

PETITIONS MANAGEMENT SYSTEM

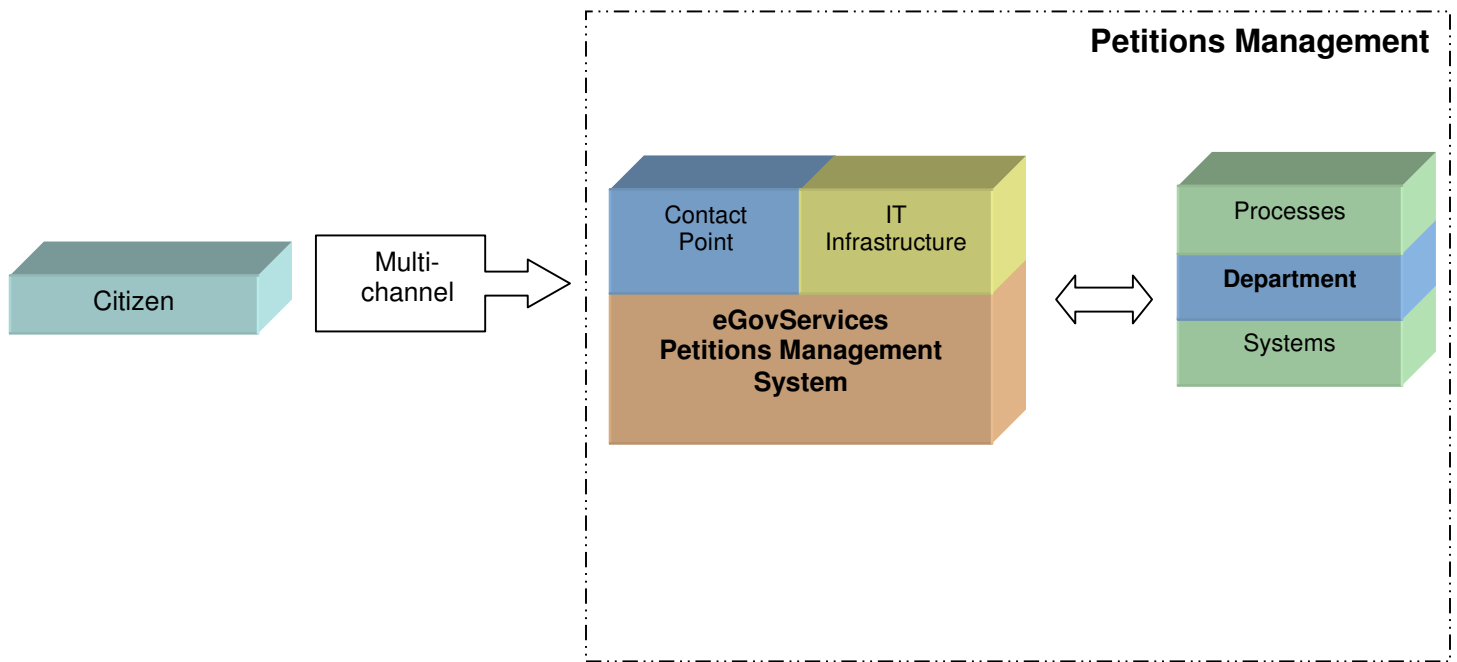


eGovServices Petitions Management System is a fully integrated, comprehensive solution for citizen service that enables the Administration to track and manage citizen's petitions more effectively and serve citizens more responsively. By providing complete front to back-office coverage of citizen care functions through a centralized Action point, PMS brings enhanced efficiency, responsiveness and citizen focus to Administration

Government Administrations increasingly want to improve their interactions with citizens, enterprises, and other public administrations. With the Internet delivering an increasing volume of services, the citizens now expect 24/7 access to Government Departments and Agencies, so they can register, submit queries and requests, and obtain and submit information anytime, anywhere.

A complete and integrated solution for all citizen - centric tasks, eGovServices Petitions Management System, allows the Administration to capture, view and use key information to service citizens. By capturing and providing a complete view of the petition, eGovServices PMS enables Administration to present one face to each citizen and support more efficient internal processes.

Now a fully established worldwide trend, capturing Petitions from citizens is helping government agencies and those who rely on them to use the Internet to deliver and receive feedback from citizens and support with remarkable new efficiency. eGovServices PMS can help public administrations improve the quality of service, stimulate feedback, and take remedial actions internally.



