

**GrievancePortal**

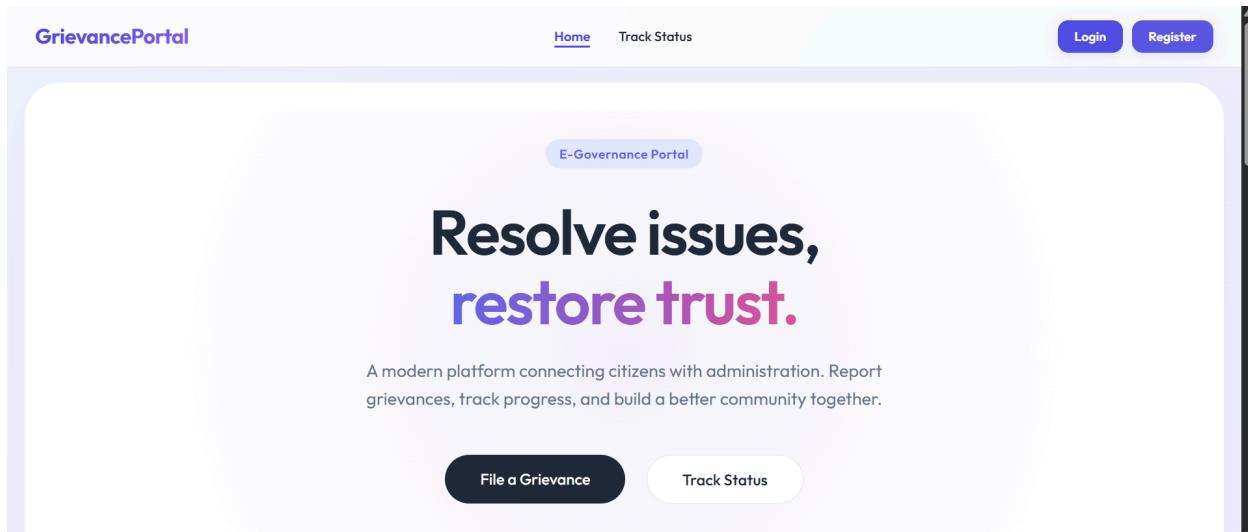
[Home](#) [Track Status](#) [Login](#) [Register](#)

E-Governance Portal

# Resolve issues, restore trust.

A modern platform connecting citizens with administration. Report grievances, track progress, and build a better community together.

[File a Grievance](#) [Track Status](#)



**GrievancePortal**

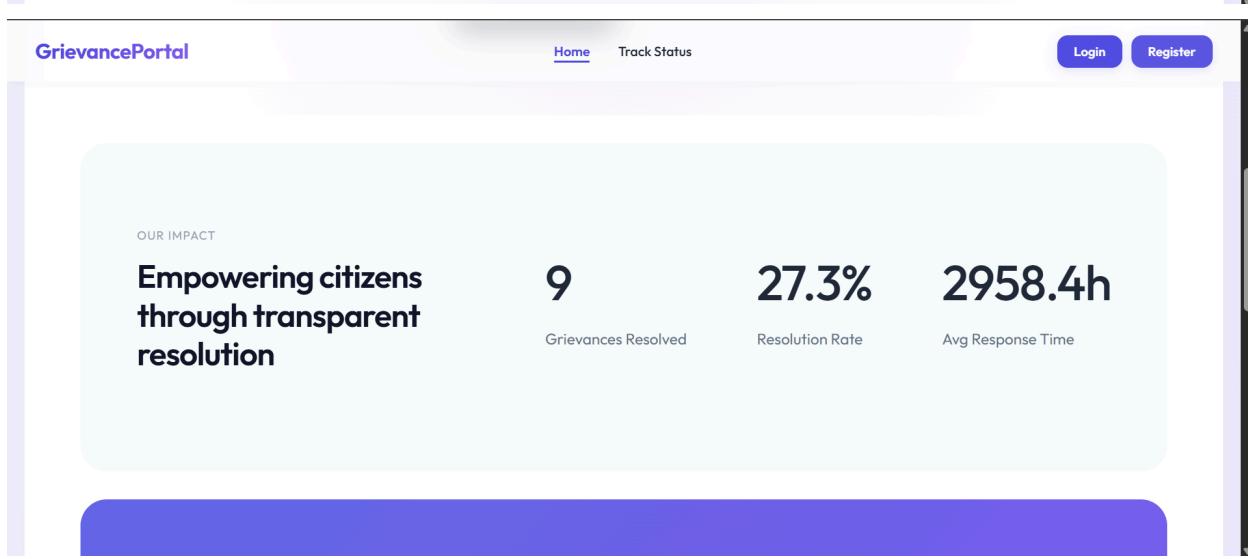
[Home](#) [Track Status](#) [Login](#) [Register](#)

