

Annexure –II

About ‘Straight Forward’ Project

Kerala is one among the few states where the Chief Minister’s Office (CMO) has a dedicated online public grievance redressal system. The citizens used to lodge their grievances through any one of the mentioned channels .

- Petitions received by Chief Minister directly.
- 24*7 Citizen call center
- Lodge petition through web based application on www.cmcc.kerala.gov.in
- Grievances received from public by post.
- Through Sutharyakeralam website <https://kerala.gov.in/web/guest/sutharya-keralam>
- Petitions received at chief Minister’s Public Grievance Redressal cell by Post
- Sutharyakeralam cell in secretariat through website and through post
- Petitions received through Sutharyakeralam district Cell

Besides this, Petitions from President of India, Prime Minister’s office and Raj Bhavan office are also handled through Sutharyakeralam .

The existing public grievance redressal in the Chief Minister's office has been reorganized by collapsing the multiple channels for receiving grievances in CMO into a single channel for redressing the grievances.

“Straight Forward”, The Chief Minister’s public grievance redressal cell is an innovative initiative aimed to bridge the gap between the public and the government, thereby ensuring that public grievances are redressed efficiently and expeditiously.

Work flow of Chief Minister’s public grievance redressal mechanism

In the present system, public can either post grievance online or directly come and submit petition at the counter functioning at secretariat, The counter staff enter the data regarding grievances using internet facility using a web based application through

www.cmo.kerala.gov.in. The petition received is entered in the application software and scanned along with supporting documents and uploaded to the database for further processing. On successful completion of data entry, a docket number is generated and both printed acknowledgment card and SMS alert are given to the petitioners. The petition thus entered is verified by the supervisor of grievance cell and then forwarded to the CM's computer cell (CMCC) office. The System can be accessed by the concerned officer of CMCC. It provides facility to the officer to classify the grievances and forward them to concerned offices, monitor the process of redressal and to communicate with the petitioners, MLAs/MPs and other VIPs. It also facilitates analysis of grievances for identifying grievance prone areas.

Functioning of Front Office

Two offices are functioning to handle the petitions received at the Chief Minister's redressal system. One office utilising the space of the Chief Minister's Pothujanambarkakendram near the north gate of the secretariat functioning on shift basis and another one functioning at the 4th floor of main block of the secretariat. The front office management system has 10 counters working at a time. The morning shift is for petitions received by Post and the second shift is for petitioners coming directly to see the Chief Minister. The office functioning at the 4th floor functions during normal office hours and is dedicated exclusively for the petitions coming by post.

Staff pattern for counter operation

There are approx. forty staff associated with the counter operation of the project. This includes counter staff, facility manager, technical support team and supervisors.

Criteria for classification of petitions

Different types of grievances or complaints need different responses or ways to respond to them. Therefore the petitions are categorized to facilitate appropriate action. Mainly the petitions are of two types.

1. Application for assistance from Chief Minister's Distress Relief Fund
2. Petitions of general nature with grievances related to various departments

Chief Minister's Distress Relief Fund

Chief Minister's Distress Relief Fund provides financial assistance for the distressed people affected by major natural calamities like flood, drought, fire etc. It also provides financial assistance to the needy individuals for their treatment of major diseases like Cancer, Cardiac surgery, Kidney transplantation, Brain Tumour, Liver and Multi Organ failure etc. The aim of the fund is to provide immediate relief to the people in distress

