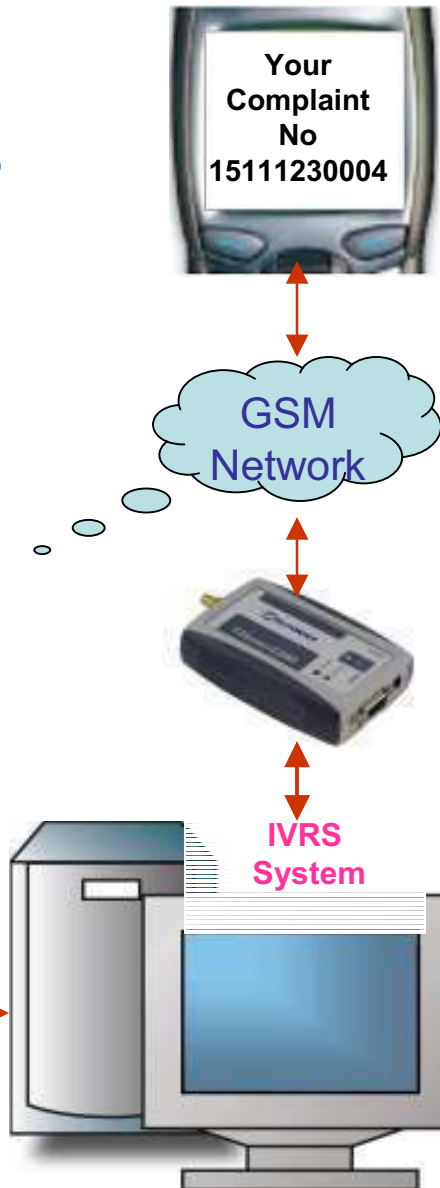


User manual for citizens

e-lokshahi

Dial - 2222222



Collector Office Jalgaon

E-Lokshahi (IVRS Based System)

In view of citizen centric & transparent administration the District collector & District Magistrate office, Jalgaon had developed an integrated voice response system to provide the primary information & registration of grievances using widely used telephone and mobile.

For this service citizens has to dial (0257)- 2222222 (Seven times 2) to accesses the service. Except the ordinary telephone call charges there is no other charges are laid down for this services.

It is an innovative and embassies project of District Collector Office Jalgaon to have a direct conversation between citizens & administration. Using these project citizens can listen the primary basis information or can registered their grievance by seating at their home. The officer will listen the grievances and record his opinion/answer to the system which the citizen can listen for their home. This is a complete system from registering grievances to reply of grievances to the citizens. This system is fully automated without human intervention so it is made operational 365 x 24 x 7 .

Presently there are 42 types of grievances and 57 types of FAQ's services are provided which can be increased. The officers can access the system through telephone, mobile, website & SMS. The system can be access through internet explorer by www.jalgaon.gov.in/elokshahi/ or <http://59.90.140.87/elokshahi/>.

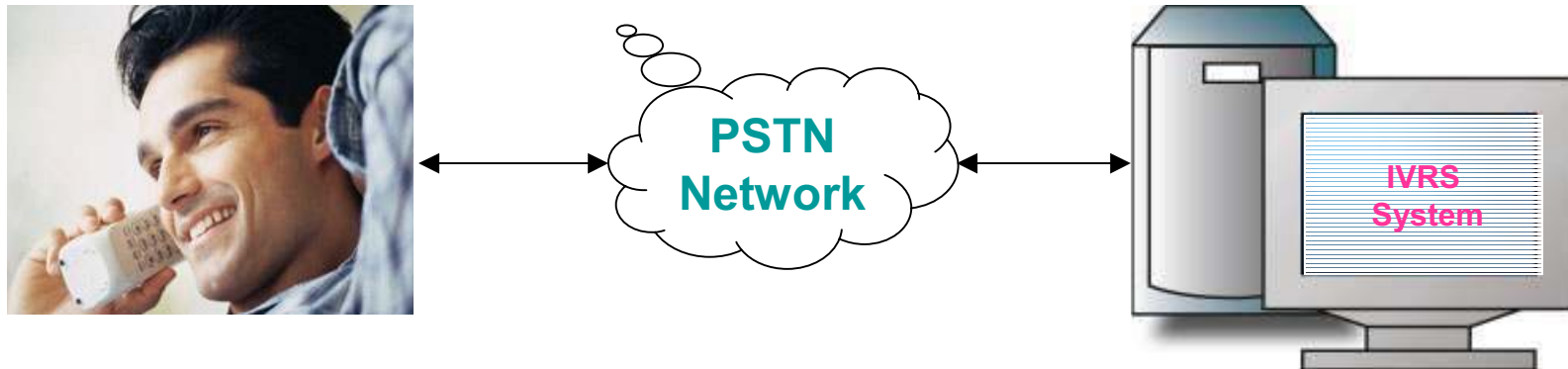
Important features of system.

