

**NATIONAL INFORMATICS CENTRE
HYDERABAD**

PRAJAVANI - A Web based Grievance Monitoring System

1.0 . Introduction.

Prajavani is an e-governance initiative by the combined efforts of District Administration and National Informatics Centre in Ranga Reddy (AP, India). The initiative is not only giving a practical shape to the Right to Information Act, but is also creating job opportunities for the educated and unemployed youth of Ranga Reddy. Prajavani is a unique public private partnership program, which gives citizens an opportunity to interact with the government without coming to any government office.

The Prajavani system not only gives citizens an avenue to track the progress on their grievance, but also provides the Collector an effective tool to monitor the performance of various departments. The National Informatics Centre (NIC) provided the necessary technical know-how for the project. The Project has been started as a pilot at Ranga Reddy district and is running successfully in Nalgonda & Adilabad.

1.1 . Technical Environment.

The Prajavani Internet Based Application was loaded into NIC data centre at Hyderabad. Specifications of the Application is as follows.

Serverside

Front end : ASP
Backend Database : SQL Server-2000
Webserver: IIS
Web font: TLW-TTHemalatha

Cientside

O.S Windows-XP, Windows-2000
I.E I.E.6.0
Telugu support: CDAC-GIST Free keyboard driver

1.2. Working procedure of Prajavani Software

The software requires an internet connection and a personal computer to connect onto the Prajavani system.

There are 5 types of users in Prajavani :

1. Kiosk Operators
2. Prajavani Operators
3. Officers
4. Super User
5. Guest

Kiosk Operators Kiosk Operators are spread in whole district e.g. Division Level, Mandal Level and village Level etc (eg. existing RSDP, Rural E-Seva centres can act as Prajavani Kiosk Centres). They Enter the petition into the Prajavani and generate the receipt to the petitioners, assists the petitioners to know the status of their petitions.

PrajavaniOperators : Prajavani Operators work under supervision of Petition Monitoring Section at Collectorate. They play a major role in timely disposal of complaints. They check daily unmarked petitions and they send to concerned officer, and also make time frame for disposal. Prajavani operators feeds the disposals in the computer and complaints get disposed off.

Officers : Login ID and Password has been allotted to some officers like MROs, MDOs and others who have Internet facility at their own premises. They enter the action taken reports on complaints directly in Prajavani site using officer's logins. Those who have not internet facility they can send the action taken reports to PMC Section for the updation.

Super User : To perform Technical administrative work like to Create Logins, Add and Modify Officer information and to solve the technical problems etc. Each District has one Super User login, Under the control of District Informatics Officer.

Guest User: A guest login is created for general public, any one can enter in Prajavani site by giving User Name: guest & Passwd : guest123. They can lodge the petition from this user and also know the status of the petition.