REAL TIME GOVERNANCE

SPANDANA

A Forum for Redresses of Public Grievances in Andhra Pradesh
SPANDANA HOME PAGE
1. సేవాసంస్థలు
2. సేవా సమావేశం
3. మరియు క్రింద కొనసాగించండి

పదం: ఎప్పుడూ సాధారణ పరిస్థితులో క్రింద నిశ్చయించిన దానితో సంబంధించిన సమాచారం నేర్ముఖతతో సంపాదించబడదు. సమాచారం
తరువాత యొక్క ప్రాంగణానికి తప్పించబడదు. ఎప్పుడూ సాధారణ పరిస్థితులో నిశ్చయించిన 1100 / 1800-425-4440 (కేస్ లైన్) లో నాట్యానంతరం
(24x7) మరొక తరువాత ఎప్పుడూ నేర్ముఖతతో సంపాదించబడింది.

సమాచారం ఎప్పుడూ సాధారణ పరిస్థితులో క్రింద నిశ్చయించిన దానితో సంబంధించిన సమాచారం నేర్ముఖతతో సంపాదించబడదు. సమాచారం
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కేస్ లైన్: 1100 / 1800-425-4440 వైద్యుచ్చారు: helpsandana-ap@gov.in
Introduction to Grievance System

An integrated Grievance system is proposed to **Register, Track and Redress the Grievances** received at CMO / SECYs / HODs / District Collectorates / District and Mandal level Offices on a common platform linked with Aadhar number of the Petitioner with Proper Accountability.

**Attributes**

A Grievance consists of following

- Category
- Date
- Designated Officer
- Department
- Problem Location
- Petitioner
- Petitioner Remarks

**Features**

- Common Integrated platform from CMO / HOD to mandal Level
- Aadhar linked tracking system - for avoiding Duplication.
- Exhaustive Categories and sub-categories.
- Petition document scanned and uploaded
- **Facility to forward/track the grievance across departments**
- Dedicated grievance teams at CMO/ HoDs /District level
- **Automatic escalation/SMS/Mails**
- Dedicated call centres for 100% Quality audit of redressed grievances
- **History of the petition’s /petitioner’s earlier endorsements are available**
- Facility to register grievances over Online and phone.
Grievance collected from multiple sources i.e. at Government Offices and at Campaigns can be Registered in Grievance portal and sent to concerned Officer to redress.

Sources

- **SPANDANA Monday Grievance** – Every Monday there will be having a Grievance day in CMO, District and mandal Level Offices
- **SPADANA app**
- **SPANDANA - 1100**
- **PRAJA DARBAR (CMO)**
- **CMO Call Center** – People Can register by calling to CMO Call Center
- **Other Sources** – All the other schemes and Government campaigns are the sources to register the Grievances
Grievance System logins have provided to all Department Officials up to Mandal level

**Additional Info**

Along with this,
1. Ministers are Provided with Logins to monitor Department Progress on the grievance as well as Constituency information.
2. All Public representatives i.e. MLA / MLCs / Incharges are provided with logins to Monitor Constituency information.

-> There are around 20,000 logins have Provided to all Officers in order to monitor, Redress and Register the Grievances.
Every Grievance will be maintained as Subjects and sub-subjects.

- Every Grievance will be Raised By selecting proper Department and Subject
- We are having 33 Active Departments to raise the Grievances
- Well Designed Subjects (5,062) and Sub-Subjects (50,502) are available to every department to raise the Grievance

- Every grievance categorized into Finance and Non-finance
- Every Grievance assigned with One Of the category.
- Finance Category Grievances will be monitored Till the Applicant gets Benefited. These can be applied only Once by the family Eg: Ration, Pension, Housing etc...
- If the Problem not gets resolved He may Re-Open it.
- Non-Financial Category Grievances will be Immediately resolved by the LMF and there will be regular review monitoring by Officials. Applicant can raise these grievance n number of times
- SLA is the Service level Agreement for a Grievance Redress. It pictures specific time limit to the Officer to address the grievance.