OUR IMPACT

**Empowering citizens  
through transparent  
resolution**

**9** **27.3%** **2958.4h**

Grievances Resolved Resolution Rate Avg Response Time



**GrievancePortal**

[Home](#) [Track Status](#) [Login](#) [Register](#)

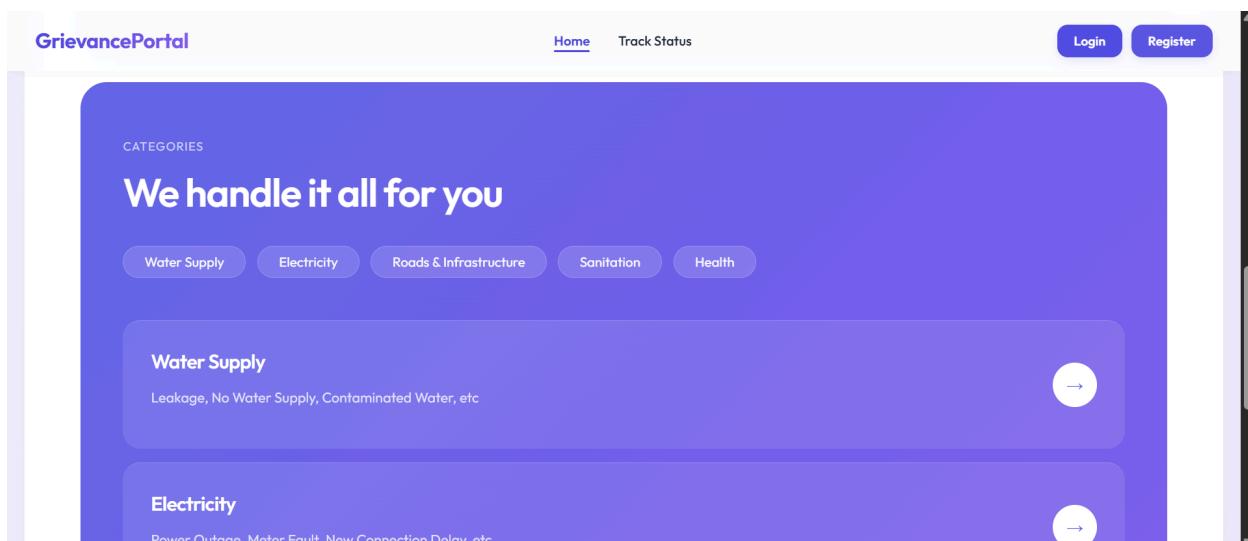
CATEGORIES

## We handle it all for you

[Water Supply](#) [Electricity](#) [Roads & Infrastructure](#) [Sanitation](#) [Health](#)

**Water Supply**  
Leakage, No Water Supply, Contaminated Water, etc.

**Electricity**  
Power Outage, Meter Fault, New Connection Delay, etc.



**GrievancePortal**

Home Track Status

Login Register

### Welcome Back

Enter your details to access your account

Email Address  
name@example.com

Password  
\*\*\*\*\*

**Login**

Don't have an account? [Register](#)

**GrievancePortal**

Home Track Status

Login Register

### Create Account

Join us to make your voice heard effectively

Full Name  
John Doe

Email Address  
name@example.com

Password  
\*\*\*\*\*

Confirm Password  
\*\*\*\*\*



yatig2004@gmail.com  
to me ▾

Tue,

## Grievance Status Update

Dear **yati**,

Your grievance (ID: **695a495ff581851c6bfb0a42**) has been updated.

**Previous Status:** ESCALATED

**Current Status:** ASSIGNED

...

