



CHIEF MINISTER'S OFFICE
AMARAVATI

No.10/OSD to Secy-CM/2019
Dated:27.02.2020

Sir/Madam,

As directed by the Secretary to Chief Minister, it is requested to assign one Senior Official (Deputy Director / Joint Director etc.,) for rationalisation of **Spandana system** and that the following activities have to be attended on priority:

1. Updation of Subjects; Sub Subjects, SLAs
2. Type of Grievances:
 - a) Community / Individual
 - b) Financial / Non Financial
 - c) Prioritization of grievances (Life related / high priority)
3. Detailed Workflows with responsibilities, escalation matrix from Village / Ward Sachivalayam level to Redressal / Approval / Appeal Authority.
4. APIs pertaining to Schemes / Services.
5. Signed copy, confirming the above by competent authority of respective department.

It is also requested to instruct the concerned to cooperate and provide relevant information as and when Business Analysts from RTGS approaches the respective departments and share the name, designation, email id and contact number of the official who will be SPOC (Single Point Of Contact) for all Spandana related grievances.

Please treat this with high priority and share above SPOC details by today evening to this e-mail ID: tlr-advisortech@ap.gov.in & secy-cmo@ap.gov.in


OSD to Secretary to CM

Spl. Chief Secretaries / Prl. Secretaries / Secretaries of all departments