- 1) The system is operational 365 x 24 x 7 .
- 2) Citizen can access the service from their home for primary information or registration of grievances.
- 3) For every types of grievances time schedule is given for the officers to reply. If not replied in time the SMS will sent to senior level officer. Such four levels of officers are defined for every type. To improve the revenue services and citizens grievances in rural area.

e-lokshahi Project

How Public Will Listen To FAQ

Dial - 2222222



Dial - 2222222

* Playing Welcome Message To Caller.

* Playing Language Option For Marathi dial 1/English dial 2/Hindi dial 3

* For Registering new Complaint - Dial 5/To Know the status of registered complain Dial 6/**To Listen FAQ -Dail 7/.**

* Dept Name & Number will be played
(Dial Dept. Number)

* Subject List will played Dial the Subject number

* FAQ will be played

* Thanks for using e-lokshahi service of Collector office Jalgaon

1. Revenue
2. Supply
3. Election
4. Sanjay gandhi
5. Setu
6. Home Dept
7. Resettleme
8. Agri
9. Social Warfare

e-lokshahi Project

Format of Answers for FAQ

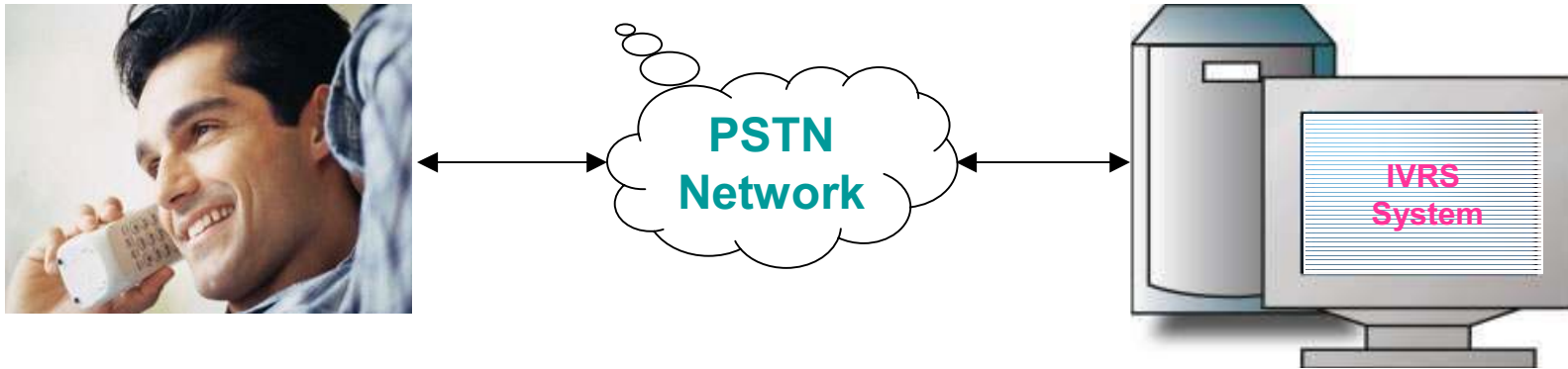
Following information is given in FAQ

- 1. Regarding Competent Officer**
- 2. Whom to Apply**
- 3. Where to Apply**
- 4. Prescribe time period for service**
- 5. Document required**
- 6. Service Fee**

e-lokshahi Project

How Public Will Register A Compliant Through IVRS ?