You can track your grievance on the portal.

## Grievance Action Required

yatig2004@gmail.com  
to officer3 ▾

Tue, Jan 6, 11

### Action Required

Dear **off3 (OFFICER)**,

A grievance has been assigned/updated.

**Grievance ID:** 695a495ff581851c6bfb0a42

**Current Status:** ASSIGNED

Please take necessary action.



yatig2004@gmail.com  
to super1 ▾

## Grievance Escalated

Dear **super1 (SUPERVISOR)**,

A grievance has been escalated and requires your attention.

**Grievance ID:** 695a363ef581851c6bfb0a3c

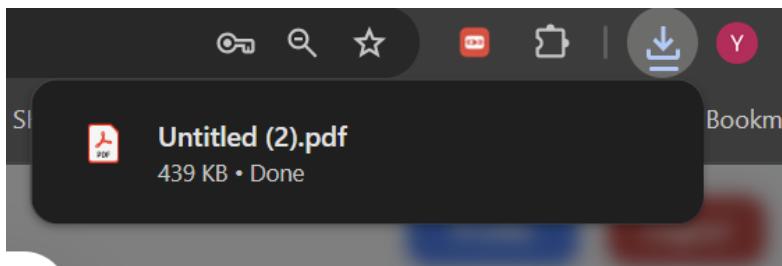
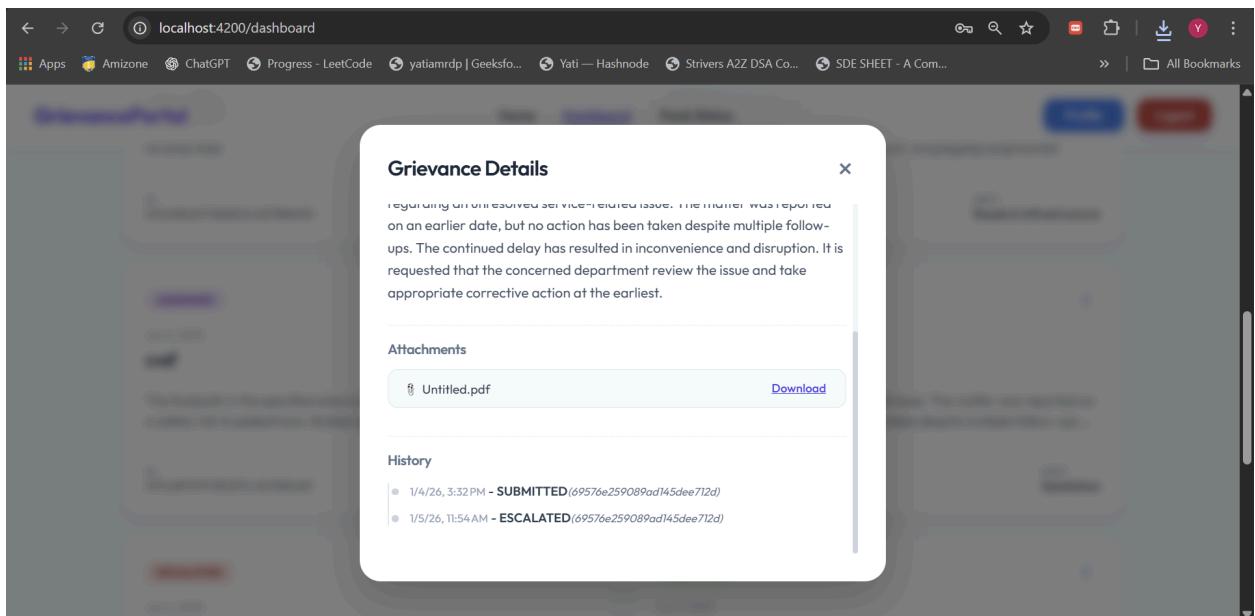
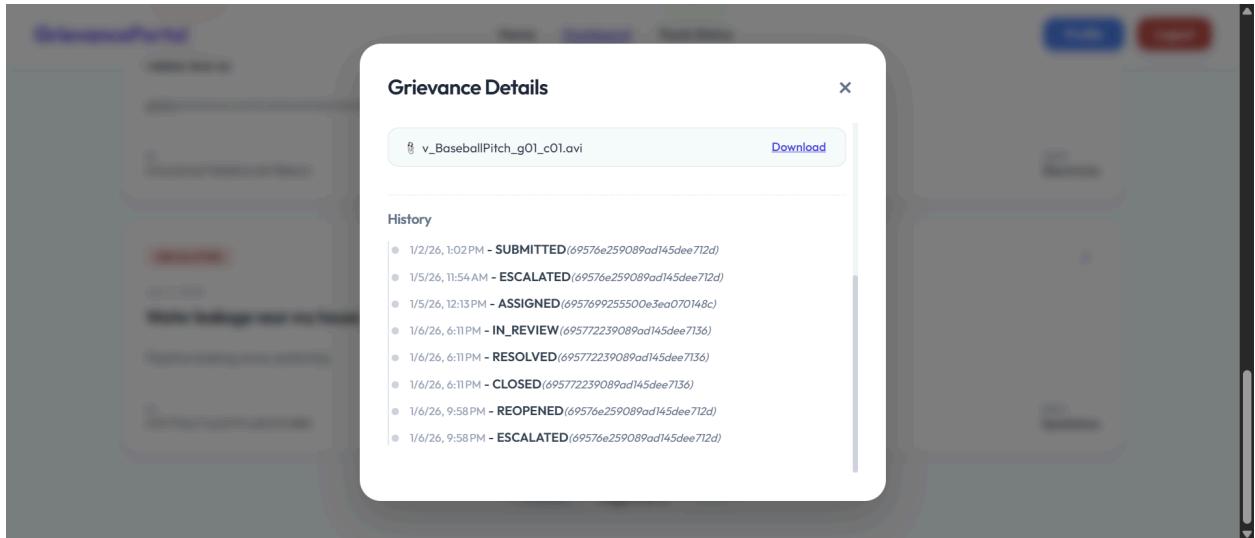
...

