

## for A System for Communicating and Addressing Citizen Grievances in the Government Sector

*People are not always close to a government office to enable them to present their grievances. This necessitates the need for a technology solution that will enable people to interact with government staff.*



### The Issue



The need to enable citizens with a means to deliver their grievances to government agencies at any time.



The need to provide women with a safer and more secure means to interact with government agencies in matters related to their safety.



The need to empower local government bodies to conduct their affairs more efficiently and smoothly.

### The PeopleLink Solution

#### PeopleLink V-FIR

- Virtual collaboration gives citizens with tools to submit grievances.
- V-FIR allows for virtual filing of a complaint.
- Women can report violence without having to step into a police station. The FIR can be instantly recorded along with the evidence.

#### PeopleLink V-Mulakat

- A virtual visitation platform for 2-way video communication.
- Citizens can directly communicate their grievances and suggestions to government representatives.
- Reduces the need for mediators by directly channelizing public demands to the government.

#### PeopleLink V-Panchayat

- Video-enabled gram panchayats can more efficiently conduct governance.
- Suitable for rural areas with bandwidth constraint.

### What are Your Needs:

The ability to facilitate communication between remotely-located citizens and government officials?

Facilitate a faster grievance redressal process?

Enable virtual collaboration?

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