

24

*Years of
Group
Innovation*

Personal Information

General Questions

Proposed Insured's Name:
(Please use capital letters)

Gender: ☐ Male ☐ Female Passport no:

Birth Date: Day: Month: Year:

Address:

Phone Number:

ID Number:

Status: ☐ Single ☐ Married ☐ Divorced

Occupation:

Email Address:

Social Security Number:

Others

Are you a retiree? ☐ Yes ☐ No

GRIEVANCE MODULE

Introduction

The Public Grievance Redressal and Feedback Management module for Synergy will provide a user-friendly platform for citizens to register complaints and feedback on municipal services. It will support both English and local languages, ensuring wider accessibility. Citizens can track the resolution process through the website or mobile app. On the employee side, the module will enable efficient complaint tracking, assignment, status updates, and approvals for resolution. This system will ensure smooth communication between the public and municipal employees, fostering transparency and responsiveness.

Features

Large Complaints:

The Public Grievance Redressal and Feedback Management module will include GIS-based location tracking under the lodge complaint feature, allowing citizens to register complaints along with their precise geographic location. This will help municipal employees to respond more efficiently and accurately to issues in specific areas. Additionally, citizens will have the opportunity to provide feedback or rate the disposal process after their complaint is resolved.

Feedback Form:

The Public Grievance Redressal and Feedback Management module includes a Feedback Form that citizens can fill out after their grievance has been resolved. This form gathers ratings, comments, and suggestions from users, helping Synergy to continuously improve the grievance resolution process. By collecting this feedback, the system ensures that any shortcomings are identified and addressed, contributing to improved user satisfaction and service delivery.

Suggestion Form for Grievance:

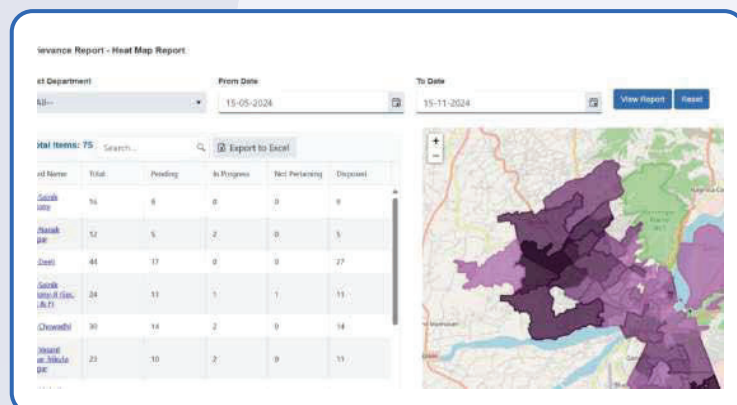
The module features a Suggestion Form, which allows users to submit ideas and recommendations for enhancing the grievance management process. This form encourages proactive engagement from both employees and stakeholders, ensuring that the system evolves through user input and innovative ideas.



Reports – I

Department Wise Report:

This report provides an overview of the status of complaints by department. It categorizes the complaints based on which department is responsible for resolution, helping to track departmental performance and identify areas that may require more attention or resources. This report enables a clear understanding of the workload across departments and the progress in addressing issues.



Ward-wise Report:

This report presents complaints based on the specific wards from which they originate. By analysing complaints at the ward level, this report helps to identify areas with higher volumes of complaints, allowing municipal authorities to allocate resources more efficiently and take targeted action to address issues in specific regions.

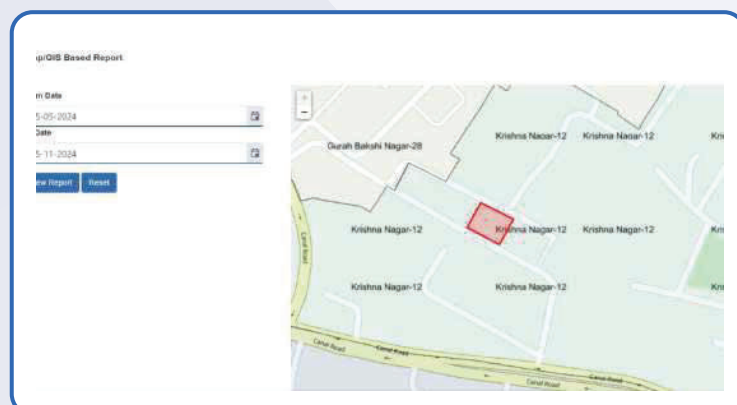


Complaint Type-based Report:

This report categorizes complaints based on the types of services or issues reported under each department. It provides a breakdown of complaints related to specific services, such as sanitation, water supply, roads, etc. This categorization helps in understanding the most common problems and areas for improvement in specific services.

Status-wise Report:

This report categorizes complaints according to their status in the resolution process, such as "open," "in progress," or "resolved." It provides a comprehensive view of how many complaints are in each status, allowing managers to monitor the progress of grievance resolution and ensure timely disposal.



Technical Specifications

The assessment module is compatible with all modern browsers and works on all devices and operating systems. Mobile applications are available on all mobile platforms such as Android & Apple. Its User- friendly and easy to access.

Hardware - The assessment module server can be hosted in the cloud or in an on-premise data center. Both per-user and per-core licenses are available.

Implementation - The Assessment module can be implemented with a high availability configuration and in cluster mode.

Scalability - The assessment module is highly scalable with the ability to add site servers for remote (different) locations in an asynchronous mode. Read-only replicas can be set for faster access in each geographic location.

Localisation - Local site servers speed up reads and writes and minimize the use of internet bandwidth. No single point of failure.

Backup - Assessment module auto data backup as per set frequency. Backups can be easily restored if required.

Technology and Support - Thin client developed using Microsoft ASP.NET Core, HTML, CSS, and JS along with PostgreSQL DB & Mongo DB. Other database support can be provided if required.

Upgradable - The assessment module can be upgraded without impacting operations by switching to failover servers if required.

Manageability - Easy to manage infrastructure as there is no overhead of maintaining relational data bases separately.

Easy Integration - The assessment module can be easily integrated with existing systems (ERP, CRM, etc.) through web services APIs.

Desktop App - A desktop app developed using the electron framework that is available on Windows, Linux, and Mac.

Single Sign-on - Single sign-on (SSO) integration capability with other SSO providers. access control.

Secured Data - Data is secured while in motion and at rest.

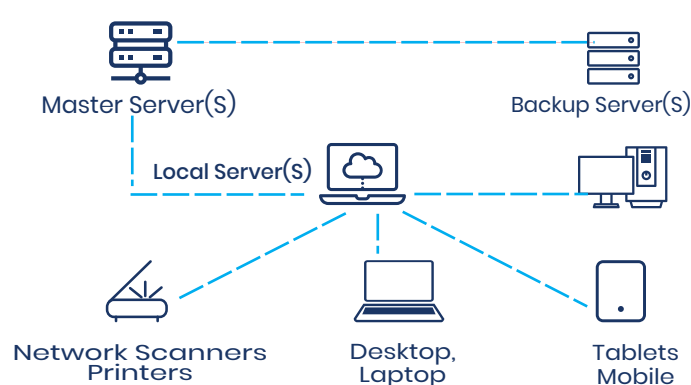
Fast APIs - Fast GraphQL APIs for mobile and desktop applications.

Technical Solution Building Blocks

Application Stack



Distributed Network Architecture





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