Dial - 2222222



Dial - 222222

* Playing Welcome Message To Caller.

* Playing Language Option For Marathi dial 1/English dial 2/Hindi dial 3

* For **Registering new Complaint - Dial 5**/To Know the status of registered complain Dial 6/To Listen FAQ -Dial 7/.

* Dept Name & Number will be played
(Dial Dept. Number)

* Subject List will played Dial the Subject number

* Taluka Name & number will played
(Dial Taluka Number)

1. Revenue
2. Supply
3. Election
4. Sanjay gandhi
5. Setu
6. Home Dept
7. Resettleme
8. Agri
9. Social Welfare

Cont...

e-lokshahi Project

next.....

- * After Beep Speak your Name & Dial 5
- * After Beep Speak your Address & Dial 5
- * After Beep Dial your own Phone Number or Mobile Number

* Speak complaint in Two Minute & Dial 5

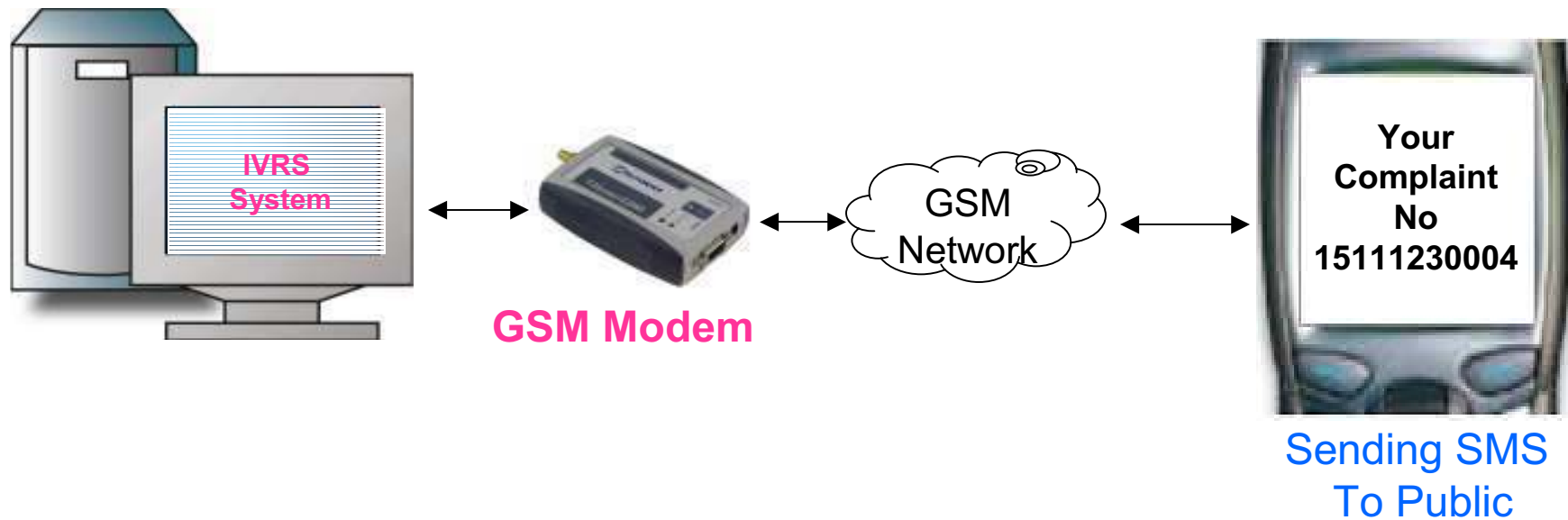
* To listen the recorded Complaint Dial 5, To re-record the Complaint Dial 6, To register the complaint Dial 7

