

Enhancement and Implementation of Existing Grievance Redressal System - Office of the Chief Minister, Kerala Government

1. PROJECT OVERVIEW

Chief Ministers Public Grievance Redressal Cell invites Expression of Interest from qualified startup companies for enhancement and implementation of improvements to the existing Grievance Redressal System.

Objective: The Kerala Government operates a comprehensive digital grievance redressal system through the portal cmo.kerala.gov.in, which has been serving citizens since June 2016. The core objective of this project is to engage startup companies for enhancement focusing on increasing efficiency to the existing grievance redressal system.

2. PROJECT SCOPE

The project will involve proposing and implementing additional features, integrations, or improvements to optimize workflows, reduce processing time, improve user experience, and increase overall operational effectiveness of the grievance redressal system.

Project Proposal: Enhancing the Grievance Redressal System (cmo.kerala.gov.in)

The proposal outlines a comprehensive strategy to significantly enhance the existing Grievance Redressal System (cmo.kerala.gov.in), making it more efficient, user-friendly, and effective. This will involve strategic additions of new features, seamless integrations, workflow optimizations, reduced processing times, improved user experience, and boosted overall operational effectiveness.

1. Adding New Features

- **AI-Powered Grievance Categorization & Routing:** Implement AI/ML to automatically categorize grievances based on keywords, sentiment, and historical data, and intelligently route them to the correct department/officer.
- **Robust Notification System:** Develop a comprehensive notification system

(SMS, email, in-app) to keep citizens updated on grievance status (acknowledgment, progress, resolution).

- **Multi-Channel Submission:** Explore and implement additional submission channels beyond the web portal, such as a dedicated mobile app, WhatsApp integration, and an IVR system.
- **Dynamic Knowledge Base/FAQ:** Create a searchable knowledge base/FAQ section to empower citizens to find answers independently, reducing direct contact.
- **Feedback & Rating System:** Introduce a system for citizens to rate grievance resolutions, facilitating continuous improvement.

2. Seamless Integrations

- **Internal Government Department Systems:** Integrate with various internal government department systems (e.g., revenue, police, health) using secure APIs for faster information exchange and resolution.
- **Government Identity Systems:** Integrate with existing government identity systems (Aadhaar, DigiLocker) for streamlined user verification and secure access.
- **Payment Gateways (if applicable):** Integrate with secure payment gateways for any fee-based services.

3. Workflow Optimization

- **Intelligent Workflow Automation:** Implement tools to streamline the entire grievance lifecycle, including automated assignments, escalations, and approvals.
- **Comprehensive Dashboards & Reporting:** Develop dashboards and reporting tools for administrators and officials to monitor trends, performance metrics, and identify bottlenecks.
- **Real-time Monitoring:** Enable real-time monitoring of system performance and user activity.

4. Reducing Processing Time

- **Database Performance & Indexing:** Enhance database performance for quick retrieval of grievance data.
- **Parallel Processing:** Implement parallel processing to efficiently handle high volumes of grievances where appropriate.

5. Improving User Experience

- **Citizen-Centric Portal Redesign:** Redesign the portal focusing on ease of use, accessibility, and responsiveness across devices.
- **Personalized Citizen Dashboards:** Provide citizens with personalized dashboards to track grievances, view historical data, and manage their profile.

6. Boosting Overall Operational Effectiveness

- **Scalability & Robustness:** Ensure the system is highly scalable to handle increasing grievance volumes and robust against high traffic and cyber threats.
- **Advanced Security Measures:** Implement advanced security measures to protect citizen data and prevent unauthorized access.
- **Documentation & Training:** Provide detailed technical documentation for all features and enhancements, along with training materials for officials and end-users.

The selected startup will be responsible for proposing innovative solutions within these areas, conducting thorough technical evaluations, and developing and implementing the agreed-upon enhancements, all while adhering to best practices in software development, security, and data privacy.

3. PROJECT TIMELINE

Duration: 4 months **completion**

4. VENDOR REQUIREMENTS

4.1 Qualifications

- Experience in government system development
- Technology development expertise
- Should have hands-on experience in working with government grievance management systems
- Team with relevant technical and development skills
- Proven track record in system enhancement projects

5. TERMS

- Government reserves the right to select proposals based on merit
- All developments will be owned by Kerala Government

- Confidentiality of government data is required
- Source code and documentation to be provided
- Government reserves the right to cancel or modify EOI