



# JAN SAHAYATA KOSHANG

DISTRICT ADMINISTRATION

WEST SINGHBHUM



## CHAIBASA DISTRICT MANAGEMENT PORTAL

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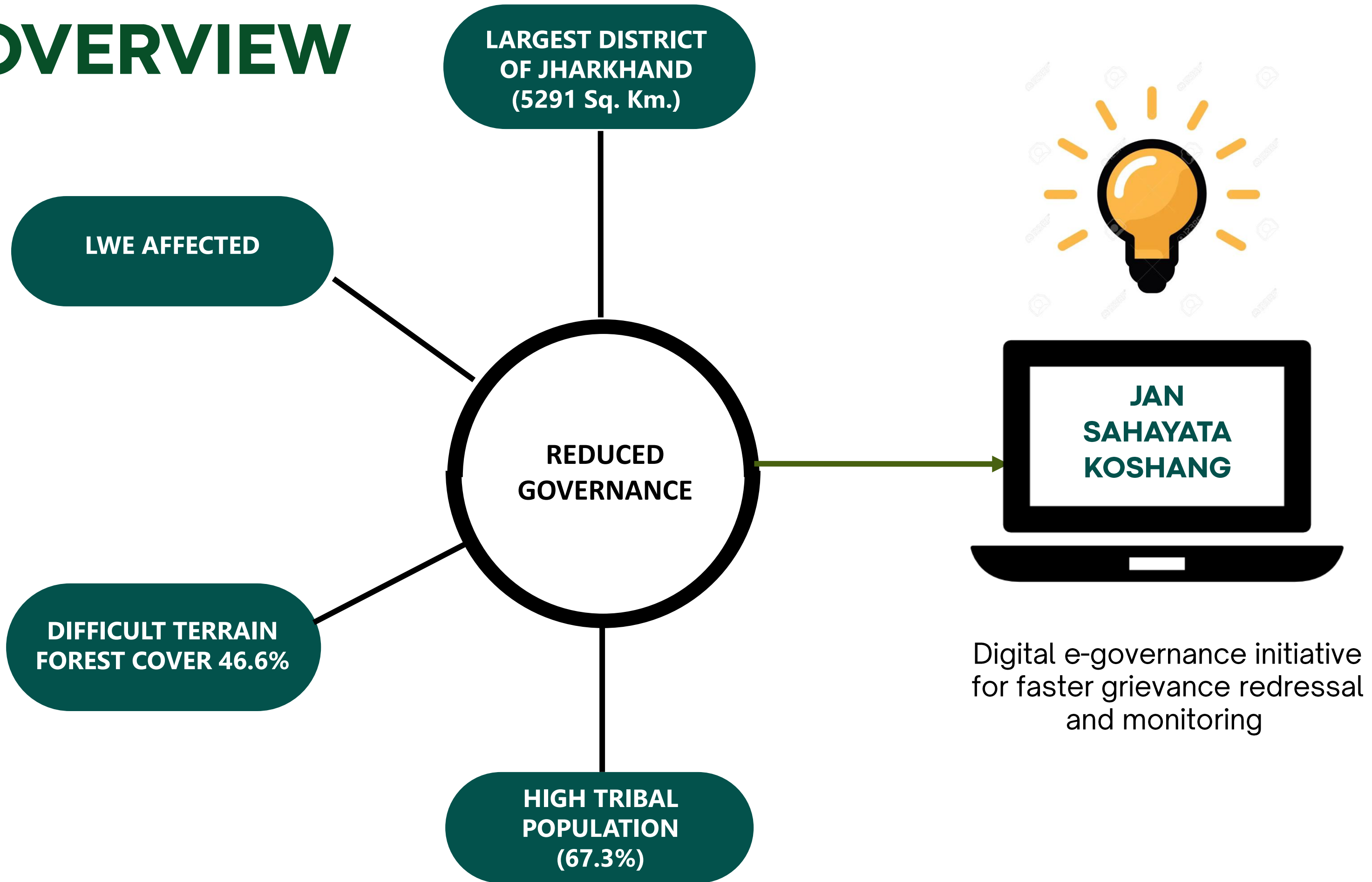
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# OVERVIEW



# FEATURES



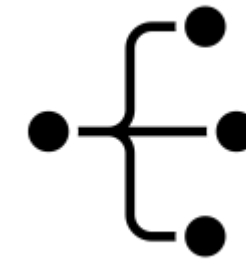
## DEDICATED TEAM OF WORKERS

Grievance Managers handle registration, allocation, feedback and closure of complaints



