

GRIEVANCE REDRESSAL IN RURAL AREAS



Use of Mobile Phone to Improve Water Delivery Customer Services

The Jal Jeevan Mission in India launched in 2019, is envisioned to provide safe drinking water through individual household tap connections to all households in rural India by 2024.

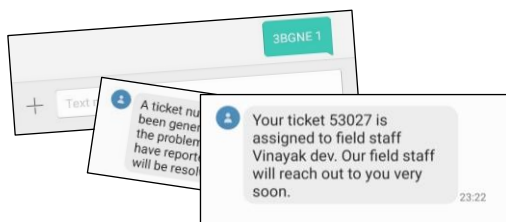
The initiative is based on a community approach to water supply and will include extensive information and communication as key components.

Handling of Water in Villages

Water supply in rural India is primarily decentralised local systems based on ground water tube wells, and surface water like rivers, lakes, and increasingly use of rainwater harvesting locally, and use of public standposts.



Village water and sanitation committees and Gram Panchayats are responsible for water safety, and have links to water departments at block, district, and state level, for establishing the optimum mix of local control and central support.



E&S' low-cost, high-value IoP product (Internet of People) enables close interaction with communities, local engagement, and empowerment.

Summary

Clients

- Municipalities and Gram Panchayats
- Public Health Engineering Departments
- Utility Companies
- Contractors during Construction
- Private Industries

Challenge

- Intermittent and not 24-7 water supply
- Drinking water quality not always secured
- Pollution of water sources (tube wells, intakes etc.)
- Wastage of water through adverse consumer habits or network operations
- Breakdown, lack of maintenance, theft, vandalism of water infrastructure
- Malfunctioning water distribution due to power cuts, flooding, droughts etc.

Solutions

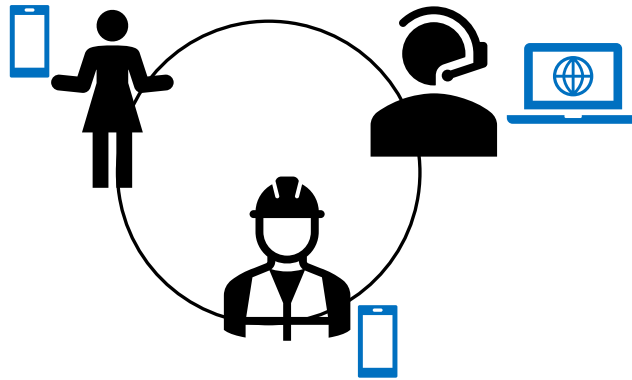
- Text-based mobile phone app for grievance and task allocation
- Ticket system with PC-based dashboard for redressal and allocation of task to staff
- Monitoring of grievance and maintenance tasks for continual improvement

Value

- Any set of grievance issues, and problem-solving task can be set up and customised during configuration
- Any community member which has been registered as user, can make use of the system
- The solution is robust even with limited mobile connectivity and network speed
- Customer service staff can efficiently improve quality of services, and citizens will experience much higher level of service

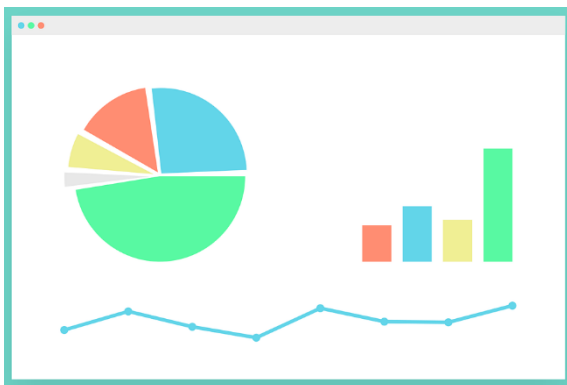
Functionality

Three roles are covered in the grievance redressal system: Citizen, Customer Service Agent, Field Staff. The citizen will send complaint issue, the customer service agent will receive complaints and assign a ticket for redressal, the field staff will get ticket and workorder to resolve issue. The citizen uses a mobile phone for texting, the customer service agent makes use of a PC connected to internet (or a smartphone), and the field staff makes use of mobile phone or smart phone.



Applications

- **Water Supply:** Daily disruption of supply, water pressure at tap, odour or colour of water, pollution of water, leaking pipelines, repair of house service connection, notification about major repairs
- **Sanitation:** Septic tank or latrine malfunctioning, open defecation issues, overflowing or flooding with sewage water, pollution of fields, repair of sewer network
- **Power and Electricity:** Power cuts, broken electricity installations, downed power lines after storms, flooded power stations, request for new power connections
- **Roads:** Damages of pavement, blockage due to fallen trees after storm, impassable road due to flooding, broken bridges, missing road signs
- **Construction Works:** Detours, intermediate water or power supply, scaffolding issues



Use of Data

Besides from direct communication between community and service provider, data also provides statistics for instance about

- **Frequency of Occurrence:** For prioritising wider mitigation solutions and improvements
- **Customer satisfaction:** Trends in customers' experienced quality of services
- **Performance:** of field staff and customer service agents to redress grievance satisfactorily