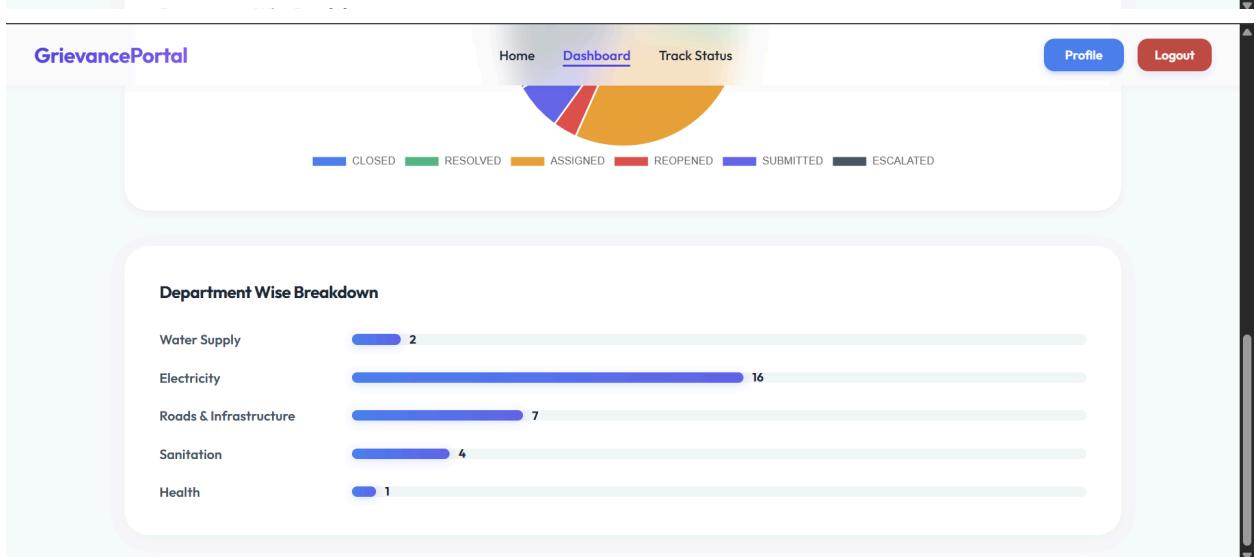
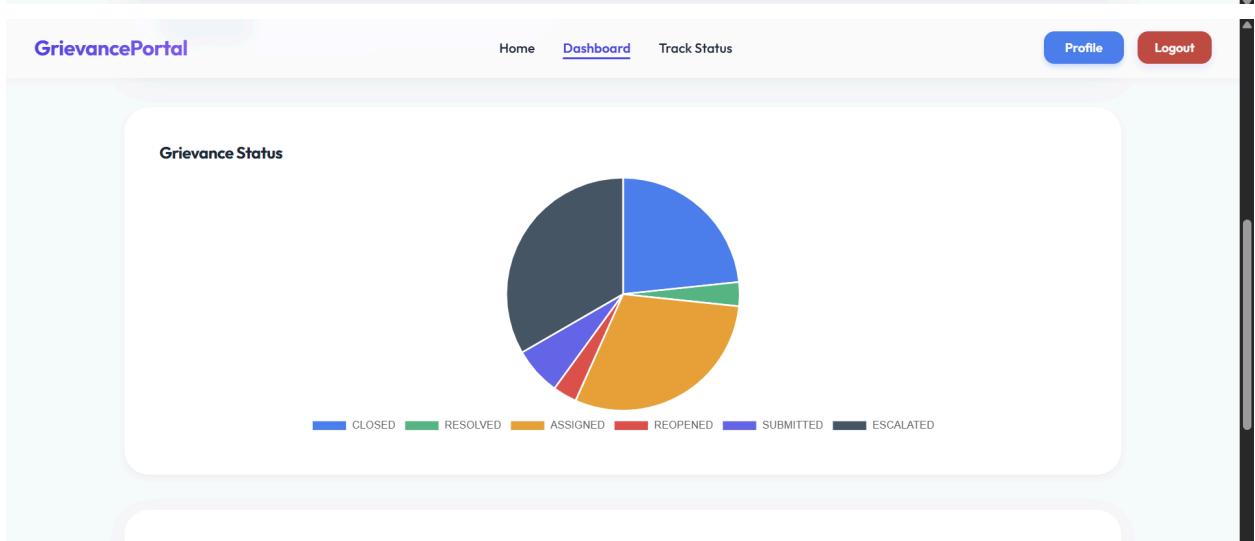