LMF Routing

- Each Grievance will assign to Concerned Designated Officer Dynamically with Geographic location.
- First the Grievance will be assigned to Lower level Officer of the Grievance Department.
- All State level Officer can reassign the Officer for particular Grievance under their department.
MODULES IN SPANDANA

➢ Login into Spandana.
➢ Profile Settings.
➢ Grievance Registration.
➢ Grievance Acknowledgement/Receipt.
➢ Dashboard View.
➢ Sources.
➢ Inbox view.
➢ Grievance View.
➢ Grievance Action Taken.
➢ Grievance Forward.
➢ AMS Grievance Session
➢ Grievance Search.
➢ Reports.
Login into SPANDANA

There are 2 types of logins in spandana.

1. Officer Login

2. Citizen Login
Enter officer login id and Password then click on log in button. Now you are successfully login and you saw the second image on the screen.
2. CITIZEN LOGIN

❖ Enter Aadhar number and click on “Get Ekyc OTP” shown in the first image.
❖ Enter OTP received to your mobile and click on “Verify Ekyc OTP”.
❖ Now you successfully login into spandana citizen login. Shows in the second image.

Note: Aadhar number entered is must linked with the mobile number of the applicant.
Citizen make call to CMO Call Center to raise any grievance or to know any details of already raised grievance.

❖ Any place in the world Andhra Pradesh CITIZEN can raise grievance on his problems in ap state.
❖ One can raise any public related grievance from anywhere in the WORLD.
Click on the officer name displayed in the Right Top Corner of the dashboard page. We can change the user name, password by using Profile Setting and Password changing options shown below.

When we click on “Profile Setting” option the page displays like this. Enter user name, Mobile No and E-mail id click on ‘Submit’ button. Now all fields are updated in spandana portal.

When we click on “Change Password” option the page displays like this. Enter Present Password, New Password(Required Password) click on ‘Submit’ button. Now your password is successfully changed.

Note: Profile settings option only appears in officer’s login.
When we click on “అర్జీ నమోదు” option the page displays like this. Enter applicant Aadhar No and click on ‘GET APPLICANT DETAILS’ button.

Note: Applicant Aadhar number must enrolled in Praja Sadhikara Survey.

PERSONAL INFORMATION of the applicant are displayed. We can ‘Edit’ the information of the applicant if it is not correct. We must select the “occupation” of the applicant to raise any grievance it’s a mandatory field.

FGI(Family Grievance Information) Explanation in the next slide.

PGA( Provide Grievance Address) Explanation in the next slide.

Note: Applicant Aadhar number must enrolled in Praja Sadhikara Survey.
FGI (Family Grievance Information)

- Enter Aadhar Number and click on **Get Applicant Details** button.
- If there is a grievance raised by any family members of those applicant in previous, all such grievances are displayed in Family Grievance Information box.
- Same sub-subject Grievance are not generated twice.
  Ex: For Suppose see the above picture if we want to raise grievance with same sub-subject (Sanction of OAP pension) is not raised. Duplicate grievances are not generated.
PGA(Provide Grievance Address)

- PGA selection is the very important selection we made in grievance registration. We click on dropdown button and select District, Mandal and Village where is our problem held.
- Which District, Mandal and village we are selected Concerned mandal/village officer can take our grievance.
- If problem of the citizen is at same area click on the radio button ‘If same address click here’ the fields are filled automatically. After the selections of fields Grievance Information page appears.
There are three radio buttons in Grievance information.
1. Grievance by Subject,
2. Grievance by Keyword,
3. Grievance by Department.

We would select any one of the radio button to insert our problem. It’s depends upon our knowledge.

For Suppose If we know the department select ‘Grievance by department option and select department then after select subject and Sub-Subject to raise your grievance.

Subject and Sub-Subject’s are templates of our grievance. Select Source type it’s a mandatory field.

