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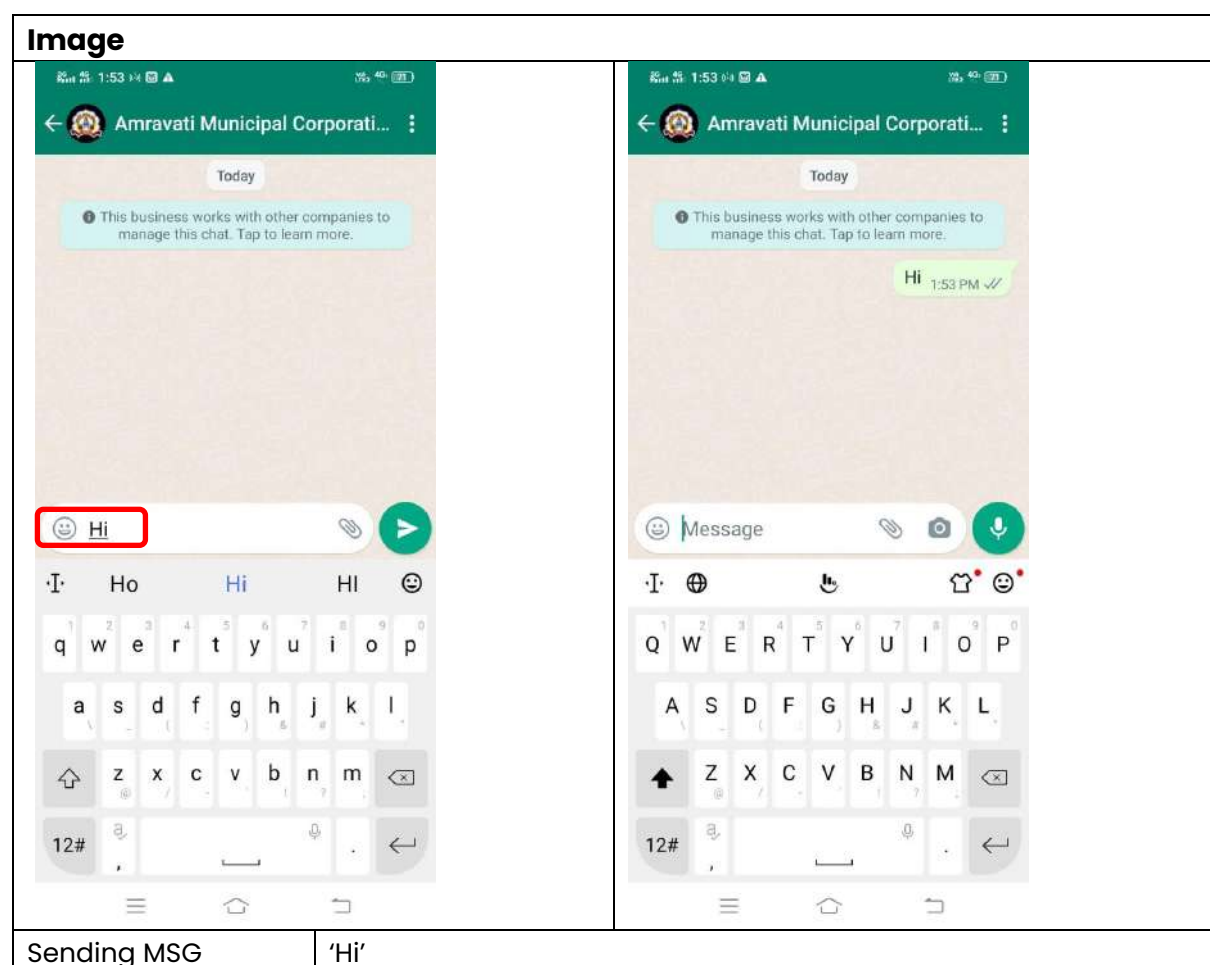
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# 1. WHATSAPP – RAISE A COMPLAINT

Citizen can save the WhatsApp number (+91-70307 82345) and just send a Hi to initiate the service to raise a complaint to Amravati Municipal Corporation

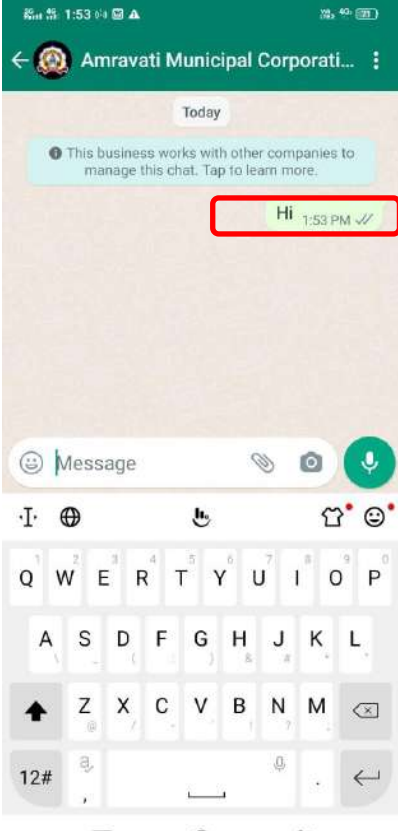

## 1.1 SENDING 'HI' TO START





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**WhatsApp and SMS Bidirectional Grievance Redressal System.**

