

**Jan Sahayata Koshang, District Administration,
West Singhbhum, Government of Jharkhand**

West Singhbhum is the only district in Jharkhand, that has developed Grievance Management Portal for the benefit of the people. Though there are individual grievance redressal portals but there is no holistic grievance management portal and mobile application even at state level to resolve complaints of citizens. Piramal Foundation has been involved in operations and management of the complete system to ensure transparency and increase accountability of district administration. At portal manager level, analysis of additional services which can be provided is done even if complaint is made regarding a particular service.

Before the implementation of Public Help Cell, citizens have to travel from far off blocks like Manoharpur, which is 130 km away from District Headquarter, Chaibasa to meet and register their grievances to deputy commissioner on the

day of Janta Darbar. These Janta Darbar were organised on Tuesdays and Fridays for 2 hours, but due to multifarious work profile of Deputy Commissioner, meeting and placing the grievance remained uncertain. There was a significant loss of time and money for the citizen and they were left at the mercy of subordinate/local functionaries as approach to highest office in district was not easy. There was no real time monitoring portal for the Deputy Commissioner to check the status of the grievances and working of the department. Response of the departments was always lethargic as there was no technology platform to provide data analysis and real time status of pending complaints leading to inefficient tracking of issues by the departments. Closure of complaint was always given more importance than satisfaction of the complainants which was against the spirit of citizen first policy.

Uses and Benefits:

Uses

- I. Collect grievance application forms from whole district.
- II. Analyse public queries and allocate it to a responsible department or departments.
- III. After resolving send it back to the collectorate office so that they can contact to faultfinder and get feedback.
- IV. This portal also allows the allocated department to reallocate the grievance to another department if they fill that this query does not lies in their department

Benefits:

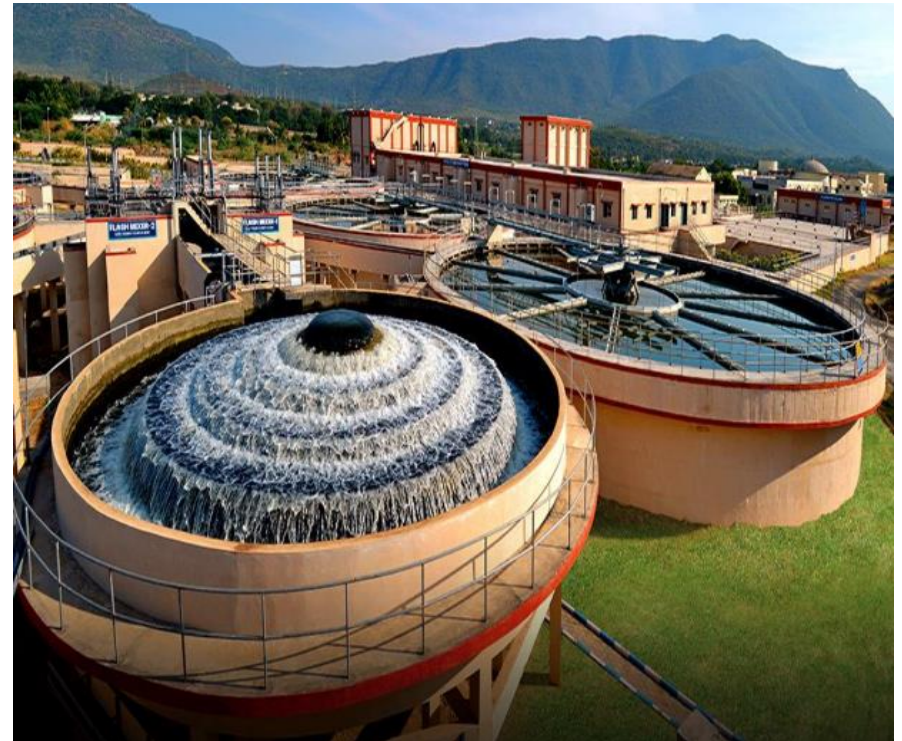
- I. With the help of this portal the public queries can be resolved in short period of time.
- II. It allows us to get grievance application from multiple platforms like Social media, Phone call, Email, Letter, etc and also keeps the record.

- III. It also allows us to get whole report of a grievance.
- IV. This portal contains a master sheet which includes allocated, resolved and closed grievances department wise. It also shows pending grievances below 7 days, 7-14 days, 14-21 days and above 21 days

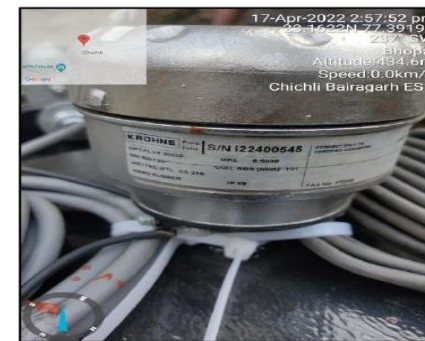
Beneficiaries are each and every citizen of the district who have grievances with the service delivery system of the district administration. Therefore, public as whole are target beneficiaries of the project.

data from sensors, meters, and control devices distributed throughout the water infrastructure. Advanced data analysis tools enable authorities to extract meaningful insights, identify trends, and detect patterns related to water consumption, energy usage, and system performance. These insights aid in optimizing resource allocation, identifying water leakage

or wastage, and implementing effective water conservation strategies. Customizable dashboards and reports provide graphical representations of key performance indicators, water usage patterns, and infrastructure status assisting in data-driven decision-making, performance monitoring, and communicating important information to stakeholders and the public. It can be accessed remotely, allowing government officials to monitor and control the water infrastructure from anywhere. Integration with mobile apps enhances accessibility, enabling real-time alerts, notifications, and remote management.



Valves, Flow Meters, Pressure Gauges and Controllers used in SCADA



Key Impact:

- Significant reduction of NRW from 40% in 2018 to 16% in 2021
- Reduced manual dependency, operation costs and wastages

- Single point control of whole city water supply system
- Equitable distribution based on localized demand for water
- Coverage of SCADA system pan city in Phase 1
- Primary Distribution

In terms of cost-saving, water SCADA enables efficient resource allocation by accurately tracking water consumption, identifying leaks, and minimizing wastage. By promptly detecting and addressing leaks or equipment malfunctions, SCADA systems prevent water loss, reducing operational costs associated with repair and maintenance. Moreover, the ability to remotely monitor and control equipment allows for proactive maintenance, preventing costly breakdowns and optimizing asset lifespan. Time-saving is another major advantage of water

SCADA systems. These systems automate various processes such as data collection, analysis, and reporting, eliminating the need for manual intervention and reducing human error. Real-time data and alerts enable operators to respond quickly to critical situations, ensuring faster incident management and minimizing potential damage. The centralized control and remote access capabilities of SCADA systems streamline operations, reducing the time required for field visits and manual adjustments.

Linkages with SDG