



GRIEVANCES REDRESSAL PORTAL

INDUSTRIAL TRAINING PROJECT

AT DISTT. DEVELOPMENT
AND PANCHAYAT OFFICE,
PATIALA

Distt. Development and Panchayat Office

- ❖ DDPO is one of the key department in the administration of district of Patiala
- ❖ It deals with the following subjects:-
 - *Work relating to the development.*
 - *Five Year Plans, NITI Aayog plans and local development works.*
 - *Panchayat Samitis, Local Bodies and Panchayats.*
- ❖ It is headed by DDPO Officer and falls under the administration of ADC (Development)



Technologies

HTML

- Hypertext defines the link between the web pages.
- Mark-up language is used to define the text document within tag which defines the structure of web pages.

CASCADING STYLE SHEETS

- CSS allows you to apply styles to web pages
- CSS is easy to learn and provides powerful control over the presentation of an HTML document





Technologies

JAVASCRIPT

- JavaScript renders web pages in an interactive and dynamic fashion
- It allows the pages to react to events, exhibit special effects, accept variable text, validate data, etc.

PHP

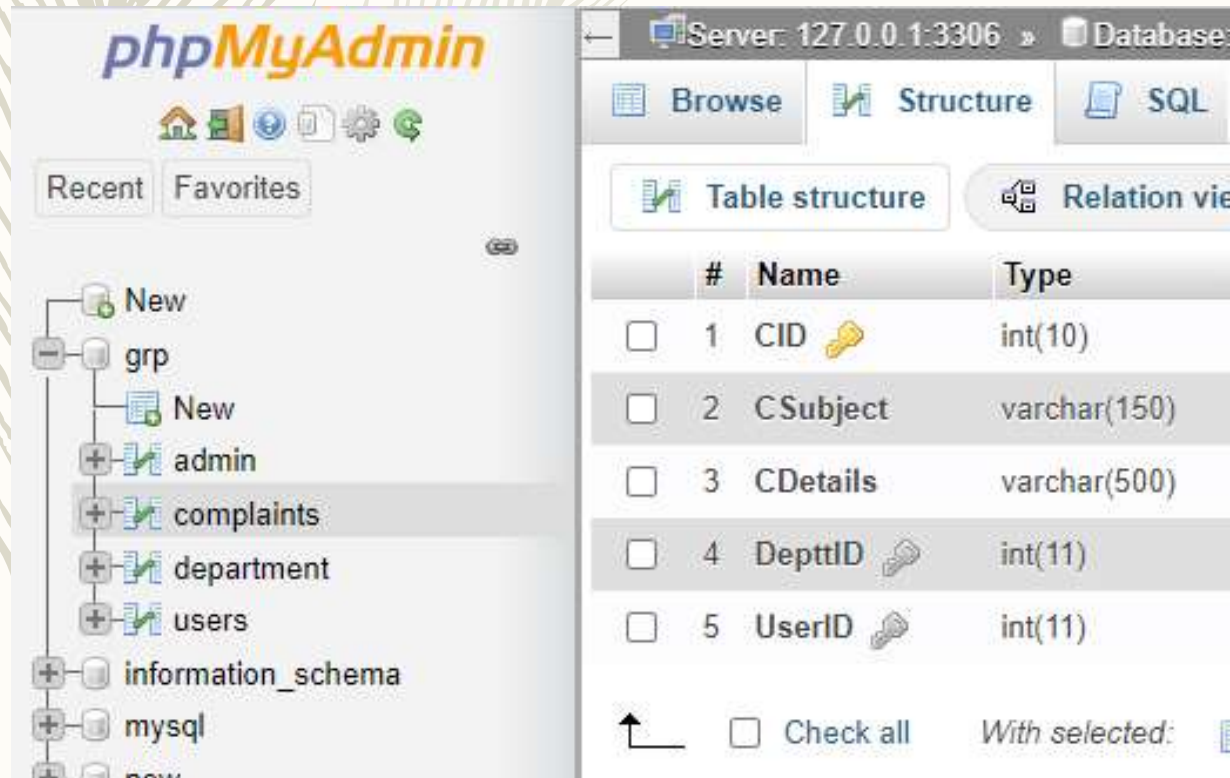
- PHP is a general-purpose scripting language especially suited to web development.
- PHP can add, delete, modify data in your database and many other things