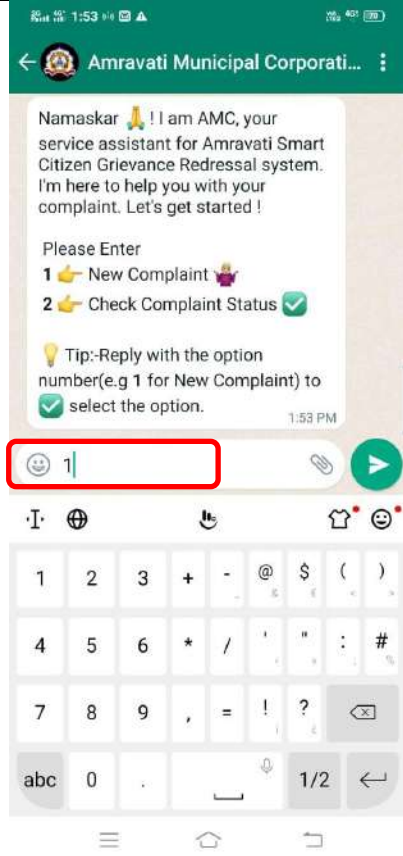
## 1.2 RESPONSE FOR 'HI'

Image	
	
Receiving MSG 1	An automatic response to be received which is an image based awareness information related to COVID-19.
Receiving MSG 2	An automatic response of welcome MSG with selection of <b>Please Enter</b> 1 🗑️ New Complaint 2 🗑️ Check Complaint Status



### 1.3 SELECTION FOR NEW COMPLAINT AND STATUS

#### Image



Selection and Sending MSG

User can select between any one option at a single time. user can select

(1) In case of new complaint to be raised. User can select

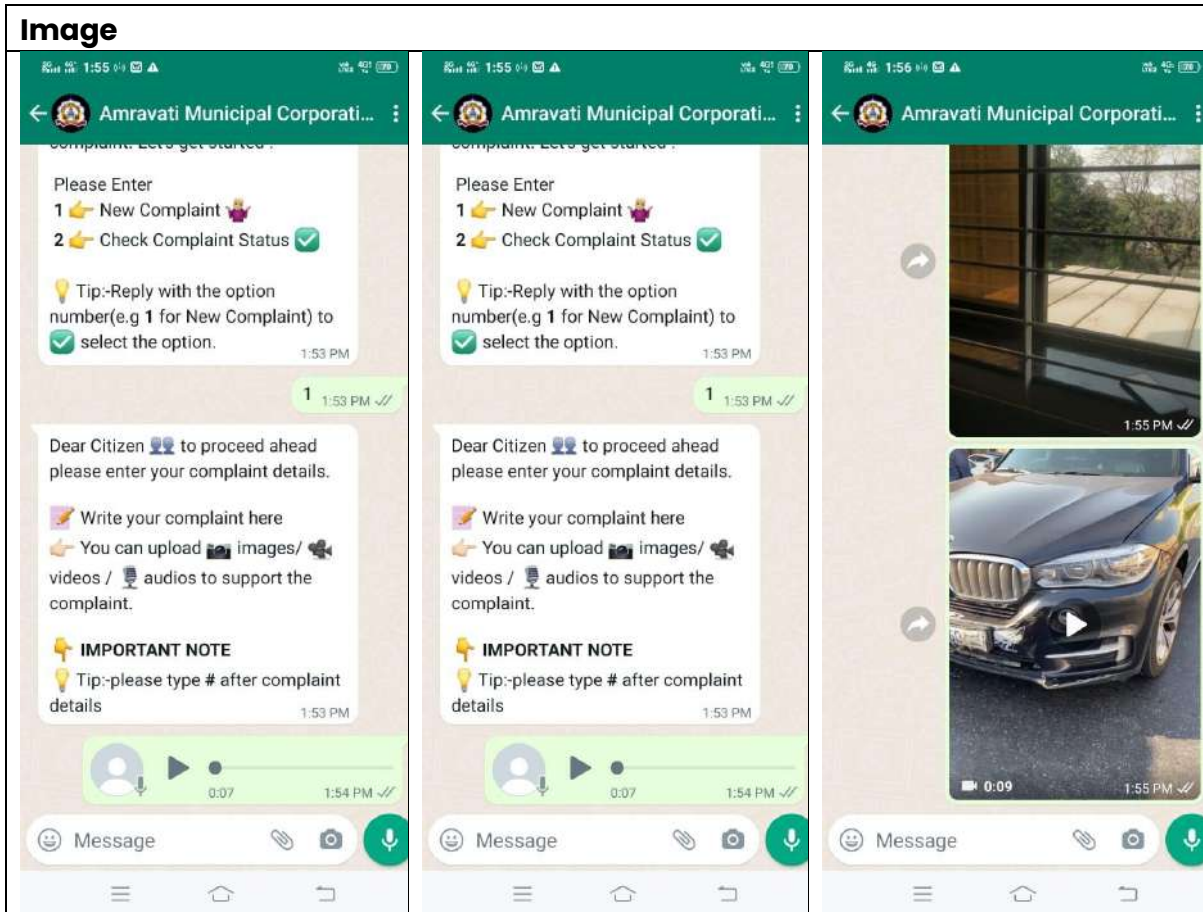
(2) In case to check the status of any existing complaint.



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WhatsApp and SMS Bidirectional Grievance Redressal System.**

## 1.4 CASE – RAISE A NEW COMPLAINT

### Image



Receiving MSG and Sending MSG

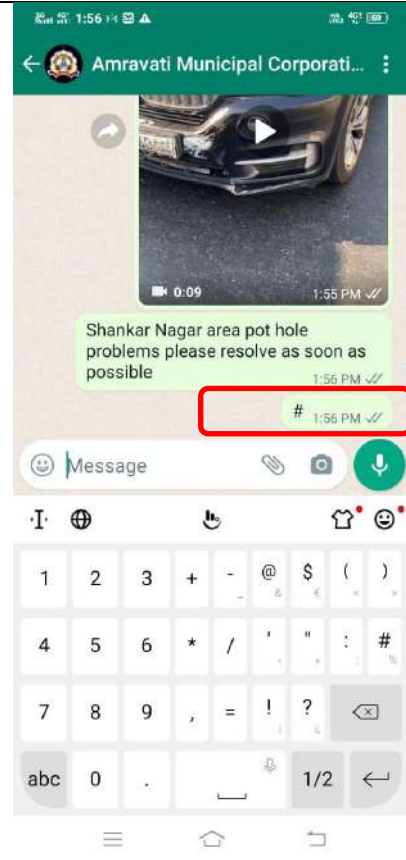
The MSG mentions the citizen to proceed ahead to raise the complaint, where the citizen can raise the complaint by any one of the below or using all the formats mentioned below.

