





FACILITATING A DYNAMIC CITIZEN

DHENKENAL, ODISHA

A watershed reform in digital governance, where the Government seeks to boost last-mile democracy through the participatory role of citizens.

Now, a citizen no more has to wait for months for the grievance to be heard. With the changing dynamics of governance, Governments are tapping into multiple channels to reach out to citizens. A constructive and two-way relationship with citizens is being built to create a sustainable and just environment, where institutions foster inclusive economic growth and higher standards of living for all segments of society.

Mo Sarkar means My Government. In the annals of history, it will be recorded as an important transformative initiative implemented by the Government of Odisha focusing on citizen centricity.

The technology-led feedback system aligns the 5Ts of governance of Transparency, Technology, Teamwork, and Time-bound action leading to transformation.

With rapid strides in digital governance, Odisha has been one of the early movers in adopting emerging technologies to enhance citizen service delivery.

OUTCOMES

The process of garnering citizen feedback has shifted gears from reactive to proactive by infusing a behavioural change in the way officers tackle citizens' grievances.

CHALLENGES FACED

There was lack of a centralized system to loop in feedback.

There were multiple sources of heterogeneous citizen data.

Mapping a resolution strategy for citizen grievances was a challenge in the absence of a top-down approach to troubleshooting.

Absence of a mechanism to monitor official's performance in resolving citizen's complaints through data-driven insights for improving public service delivery.

Launched on 2nd October 2019, Mo Sarkar today actively collects feedback from the citizens by both inbound and outbound calls. Centralized processing of feedback collects and generates actionable insights promptly by tagging the concerned officials to take action.

THE MO SARKAR NETWORK

Total no. of departments: **29**

Number of services covered: **235**

Total citizen contact details: **2,50,64,011**

Total feedback received: **17,11,678**

Average no. of calls made by Ministers and officials each month: **20,000**

Average feedback received by Ministers and Officials each month: **8,470**



Mo Sarkar is testimony to a new wave of direct citizen participation sweeping the shores of our Governance. The crowdsourcing of feedback for reinforcing public service delivery is slated to become the new normal for citizen-centric Governance.