

Online Hackathon will evoke a significant response from all stakeholders

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Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, Public Grievances and Pensions is going to launch a nation-wide online Hackathon 'Data-driven Innovation for Citizen Grievance Redressal' on 5th November, 2019 in New Delhi. The Hackathon will be launched by Dr. Jitendra Singh, Minister of State for Personnel, Public Grievances and Pensions.

DARPG has decided to conduct this online Hackathon for inviting innovative solutions for the Citizen Grievance Redressal Mechanism. The Department will manage the Hackathon on MyGov (<https://innovate.mygov.in>) and Open Government Data (OGD) Platform India (<https://event.data.gov.in>). This will engage young minds of the country from student, start-ups, corporate, innovators, researchers, academia and other communities.

The basic objective is to provide technology driven solutions to improve the grievance redressal mechanism in the country. DARPG would share various relevant citizen grievance system datasets with the participants through OGD Platform (<https://data.gov.in>), to address the following problems:

Create a Chatbot that will help the Citizens to resolve their common queries related to filing a Grievance in the CPGRAMS portal (<https://pgportal.gov.in>) and expedite smooth submission of grievances.

Making the redressal process more robust and data-driven to reduce the Grievance submission and resolution lifecycle. Technology such as Artificial Intelligence (AI) and Machine Learning (ML) could be used.

Improvise the quality of public grievance disposals for greater satisfaction of citizens.

Create predictive models using datasets to smooth the Grievance redressal mechanism.

The Categories of probable target output expected out of Hackathon are:

Chatbot

User Story Map/Pipeline

Application system (web and mobile)

Predictive Models

Participation for the Hackathon would be open to students, academia, researchers, corporate, start-ups, MSME, communities, etc. Participants would be given around 60 days from the launch of the Hackathon to register and submit solution prototype.

Potential solution prototypes would be selected by eminent Jury for adoption in the innovative practices for improving CPGRAMS.

Selected entries from online challenge would be given a citation and a merit certificate and all shortlisted entries would be given an appreciation certificate. All the participants would be given certificate of participation to be downloaded from the submission portals.

DARPG would plan to take the selected solution prototypes forward and decide on further adoption strategy for selected entries.

Shri V. Srinivas , Additional Secretary, DARPG said that the aim is to identify the pain points of a citizen in redressal of grievances and come up with innovative solutions. He said that the online Hackathon will evoke a significant response from all stakeholders.

About Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of DARPG

The Department of Administrative Reforms and Public Grievances (DAR&PG), is the nodal agency of the Government of India in-charge of policy making, monitoring and coordinating departments for public grievances. The Allocation of Business Rules, 1961 delineated the mandate for the same. These rules have allocated work relating to (i) redress of public grievances (in general) and (ii) grievances pertaining to Central Government agencies, to the DAR&PG.

Centralized Public Grievance Redress And Monitoring System (CPGRAMS) is an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis to Ministries/Departments/Organizations/State Governments who scrutinize and take action for speedy and favorable redress of these grievances. Tracking grievances is also facilitated on this portal through the system generated unique registration number.

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