1. Raising complaint through writing as a MSG.
2. Raising complaint through sending Images.
3. Raising complaint through sending Videos.
4. Raising complaint through sending voice notes.



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WhatsApp and SMS Bidirectional Grievance Redressal System.**

**Image**



Sending MSG

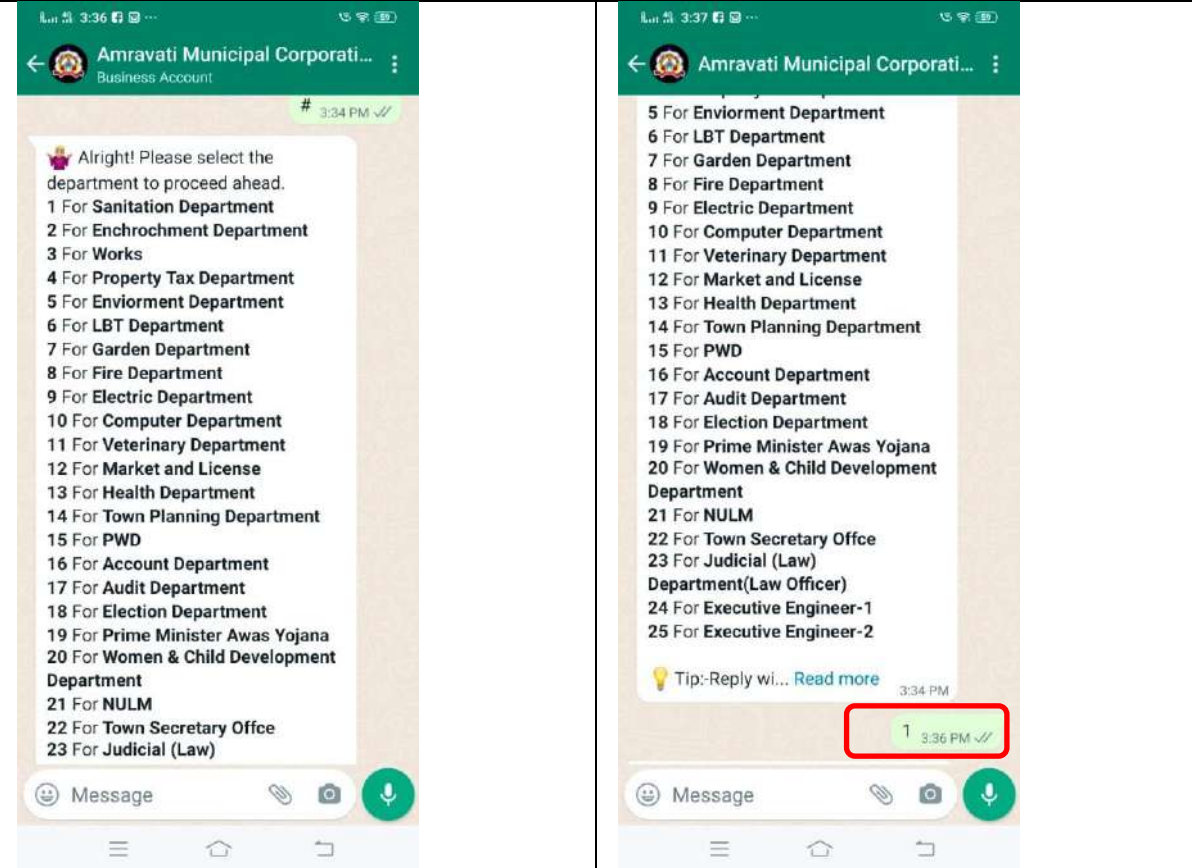
While the citizen chooses to either write and send complaint or send media files or prefer to send all of them, he/she needs to trigger the MSG with sending '#' at the end. This is how the system understands to stop the wait of media files upload and





## 1.5 SELECTION OF DEPARTMENTS, ZONES & PRABHAGS

### Image



Selection

User can select between any one option/department at a single time. user can select

- 1 For Sanitation Department
- 2 For Encroachment Department
- 3 For Works
- 4 For Property Tax Department
- 5 For Environment Department
- 6 For LBT Department
- 7 For Garden Department
- 8 For Fire Department
- 9 For Electric Department
- 10 For Computer Department
- 11 For Veterinary Department
- 12 For Market and License
- 13 For Health Department



