ACKNOWLEDGEMENT

We are greatly indebted to our project guide **Ms. D. B. Aghor** for her invaluable guidance throughout this work. It has been an altogether different experience to work with her and we would like to thank her for her help, suggestions and numerous discussions.

We gladly take this opportunity to thank **Dr. Rajurkar A. M**. Head of Computer Science & Engineering .

We are heartily thankful to **Dr. Lathkar G. S.** Director, MGM's College of Engineering, Nanded for providing facility during progress of project also for her kindly help, guidance and inspiration.

Last but not least we are also thankful to all those who help directly or indirectly to develop this project and complete it successfully.

With Deep Reverence,

Rajnandini Nagargoje[212]
Srushti Nagargoje [208]
Sanika Mawale [231]
Suhani Naidu [234]

ABSTRACT

The Unified Citizen Service and Grievance Redressal Platform is designed to streamline the interaction between citizens and government agencies by providing a single, integrated interface for lodging service requests and grievances. This platform consolidates multiple service portals into one accessible system, enabling users to submit complaints, requests, and feedback efficiently without navigating complex bureaucratic processes. By leveraging digital technologies, the platform aims to enhance transparency, reduce response time, and improve overall citizen satisfaction in public service delivery.

A key feature of the platform is real-time status tracking, which allows citizens to monitor the progress of their submissions at every stage, ensuring accountability and timely resolution. Automated notifications and updates empower users with relevant information, while the backend facilitates seamless communication between various departments involved in addressing the issues. Ultimately, this project fosters a more responsive governance ecosystem, promoting civic engagement and trust through effective grievance redressal and service management**.**

Technology used: HTML, CSS, JavaScript, MongoDB.

Student name:
Rajnandini Nagargoje[212]
Srushti Nagargoje [208]
Sanika Mawale [231]
Suhani Naidu [234]

TABLE OF CONTENTS

Acknowledgement		**1**
Abstract		**II**
Table of Contents		**III**
List of Figure		**V**
Chapter 1	**Introduction**	**1**
1.1	Objectives of Grievance Redressal Platform	2
1.2	Purpose and project	3
1.3	Overview of the Grievance Redressal Platform	5
1.4	Benefits of This Platform	7
Chapter 2	**Literature Survey**	**9**
2.1	Centralised Public Grievance and Monitoring System	11
2.2	E-Danakil / e-Jagriti	12
2.3	Citizen Complaint Resolution System	13
2.4	Commercial and Institutional Grievance Solutions	14
Chapter 3	**Technology Used**	**15**
3.1	Frontend Technology	16
3.2	Backend Technology	17
3.3	Database Technology	18
3.4	Additional Tools & Technologies	19
Chapter 4	**System Design**	**21**
4.1	System Requirement	22
4.2	Software Requirements	23
4.3	Hardware Requirements	24
4.4	Functional Requirements	26
4.5	Non-Functional Requirements	27
4.6	Use Case Diagram	28
4.7	Class Diagram	29
Chapter 5	**Implementation And Testing**	**31**
5.1	Steps Involved in System Implementation	32
5.2	Features and Functionalities Implemented	33
5.3	Testing Methodology and Test Cases	34
5.4	Challenges Faced During Development and Their Resolutionas	38
5.5	Home Page	39
5.6	Login Page	40
5.7	Registration Page	42

5.8	Report a Municipal Issue	43
5.9	Admin Dashboard Page	44
5.10	All Reported Issues	45
Chapter 6	**Future Scope**	**46-49**
CONCLUSION		**50**
REFERENCES		**51**

List of Figures

Figure No.	Name of Figure	Page No.
2.4	Use Case Diagram	10
2.5	Class Diagram	11
5.1	Home Page	40
5.2	Login Page	41
5.3	Registration Page	42
5.4	Report a Municipal Issue Page	43
5.5	Admin Dashboard Page	44
5.6	All Repeated Issues Page	45