

Complaint Redressal Machinery

Problem Statement

Numerous grievances are received from people from different parts of the country related to employment conditions viz. employers terminating services of employees without any reason, short payment of less, non - following of Hours of Employment Regulations, Inhuman working conditions, etc. The complaints are received in both physical form and electronic mode. There is an IT enabled portal in place for handling these complaints. However, looking at the enormous size of the complaints received daily and the diversity of these complaints, there is a necessity to simplify, standardise and further make the whole process citizen-friendly. Some possible features are like auto-classification, auto-routing, auto-tracking of progress, notifications to complainant, easy way to escalate to higher authority, easy way to upload documents, AI based ways to find most relevant and useful content from documents submitted or narrations. This project is complaint redressal machinery. It is possible to draw UML use case diagram for this.

Problem Solution

- * **Simplify and standardize the process.** This will make it easier for complainants to file complaints and for the authorities to process them.
- * **Use auto-classification and routing for efficient handling.** This will help to ensure that complaints are routed to the correct department or person for processing.
- * **Implement auto-tracking and notifications for complainant updates.** This will keep complainants informed about the status of their complaints and allow them to track their progress.
- * **Provide an easy escalation mechanism to higher authorities.** This will allow complainants to escalate their complaints if they are not satisfied with the response they have received from the initial level of contact.
- * **Utilize AI-based techniques to analyze documents and narratives.** This will help to identify patterns and trends in complaints and to develop more effective ways of addressing them.
- * **Enable secure document upload for supporting evidence.** This will make it easier for complainants to submit supporting documents with their complaints.
- * **Generate reports and analytics for insights and improvements.** This will help the authorities to identify areas where the complaint redressal system can be improved.
- * **Design a user-friendly interface for complainants and administrators.** This will make it easier for both complainants and administrators to use the system.

Services

* **Complaint management system:** This system can be used to track and manage complaints, as well as to provide complainants with updates on the status of their complaints.

* **Document management system:** This system can be used to store and manage documents related to complaints, such as complaint forms, correspondence, and supporting evidence.

* **Case management system:** This system can be used to track and manage cases, as well as to provide case managers with information about the status of cases and the next steps to take.

* **Workflow management system:** This system can be used to automate the workflow for handling complaints, such as routing complaints to the appropriate departments or individuals for processing.

* **Reporting and analytics system:** This system can be used to generate reports and analytics on complaints, such as the number of complaints received, the average time to resolve complaints, and the most common types of complaints.

* **Communication and collaboration tools:** These tools can be used to improve communication between complainants and the authorities, as well as between different departments or individuals within the authorities.

* **Training and support services:** These services can be used to train staff on how to use the complaint redressal system and to provide support to complainants.

* **Notifications:** The system sends notifications to users, keeping them informed about the progress and updates on their complaints, ensuring effective communication throughout the complaint resolution journey.