

SMS-based grievance filing system to come up in Noida shortly

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Lucknow: Residents of Noida will be able to register their complaints through mobile phones as the development authority is gearing up to introduce an app-based grievance redressal management system.

Till now, the facility was available through web portal and helpline. "A unique feature of this app is that complainants can log in using OTP and, after filing a

IN THREE STEPS

complaint, will receive mobile number, details, and other contact information of the official concerned for dispute resolution through SMS. Complainants can also monitor the progress of grievance resolution systematically," an official spokesperson said. The spokesperson said it would have versions for Android and iOS operating systems.

Officials associated with the project said the process of implementing cloud storage-enabled mobile app with a user-friendly interface was on. It will also generate MIS reports in just one click. The app will encompass user registration and profile management, grievance submission, escalation matrix, workflow management, re-

porting, user feedback mechanism, and privacy security. The app will be equipped with detailed reporting capabilities, enabling the Noida Authority to collect and compile detailed reports, prioritize and resolve cases and execute the process of training and resource support through user feedback mechanism.

Software development companies will be roped in for the development of the app and after allotment of work, they will help the authority in the development, implementation and operation of the mobile application. The app will operate in two steps for complaint redressal—step 1 will document the action taken by the officer in response to the complaint, and step 2 will keep them informed of the progress of the process upon obtaining approval from the department head.

In step 3, a provision will be available for officers to either accept or reject the proposed action, should they find it unsatisfactory.

If a complaint is dismissed, it will undergo re-examination by a level 1 officer, and after changes, the proposal will be resubmitted. High-ranking officials will be provided dashboard to monitor the status of complaints.