

## **NASSCOM Social Innovation Honours 2010 to Jhansi Jan Suvidha Kendra, Jhansi**

NASSCOM Foundation on 9th.Feb.'2010 announced the winners of its second annual **Nasscom Social Innovation Honours 2010**. The Honours were given to deserving projects that strive to bring about social change and development through technology at the NASSCOM India Leadership Summit 2010. The Honours were judged by an eminent jury of Narayana Murthy (Founder-Chairman, Infosys Technologies Limited), T. N. Ninan (Chairman and Editorial Director, Business Standard Ltd.), Rama Bijapurkar (Independent Market Strategy Consultant), Jaithirth (Jerry) Rao (Chairman, NASSCOM Foundation) and Saurabh Srivastava (Trustee, NASSCOM Foundation).

**N.I.C., Jhansi** had developed a telephone/mobile based public grievance redressal system for **Jhansi Jan Suvidha Kendra, Jhansi** established in D.M., Office, Jhansi. JJSK system demonstration /presentation was done before several Sr. officers of Ministry Of Communication & IT, Govt. of India and also before Sr. officers of Govt. of U.P.. All officials appreciated the unique and effective innovation and are of there opinion that this system should be encouraged and adopted for efficient/ prompt disposal of public grievances.

In the category “ICT led e-governance innovation” the honour was given to **Raj Shekhar, District Magistrate/ Chairman, Jhansi Jan Suvidha Kendra, Jhansi** along with **Deepak Saxena, TD&DIO, NIC, Jhansi** by Shri Ashok Chavan, Hon'ble Chief Minister, Maharashtra for its approach in the arena of public grievance redressing, through which citizens can approach concerned government officials and register grievances through mobile or land line phones. This can be done from anywhere at anytime and the citizens gets a quick and effective response/disposal of their grievances through call/SMS/Internet. This free-of-cost service is not just easily accessible for registering complaints, but also ensures effective tracking of the complaints by constant follow up with the concerned officer and citizen and intimating the citizen of the status.



Shri Raj Shekhar, District Magistrate, Jhansi receiving the award from Shri Ashok Chavan, Hon'ble Chief Minister, Maharashtra

## SOCIAL INNOVATION HONOURS 2010

### *Certificate of Honour*

in "ICT led Innovation in e-Governance" category

awarded to

*Jhansi Jan Suvidha Kendra, Jhansi, U.P.*

In recognition of passion and commitment for e-Governance and for aiming for the highest standards of excellence to help bring the Government closer to the Citizen

The project takes a completely new approach in the arena of public grievance redressal where citizens can register grievances through mobile or landline phones

Process Validators: Ernst & Young Pvt. Ltd.

  
**Jaithirth (Jerry) Rao**  
Chairman

  
**Rufina Fernandes**  
Chief Executive Officer



**NASSCOM**  
FOUNDATION

**SOCIAL INNOVATION HONOURS** 2010

a NASSCOM Foundation Initiative

Awarded to

**Jhansi Jan Savidha Kendra, Jhansi - LLP**

Category: ICT led Innovation in e-governance