

Resolve Civic Issues
with

DIGIT-Public Grievance Redressal

Seamless, Prompt, Transparent and Effective Resolution of the
Complaints Received

450+

ULBs deployed
DIGIT- PGR

30Lac+

Complaints filed by
citizens through DIGIT

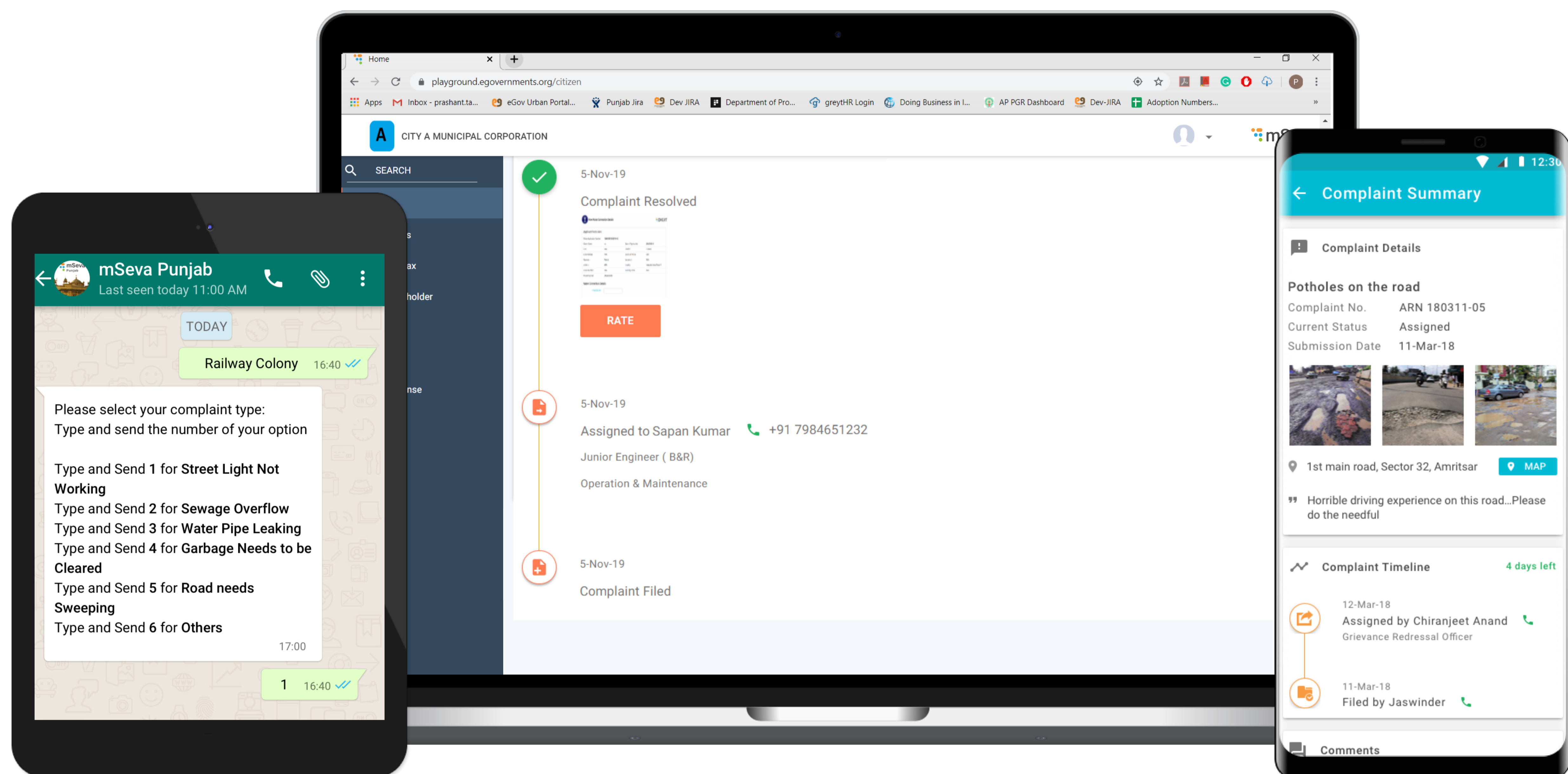
96%

Complaint
Resolution Rate

DIGIT-Public Grievance Redressal

DIGIT-Public Grievance Redressal (PGR) is a self-serve web and mobile based, easy-to-use and configurable product for submission of grievances by the citizens from anywhere, anytime.

For speedy and efficient resolution of civic related complaints, DIGIT-PGR facilitates the municipal employees with easy For speedy and efficient resolution of civic related complaints, DIGIT-PGR enables the citizens to report the issues, real-time and enables municipal employees with easy identification of the issues and helps them to initiate corrective actions, without any delay.



