



Department of Registration and Stamps,
Government of Maharashtra

Department of Registration and Stamps, Government of Maharashtra selects ESDS as a Trusted Technology Partner, for its Online Grievance registration and management service.

The Customer

The Registration and Stamps Department of Government of Maharashtra, provides document registration services to the people as per the Registration Act and collects revenue through stamp duty as per the Stamp Act. The vision of the department is to be the best department in providing services of document registration and revenue collection.

The Challenge

The Department of Registration & Stamps of Government of Maharashtra was facing a problem in dealing with complaints they were receiving from the people. As the entire process for grievance management was manual and did not have any structured format, so the authorities were finding it difficult to Escalate, track and respond to the grievances from people. This increased the risk for the department as the grievances were not settling down and some cases reached out to courts.

Our Solution

GAMS is the holistic service platform for identifying and managing grievance, monitoring their status generating reports and statistics, and proactively resolving issues at all stages. With GAMS it became possible for the department to keep track of each and every grievance raised by the people concerned with any sub department such as Registration office, Collector of Stamps office and Marriage office.

Below are the key functionalities that are being performed by the online portal GAMS which provides complete track with ease of use and single click for end users, Departmental user and Authorities as well.



Online grievance registration and status tracking for people.



Auto Escalation of grievances from lower level official to higher level official.



Grievances status updates over Email & SMS.



Generate report on the total/pending/closed complaints, assigning start and end date.



Helps the grievance cell members to receive and act on the grievances in a **time-bound manner**



Complete track record of every grievances and systems users.



One can **attach supporting files** in favour of the grievance

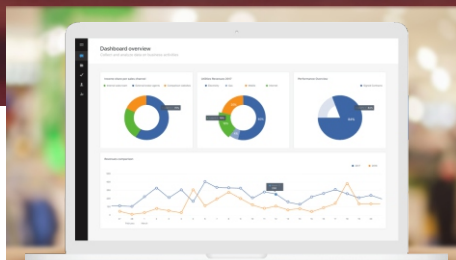


Easy to integrate with any existing CRM, Website or Third Party Solutions.



Monthly, quarterly, half yearly & yearly reports can be viewed/downloaded in word, pdf and excel format.

A dedicated team operates in ESDS which manages development and hosting related queries on call, providing exuberant and instantaneous support to the grievant and the department users.



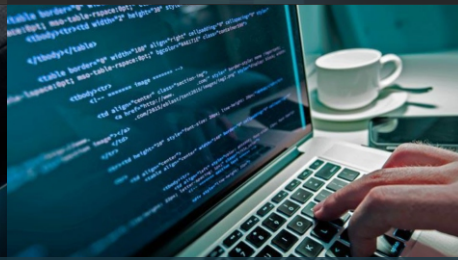
Robust risk-free portal



Security against threat



Experienced technology partners



Quick Development



Customization Solution



Cost Effective Solution



One Stop Solution

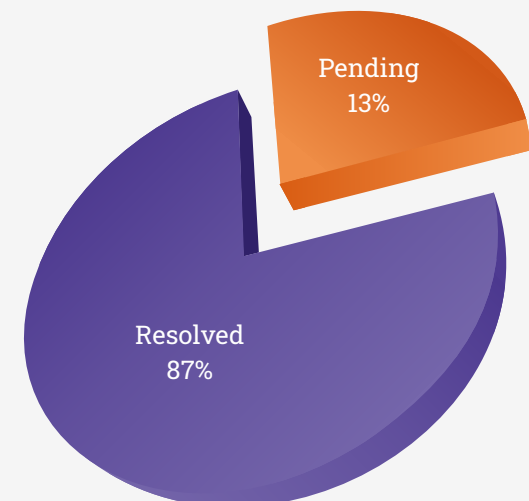
Summary

"ESDS develops, implements a feature-rich, cross platform, highly secure solution catering to state-wide audiences in Maharashtra in no-time"

Department of Registration and stamps was very aggressive about capabilities to build and manage its online grievance management platform for people across the state. They were looking forward to have one stop solution for managing and controlling the complaints raised by the people.

A robust system has been implemented by ESDS with the help of which now the department of registration and stamps manages their grievance related workflows, optimized complaint search, status tracking of complaints, analyse departmental official's performance, time to time report generation and plan tuning measures.

Average 87% Grievances are being resolved every month as compared to 27% resolution happening during manual process. The Turnaround time for resolution has also been improved by more than 50%.



■ Grievance resolved
■ Pending