

## **Nixel Online Complaint Management System**

**Effective e-Governance & Relationship Management**



## A Pioneering Initiative

The Nixel Online Complaint Management System (OCMS) is a pioneering exercise in e-Governance. Its effort is towards improvement of the operations and communications of local governing bodies and their relationship with the citizens they serve.

A friendly and universally accessible web interface and a robust, scalable and versatile technology environment, the Nixel OCMS has been built using Java J2EE technology and uses Oracle to store the vast data that results from complaints registered by citizens and actions taken by the departments of the local agency.

This project is a joint effort by the Brihanmumbai Municipal Corporation (BMC), Praja Foundation (Praja) and Nixel Technology (Nixel). Established in mid-2001, the project has been under trial operation for the past few months of 2002 and will be soon opened to citizens to use.

**Brihanmumbai Municipal Corporation (BMC)** is the local body that manages the governance of Mumbai, India's largest metropolis and the financial and business center. The BMC has one of the largest revenue and expenditure outlay among the world's cities and has a total of 50,000 personnel who manage and operate the various functions that deliver services to the twelve million citizens of Mumbai. The BMC is managed by a team of administrative officers who are from the Indian Administrative Service and Maharashtra State Administrative Service and are deputed by the central and state governments. The local council of elected corporators oversee and coordinate the policy making of the BMC and its budgets and operations. The BMC has divided the city into 23 wards each of who have a territorial jurisdiction and is headed by a Ward Officer.

**Praja Foundation** is India's leading non-government organization committed to bettering the lives of citizens through better governance and cooperation between government agencies and citizens' bodies. Praja pioneered the citizen's charter a few years ago and has been working actively with the BMC to improve governance mechanisms, internal systems and communications with citizens. The OCMS is a new initiative taken on by Praja to harness the web, make communications for citizens simpler and facilitate better delivery of services by the BMC to citizens.

## Features & Interfaces of the Nixel OCMS

The OCMS provides the following features and interfaces.

1. A central server locates the database that holds information on the complaints and all the actions and communications that have been transacted for these complaints. Historical data that is no longer relevant for day-to-day working is archived and made available for analysis.
2. User access logins and passwords are provided to all the personnel of the BMC who are concerned with citizens' complaints and the administration of the operations of the Wards and the corporation as a whole. The users have roles and departments assigned to them that determines the features and information to which each of them has access.
3. Citizens also have access to the complaint registration and tracking forms through the praja.org website which serves as a nodal point on the web for citizens who want to communicate their governance problems and have their complaints registered and

- addressed by the governing bodies. The praja.org website also displays the citizens charter which provides guidelines on the handling of various problems by the BMC.
4. Each time a complaint is registered, a unique complaint tracking number is generated and this can be used at all times and points to identify the complaint and know its status. The same number is used right through the systems of the BMC.
  5. Once a complaint has been registered, it is automatically routed to the concerned Ward and Department who can then use the information provided to address the issue. The officer handling this complaint can write back to the citizen for more information or clarifications or can forward the complaint to a higher-up, another department or ward or anyone else who can help resolve the issue.
  6. In order to help citizens mark out their wards and complaints better, an online help along with a map guides citizens to better definition of their complaints.
  7. Once a complaint has been resolved, the status of the complaint is updated and the citizen gets a notification of this on his/her email address.
  8. At any time, if the citizen needs to follow up on the complaint s/he has to go over to the praja.org website, type in the complaint tracking number that has been assigned and the status and all other communications from the BMC will be displayed. The citizen can submit a reminder, write in a reply to clarifications or offer suggestions and feedback.
  9. If complaints are not handled on time at each stage, an escalation process is effected and the complaint then goes higher up in the organization. The escalation rules and time durations can be set and revised from time to time. This helps tune in for better performance and improvement through the use of this system.
  10. A number of online reports are provided to enable better analysis of the complaints, statistics and performance of individual wards, departments and specific types of complaints. These reports are made available to Ward Officers and Corporators for their wards, senior officers for one or more wards and even to citizens groups for specific purposes.

#### **Want to know more ?**

For more information on the Nixel OCMS and other technologies and tools that we provide for e-Governance and Relationship Management, please do write to us at [sales@nixel.com](mailto:sales@nixel.com) or call us at 91-22-5916463. You can also fill in this form to register your interest and we will be delighted to have more information forwarded to you.

#### **Need to implement something similar?**

If you are from an organization that would like to implement technology driven systems for your operations and relationship management, please do write to us at [sales@nixel.com](mailto:sales@nixel.com) or submit this enquiry form and we will have someone begin a dialogue with you.

#### **Want to share your ideas and network with others ?**

We will be delighted to hear from you on your ideas and projects and share these with the others in our community of friends who have similar interests. Who knows what will come out of these discussions. Write to us at [sales@nixel.com](mailto:sales@nixel.com) or fill in this form.



### About Nixel

Nixel helps business enterprises harness technology & digitally managed knowledge for greater organizational productivity, quality and response leading to improved competitive advantage in a global arena.

Nixel has pioneered several methodologies and built solutions that have helped transform business processes, automate routine tasks and enable managers to visualize business operations better and take more informed decisions.

Nixel's products and solutions span a wide area of technology including Enterprise Resource Planning, Relationship Management, Knowledge Management, Collaborative Intranet, Content Management, Design Automation and Business Reporting. Nixel's customers include international corporations spanning a diverse spectrum of business areas including engineering, manufacturing, financial services, pharmaceutical, oil & gas and construction.

**To know more about Nixel and all the solutions, products and services we offer, we invite you to visit [www.nixel.com](http://www.nixel.com)**

## **Nixel Technology**

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