Gist of your grievance are type in “Remarks/Other Details” box. Finally Click on “SUBMIT GRIEVANCE” button.
After Click on “Submit Grievance” button. Application Successfully Submitted and Two Receipt Generated.

❖ One Grievance officer copy and second one applicant copy.
❖ SMS is sent to concerned applicant mobile.
❖ Officer name and his mobile number are displayed in the receipt in “పరిష్కరించు అధికారి” column.
❖ How many days it can take to redress the application as displayed in “గడువు” column.
❖ We can print this receipt by using print option.
Click on “అరజీ నకలు జతపరచిండి” option in menu bar. Now page view like first image. Put application number in అరజీ నింబరు box and click on search button. Applicant details are view like second image.

- Upload అరజీ నకలు in “అరజీ నకలు జతపరచిండి” box. Only PDF Format files are taken no other format files are upload.
- Finally click on submit button, We are successfully upload అరజీ నకలు.
❖ Click on “అదికార్ి ఆదేశాల అప్లో డ్” option in menu bar. Now page view like first image. Put application number in "అరజీ నింబరు" box and click on search button. Applicant details are view like second image. 
❖ Upload "అరజీ నకలు" in "అరజీ నకలు జతపరచిండి" box. Only PDF Format files are taken no other format files are upload.
❖ Finally click on submit button, We are successfully upload "అదికార్ి ఆదేశాల అప్లో డ్".
After Successful login Single Sign on page appears on the screen.

Click on Grievances “Go to Grievance” button to grievance dashboard.

Click on People First “Go to Dashboard” button to go dashboard.

Click on CM Assurances “Go to Dashboard” button to go CM Assurance login page.

Click on Corruption Dashboard “Go to dashboard” button to go corruption dashboard.
Sources

➢ CM Prajadarbar
➢ Spandana- Monady Grievances.
➢ Cmo Call Center.
➢ SC/ST Grievances.
➢ AMS Grievances.
➢ Night Halt.
- In Dashboard view count are pending count to the concerned officer.
- There are different sources in Spandana to register grievances.
- Any source of grievance are comes to dashboard.
- There are individual blocks in dashboard. The blocks are represent the source name and pending applications in that source.
- When click the box mentioned number of applications in that box are open in separate tab.
- In that separate tab we can view applications. Click on box the applications are view like below image.
We click on spandana box in dashboard to go to spandana inbox page shown in the above image.

When we click on Application number to view the grievance.

In every column heading SORT Button is there to sort out what we want first in the row.

BULK FORWARD option is working when we select one or more related applications to forward only one officer. Select the Check Box beside the application number and click on bulk forward option to forward the application. Detailed explanation about Bulk Forward is at Application Forward Module.
<table>
<thead>
<tr>
<th>Doc No.</th>
<th>Date</th>
<th>Applicant Name</th>
<th>Mobile No</th>
<th>Mandal/Village</th>
<th>Department</th>
<th>Subject</th>
<th>Sub-Subject</th>
<th>Gist of the Grievance</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMO-175</td>
<td>2019-06-24</td>
<td>ARAVA MARY</td>
<td>964236275</td>
<td>NELLORE (M.CORP)</td>
<td>SC CORPORATION</td>
<td>SC--&gt;sanction of loan and giving bank consent</td>
<td>SC CORPORATION LOANS</td>
<td>SC సంపాదన సందర్భ.. Show more &gt;</td>
</tr>
<tr>
<td>CMO-544</td>
<td>2019-06-28</td>
<td>UDAYAGIRI MASTHANAMMA</td>
<td>9505943629</td>
<td>VENKATAGIRI VELLY VEDU</td>
<td>WOMAN DEVELOPMENT</td>
<td>KCGS--&gt;RIGHT TO INFORMATION ACT</td>
<td>REJECTION OF APPLICATION</td>
<td>Petitioner working a.. Show more &gt;</td>
</tr>
<tr>
<td>CMO-365</td>
<td>2019-06-26</td>
<td>Pandi Suresh Babu</td>
<td>9502240372</td>
<td>KAVALI URBAN KAVALI-1ST WRD</td>
<td>ANDHRA PRADESH GOVERNMENT LIFE INSURANCE</td>
<td>APLI---&gt; SERVICE MATTER - TRANSFER</td>
<td>TRANSFER TO ANOTHER PLACE ON REQUEST</td>
<td>Transfer from Distr.. Show more &gt;</td>
</tr>
</tbody>
</table>
## Corruption Inbox View