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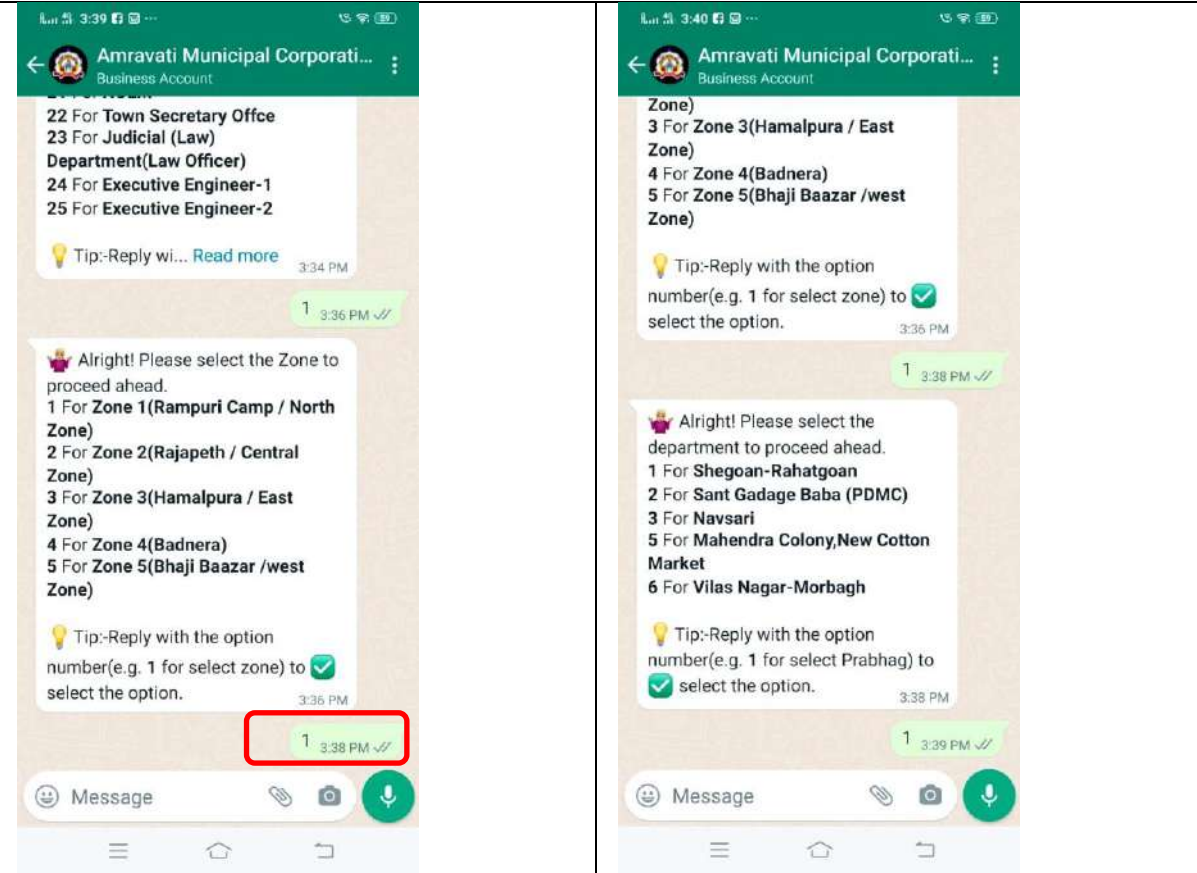
	<p>14 For Town Planning Department 15 For PWD 16 For Account Department 17 For Audit Department 18 For Election Department 19 For Prime Minister Awas Yojana 20 For Women &amp; Child Development Department 21 For NULM 22 For Town Secretary Office 23 For Judicial (Law) Department (Law Officer) 24 For Executive Engineer-1 25 For Executive Engineer-2</p>
Sending MSG	<p>Citizen can select any the option number (e.g. 1 for single Department for multiple department 1, 2..etc )</p> <p>A note is present on the msg as mentioned below to guide the citizen at any given point</p> <p>Tip:-Reply with the option number(e.g. 1 for single Department for multiple department 1,2..etc) to ✓ select the option.</p>





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WhatsApp and SMS Bidirectional Grievance Redressal System.**

**Image**



Selection (First for Zones)

User can select between any one option/zones at a single time after the entry of the department, user can select

- 1 For Zone 1 (Rampuri Camp / North Zone)
- 2 For Zone 2 (Rajapeth / Central Zone)
- 3 For Zone 3 (Hamalpura / East Zone)
- 4 For Zone 4 (Badnera)
- 5 For Zone 5 (Bhaji Baazar /west Zone)

Sending MSG

Citizen can select any the option number (e.g. 1 for single zone for)

A note is present on the msg as mentioned below to guide the citizen at any given point.

Tip: -Reply with the option number (e.g. 1 for select zone) to select the option.

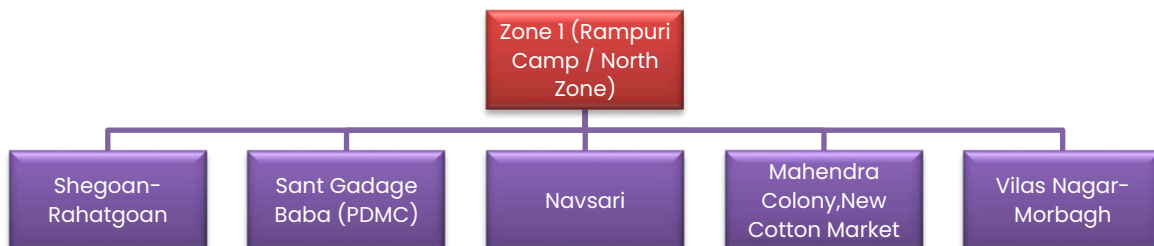


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WhatsApp and SMS Bidirectional Grievance Redressal System.**