## MULTIPLE COMPLAINT SOURCES

Complaint can be registered through e-mail/letters/phone/whatsApp or other social media



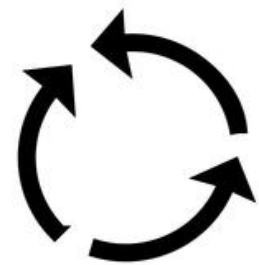
## MULTIPLE ALLOCATIONS

Complaint concerned with multiple issues can be allocated to different departments which are treated as separate grievances



## MOBILE APPLICATION

User friendly mobile application for government officials for easier accessibility



## ONLINE TRACKING OF GRIEVANCE CYCLE

The cycle of complaint registration, allocation, resolution and closure can be tracked. The complainant is informed of the same through phone



## FEEDBACK MECHANISM

Complainant asked about his/her satisfaction before closure. Also, asked to rate the efficiency of the resolution through a 5-star rating system



## REVIEW

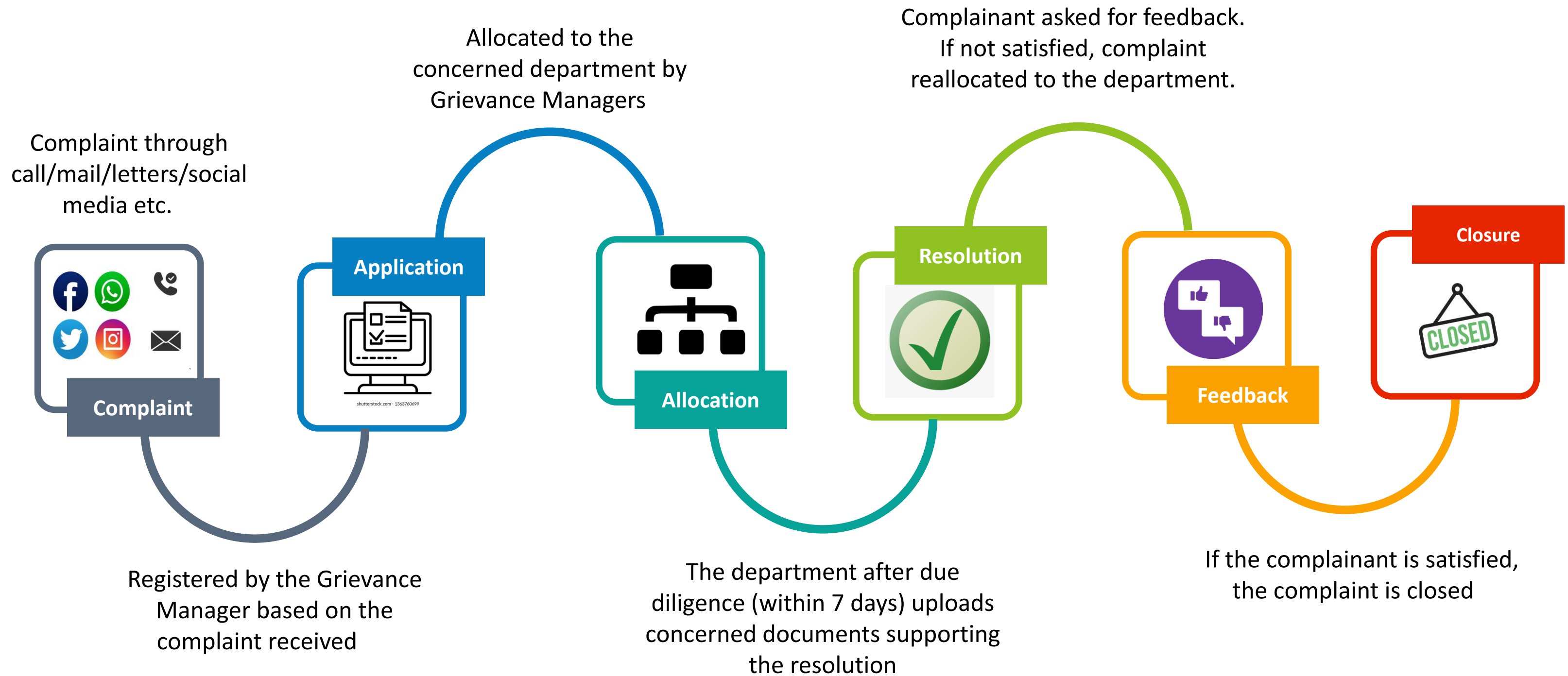
Weekly review meetings conducted to assess the complaint resolution status



