

# Government Grievance Portal: Project Documentation

## Module 1: Introduction & Overview

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Section: KRG2B

Course: Full Stack Development (PBLJ / Web Technologies)

## 1. Abstract

The Government Grievance Portal is a full-stack web-based application designed to bridge the communication gap between citizens and government authorities, fostering a relationship built on transparency and efficiency. It provides a centralized digital platform where citizens can formally file grievances related to public services, departmental issues, or failing infrastructure.

Beyond simple submission, the system empowers government officials to systematically receive, categorize, manage, and resolve these grievances. The core aim is to digitalize and streamline the entire grievance redressal process, moving away from traditional, opaque methods. This transition significantly improves response times, enforces accountability through comprehensive status tracking, and provides a clear audit trail for all registered complaints, ultimately aligning with modern citizen-centric e-Governance goals.

## 2. Objectives

The primary objectives of this project are:

- **Develop a User-Friendly Platform:** To create an intuitive and accessible web interface that allows citizens of all technical skill levels to easily register, lodge their complaints, and attach supporting documentation.
- **Enable Efficient Complaint Resolution:** To provide a robust dashboard for government officials and administrators to view, assign, update, and resolve incoming grievances in a structured and timely manner.
- **Ensure Transparency and Accountability:** To establish a clear and auditable trail for every grievance, ensuring that both citizens and authorities can see the actions taken and hold relevant parties accountable.
- **Provide Real-Time Status Tracking:** To empower citizens with the ability to monitor the progress of their complaints at every stage, from initial submission through to final resolution and feedback.
- **Build a Scalable and Future-Proof System:** To engineer the application with a scalable architecture that allows for future integration with other e-Governance APIs, analytics platforms, and additional features.

## 3. System Overview

The portal's architecture is segmented into three main modules, each with distinct roles and responsibilities:

1. **Citizen Module:** This is the public-facing component of the portal. It handles all citizen interactions, including user registration, secure login, the submission of new grievances (with document attachment capabilities), and the facility to track the status of submitted complaints and provide feedback upon resolution.
2. **Admin/Authority Module:** This module is designed for government officials and department heads. It features a comprehensive dashboard to manage all complaints assigned to their department. Key functions include assigning specific complaints to officers, updating the status of an investigation, and marking issues as resolved.
3. **Super Admin Module:** This is the highest-level administrative module, responsible for the overall management and health of the portal. The Super Admin has oversight of all system activities, including managing user accounts, defining government departments, and accessing system-wide analytics and reports.