### Screenshot of Corruption Inbox

### Table
<table>
<thead>
<tr>
<th>Sno</th>
<th>Date</th>
<th>Applicant Name</th>
<th>Applicant Mobile</th>
<th>District</th>
<th>Details</th>
<th>Remarks</th>
<th>Corrupt Pension Mobile No</th>
<th>Pension Type</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>6/25/2019 12:24:41 PM</td>
<td>Rolle Ashok Kumar</td>
<td>9648036693</td>
<td>SPSRI NELLORE</td>
<td>citizen problem...</td>
<td>00</td>
<td>Govt Officer</td>
<td></td>
<td>Action</td>
</tr>
</tbody>
</table>
When we click on application number in inbox view page, Grievance view are looking like this. How to redress grievance and how to forward grievance are explained in next slides.
We click on Application number grievance view are like the first picture.

We are provide you to view complete household names of the applicant.

In top right corner blue colour text is displayed (“Click here to view household details”). When we click on it the household details are appeared in separate tab like the 2 picture.

In details we can see the ration card number, If pension holder in the family that person pension id, Gas connection details etc.,

Personal Information and Family Grievance Information are displayed first in the grievance view.

In which Source application raised is displayed in personal information box in YELLOW colour.
We can see Problem details and other details of the application in application details box.
Attachment view:
1) Applicant attachment.
2) Officer directions attachment.
Officer Replies are application forwarding list to one to one with date and time also.
In officer replies we can see the flow of application officer to officer.
Grievance Action Taken

- There are four radio buttons.
- విచారణ కొరకు అధికారికి పింపవలసియుననది and ప ఎలా కొని అధికారి ఉతతిర పరిష్కరించాము and పరిష్కరించాము వివరాలు both radio buttons are to forward application to another officer in district level and state level.

- పరిష్కరించాము ప్రారంభం to redress the application. Select an option in dropdown menu on select box.
- why redress or forward this application. Put those reasons in వివరాలు box.
- Detailed explanation in next slide.
When we select this radio button District, Designation and Officer drop downs are displayed.
Select one by one and type the matter why we are forwarding this grievance to other officer in the text box below.
Finally click on “విచారణ కొరకు పింపడమ ైనది” option. Now application successfully forwarded to concerned officer on enquiry.
On this case application forwarded to the other department officer but pending shows at application raised department.
when we click on “పరిష్కరిం చేసాము” option. Upload Endorsement copy is must and should.

Endorsement copy saved in your system with name/number only. Don’t allow spaces, special characters like (-/,$etc.). While uploading the document.

Enter Record no in RC NO box and date also.

Select one of the option in drop down menu on select box.

Type details in “వివరాలు” box and click on “పరిష్కరిం చేసాము” green color button. Now application is successfully redressed.

Pending count in your login is less.
when we click on “పింపడమ అభిప్రాయ పంచకాలక పరిపాలనలు” radio button. Two radio buttons are displayed రాష్ట్రం and జిల్లా.

We select రాష్ట్రం radio button, state level officer’s are displayed in below drop down. Select concerned officer and type details in వివరాలు box. Finally click on “ఉతారిని పంచకాలక పరిపాలనలు” button.

Now application is successfully forwarded to concerned state officer login.
There are 2 types of application forwarding option in spandana.

- One is spandana application forward.
- Second one is Bulk Forward.

spandana application forward as shown in below image.
Enter Application number except AMS Application in the Application No box and click on “GET” button.

