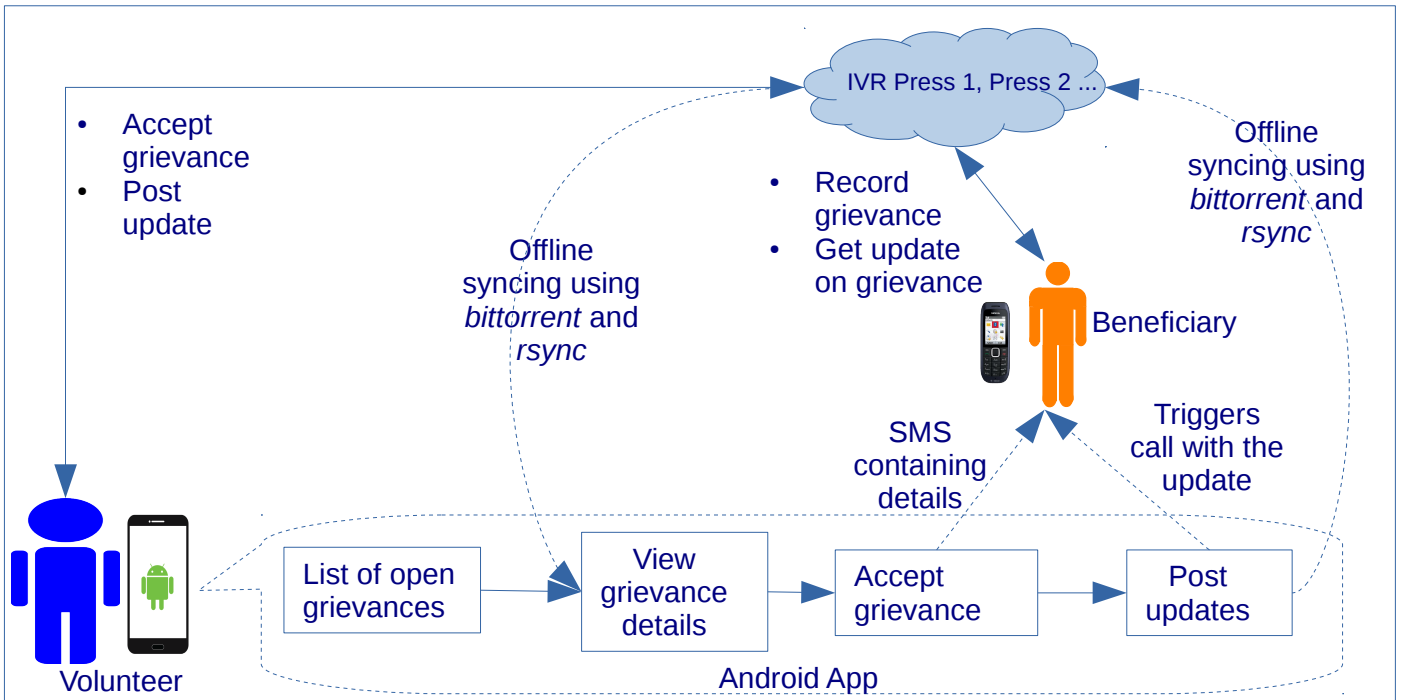
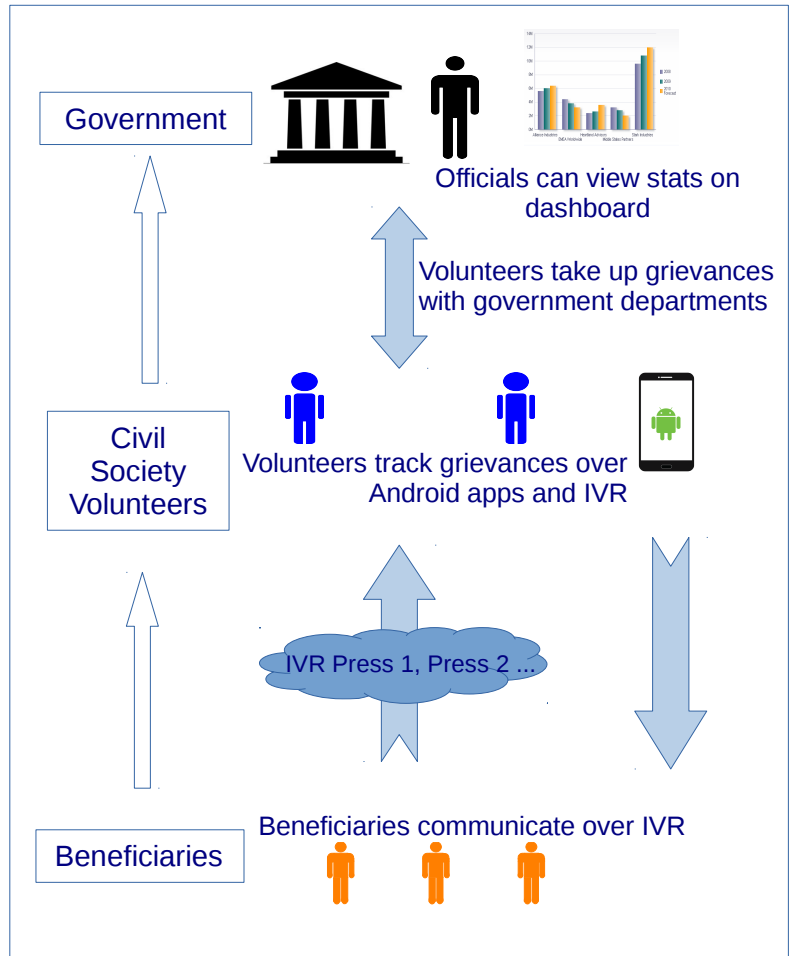


Civil Society Assisted Grievance Aggregation And Resolution Using IVR And Smart Phones



- Unable to access public services like NREGA Job Card, Ration Card, Bank Accounts, or any other scheme?
- We have a solution
- Call our phone number and record your complaint.
- A team of volunteers will receive the complaint and one will be assigned to you
- They will follow up on your complaint on your behalf and report updates through an Android App
- You will receive phone call alerts whenever there is an update on your complaint



Dipanjan Chakraborty Aaditeshwar Seth
 IIT Delhi
 dipanjan@cse.iitd.ernet.in

