Centralized Grievance and Monitoring System (CGMS)

Description :

The Centralized Grievance and Monitoring System (CGMS) is an online platform available to the stakeholders 24x7 to lodge their grievances to the authorities on any subject related to service delivery.

Any organization needs CGMS portal to improve its quality and also automate the approval process, schemes, training, and office work of transferring documents and the process done internally, and also it enables smooth execution of the work.

The main focus of this project is to :

1. Lodge any grievance
2. Admin will forward to concerned departments
3. Based on requirements transferring files from one department to another.
4. Showing status of the grievance.

Technical Stack: MERN

Architecture