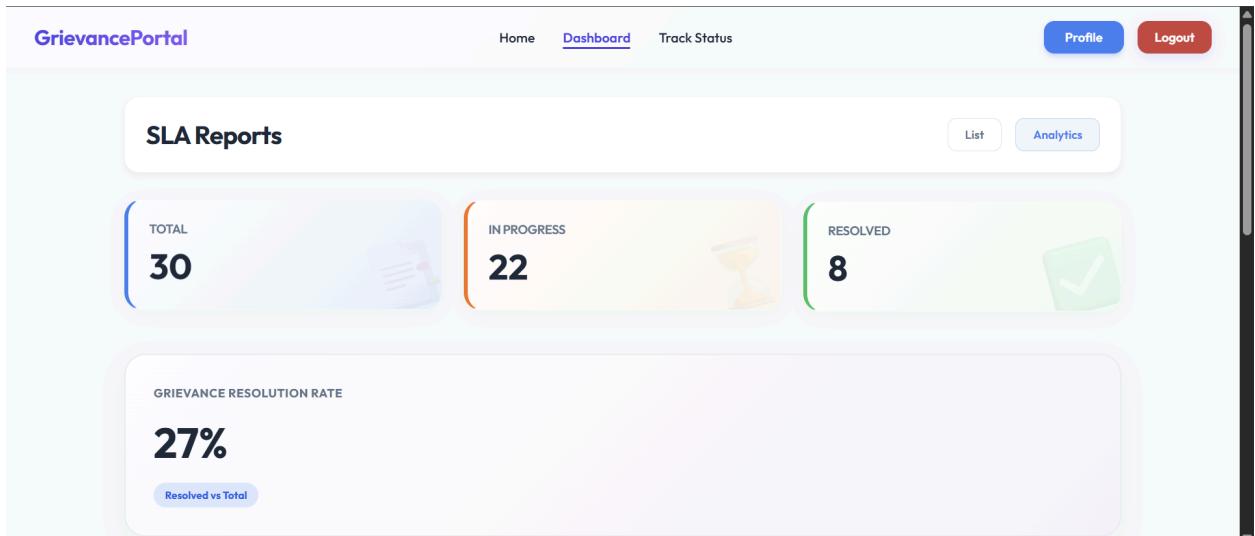
## CITIZEN VIEW - acc to grievances submitted by them