Features



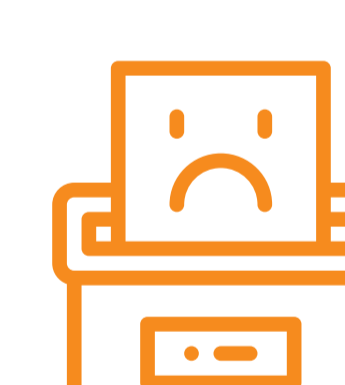
User Profile and Role Based Access

Create personalized profiles (Citizens and Employees), Role based access to employees



Real Time Notifications

Keep the citizens notified at each stage of the complaint resolution with timely alerts via SMS, Whatsapp and Email



Manage Complaints

View list of complaints, auto-prioritization of the list, complaint resolution rating by citizens



Lodge Complaints

Report civic grievances supported with relevant pictures and location details



Assign Complaints

Assign and re-assign complaints to Employee from a department-wise list



Dashboards and Reports

Monitor the volume of complaints being received and the performance of the civic employees in addressing them



Track Complaint Status

View and track the list of complaints in a timeline view with their status



Complaint Resolution

Share complaint details via whatsapp, email and SMS with contractors, Resolve grievances, upload images & comments for records



Auto Routing & Escalation

Auto-routing across all stages of grievance resolution; escalation of non-resolved cases with defined timeline to the ULB/Concerned head.

DIGIT-PGR Enables

DIGIT- Public Grievance Redressal strengthens the legitimacy of the local government by increasing the capacity to deliver quality governance via timely ventilation and redressal of grievances.



Enhances Local Governance



Responsiveness & Efficiency



Fosters Citizen Friendly Administration

Value Proposition

CITIZENS

Increased Convenience to Lodge Complaints Anytime, Anywhere



Enhanced Experience of Dealing with Local Bodies



Increased Participation in Grievance Redressal with Feedback on the Quality of Resolution

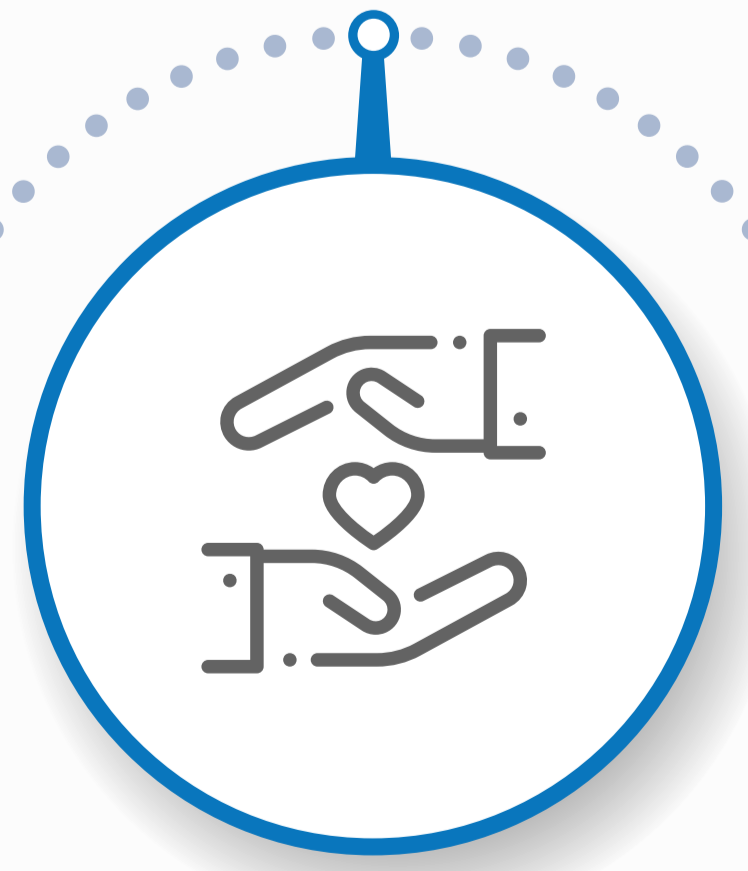
Increased Citizen Satisfaction

URBAN LOCAL BODIES

Promote Citizen Engagement in Service Delivery



Strengthen Public Trust



Improve Efficiency and Accountability of Municipal Bodies

Drive Efficient Interactions Between Citizens and City Administration

TRANSFORMING GOVERNANCE SINCE 2003

eGov Foundation was established in 2003 by **Nandan Nilekani** and **Srikanth Nadhamuni** to partner with city administrators in their drive to leverage transformative power of technology for better quality of life in Indian cities and to make them sustainable. Over the last 17 years, we have partnered with the local governments to improve service delivery, build capacity and enable the creation of a digitally empowered society and community with DIGIT platform- a Public Digital Good.

Reaching more than **950+ towns and cities** across India, **12Cr+ Citizens** have benefited from our platform and we thrive at building a digitally-enabled ecosystem in all **4400+ towns and cities** in India.

Current Footprint

950+ Cities/Towns	12Cr+ Citizens	30Lac+ Grievances @96% redressal	₹10K Cr+ Property tax collected	65Lac+ Properties on the platform
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Our Clients



Govt. of Karnataka



Odisha Government



Govt. of Uttar Pradesh



Greater Chennai Corporation



Govt. of Andhra Pradesh



Govt. of Punjab

What our clients say about us

“Digitisation of Andhra Pradesh through eGov’s platform has really benefited govt employees by saving almost 19hrs of their time every week.”

Shri. Kanna Babu
Ex. Director, CDMA

“eGov helped us build our own capacity to implement the open source platform thereby enabling us to be self sufficient.”

Shri. Ajoy Sharma
CEO, PMIDC

“Suvega has ensured nearly 100% efficiency and commitment of services from each and every govt official towards betterment of citizens.”

Shri. K. T. Jaleel
Hon. Minister, Local Administration, Kerala

Contact Us

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