replies / Endorsment

Action History



From : 21086380-Ward Planing And Regulation Secretary,Vadlapudi-02 To : - Action : Redressed

పై సూచిక నందు మీరు సమర్పించిన సందర్భాన్ని పరిశీలించడమైనది. సదరు ఫిర్యాదు పై క్షేత్ర స్థాయిలో పరిశీలించగ ప్రస్తుతం వున్న బడ్జీల యొక్క యజమానులు GVMC వారికి encroachment fee ప్రతి సవత్సరం చెల్లిస్తున్నారు. ఇక పై కొత్త బడ్జీలు రాకుండా తగు చర్యలు తీసుకొనబడును.

Date : 01-08-2022 11:53:09 AM

[Redressal Report/Endorsment](#)



From : COLLECTOR & DISTRICT MAGISTRATE, VISAKHAPATNAM To : 21086380-Ward Planing And Regulation Secretary,Vadlapudi-02 Action : Registered

Update:VSP20220728162

Date : 01-08-2022 09:44:11 AM

Grievance No: VSP20220728162



Endorsement - Jurisdiction Change



Municipal Administration-->Street Lighting->Non Burning Of Street Lights

VSP2022072583

Date of Registration: 25-07-2022

Application Type: Regular

Source From: Spandana-1902

Priority: MEDIUM

Officer Replies / Endorsment

Action History

From : 21086032-Ward Amenities Secretary,Simhagiri Colony To : - Action : Redressed

Complaint belongs to Akkayapalem Which is not belongs to our sachivalayam jurisdiction

Date : 27-07-2022 12:23:35 PM

Redressal Report/Endorsment

From : SPANDANA CALL CENTER 1902 To : 21086032-Ward Amenities Secretary,Simhagiri Colony Action : Registered

విషయము: 21086032-Ward Amenities Secretary,Simhagiri Colony- అగ్ని పై విచారణ జరిపి , తగు చర్యలు తీసుకోండి.

Date : 25-07-2022 09:25:57 AM

అధికారి నామం : _____ చార్జ్ ఆఫీసరు నామం : _____

వేదిక : _____ గ్రామం / మండలం / మునిసిపాలిటీ : _____

ఫిర్యాదు నెం & తేది : VSP2022072583 25-07-2022

అధికారు పేరు : P. Dinkar

అధికారు ఫోన్ నెం. : 7799230301

ఫిర్యాదు వివరములు :

1) Street lights - non glowing

2) _____

3) _____

పరిష్కార నివేదిక (తీసుకున్న చర్య) : Complaints belongs to Akkayapalem, which is deasoir belongs to our Sachivalayam jurisdiction.

ఫిర్యాదు స్థితి :

1) పరిష్కరించబడినది

2) పరిష్కరించ బయటాడు

3) ఉన్నతాధికారులకు నివేదించబడినది (ఎవరికి పంపినది)

4) కోర్టు పరిధిలో ఉన్న అంశం

అధికారు సంతకము : _____

తేది: _____

Citizen issue was related to streetlights not working, Grievance belongs to other jurisdiction, GRA had uploaded the redressal document mentioning it belongs to other jurisdiction instead of forwarding to concerned officer.

Officer Name:- Ward Amenities Secretary, Simhagiri Colony.
Grievance Number : VSP2022072583



PGRS Reports



PGRS - Dashboard

Abstract Report

Rural/Urban

District

Department/HOD

Subject

SubSubject

FNF

Source

01-04-2021

12-01-2023

SUBMIT

Received

6,53,011

In Progress

Total

18,249

(3%)

Within SLA

15627

(86%)

Beyond SLA

2622

(14%)

Redressed

Total

6,29,977

(96%)

Within SLA

526019

(83%)

Beyond SLA

103958

(17%)

Reopened

4,785

(1%)

