

grievance of complainant is sent to the right office & to the right officer in real time. It is developed on a web enabled multi-lingual platform which will receive complaints through its 9 AM to 5PM call centre. This call center is responsible for entering the details of the complainant and the grievance in the web portal of Sanjog helpline at [www.sanjoghelpline.in](http://www.sanjoghelpline.in). This is the first foray into the online portal. Once a grievance is registered, the built in intelligent system ensures that it is forwarded to the appropriate person for its redressal. The system automatically tracks and pursues the status of grievance with this concerned person. The complainant through a ticket number can find out the status of his grievance through the portal anytime. Thus the web portal contains and maintains a database of all grievances registered specific to location, nature of complaint and concerned authority of redressal. The system also can automatically escalate the complain, if not solved to the very next seniors in the hierarchy. Once a grievance is closed or sorted, the web portal automatically updates the status. Sanjog Helpline has a built-in MIS for administrators to identify the performance of their offices and officers therein for taking preventive actions. Provision is also there to display reports based on fields, schemes, location, nature of complaints, modes and product so that it is helpful for government officials to take strategic decisions.

Three schemes of the Department of Water Resources viz. Pani Panchayat, OCTMP and OLIC have been included under Sanjog helpline.

Sanjog will work at DOWR in following manner

- Citizens calls to call center.
- Call Centre Executive (CCE) responds in Odiya language and translates the grievance

of the citizen to a particular complaint type configured by the system.

- JE receives instant SMS (complaint received against <PP No.> on <Complaint Type> from <Place> with <Ticket No.>.
- At the same time all the other subsequent ATA's receive SMS.
- JE solves the complaint within stipulated time and updates the status in Sanjog helpline through SMS from his registered Mobile.
- If not solved within stipulated time, it is Auto-escalated through the system via email & SMS to AE, EE, SE and CE for further action.
- On resolving the complaint EE/SE/CE updates the status by SMS/logging into Sanjog / through assistance of call center executive.
- At the EOD concerned department receives consolidated report on received complaint through fax and email.

#### **Recreational Activities**

Most of the reservoirs of Major and Medium Irrigation Projects attract domestic tourists during winter season, Department of Water Resources has developed Recreation Centers namely (i) Jawahar Udyan at the downstream of Hirakud Dam (ii) A garden at Upper Jonk Irrigation Project and (iii) Biju Pattanaik Park at the downstream of Bhanjanagar Dam, (iv) Park at Upper Kolab dam which attracts lots of visitors from within and outside the state. Revenue is also being collected from the visitors to the above gardens and parks. Action is also being taken for development of Parks and Recreational Centres at other reservoirs. During 2012-13, an amount of ₹. 9.48 crore was spent for development of parks & recreation centre at different reservoirs and construction of a Maritime Museum at Jobra, Cuttack.