## TECHNICAL CLOSURE

To handle cases of complaints not in the domain of administration

# COMPLAINT FLOW



# Analytics for Review

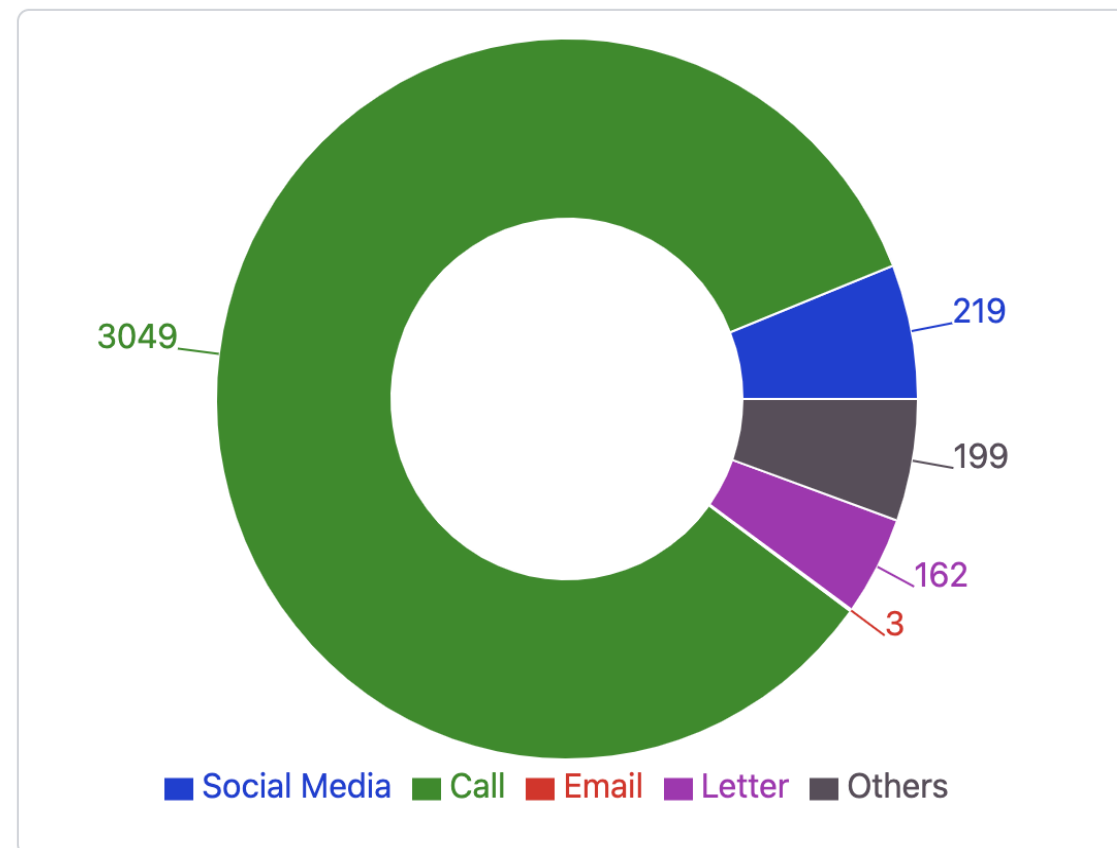
## DISTRICT GRIEVANCE MANAGEMENT PORTAL



## MASTER-SHEET TO TRACK PENDENCY AND RESOLUTION

Department Name	Alocated.	Resolved	Closed	Total	<7	7-14	14-21	>21	A.P.G.	A.R.	A.R.	P (%)	R (%)
Additional Deputy Commisioner(ADC)-Office	2	0	1	3	2	0	0	0	0.7	0	119.6	66.7	33.3
Additional Director Social Security	0	0	0	0	0	0	0	0	0	0	0	0	0
BDO - Anandpur	0	0	0	0	0	0	0	0	0	0	0	0	0
BDO - Bandgaon	0	0	0	0	0	0	0	0	0	0	0	0	0
BDO - Chaibasa	2	0	1	3	2	0	0	0	0.7	0	245.7	66.7	33.3
BDO - Chakradharpur	2	0	1	3	2	0	0	0	0.7	0	0.0	66.7	33.3
BDO - Goikera	0	1	1	2	0	0	0	0	0.0	0	55.3	0.0	50.0
BDO - Gudari	0	0	0	0	0	0	0	0	0	0	0	0	0
BDO - Hatgamahriya	1	0	0	1	1	0	0	0	1.0	0	0	100.0	0.0
BDO - Jagarnathpur	2	0	1	3	2	0	0	0	0.7	0	362.9	66.7	33.3
BDO - Jhinkpani	0	0	0	0	0	0	0	0	0	0	0	0	0
BDO - Khutpani	0	0	0	0	0	0	0	0	0	0	0	0	0
BDO - Kumardungi	0	0	0	0	0	0	0	0	0	0	0	0	0
BDO - Majhgaon	0	0	3	3	0	0	0	0	0.0	0	207.8	0.0	100.0