* The Complaint ID will given to the Complainer (If he has dialed his Mobile Number the Complaint Id SMS will be sent on his mobile)

* Thanks for using e-lokshahi service of Collector office Jalgaon

e-lokshahi Project

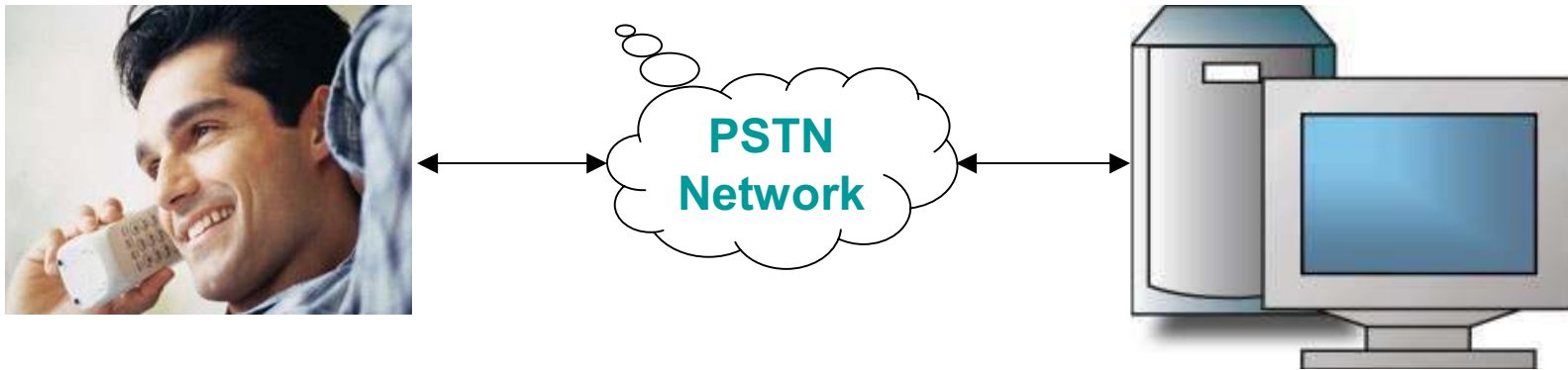
If citizen had dial his complaint from mobile or given the mobile number in complaint registration ,Complaint No. Will be Sent Through SMS



e-lokshahi Project

How Public Will Listen To Status Of Booked Compliant Through IVRS ?

Dial - 2222222



Dial - 2222222

* Playing Welcome Message To Caller.

* Playing Language Option For Marathi dial 1/English dial 2/Hindi dial 3

* For Registering new Complaint - Dial 5/**To Know the status of registered complaint Dial 6**/To Listen FAQ -Dial 7/.