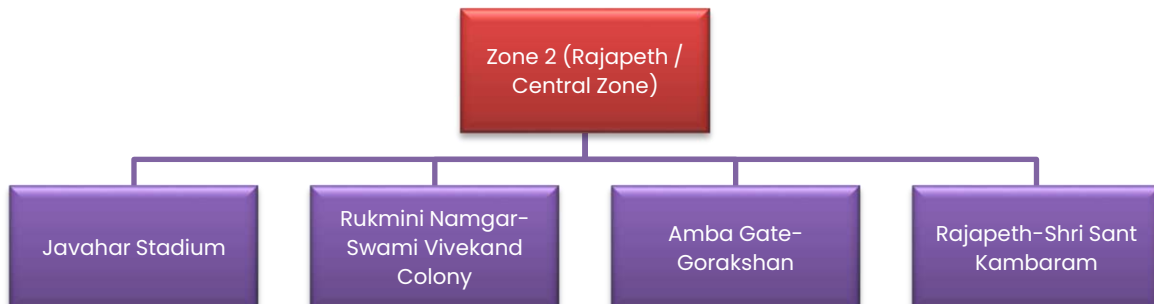
Selection (First for Prabhag)	User can select between any one option/Prabhag at a single time after the entry of the department and then after the zone, user can select  1 For Shegoan-Rahatgoan 2 For Sant Gadage Baba (PDMC) 3 For Navsari 5 For Mahendra Colony, New Cotton Market 6 For Vilas Nagar-Morbhag
Sending MSG	Citizen can select any the option number (e.g. 1 for single Prabhag for)  A note is present on the msg as mentioned below to guide the citizen at any given point.  Tip:-Reply with the option number(e.g. 1 for select Prabhag) to ✓ select the option.

In case of change of zone, the prabhag changes, the mapping can be explained below as mentioned.

**1. Zone 1 (Rampuri Camp / North Zone)**

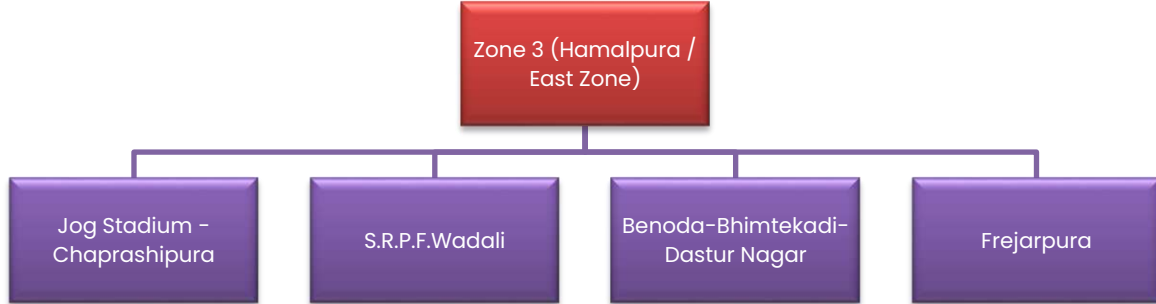


**2. Zone 2 (Rajapeth / Central Zone)**

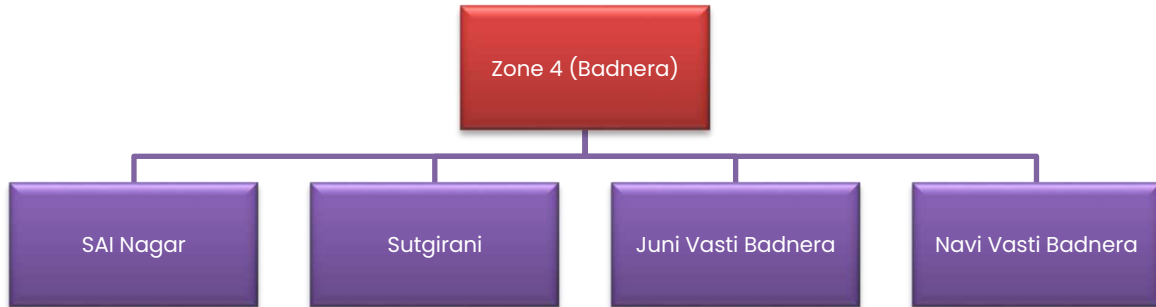




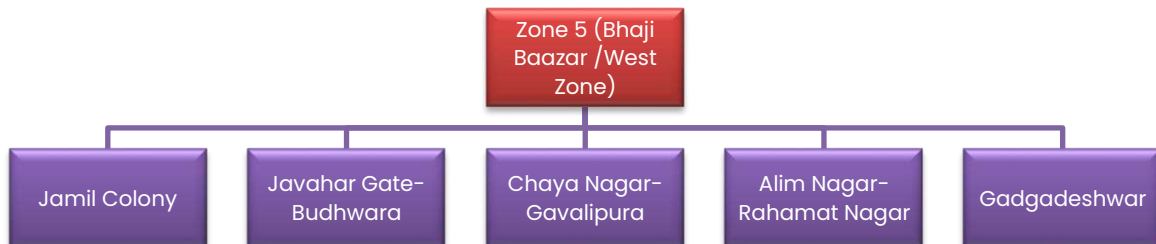
### 3. Zone 3 (Hamalpur / East Zone)



### 4. Zone 4 (Badnera)



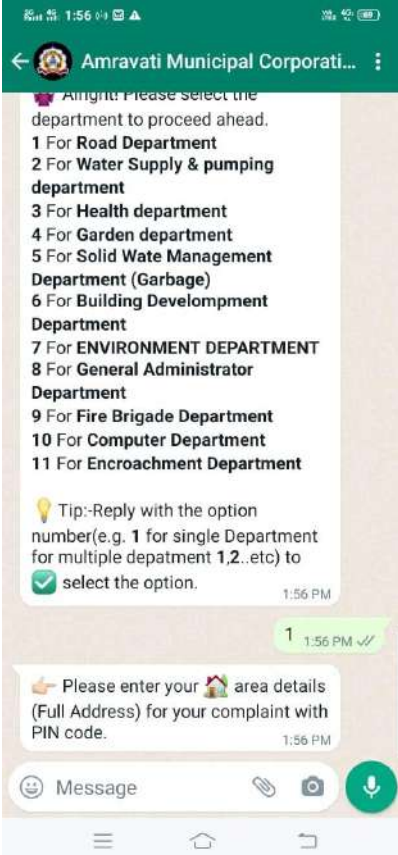

### 5. Zone 5 (Bhaji Baazar / West Zone)





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## RESPONSE TO ADRESS AND LOCATION