Graph of Application Sources

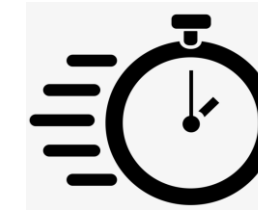


# BENEFITS



## TRANSPARENT VISIBILITY OF COMPLAINT STATUS

The Full Grievance Cycle helps track the status of complaints.



## FASTER COMPLAINT RESOLUTION

Due to weekly monitoring and follow-up



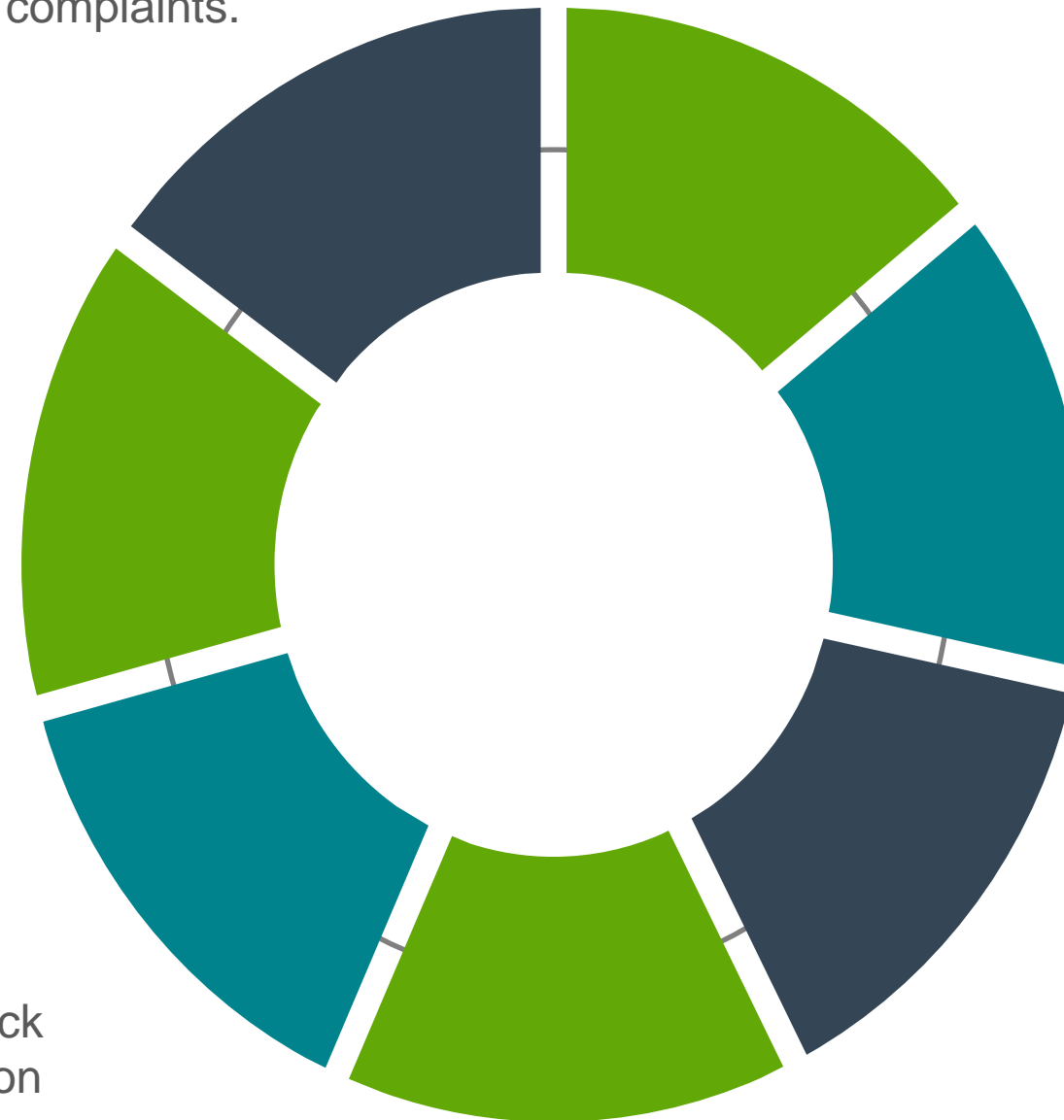
## ENSURES ACCOUNTABILITY

Weekly review meetings ensure accountability of the officials.



## QUALITY MONITORING

The feedback mechanism helps track the quality of the complaint resolution and beneficiary satisfaction .



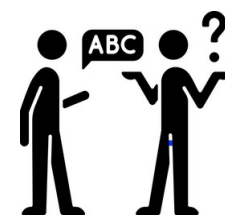
## EASE OF ACCESSIBILITY

Saves precious time and cost of travel for people



## SUITED FOR DIGITAL ILLITERACY

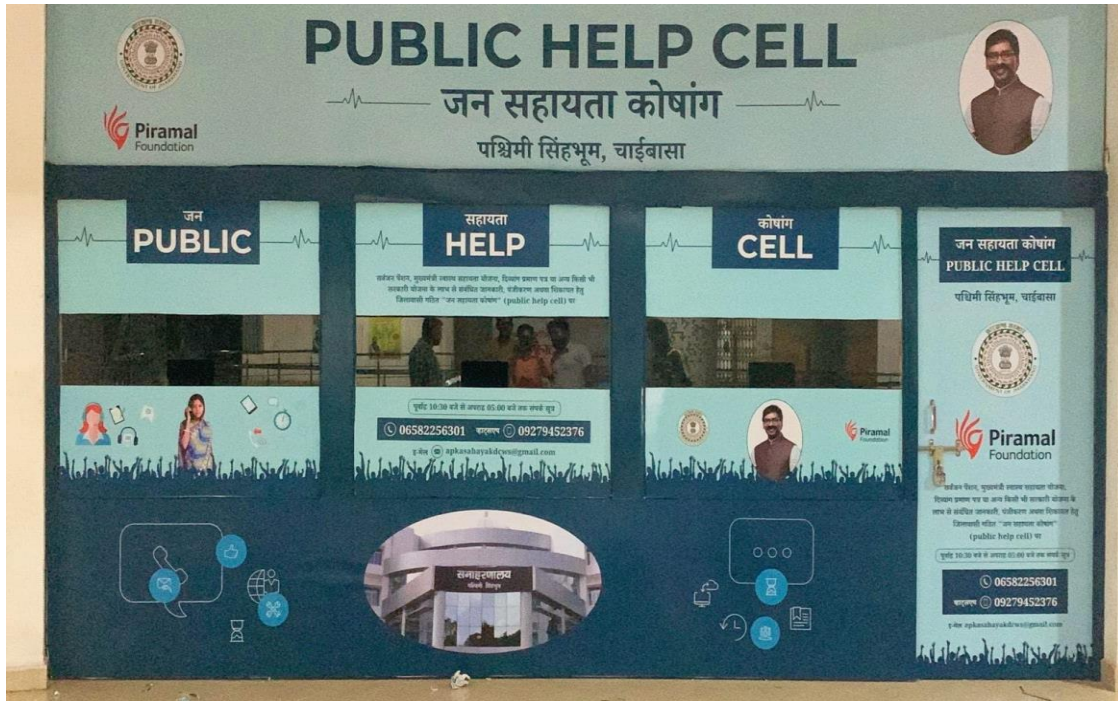
As the Grievance Managers register the digital application for the complainants



## REMOVAL OF LANGUAGE BARRIER

Grievance Managers trained in local languages like Ho, Mundari etc. so help applicants in drafting their application





*I am very happy and satisfied with the long pending grievance redressal of my complaint related to water connection. Thanks to Jan Sahayata Koshang for immediate action.*

**Dr. Ashish Kumar  
Tungri, Chaibasa**



*I am very grateful to the Administration and Jan Sahayata Koshang for helping and issuing my father's death certificate immediately within 24hrs. I am pleased with the services and conduct of call centre team.*

**Pooja Kumari  
Block Goilkera**

**THANK YOU**