

# **Inter-Department Government Grievance & Escalation Management System**

**Name :** Rudraksha Bhatnagar

**Reg No. :**23BCE1366

**Github Repo:** <https://github.com/Rudraksha-Bhatnagar/Inter-Department-Government-Grievance-Escalation-Management-System.git>

**Source:** Self

## **Background:**

Public grievance redressal is a critical function of government administration, directly reflecting the effectiveness, transparency, and accountability of public services. In many existing systems, grievances are handled either manually or through isolated digital platforms operated independently by departments. These systems lack standardized workflows, centralized monitoring, and time-bound enforcement. As a result, complaints often suffer from misclassification, delayed routing, unresolved backlogs, lack of accountability, and poor citizen trust.

Moreover, the absence of automated Service Level Agreement (SLA) tracking and escalation mechanisms leads to prolonged delays with no effective intervention from higher authorities. Citizens are often unaware of the actual status of their complaints, and supervising agencies lack accurate performance analytics of departments.

## **Problem Description:**

The existing grievance handling mechanisms suffer from the following major limitations:

- No centralized inter-department coordination
- Manual or semi-automated complaint classification
- Improper and delayed routing of grievances
- Lack of real-time SLA monitoring
- No automatic escalation on deadline breaches
- Weak transparency and auditability
- No citizen-based verification of closure
- Limited performance monitoring of departments

Due to these issues, grievance redressal becomes slow, inefficient, non-transparent, and unreliable, leading to citizen dissatisfaction and an overload of unresolved complaints across departments.

## **Expected Solution:**

The expected solution is to design and implement a centralized, automated Inter-Department Government Grievance & Escalation Management System that will:

- Automatically classify complaints based on category and jurisdiction
- Route grievances intelligently to the appropriate department
- Continuously monitor SLA deadlines
- Trigger automated escalations to higher authorities upon SLA violations
- Enable real-time tracking of grievance status by citizens
- Enforce citizen-based verification before final closure
- Provide audit logs and performance analytics for administrative supervision

## **Overview of the Project**

- This project focuses on building a workflow-driven, multi-department grievance management system that serves as a unified digital platform for handling public complaints. The system integrates multiple actors including citizens, department officers, escalation authorities, and administrators within a single coordinated framework.
- The project includes key functional components such as complaint registration, automated classification, intelligent routing, SLA tracking, escalation handling, resolution management, verification, reporting, and auditing. The system follows a role-based access model, maintains a detailed state-driven grievance lifecycle, and generates real-time administrative analytics for performance evaluation.
- The project is designed to be scalable, secure, and reliable while being suitable for academic implementation and practical demonstration as an enterprise-level e-governance system.