



PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM

सार्वजनिक तक्रार निवारण प्रणाली

SCOPE OF THE WORK

Following system in bilanguage (English & Marathi) will give marathi keyword later.

- 1. WEB PORTAL DEVELOPMENT:** for citizen to upload grievance regarding issue, govt employee behavior, corruption, harassment.

Alert/notification of once response submitted by officer/SI/ward officer.

- I. Home page:** information about system in (short) 1 page and app link.

Nav bar: signup & login link & Language change icon

- II. Citizen Registration:** Name, email, Mobile, Password & OTP verification.

- III. Login:** Mobile Number & Password

After Login: same page like home page with following option in nav bar

Home, Submit Grievance, View Grievance, Logout.

- IV. Submit Grievance:** Name, Mobile No., Ward/prabhag, Select Department, select grievance type, Address, Pin code, Issue Description, Live Photo – multiple photo +, Live GPS Location & **Submit Button**

- V. View Grievance:** List of Grievance, View Grievance Status, Pending/Solved.
. If solved then give feedback. 1 to 5 star & description. Otherwise give resubmit to higher authority

Resubmit Grievance to Higher Authority: Resubmit Grievance to Assistant commissioner level officer desk. (Give button below)

2. **ANDROID MOBILE APPLICATION:** for citizen to upload grievance regarding issue, govt employee behavior, corruption, harassment.

Alert/notification of once response submitted by officer/SI/ward officer.

Splash Page with logo n name

- I. **Citizen Registration:** Name, Mobile, Password & OTP verification.
- II. **Login:** Mobile Number & Password

After login: home page and navbar Home Language change icon

- III. **Submit Grievance:** Name, Mobile No., Ward/prabhag, Select Department, Address, Pin code, Issue Description, Live Photo, Current Date & Time, Live GPS Location & **Submit Button**
- IV. **View Grievance:** List of Grievance, View Grievance Status, Pending/Solved, give feedback. 1 to 5 star & description.

Resubmit Grievance to Higher Authority: Resubmit Grievance to Assistant commissioner level officer desk. (Give button below)

3. **OFFICER DASHBOARD WEB PORTAL:** for officer to check grievance regarding issue and upload photos after issue resolve.

Alert/notification if any new grievance submitted by citizen.

Due time: 3 days timeline to resolved the issue if not then is shows in red color with **priority** label.

- I. **SI or Ward Officer Login:**

- i. **Login** with email or mob & password
- ii. **Home page:** info and nav bar & Language change icon
- iii. **View Grievance:**

- 1. **Pending Grievance:** check all details, download photo, visit the location and If Solved -> upload live photos- multiple + , update status & **Submit Button.**

- 2. **Solved Grievance:** show all details.

- iv. **Report: (Download PDF)**

- 1. **Ward/Prabhag Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.

2. **Date Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.

II. Department HOD Login:

- i. **Login** with username & password
- ii. **Home page:** info and nav bar & Language change icon
- iii. **View Grievance:**
 1. **Pending Grievance:** show all details, download photo, If Solved - upload live photos, update status & **Submit Button.**
 2. **Solved Grievance:** show all details.
- iv. **Forward grievance to SI or ward officer.**
- v. **Report: (Download PDF)**
 1. **Ward/Prabhag Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.
 2. **Date Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.

III. Assistant Commissioner Login

- i. **Login** with username & password
- ii. **Home page:** info and nav bar & Language change icon
- iii. **View Grievance:**
 1. **Pending Grievance:** show all details, download photo.
➔ **If resubmitted by citizen** then give remark and forward to respected HOD & **Submit Button.**
 2. **Solved Grievance:** check show all details.
- iv. **Report: (Download PDF)**
 1. **Ward/Prabhag Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.

2. **Date Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.

IV. Deputy Commissioner Login

- i. **Login** with username & password
- ii. **Home page:** info and nav bar & Language change icon
- iii. **View Grievance:**
 1. **Pending Grievance:** show all details, download photo,
-> **If resubmitted by citizen** then give remark and forward to respected HOD & **Submit Button.**
 2. **Solved Grievance:** show all details.
- iv. **Report: (Download PDF)**
 1. **Ward/Prabhag Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.
 2. **Date Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.

V. Commissioner Login:

- i. **Login** with username & password
- ii. **Home page:** info and nav bar & Language change icon
- iii. **View Grievance:**
 1. **Pending Grievance:** show all details, download photo,
-> **If resubmitted by citizen** then give remark and forward to respected HOD & **Submit Button.**
 2. **Solved Grievance:** show all details.
- iv. **Report: (Download PDF)**
 1. **Ward/Prabhag Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.
 2. **Date Wise:** Dropdown list -> Pending/Resolved/All -> show list of grievance according to the option chosen.

4. **ADMIN DASHBOARD WEB PORTAL:**

1. CREAET USER: name, email, mob, post, dept, password
2. ADD DEPARTMENT: name, HOD name, address.
3. ADD GRIEVANCE TYPE (UNDER DEPARTMENT):

Select dept, name of grievance type
4. ADD/UPDATE SI/WARD OFFICER:
Name, mob, email, dept, ward/prabhag no, post, password
5. ADD/UPDATE DEPARTMENT HOD: same as above
6. ADD/ UPDATE ASSISTANT COMMISSIONER
7. ADD/ UPDATE DEPUTY COMMISSIONER
8. ADD/ UPDATE COMMISSIONER

React Native + React (Web)

- **Language:** JavaScript / TypeScript
- **Platforms:** Android (React Native), Web (React.js)
- **Pros:**
 - Large developer community
 - Code sharing between web and mobile via libraries like **React Native Web**
 - Uses popular React ecosystem

1) पर्यावरण ववभयग

- i. पररसर दूवित करणे
- ii. इतर

2) पयणी पुरवठय ववभयग

- i. पयणी वेळेवर न सोडणे
- ii. पयणी दूवित र्णे
- iii. पयइप गळती
- iv. इतर

3) घनकचरय ववभयग

- i. कचरय सयचणे
- ii. घंटय गयडी वेळेवर न र्णे
- iii. घंटय गयडी न र्णे
- iv. इतर

4) बयंधकयम ववभयग

- i. खेस्नेज तुंबणे
- ii. रस्ययवर खुडु पडणे
- iii. इतर

5) सयमयन्य प्रशयसन ववभयग

- i. कमाचयरी भेदभयव /पक्षपयत
- ii. छळ करणे
- iii. इतर