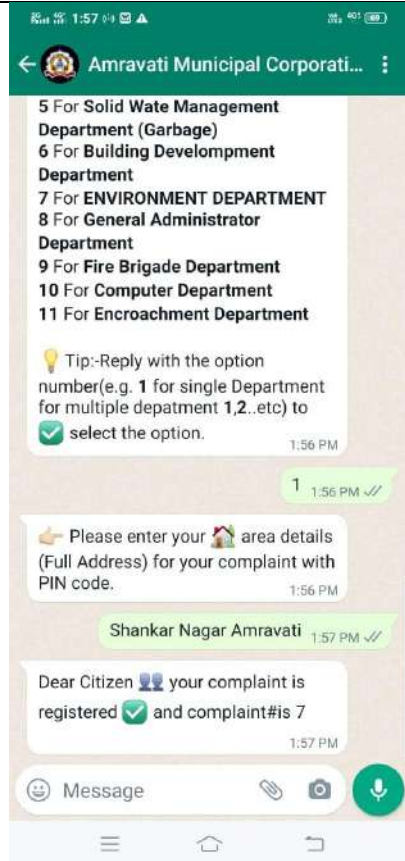
Image	
	
Receiving MSG	After selection of appropriate department, zone and Prabhag citizen will receive MSG to enter the address and location details with PIN Code.
Sending MSG	Citizen have to write his/hers full address details with PIN Code.



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WhatsApp and SMS Bidirectional Grievance Redressal System.

## 1.6 COMPLAINT REGISTRATION & ASSIGNMENT

### Image



Receiving MSG 1

Once the address is end the final step for raising complaint is done and the system automatically books a complaint, sending citizen the complaint number for further reference.

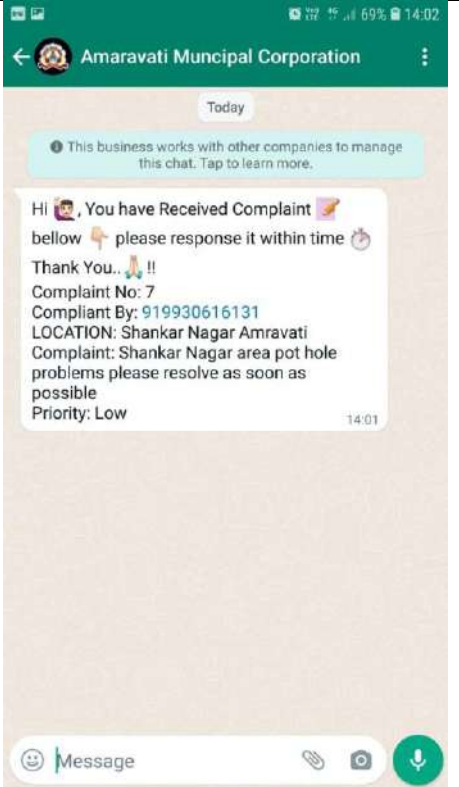
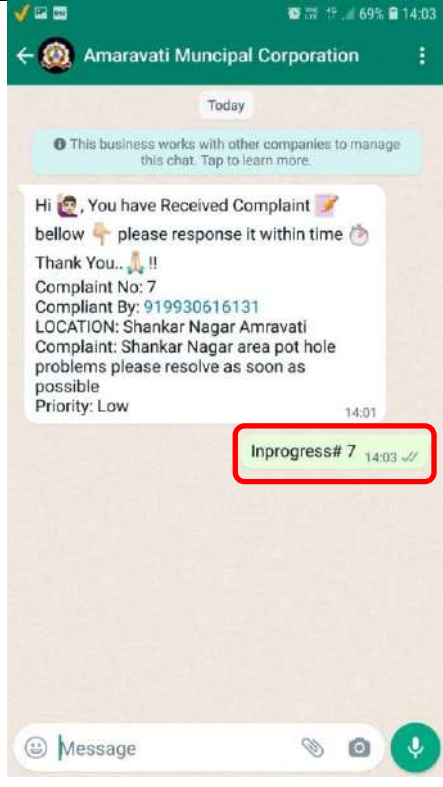
Receiving MSG 2

Once the complaint number is send to the citizen the system automatically opens the complaint and it's in build algorithm assign the complaint to the assigned offer of the concerned department.



Amravati Municipal Corporation  
WhatsApp and SMS Bidirectional Grievance Redressal System.

## 1.7 DEPARTMENT OFFICER RECEIVING COMPLAINT, IN PROGRESS

Image	
	
Receiving MSG	<p>The concerned officer from the department the same time receives the MSG on this WhatsApp with the details of the complaint like Complaint No., Complaint by, Location, Complaint Description &amp; Priority.</p> <p>To this complaint he is mandated with resolution time starting immediately to and between 72 hrs.</p>
Sending MSG	<p>While the situation is being monitored and the complaint is not being resolved the officer can update the status of the complaint as</p> <p><b>InProgress# &lt;Complaint Number&gt;</b></p> <p>And send in this format</p>



## 1.8 RECEIVING STATUS, IN PROGRESS

Image	
Receiving MSG	The citizen automatically immediately receives a MSG mentioning about the status of the complaint raised which the officer has updated.





Amravati Municipal Corporation  
WhatsApp and SMS Bidirectional Grievance Redressal System.

