Grievance Portal-4

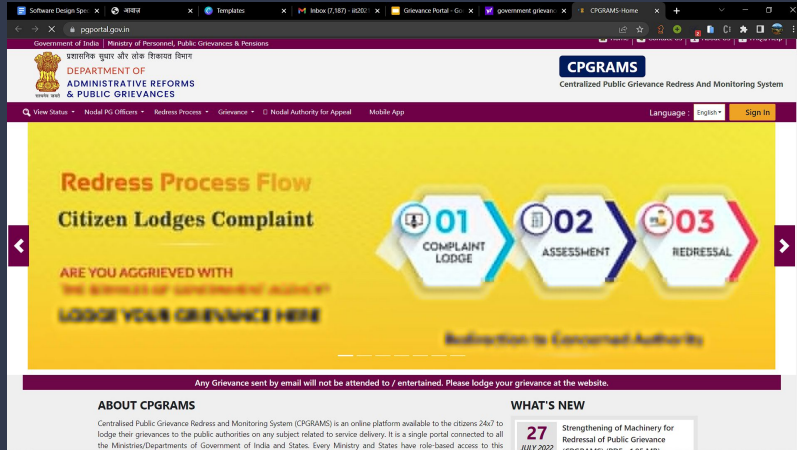## Software Engineering

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Situation

- The existing CPGRAMS website of the government of India is well enough but lacks in some features.

- Features like Viewing Action History, sending reminder to officers for filed grievances, reopening a grievance in case user is not satisfied, rating officers on the basis of their work.

- Our portal tries to solve these problems and provide Admin in-charge for each district to distribute the workload as much as possible.

Action

- We decided to make a grievance portal "Awaaz" that has majorly three users. A common man, An officer of a department in a district and an administrator for each district.

- The user pages majorly shows their profile, let them file grievance,see their grievances and update their profile.Other than that, they can send reminder, reopen the grievance, view the action history, and send feedback for a particular grievance.

- The officers can majorly see the grievance status under them, forward it to some senior officer or update status of a particular grievance

- The admins for each district manages the officers of all the departments in that district.They can add new officer and delete an existing officer.

Task

- Our task was to provide a action history for each grievance which is shown as a pop-up menu on the main page
- For reminder we've a button which has a cooldown for 7 days.For reopening the grievance must be resolved.We can rate officers once the grievance has been resolved.
- Officers can click a button and send it to an officer of higher level if the current officer is unable to resolve the grievance.
- Admins can add or delete officers and view the details of each officer in their district.
- Tech Stack:

  Frontend: ReactJS,Tailwind.

  Backend: NodeJS.

RESULT

(FINAL WEBSITE SCREENSHOTS)

आवाज़

WELCOME TO
आवाज़

An initiative by Government of India

SIGN UP

Name

Email

Password(min 6)   Show

Confirm Password

Phone Number

-- Select District --   Age(>18

📍 Click to set your location

Already have an account? Login

Create Account

आवाज़

RESOURCES   FOLLOW US   LEGAL

Registration

आवाज़

आवाज़

This web application allows the concerned users and admins to communicate regarding the grievances with the provided features in order to simplify the tedious procedure of listing the grievances.

Sign in to access your account

Email Address

example@example.com

Password   Forgot password?

Your Password   Show

⦿ Citizen

◯ Officer

◯ Admin

Sign in

Don't have an account yet? Sign up.

Login Screen

HOME

MY GRIEVANCE

NEW GRIEVANCE

UPDATE PROFILE

LOGOUT

YOUR PROFILE

Name: Utsav Tomar

Email: iit2021112@iiita.ac.in

Phone Number: 7000699125

Age: 25

District: Gwalior

User Profile page

MY GRIEVANCES

DATE	DEPARTMENT	GRIEVANCE	STATUS	REMINDER	VIEW ACTION HISTORY	REOPEN	GIVE RATING
04/05/2023 16:02	Education	test1	pending	reminder	View		We are working on it
03/05/2023 11:11	Health	test2	resolved	resolved	View		Thank you fo your feedba

आवाज़

HOME

MY GRIEVANCE

NEW GRIEVANCE

UPDATE PROFILE

LOGOUT

User-My grievance page

User-File grievance page

UPDATE YOUR PROFILE

आवाज़

HOME

MY GRIEVANCE

NEW GRIEVANCE

UPDATE PROFILE

LOGOUT

Name

Age

Contact Number

District

UPDATE

User-update profile

YOUR PROFILE

Name: Gwalior Health Level 1 Officer

Email: gwaliorhealth1@gmail.com

Designation: Gram Panchayat

Department: Health

District: Gwalior

Rating: 3.5

Officer-Profile page

आवाज़

HOME

GRIEVANCES STATUS

UPDATE STATUS

LOGOUT

GRIEVANCES STATUS

BJECT	DESCRIPTION	CREATED BY	STATUS	UPDATEDTIME	FORWARD	ACTION HISTORY
est2	test2	iit2021112@iiita.ac.in	resolved	2023-05-03 at 05:43		View

Officer-Grievance status page

आवाज़

HOME

GRIEVANCES STATUS

UPDATE STATUS

LOGOUT

ENTER THE GRIEVANCE ID:

Grievance ID   GET DETAILS

GRIEVANCE INFORMATION

Subject:

Description:

Department: Current Status:

Status: pending

Feedback: Enter Feedback

Date of Filing: Submit

Officer-Update status

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HOME

OFFICERS DETAILS

NEW OFFICER

LOGOUT

YOUR PROFILE

Name: Gwalior Admin

Email: gwalioradmin@gmail.com

Role: admin

District: Gwalior

Admin-profile page

OFFICER DETAILS

ID	NAME	EMAIL	DEPARTMENT	LEVEL	AT R.
6436506014672316a73f919c	Gwalior Education Level 3 Officer	gwalioreducation3@gmail.com	Education	3	n r y
6436505f14672316a73f919a	Gwalior Education Level 2 Officer	gwalioreducation2@gmail.com	Education	2	n r y
6446b59e18ca2016780838fa	Gwalior Education Level 1 Officer	gwalioreducation1@gmail.com	Education	1	n r y
6436505e14672316a73f9196	Gwalior Health Level 3 Officer	gwaliorhealth3@gmail.com	Health	3	n r y

HOME

OFFICERS DETAILS

NEW OFFICER

LOGOUT

Admin-Officer details

ADD NEW OFFICER

आवाज़

HOME

OFFICERS DETAILS

NEW OFFICER

LOGOUT

Name:

level

--Select--

Department

--SELECT--

Email:

Password:

Register

Admin-Add new officer page

Challenges

- Designing the user-flow to make it as simple and convenient to use as possible.
- Had to learn full-stack Web development, Node and MongoDB.
- Dealing with bugs.

Future Development & Conclusion

- **SMS Feature** - Users can also get notified via SMS when their grievance gets updated.

- **Expansion/Scaling** - The database can be populated with more departments and officers as per requirements.

- **Artificial Intelligence:** Users may send a photo of their grievance and the system may detect the grievance as per the AI rules.

Thank you.

That's it! Please feel free to ask questions.