

ACB J&K intends to Launch **Complaints Management Portal for DVOs & Mobile App for ACB**

in this regard you are requested to quote your prices separately for the development of the same.

Your quotes should reach this office by or before **7th Sep. 2020** through e-mail.

Specifications

1.Complaints Management Portal for DVOs

a) A) **Flow of Complaints to DVOs**

Complaints Sent to DVOs by Central Office --> Complaints Received by DVOs through Portal with SMS on registered Mobile Nos. ---> Complaints Processed by DVOs and update the status on the Portal --> Central Office to Receive the Status of update as done by the concerned DVOs

b) B) **The System is required** to show the status of pending Complaints with concerned DVOs on dashboard (Categorically with more than 7 days, more than 14 days, more than 21 days, more than one month/ one quarter/ one year or more)

c) C) **Reports required at Central Office**

- i. Complaints sent to concerned DVOs (with filter on date and DVO)
- ii. Disposal of Complaints (with filter on date and DVO)
- iii. Status of Complaints (with filter on date and DVO)

d) D) **Reports required at DVO Level**

- i. Pending Complaints
- ii. Complaints Disposed off

e) E) Administration of Portal at Central level

Mobile App for ACB

The prominent features of website www.jkacb.nic.in:-

- 1) About ACB, Police Stations and Jurisdiction.
- 2) Details of contact numbers of all the officers of ACB.
- 3) Orders, Tenders etc.
- 4) Facility for citizens to upload text, videos and audios related to corruption around them.
- 5) Press Releases, Circulars etc.
- 6) Any other relevant information on the website.