Format for submitting petition

**മുഖ്യമന്ത്രിയുടെ ദുരിതാശ്വാസനിധിയിൽ നിന്നും
ധനസഹായത്തിനുള്ള അപേക്ഷാഫോം**

1. അപേക്ഷകന്റെ പേരും മേഖലീയാസംസ്ഥാനവും (വില്ലേജ്, താലൂക്ക്, ജില്ലാ സഹിതം) :
2. അന്യാപീതം / അന്യവൃത്തിനിയോഗം വ്യക്തിയും അപേക്ഷകനും തമ്മിലുള്ള ബന്ധം :
3. അന്യാപീതം / അന്യവൃത്തി സംഭവിച്ച ആദ്യ പ്രായപൂർത്തിയായ ആദ്യോ അല്ലെങ്കിൽ :
4. അപേക്ഷകന്റെ വയസ്സും തൊഴിലും :
5. അന്യാപീതം / അന്യവൃത്തിന്റെ സ്വഭാവം (ആവശ്യമായ രേഖകളുടെ പകർപ്പ് ഉള്ളടക്കം ചെറുതായി കാണുക) :
6. കടുത്ത വാർഷിക വരുമാനം :
7. ഇന്തിരവേണ്ടി മുമ്പ് എടുത്തിട്ടുള്ള നഷ്ടപരിഹാരം / സാമ്പത്തിക സഹായം ലഭിച്ചിട്ടുണ്ടോ? ഉണ്ടെങ്കിൽ വിശദവിവരം :

സാക്ഷ്യപത്രം

മുകളിലെ വിവരങ്ങൾ വിശദീകരിക്കുന്നവരായ സത്യമാണ് മേഖല കാർമ്മാണത്തിന് / ആവശ്യത്തിന് മുഖ്യമന്ത്രിയുടെ ദുരിതാശ്വാസനിധിയിൽ നിന്നും ഞാൻ ഈ സാമ്പത്തിക വാർഷിക സഹായധനക്കൊരുക്കം ലഭിക്കുന്നതിനായിട്ടുള്ള സാക്ഷ്യപത്രമെഴുതുന്നു.

സ്ഥലം : _____
 തീയതി : _____ അപേക്ഷകന്റെ ഒപ്പും പേരും

വില്ലേജ് ആഫീസറുടെ അനുമതി രേഖകൾ

നമ്പർ: _____ വില്ലേജ് _____
 _____ തീയതി _____
 _____ വില്ലേജ് ആഫീസർ

താലൂക്ക് ഓഫീസറുടെ അനുമതി

_____ താലൂക്ക് _____
 _____ തീയതി _____

ജില്ലാ കളക്ടറുടെ അനുമതി

_____ ജില്ലാ കളക്ടർ _____
 _____ തീയതി _____

Counter Process

Step 1:

Generally the counter functions in two shifts, ie from 8 AM – 2 PM and 2 PM-9 PM. A Token display system is installed at the counter to ensure effective functioning of the system. The Supervisor assigned for the shift has to turn on the token printing and display facilities installed at all the counters. The Supervisor shall ensure that the token display machine is set to “000”. Petitioners arriving at the cell are requested to press the token printing machine, collect the token number, get the petitions verified by section officers at the grievance cell and seat themselves at the chairs provided to them.

Step 2

While displaying a particular token number, petitioner is requested to proceed to the respective counter. The data entry operator shall enter the petition in the online system, write the “docket number” (generated by the system for future reference) on the petition, scan documents and save the document in specified format (petition is saved as p_docket number and supporting document is saved as A_docket number), upload the file and take a photograph of the petitioner.

Step 3

Finally the supervisor shall print the Acknowledgment card and handover it to the petitioner and a copy is forwarded to the CM’s Office. An SMS alert also will be send to the registered mobile number. General format for acknowledgement card is as below.



മുഖ്യമന്ത്രിയുടെ ദുരിതാശ്വാസ നിധിയിൽനിന്നും ധനസഹായത്തിനായുള്ള അപേക്ഷ

Date of Application/അപേക്ഷ സമർപ്പിച്ച തീയതി	27-07-2016
Docket Number/ഡോക്യൂ നമ്പർ	: D160702882
Token Number/നമ്പർ	:
District/ജില്ല	: തിരുവനന്തപുരം
Mobile Number/ മൊബൈൽ നമ്പർ	:



CMDRF

താങ്കൾ മുഖ്യമന്ത്രിക്ക് സമർപ്പിച്ച പരാതിയുടെ സ്ഥിതി www.cmo.kerala.gov.in എന്ന വെബ് സൈറ്റിൽ ലഭ്യമാണ്.