PHP

JS

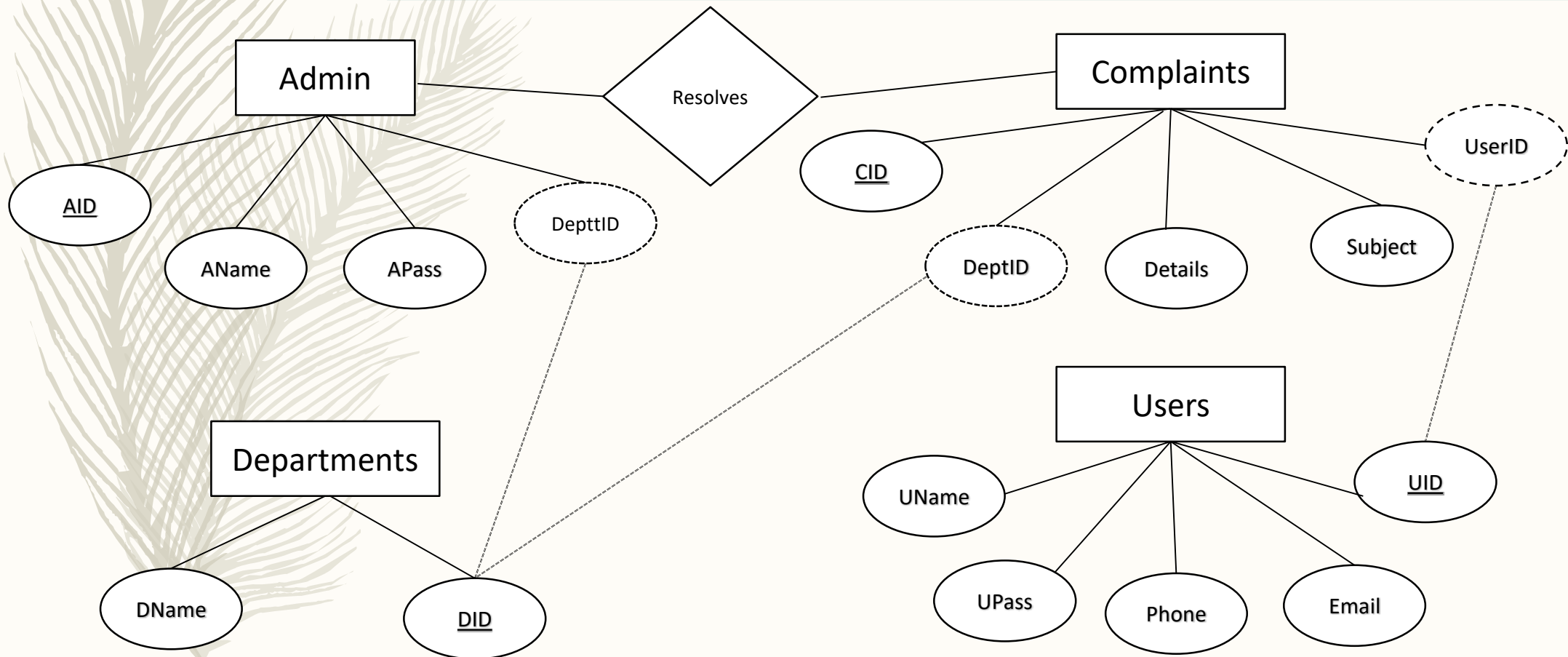
Technology



MySQL

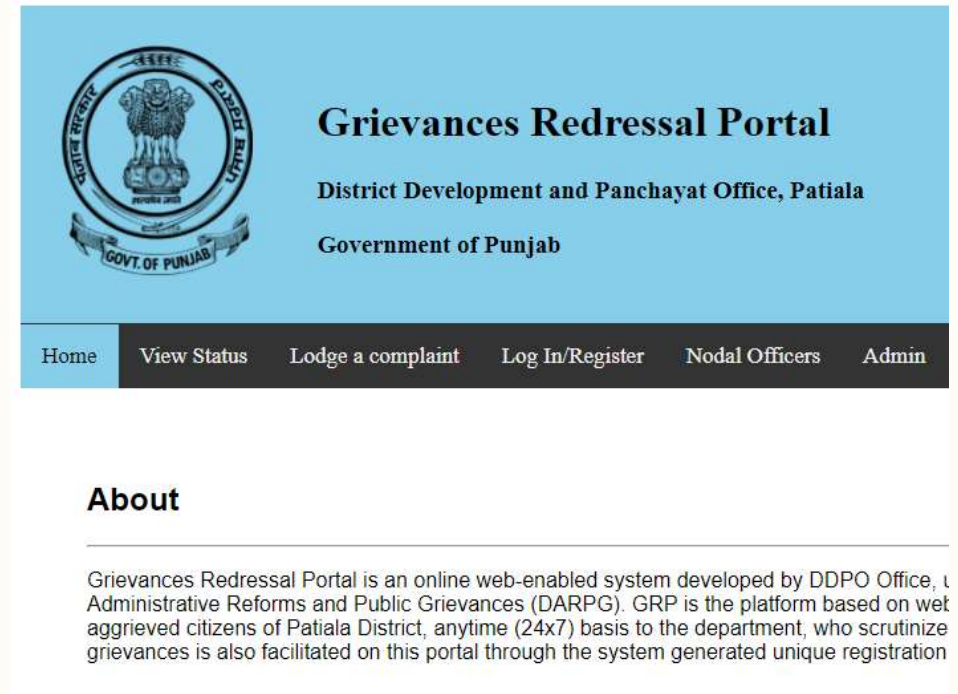
- Database Service is a fully managed database service to deploy cloud-native applications.
- It is used for a wide range of purposes, including data warehousing, e-commerce, and logging applications.

Entity-Relationship Model



Grievances Redressal Portal

- The proposed system is an online complaint management system for submitting complaints
- GRP is an easy and secure way as compared to the previous methods used by the department like 'complain box'