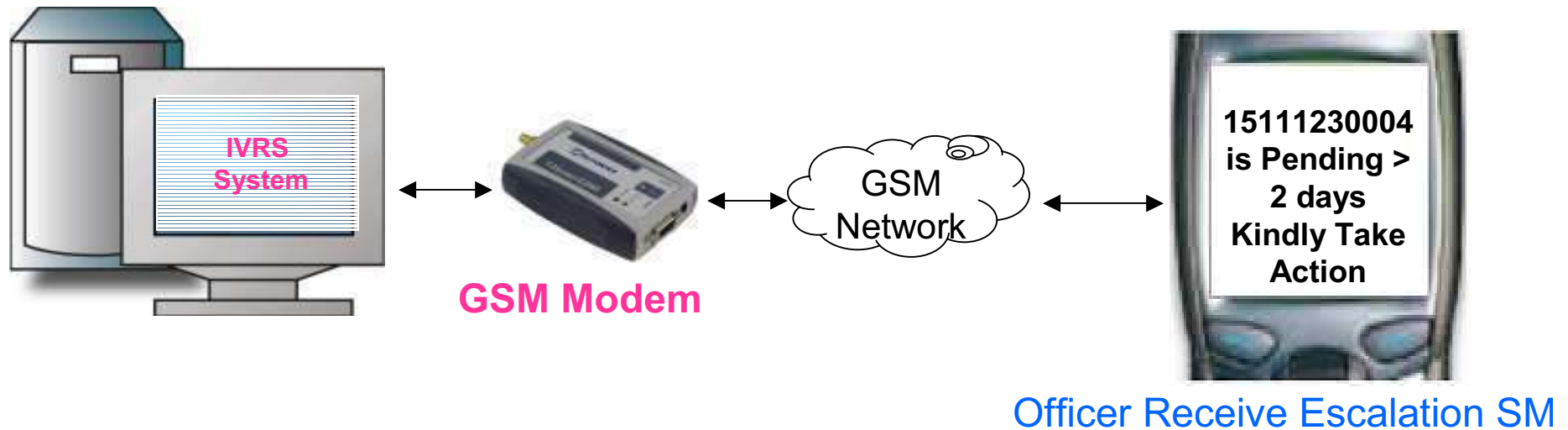
*Dial the Complaint ID

* Complainer will get the status of his complaint & remark given by the concern officer

*Thanks for using e-lokshahi service of Collector office Jalgaon

e-lokshahi Project

Escalation SMS will Be Sent to Higher Official when Complaint remain Pending For more than defined Period



- Total 4 Levels of Escalation Available
- Period For Escalation also be configured

IVRS CHART (FAQ)

No	Branch	No	Subject
1	Revenue	1	Government land
		2	Non Agriculture permission
		3	Mutation Entry
		4	Varas mutation entry
		5	Permission of Selling Tribal Land
		6	Permission for selling the land under Inam Grade 6B
		7	Relief under Natural calamity
		8	Minor Mineral Extraction
		9	Permission for Minor Mineral Extraction
2	Supply	1	Issue of New Ration Card
		2	Increase the name in ration card
		3	Decrease name form ration card
		4	Duplicate copy of ration card
3	Election	1	Adding name in Electoral Roll
		2	Removing name form Electoral Roll
		3	Transfer of name in Electoral Roll
		4	Voters Identity cards
4	Sanjay Gandhi Scheme & Other Schemes	1	Financial assistant under Sanjay Gandhi niradhar yojana
		2	Financial assistant for Widow women for maintenance of minor children
		3	Financial assistant under Indra Gandhi Niradhar yojana
		4	Financial assistant under National old age pension scheme
		5	Financial assistant under National Family benefit yojana
5	Setu	1	Caste Certificate for Schedule Caste
		2	Residence certificate
		3	Registration of Birth /Death
		4	Caste Certificate for Schedule Tribe
		5	Affidavits
		6	Income Certificate
		7	Domicile Certificate

6	Home Dept	1	Solvency Certificate
		2	Special power of attorney
		3	Licenses for storage of petroleum products
		4	Renewal of Arms license
		5	New licenses for sell of crackers
		6	Eating house permission
		7	Lodge & Boarding Permission
		8	Licenses for cultural Show/performance
		9	Permission of selling Arms & Gunpowder
7	Resettlement	1	Project affected person certificate
		2	Permission for sale of land on benefited zone
		3	Adding name in Project Affected list
8	Agri culture Dept	1	Central Govt. Sponsored drip irrigation scheme
		2	Horticulture under EGS
		3	Testing of Land & Water
		4	Common farm pond scheme
		5	Enhancement of area under Banana & Pappain
		6	Earthworm Compost unit scheme
		7	kitchen gardening (Paras baug)
9	Social Welfare	1	Supply of power tiller to SC & NavBuddha farmers
		2	Karmaver dadasaheb gaikwad enrichment scheme
		3	Providing a steel stall for gattai worker
		4	Kanyadan yojana
		5	Dalit Mitra Puraskar yojana
		6	Hostels for Backward class students
		7	Driving training for Backward class students
		8	Govt. of India Scholarship for Backward Class students
		9	Caste validity for 11th & 12th student of Backward class student

Thanking You



Collector Office, Jalgaon