❖ There are two types of application forwarding options are here.
  ❖ Change Officer
  ❖ Change Sub-Subject
❖ By selecting first radio button “Change Officer”. We are select district, department, designation of concerned officer and officer in drop down list given below.
❖ Type వివరాలు in the box and finally click on “ఫారుర్డ్ చేయిండి” button. Now application is successfully forwarded. POP-UP will comes.
Enter Application number except AMS Application in the Application No box and click on “GET” button.

❖ When we select radio button “Change Sub-subject”.
❖ To forward other department officer we select this option. By selecting this option we can change HoD Department name, Subject and Sub-Subject of the application.
❖ It is very useful to the officer to forward wrong registered complaint to concerned officer login, with out ant pendency in his login and department also.
When we want to forward bulk petitions to single officer by using bulk forward option. It is displayed in the top left corner on the grievance inbox page.

Bulk forward option and check box are view like below.
In bulk forward option first we select the applications in check box. After selection of check box click on bulk forward option.

Now popup will comes like below image.

- We want to change the department of the application, we select this option. It is working only after selection of single application. First select HOD department, subject, sub-subject under drop down list. Than after select department, designation and officer in the below drop down list. Finally click on “Forward” button. Now application is successfully forwarded to selected officer login with changed department name, subject and Sub-Subject.

- We want to forward 1 or more applications to one officer. First select applications in check box and click on bulk forward button. popup will come and select the dropdown list in second(మారుతుందించడానికి పవిత్రం చేసుకోండి) option. Select department, designation and officer in dropdown list. Finally click on “Forward” button. Now all selected applications are forwarded to concerned officer login.

Note: In this case first option is not necessary.
AMS Means Alert Management System which is linked to NEWS. There are two types of media grievances are registered as AMS grievances

- PRINT MEDIA
- ELECTRONIC MEDIA

Click on “AMS-application number” to view the AMS Application.
AMS Grievance View are looking like this. It contains: Document No, Media Name, grievance address, Gist of the grievance, image/video of the article published in media, redress/forward on enquiry options and finally వివర్ాలు box.
To redress AMS grievance click on “పరిష్కరించిండి” radio button.

- Upload PDF file and JPEG file on both file upload boxes. Type RC NO and Date on respective boxes. Select on option in drop down list. Type details in “వివరాలు” box. Finally click on “పరిష్కరించిండి” option. Now application is successfully redressed in your login.

- Note: PDF file and JPEG files are mandatory fields.
In menu bar click on “దారి ఫారాడు” option and then click on “చాసియారి దారి ఫారాడు చేయండి” option. Now page displays like above image.

❖ Enter AMS application number on “దారి నింబరు” box.

❖ Select district, department, designation and officer name in dropdown list. Type details in “వివరాలు” box. Finally click on “ఫారాడు చేయండి” button. Now application is successfully forwarded to concerned officer login.
Type AMS Grievance number on application search box and click on “search” button. Now application is view like beside image. We can view this application on click on “వీక్ించండి” button.

Note: We can’t do any action on application in AMS application search option.
Spandana, Parishkaravedika etc., grievance applications are search in “మీకోసిం అరజీ సిటిని శో” option in “అరజీ సిటిని శోధన” option in menu bar.
When click on the option application search page displays like below picture.

There are three types of application searching options.
➢ Search by Grievance No
➢ Search by Mobile No
➢ Search by Aadhar No
Search by Aadhar No

Click on “Search by Aadhar number” radio button and type Aadhar number in the box given, finally click on “Search” button. Now applications registered with given Aadhar no are displayed below. We can view this application by click on application number.

Search by Mobile No

Click on “Search by mobile number” radio button and type mobile number in the box given, finally click on “Search” button. Now applications registered with given mobile no are displayed below. We can view this application by click on application number.
Click on “Search by Grievance number” radio button and type Grievance number in the box given, finally click on “Search” button.
Now application registered with given grievance no are displayed below. We can view this application by click on application number.
REPORTS
Thank You
For watching SPANDANA Work Flow and User manual