

Feedback on PMGSY works received on OMMAS portal

“Meri Sadak- Citizen feedback System”

- ❖ A new ‘Citizen feedback Module’ “ Meri Sadak” has been created in public domain of OMMAS Homepage for registering feedback and complaints by citizens.
- ❖ To meet the objections of E- governance and digital India, a new Mobile App “Meri Sadak” integrated into OMMAS for user friendly and transparent Citizen Feedback and complaint redressal system under PMGSY.
- ❖ The citizens, with the use of this feedback module can express their concerns related to slow pace abandoned work bad quality of PMGSY works.
- ❖ State Quality Coordinators (SQC) will be the ‘Nodal Officer’ to handle feedback module and will dispose off the feedbacks received under “ Meri Sadak” of OMMAS portal online (7 days to 60 days).
- ❖ ASOP (Standard Operating Procedure) has been developed which describes the steps for handling feedbacks submitted by Citizen and uploaded on PMGSY website (<http://pmsgsy.nic.in>).
- ❖ As per timeline for prompt feedback redressal all feedback should be:
 - Acknowledged with 07 days with interim reply.
 - Redressed within 60 days of receipt in the organization.
- ❖ States may ensure disposal of feedback in time bound manner without compromising on quality aspects.