## 1.9 DEPARTMENT OFFICER RECEIVING COMPLAINT, CLOSED

Image	
Receiving MSG	<p>The concerned officer from the department the same time receives the MSG on this WhatsApp with the details of the complaint like Complaint No., Complaint by, Location, Complaint Description &amp; Priority.</p> <p>To this complaint he is mandated with resolution time starting immediately to and between 72 hrs.</p>
Sending MSG	<p>While the situation is being monitored and the complaint is resolved the officer can update the status of the complaint as</p> <p><b>Close# &lt;Complaint Number&gt;</b></p> <p>And send in this format , an additional reference of proof can be added which can be a media format.</p>



## 1.10 RECEIVING STATUS, CLOSED

### Image



Receiving MSG

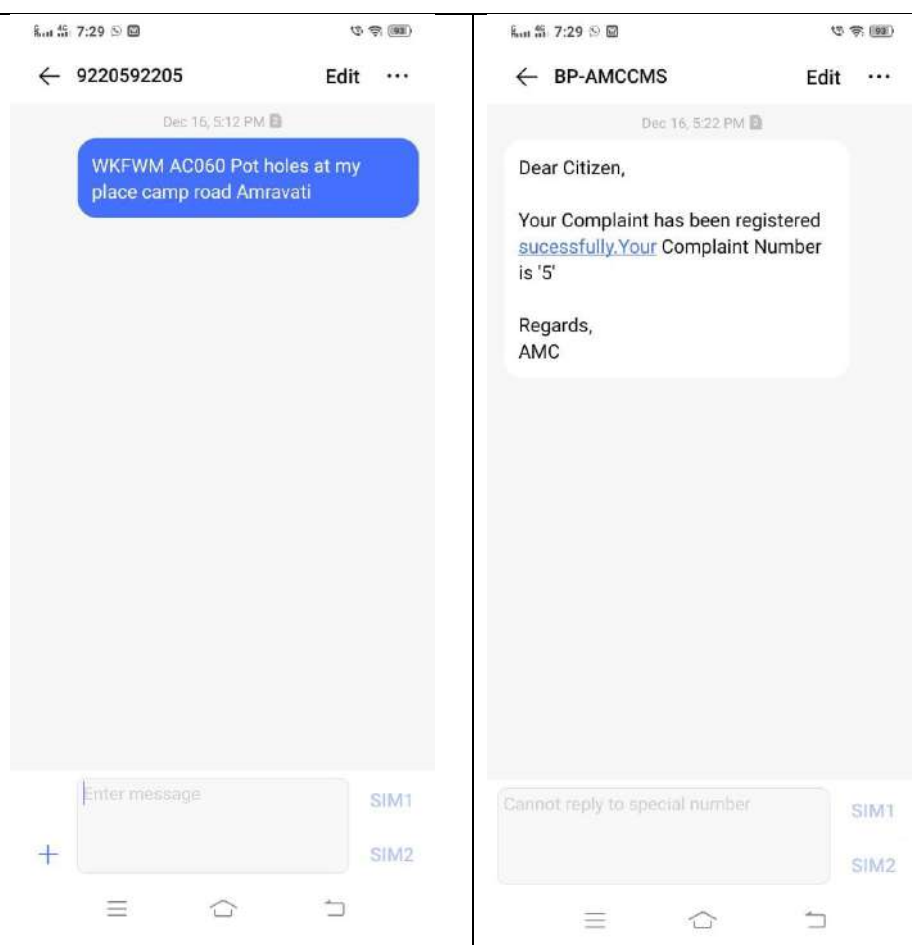
The citizen automatically immediately receives a MSG mentioning about the status of the complaint raised which the officer has updated.



## 2. SMS – RAISE A COMPLAINT

Citizen can save the SMS number (+91-92205 92205) and just send a MSG to initiate the service to raise a complaint to Amravati Municipal Corporation.

### 2.1 SENDING MSG TO START

Image	
Step 1	
Sending MSG	<p>Using SMS services, the citizen can raise a complaint with a specific format as mentioned</p> <p>Format WKFWM &lt;Sub Department Code&gt; &lt;Complaint Description&gt;, &lt;Full Address&gt;</p> <p>Example</p>



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**WhatsApp and SMS Bidirectional Grievance Redressal System.**

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	WKFWM SD001 Pot Holes on the road in front of my house, Camp Road Amravati.
Receiving MSG	As soon as the complaint is send to +91-92205 92205 and automatic confirmation MSG is send back to the citizen

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**WhatsApp and SMS Bidirectional Grievance Redressal System.**

In case of change of department, zone and prabhag changes, the mapping can be explained below as mentioned.

**1. Sanitation Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
SD001	Sanitation Department	Zone 1(Rampuri Camp / North Zone)	Shegoan-Rahatgoan
SD002	Sanitation Department	Zone 1(Rampuri Camp / North Zone)	Sant Gadage Baba (PDMC)
SD003	Sanitation Department	Zone 1(Rampuri Camp / North Zone)	Navsari
SD004	Sanitation Department	Zone 1(Rampuri Camp / North Zone)	Mahendra Colony,New Cotton Market
SD005	Sanitation Department	Zone 1(Rampuri Camp / North Zone)	Vilas Nagar-Morbhagh
SD006	Sanitation Department	Zone 2(Rajapeth / Central Zone)	Javahar Stedium
SD007	Sanitation Department	Zone 2(Rajapeth / Central Zone)	Rukmini Namgar-Swami Vivekand Colony
SD008	Sanitation Department	Zone 2(Rajapeth / Central Zone)	Amba Gate-Gorakshan
SD009	Sanitation Department	Zone 2(Rajapeth / Central Zone)	Rajapeth-Shri Sant Kambaram
SD010	Sanitation Department	Zone 3(Hamalpura / East Zone)	Jog Stedium-Chaprashipura
SD011	Sanitation Department	Zone 3(Hamalpura / East Zone)	S.R.P.F.Wadali
SD012	Sanitation Department	Zone 3(Hamalpura / East Zone)	Benoda-Bhimtekadi-Dastur Nagar
SD013	Sanitation Department	Zone 3(Hamalpura / East Zone)	Frejarpura
SD014	Sanitation Department	Zone 4(Badnera)	SAI Nagar
SD015	Sanitation Department	Zone 4(Badnera)	Sutgirani
SD016	Sanitation Department	Zone 4(Badnera)	Juni Vasti Badnera
SD017	Sanitation Department	Zone 4(Badnera)	Navi Vasti Badnera
SD018	Sanitation Department	Zone 5(Bhaji Baazar /west Zone)	Jamil colony
SD019	Sanitation Department	Zone 5(Bhaji Baazar /west Zone)	Javahar Gate-Budhwara
SD020	Sanitation Department	Zone 5(Bhaji Baazar /west Zone)	Chaya Nagar-Gavalipura
SD021	Sanitation Department	Zone 5(Bhaji Baazar /west Zone)	Alim Nagar-Rahamat Nagar
SD022	Sanitation Department	Zone 5(Bhaji Baazar /west Zone)	Gadgadeshwar