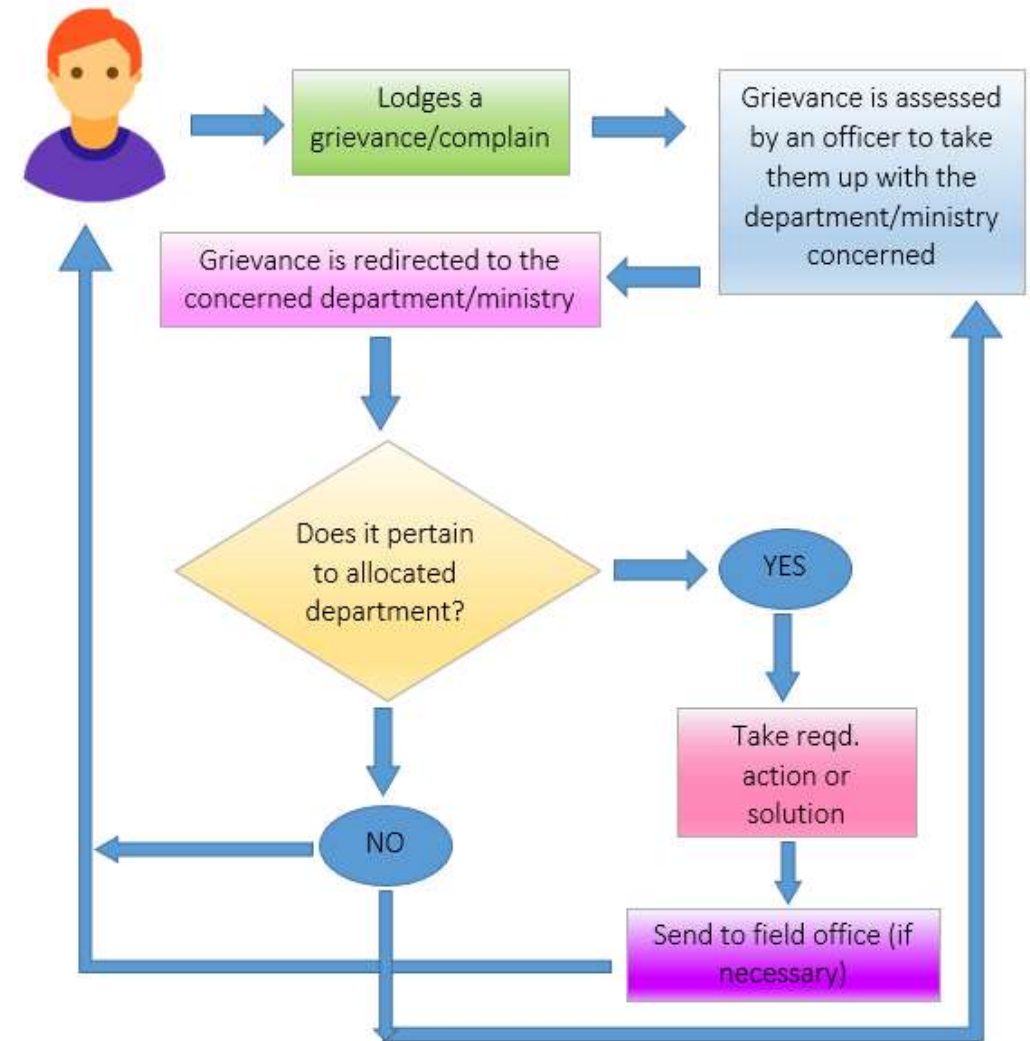


FEATURES OF THE PROJECT

- More accountability and transparency
- Effective support and redressal mechanism
- Reduce amount of paperwork & operational time.
- Increased accuracy and reliability.
- Data security.
- Timely management of redressal mechanism
- Easy maintenance of Data.
- Improved functioning of the department

Data Flow

The diagram is to ensure that people understand the process followed by the system



Header and Navigation Bar



The same header is visible throughout the project with the name, address and contact number of the department. Moreover, the logo of the Punjab Government is the hyperlink back to the homepage.

The navigation bar allows for easy navigation between all the windows of the system.



Footer

The footer of the page:

- allows navigation among different screens
- Lists the address and contact details of the department
- Maintains a tally of the complaints; total, resolved and pending
- With a copyright tag at the end

Links

- [Home](#)
- [View Status](#)
- [Lodge a complaint](#)
- [Log In/Register](#)
- [Nodal Officers](#)

Our Address

*DDPO Office,
2nd floor, Block A
Mini Secretariat, Patiala
Punjab
Tel.: +91 91234 56789
Email: ddpopatiala@patiala.nic.in*