District

Department/HOD

Subject

Sub Subject

Source

Mandal/ULB

GS/WS

Constituency

Officer

District Wise Report

Filter: Type to filter... Q

Copy Excel CSV PDF Print

SNO ^	DISTRICT ^	RECEIVED ^	IN PROGRESS			REDRESSED			REOPENED		TOTAL REOPEN(%) ^
			TOTAL ^	WITHIN SLA ^	BEYOND SLA ^	TOTAL ^	WITHIN SLA ^	BEYOND SLA ^	PENDING ^	REDRESSED ^	
1	SECRETARIES/HOD	60859	3279	699	2580	25954	18474	7480	3669	27957	55
2	Prakasham	39650	1062	1059	3	32733	26677	6056	49	5806	15
3	YSR	36329	550	550	0	30075	27553	2522	3	5701	16
4	Eluru	33661	949	948	1	28149	25442	2707	12	4551	14

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PGRS - Dashboard

SLA Lapsing Report

Pending Within SLA	Lapsing in 24 hrs	Lapsing in 24 to 48 hrs	Lapsing 5 days
15,933	108	304	868
Pending Beyond SLA	Lapsed in 24 hrs	Lapsed in 24 to 48 hrs	Lapsed 5 days
2612	53	42	6

District	Department/HOD	Subject	Sub Subject	Officer
----------	----------------	---------	-------------	---------

District Wise Report

Filter:

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SNO ^	DISTRICT ^	TOTAL ^	WITHIN SLA								
			PENDING WITHIN SLA ^	LAPSING WITHIN 24 HOURS ^	LAPSING WITHIN 24 TO 48 HOURS ^	LAPSING WITHIN 3 DAYS ^	LAPSING WITHIN 4 DAYS ^	LAPSING WITHIN 5 DAYS ^	LAPSING WITHIN 7 DAYS ^	LAPSING WITHIN 9 DAYS ^	LAPSING WITHIN ABOVE 10 DAYS ^
1	SECRETARIES/HOD	3287	707	28	28	21	9	131	65	13	352
2	Prakasham	1071	1068	3	18	28	10	23	45	23	869
3	Nandyala	1018	1018	10	11	32	10	19	17	18	857
4	Eluru	1015	1014	4	5	11	18	47	56	27	787
5	Annamayya	797	797	1	13	9	8	30	31	18	654



PGRS - Dashboard

District Audit Report

District

Department

Sme

District Wise Report

Filter:

Show: 10

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Excel

CSV

PDF

Print

Sno	^	District	↕	Total	↕	Total Incorrect Endorsed	↕	Total Incorrect Endorsed (%)	↕
1		Ananthapur		7762		528		7	
2		Vizianagaram		6424		461		7	
3		Annamayya		7100		393		6	
4		Srikakulam		5562		354		6	
5		Nandyala		6538		400		6	
6		Alluri Seetharama Raju		2505		145		6	
7		East Godavari		6473		393		6	
8		Krishna		8390		515		6	
9		Visakhapatnam		11845		704		6	
10		NTR		12455		781		6	



04

Way Forward – Suggested Grievances Redressal SOP



Do's & Dont's

Do's

Acceptance Criteria: Grievances will be accepted for redressal only if they pertain to the department or jurisdiction of the redressal officer.

Handling Incorrectly Mapped Grievances: In case a grievance is incorrectly mapped, the officer will reassign it to the appropriate officer responsible.

Closure Requirements: Every redressed grievance must include: A comprehensive enquiry report, A redressal report or endorsement.

An uploaded photo documenting the enquiry process.

•**Endorsement Quality:** The uploaded endorsement must be: Legible and clear, Properly signed by the responsible officer, Specifically addressing the citizen's concerns.

•**Citizen Communication:** Throughout the process, the citizen must be kept informed and updated on the progress and resolution of their grievance

Don't's

- The Officer shall not redress grievance if it doesn't belong to their department or Jurisdiction.
- The officer shall not close the grievance without informing the status to the citizen.
- The Grievances shall not be closed without out detailed enquiry.
- Reopen grievances shall not upload with same endorsement uploaded by the earlier GRA.
- Blank/ invalid/Incorrect/incomplete Endorsements shall not be uploaded



THANK YOU



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