After successful submission of grievances, the same is verified by the supervisor and forwarded to the computer cell. The concerned officer in the cell may verify the petition and route it to concerned department.

Services Standards to public at the 'Straight Forward' counter

1. Seating- Convenient seating provided at the counter. Around 75 steel chairs are placed for public at the counter.
2. Hygienic toilet facility for the public.
3. Hygienic environment- Daily cleaning and sanitizing of the counter and toilets.
4. Pure drinking water- Public are provided with hot and cool distilled water .
5. Fully Air Conditioned counter and dust free environment.
6. Senior citizen friendly arrangements- Railings and ramps installed for senior citizens and the physically challenged.
7. Call centre facility for proper enquiry of the status of the petition
8. Online tracking of petition status- facility to keep the public aware of the status of their petitions through online service. SMS alerts send periodically to petitioners sending petitions via post to keep them informed of the status of their petitions.
9. Medical help through all three major systems of medicine -Allopathic, Ayurveda and Homeopathy- provided at the secretariat premises where the CM’s public grievances redressal cell is situated.

10. Canteen facility at low rates- Hygienic food provided at the canteen at reasonable rates.
11. Assistance for writing petition for the needy
12. Fire extinguisher and smoke detectors are installed at office
13. CCTV camera to monitor the activities from CM's office- Nonstop monitoring of the activities at the cell from the CM's office and Police Cantonment office.
14. Proper recording of Telephone enquiry, petitions received at the cell- All phone enquiries and petitions received at the cell are diligently recorded.
15. Registers provided at all Counters to record details of any errors in petitions- Errors mistakenly entered in petitions are carefully noted for further clarifications.
16. ID cards- All staff have been provided with identity cards for the public to identify the personnel they interact with.
17. Speedy handling of petitions requiring emergency attention- Special consideration for petitions requiring immediate attention because of the gravity of their nature.
18. Biometric punching arrangements installed at the counter to ensure the attendance of the staff at the office during the required hours and to disperse salary based on the attendance recorded by the biometric attendance management systems
19. 32 inch Television with cable connection is made available to public

Facilities providers

1. Two BSNL telephone connections were made available in the front Office, one for communication between front office and Chief Minister Office, other being intended for call center purpose.
2. Uninterrupted power supply is provided by PWD electrical, Kerala State Electricity Board. Besides this Generators are installed in the premises to ensure uninterrupted power supply in case of electricity failure from KSEB.
3. 100 Mbps Internet connectivity is provided by SECWAN and Railtech connectivity is also made available as a backup mechanism to ensure uninterrupted connectivity for the smooth functioning of the cell.

Hardware and Electrical items

Sl no	Item Description	Qty
1	HP TS 23-Q14 in Aio Full HD touch	1
2	DELL(Z26510HIN9)AIO3059	10
3	DELL 3450 Laptop	1
4	Kodak Scan mateil 150 Scanner	10
5	Kodaki3200A3 Scanner	1
6	iball Webcam with Tripod	10
7	STA IR0017 Desktop Reader	1
8	STA IR0507E Desktop Reader	1
9	STA C08554 PVC Card with Printing	100
10	HP LaserJet P3015DN Printer	1
11	External Hard disk-Toshiba	1
12	Sound system	1

Registers Used In CMPGR Cell

Sl	Name	Qty
1	Tapal Register	2
2	Telephone Register	1
3	Counter	10
4	Stock	1
5	Attendance	1

Stock Register

Date	Particulars (No & Date of contingent Voucher)	Rate	Qty Purchase	Stock No	Total	No Issued	Balance	Issued to whom	Signature of recipient

Tapal Register

Date	Particulars CMO/CMDRF	Total	Issued from	Signature

Telephone Call Register

Date	Name of Person	Docket Number	Time of call	Status

Cancellation/Modification Register

Date	Particulars CMO/CMDRF	Docket Number	Reason	Signature

Counter Register

Date	Name of staff	Particulars CMO/CMDRF Docket Number	Total count	Reason for cancellation/Modification if any	Signature

Despatch Register

Date	Particulars CMO/CMDRF	Total	Issued to	Signature

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