## 2. Encroachment Department

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
ECD01	Encroachment Department		

## 3. Works Department

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
WD001	Works		

## 4. Property Tax Department

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
PT001	Property Tax Department		

## 5. Environment Department

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
ENV01	Environment Department	NULL	NULL

**6. LBT Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
LBT01	LBT Department		

**7. Garden Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
GRD01	Garden Department		

**8. Fire Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
FIR01	Fire Department	NULL	NULL

**9. Electric Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
ECT01	Electric Department		



**10. Computer Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
COM01	Computer Department		

**11. Veterinary Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
VTN01	Veterinary Department		

**12. Market and License**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
ML001	Market and License		

**13. Health Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
HLD01	Health Department		

#### 14. Town Planning Department

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
TP001	Town Planning Department	Zone 1(Rampuri Camp / North Zone)	
TP002	Town Planning Department	Zone 2(Rajapeth / Central Zone)	
TP003	Town Planning Department	Zone 3(Hamalpura / East Zone)	
TP004	Town Planning Department	Zone 4(Badnera)	
TP005	Town Planning Department	Zone 5(Bhaji Baazar /west Zone)	

**Amravati Municipal Corporation**  
**WhatsApp and SMS Bidirectional Grievance Redressal System.**

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**15. PWD**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
PWD01	PWD	Zone 1(Rampuri Camp / North Zone)	Shegoan-Rahatgoan
PWD02	PWD	Zone 1(Rampuri Camp / North Zone)	Sant Gadage Baba (PDMC)
PWD03	PWD	Zone 1(Rampuri Camp / North Zone)	Navsari
PWD04	PWD	Zone 1(Rampuri Camp / North Zone)	Mahendra Colony,New Cotton Market
PWD05	PWD	Zone 1(Rampuri Camp / North Zone)	Vilas Nagar-Morbagh
PWD06	PWD	Zone 2(Rajapeth / Central Zone)	Javahar Stedium
PWD07	PWD	Zone 2(Rajapeth / Central Zone)	Rukmini Namgar-Swami Vivekand Colony
PWD08	PWD	Zone 2(Rajapeth / Central Zone)	Amba Gate-Gorakshan
PWD09	PWD	Zone 2(Rajapeth / Central Zone)	Rajapeth-Shri Sant Kambaram
PWD10	PWD	Zone 3(Hamalpura / East Zone)	Jog Stedium-Chaprashipura
PWD11	PWD	Zone 3(Hamalpura / East Zone)	S.R.P.F.Wadali
PWD12	PWD	Zone 3(Hamalpura / East Zone)	Benoda-Bhimtekadi-Dastur Nagar
PWD13	PWD	Zone 3(Hamalpura / East Zone)	Frejarpura
PWD14	PWD	Zone 4(Badnera)	SAI Nagar
PWD15	PWD	Zone 4(Badnera)	Sutgirani
PWD16	PWD	Zone 4(Badnera)	Juni Vasti Badnera
PWD17	PWD	Zone 4(Badnera)	Navi Vasti Badnera
PWD18	PWD	Zone 5(Bhaji Baazar /west Zone)	Jamil colony
PWD19	PWD	Zone 5(Bhaji Baazar /west Zone)	Javahar Gate-Budhwara
PWD20	PWD	Zone 5(Bhaji Baazar /west Zone)	Chaya Nagar-Gavalipura
PWD21	PWD	Zone 5(Bhaji Baazar /west Zone)	Alim Nagar-Rahamat Nagar
PWD22	PWD	Zone 5(Bhaji Baazar /west Zone)	Gadgadeshwar

**16. Account Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
ACD01	Account Department		

**17. Audit Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
AUD01	Audit Department		

**18. Election Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
ELC01	Election Department		

**19. Prime Minister Awas Yojana**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
PMY01	Prime Minister Awas Yojana		

**20. Women & Child Development Department**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
WNC01	Women & Child Development Department		

**21. NULM**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
NUL01	NULM		

**22. Town Secretary Office**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
TSP01	Town Secretary Office		

**23. Judicial (Law) Department (Law Officer)**

Sub Department Code	Sub Department Name	Zone Name	Prabhag Name
LOW01	Judicial (Law) Department(Law Officer)		

**Amravati Municipal Corporation**  
**WhatsApp and SMS Bidirectional Grievance Redressal System.**

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**24. Executive Engineer-1**

<b>Sub Department Code</b>	<b>Sub Department Name</b>	<b>Zone Name</b>	<b>Prabhag Name</b>
EXE01	Executive Engineer-1		

**25. Executive Engineer-2**

<b>Sub Department Code</b>	<b>Sub Department Name</b>	<b>Zone Name</b>	<b>Prabhag Name</b>
EXE02	Executive Engineer-2		