DEPARTMENT SERVICES

eGovServices PMS seamlessly integrates all these capabilities, from front office to back office, linking Web-based forms to electronic petition cases. eGovServices PMS supports internal processing, the integration of Kiosk systems to capture petitions, and action review functions. The solution also supports a wide range of citizen-care functions, including the ability of citizens, department officials, and other public authorities to communicate via multiple channels.

eGovServices PMS can help Government Administration address all core citizen-driven tasks efficiently and cost-effectively. Key e-government capabilities of eGovServices PMS include:

- Department Services
- Front Office kiosks Integration
- Electronic Petition management
- Interaction Tracking
- Action Points Review
- Petition Disposal
- Knowledge Base
- Analytical Tools

Department services are those services that Government Departments offer to the citizens. Such services may range from simple information requests, to requests for licenses and permits, to complex tax-return processes.

As part of the e-government efforts, public administrations can offer Web- and phone-based access to these services. These access channels supplement the traditional ways constituents communicate with public organizations, such as letters, phone calls, faxes, or face to face, thereby increasing the service level to their constituents. To facilitate feedback from these services, administrations must adapt their internal processes and integrate the Petitions Management System. The Department Services capabilities of eGovServices PMS let your agency easily implement online services and integrate them into Citizens Feedback strategy.

Integration with Front Office kiosks

eGovServices PMS' platform independent browser based interface enables the access of the solution over Front Office kiosks. Moving forward, PMS kiosks can be deployed at different geographical locations for anytime anywhere access



E-PETITION MANAGEMENT

An Electronic Petition is a collection of Petition, document attachments, photograph attachments, and interactions with a common relationship. eGovServices PMS provides powerful petition management capabilities that help public authorities structure and control their Petition Resolution processes. eGovServices PMS solution allows you to structure petitions, change-tracking, routing, and activity-management processes.

Government Departments need records - which provide the legal documentation of governmental actions - to operate and deliver Petition resolution services. The petition case management capabilities of eGovServices PMS enhance the ability of governments to manage petition records through a new, easy-to-use, people-centric user interface.

eGovServices PMS provides comprehensive authorization and authentication mechanisms, ensuring that the right people have access to the right applications, and that authorized personnel can access all pertinent constituent data. Citizens are assured that their data is securely received by concerned Government officials

INTERACTION TRACKING

Interaction Tracking Preserves the Resolution Interactions. When Petition Resolution involves several back-and-forth interactions and more than one session, the interaction history is critical. eGovServices PMS tags every interaction and automatically maintains sessions so that any official can understand and continue the interaction.

ACTION POINTS REVIEW

Action Points review ensures that the steps needed to resolve the petition within the stipulated time frame are being undertaken. eGovServices PMS raises alarms and alerts for interventions, if required, by the Administration

PETITIONS DISPOSAL

eGovServices PMS integrates Interaction Tracking with Action Points Review module and enables electronic closing and disposal of an e-petition. The system facilitates the generation of jurisdiction area report for analysis.



KNOWLEDGE BASE

Analytical tools capture the information from Electronic petition cases and builds knowledge base to provide Government employees at all workplaces with exactly the knowledge they need to properly process requests, and handle other Petitions, leading to enhanced citizen service and satisfaction while remaining within budget.

ANALYTICAL TOOLS

Over the Internet or in person, eGovServices PMS offers proven technology to handle analysis of petitions. The solution maintains a centralized citizen database available only to authorized Government staff. This provides a common petition record mechanism that can help employees address citizen concerns across a wide spectrum of services. Integration with back-office applications provides a complete 360-degree citizen account

KEY ADVANTAGES

- Single Point of Contact for all citizens
- Multi-channel access to Citizens
- Integrated view of all interactions
- Seam-less Hand-off of Petition to “Back-office” department personnel
- Mechanisms for monitoring Service Levels
- Single application and screening process
- Reduced administrative costs
- Faster and efficient system processing

PRE REQUISITES

- Administration’s will with vision of improved service delivery to citizens
- Administration’s commitment to implement PMS
- Appropriate funding
- Right choice of technology and partners
- Practical staged approach to Implementation

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