Complaints Tally

Total: 49
Resolved: 12
Pending: 34
Others: 3

Updated May 10th, 2021

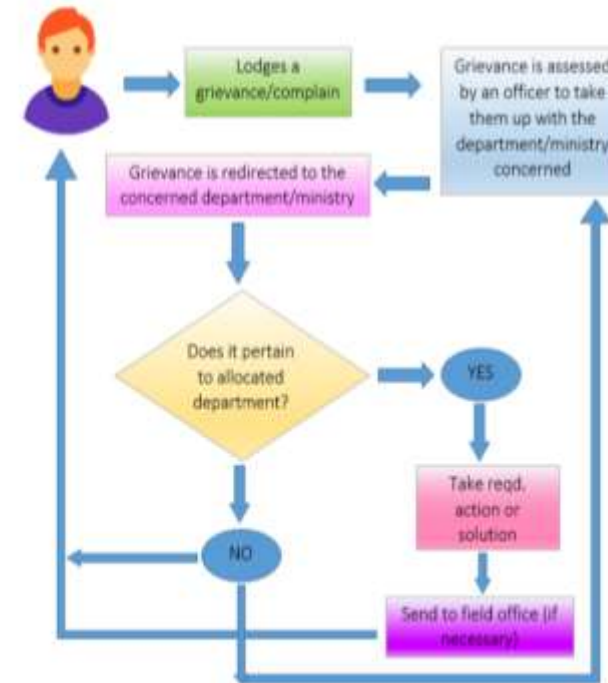
Index Page

- It is first page of the system that the user interacts with.
- It has a brief description of the system, department and acknowledges the contributors.
- The user can study the flowchart to understand the working of the system

About

Grievances Redressal Portal is an online web-enabled system developed by DOPD Office, under the guidance of Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). GRP is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens of Patiala District, anytime (24x7) basis to the department, who scrutinize and take action for speedy and favorable redress of these grievances. Tracking grievances is also facilitated on this portal through the system generated unique registration number.

How it works?



View Complaints

Check the status of your complaint

| ID | Complaint Subject | Department | Status |
|----|--|--------------------------|---------|
| 1 | Unavailability of covid vaccines in Village Shekhpur | Panchayat Office | Pending |
| 2 | Broken computer in the panchayat office. Requested to replace it | Panchayat Office | Pending |
| 3 | Increasing number of Covid cases in Vikas Colony | Block Development Office | Pending |
| 4 | Requested you to reimburse the funds for development of new park | Block Development Office | Pending |
| 5 | Need for more MNREGA work | MNREGA | Pending |
| 6 | Absent staff from corona testing center | Others | Pending |
| 7 | Lack of accountability of corona testing staff | Others | Pending |
| 8 | Panchayat office, Village Asarpura has been demolished in the rain | Maintenance Deptt. | Pending |
| 9 | Bad condition of Government primary school in our village | Development Office | Pending |
| 10 | Vaccination Unavailability in Samana | Others | Pending |
| 11 | Bad attitude of the staff of BDPO Ghanour office | Others | Pending |
| 12 | Lack of cleanliness at corona vaccination center | Maintenance Deptt. | Pending |
| 13 | When will we get corona vaccine? | Others | Pending |
| 14 | Shops, street vendors still operating after curfew | Others | Pending |
| 15 | Panchayat office close at working hours | Panchayat Office | Pending |
| 16 | Lack of hygiene in the PDS food supply | Others | Pending |

- This page allows for the general public to view complains that have been posted.
- The page maintains anonymity of the complainants and they're identities are not revealed.

Log-in or Register Page

Log In

Username

Enter Username

Password

Enter Password

Login

☐ Remember me

[Forgot password?](#)

Register

Name

Enter your name

Email

Enter a valid Email

Phone

Enter your phone number

Password

Enter Password

Repeat Password

Repeat Password

By creating an account you agree to our [Terms & Privacy](#).

Sign Up

- This page allows users to sign up or log in into their existing accounts.
- Signing up is necessary to register, as users need an ID to lodge a complaint.

Lodge a Complaint

Lodge Complaint

User Id

Enter your user id, eg: ARF01234

Department

Panchayat Office

Subject

Give a brief introduction to your complaint

Detailed Description

Give a detailed description of your complaint.

