MGM's College of Engineering, Nanded

Department of Computer Science &Engineering
"JAN-SAMASYA PORTAL"

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Introduction:

A Grievance Redressal Platform is a digital system that enables users to submit, track, and resolve complaints in an organized and transparent way. Traditional grievance-handling methods are often manual, slow, and inefficient, leading to delays, miscommunication, and unresolved issues. By shifting the process to an online platform, organizations can ensure that complaints are properly recorded, securely stored, and easily accessible,.The platform allows users to lodge grievances anytime and from anywhere using digital devices. Each complaint is assigned a unique tracking ID, categorized, and forwarded to the appropriate authority. Users can upload supporting documents .

System Architecture:

The Jan Samasya Portal follows a three-tier architecture consisting of Presentation, Application, and Data layers.
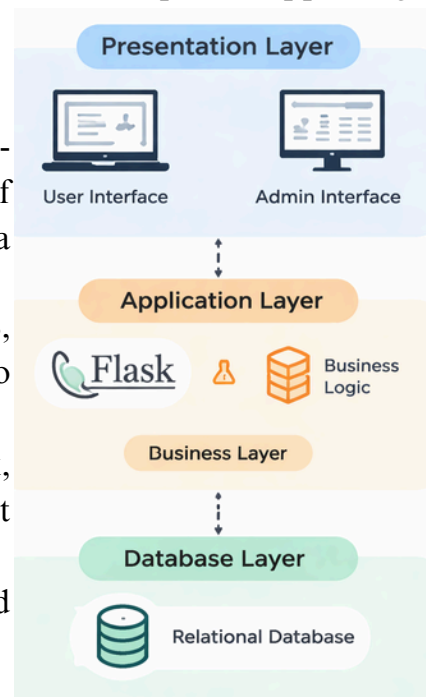
The frontend is built using HTML, CSS, JavaScript, and Jinja2 templates to provide user and admin interfaces.

The backend is developed using Flask, which handles business logic, request processing, and role-based access.

Admins can view, assign, update, and resolve grievances.

Methodology:

The system uses a secure, multi-tier architecture with defined roles (Citizen, Admin, Government) and a standardized issue data model for efficient tracking. Citizens can easily report issues with details, urgency, and media, and track their status through a personal dashboard. Administrators monitor system performance via dashboards, analyze issue trends, and assign tasks to appropriate authorities. Continuous data collection enables performance evaluation using metrics like issues resolved and satisfaction rate, supporting ongoing improvement.
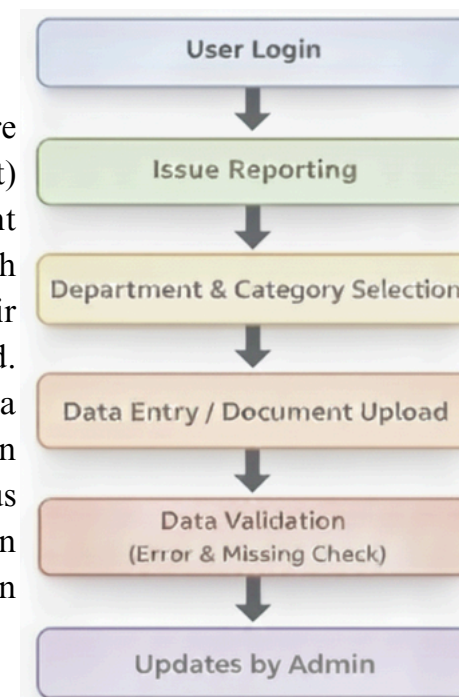

Conclusion:

The Grievance Redressal Platform is a vital system that ensures complaints are systematically recorded, monitored, and resolved with transparency and efficiency. By automating grievance submission, notifications, and escalation processes, it minimizes delays, reduces human errors, and promotes accountability across departments. The platform enables fair and timely resolution of issues while providing valuable insights through analytics to identify recurring problems and support data-driven improvements.

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