Submit

Frequently Asked Questions

- Your **User Id** is a unique number allotted at the time of registration. You can check it at the Login screen
- Before filing a complaint, make sure you're eligible to file a complaint and that you fulfill the following criteria:
 1. You should be resident of Patiala or reside in a block or village under the jurisdiction of Patiala district. The full list can be checked [here](#).
 2. You're above 18 years of age
 3. That your complaint concerns the said department. If a complaint is filed against the wrong department, it may be rejected outright
- Do not leave any of the fields blank
- You may receive an email, message or phone call on your registered mobile number, in regards to your complaint

- The process has been kept very simple intentionally to make it easier for users to lodge the complaint without too many hurdles.
- On the right side are suggestions that the user may need while lodging his/her grievance.



List of Nodal Officers

List of Nodal Officers

| Sr. No. | Designation | Office No. | Residence No. |
|---------|--------------------------------------|------------------|-----------------------|
| 1. | Divisional Commissioner, Patiala | 2311324 | 2212052 |
| 2. | Deputy Commissioner, Patiala | 2311300, 2311301 | 2311302, 2311303, Fax |
| 3. | ADC (Development) | 2311306 | 2311307 |
| 4. | Distt. Development Panchayat Officer | 2311315 | |
| 5. | XEN, Panchayati Raj, Patiala | 01752336188 | |
| 6. | BDPO, Patiala | 01752363307 | |
| 7. | BDPO, Bhunerheri | 01752201156 | |
| 8. | BDPO, Sanour | 01752309354 | |
| 9. | BDPO, Samana | 01764220031 | |
| 10. | BDPO, Patran | 01764243033 | |
| 11. | BDPO, Nabha | 01765220317 | |

In order to maintain accountability, this list has been incorporated here.

Admin Log-In

Admin Log In

Username

Password

Log In

The page allows for the administrator to log in.

Admin Page



Grievances Redressal Portal

District Development and Panchayat Office, Patiala

Government of Punjab

Address:

DDPO Office,
2nd floor, Block A,
Mini Secretariat, Patiala,
Punjab - 147001
Tel.: +91 91234 56789


Admin

Log In Success

| Sr. No. | Complaint Subject | Department | Status | Action |
|---------|--|--------------------------|---------|----------------------|
| 1 | Unavailability of covid vaccines in Village Shekhpur | Panchayat Office | Pending | View |
| 2 | Broken computer in the panchayat office. Requested to replace it | Panchayat Office | Pending | View |
| 3 | Increasing number of Covid cases in Vikas Colony | Block Development Office | Pending | View |
| 4 | Requested you to reimburse the funds for development of new park | Block Development Office | Pending | View |
| 5 | Need for more MNREGA work | MNREGA | Pending | View |
| 6 | Absent staff from corona testing center | Others | Pending | View |
| 7 | Lack of accountability of corona testing staff | Others | Pending | View |

- Admin can view the detailed complaints, in order to address them or to assign them to correct department.
- The navigation bar is reduced, instead admin can navigate using logo in the header.

View Complaint Details



Grievances Redressal Portal
District Development and Panchayat Office, Patiala
Government of Punjab

Address:
DDPO Office,
2nd floor, Block A,
Mini Secretariat, Patiala,
Punjab - 147001
Tel.: +91 91234 56789

[Admin](#) [View Complaint](#)

Complaint Details

Complaint Subject: Unavailability of covid vaccines in Village Shekhpur.

Complaint Details: Respected sir, my village Shekhpur lies under your jurisdiction and is facing a severe shortage of vaccines. Even the people in the age group of 45-60 years have not been vaccinated due to Unavailability of the vaccines. I urge you to kindly look into this matter and solve our issue as soon as possible. Thank you.

Department: Panchayat Office

Date of Complaint: 02 May 2021

Complainant ID: DFR34352

Complainant Contact: 9234523341, ramesh.singh4534@gmail.com

By clicking on “view”, admin can view the contact number of the applicant.



Thank You!

By Rupali Bawa

11801309