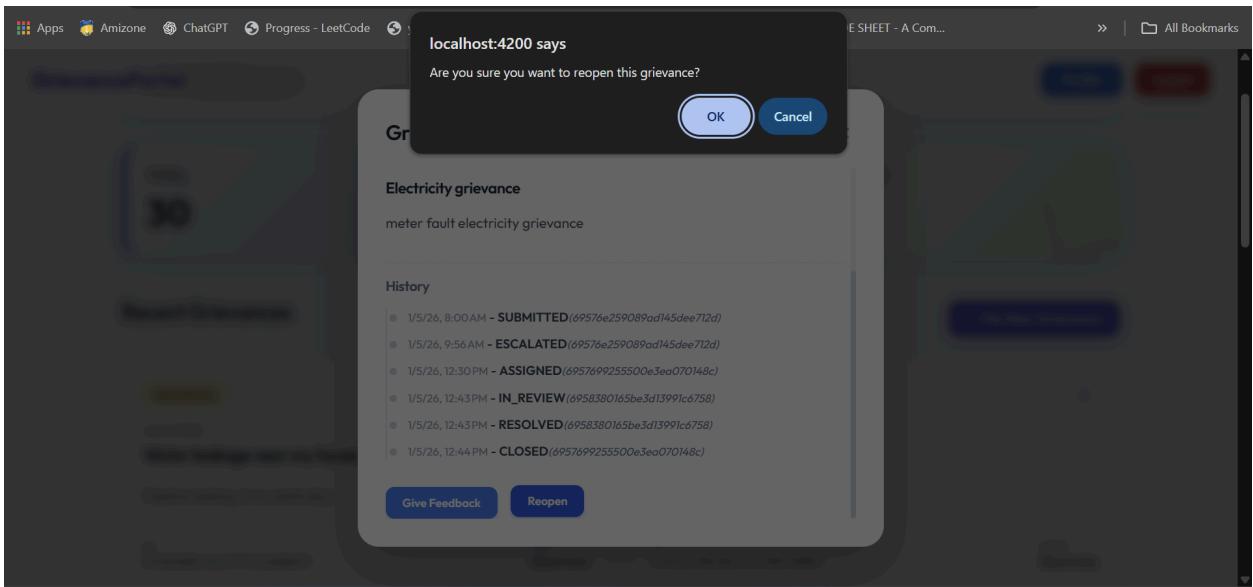
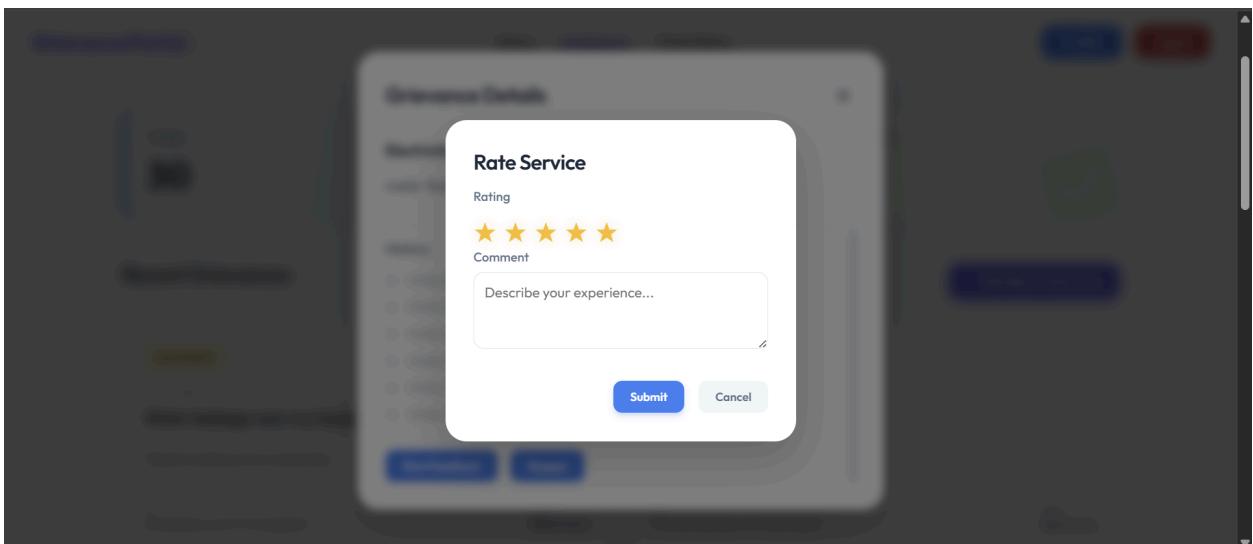
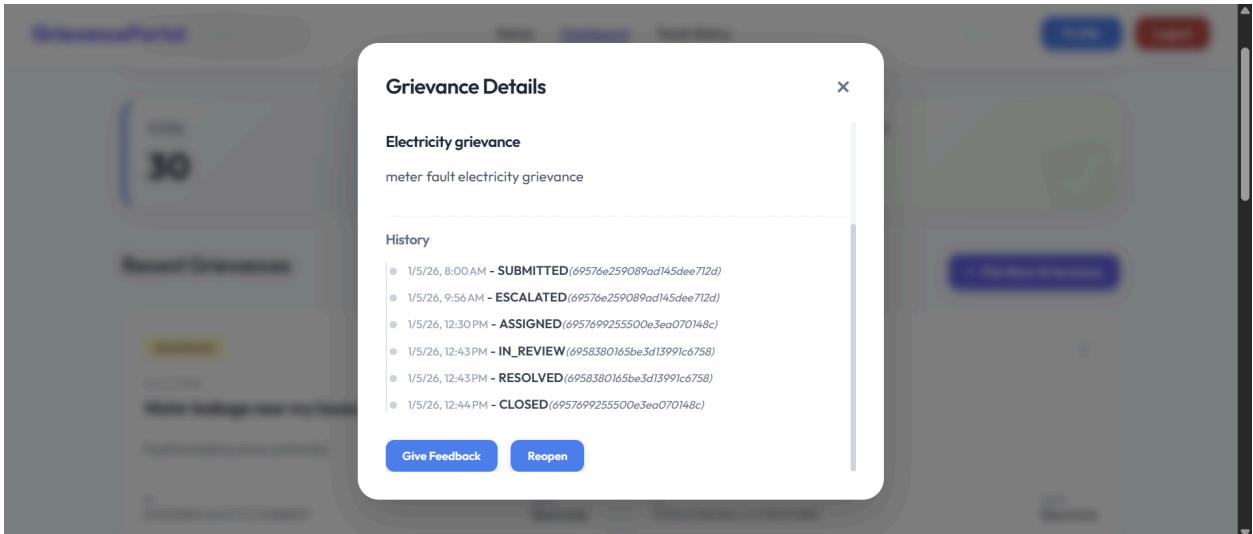
The screenshot displays the GrievancePortal application interface, featuring a top navigation bar with links for Home, Dashboard (highlighted in blue), and Track Status, along with Profile and Logout buttons.

The main content area includes:

- My Dashboard**: A summary section with three cards: TOTAL 30 (document icon), IN PROGRESS 22 (hourglass icon), and RESOLVED 8 (checkmark icon).
- Recent Grievances**: A list of recent grievances with columns for Status (e.g., CLOSED, ESCALATED), Date, Description, and Department (e.g., Water Supply, Electricity).
- Grievance Details**: A modal window showing a single grievance with fields for ID, Status (Escalated), Department (Roads & Infrastructure), Date, Description, and attachments (e.g., v\_BaseballPitch\_g01\_c01.avi).







**GrievancePortal**

Home Dashboard **Track Status** Profile Logout

## Track Grievance Status

Enter your Grievance ID to see the current status and resolution timeline.

**Track**

### My Grievances

ID	TITLE	STATUS	DATE	DEPARTMENT	ACTION
695fc8af0df2b7f14496137	helloooo	REOPENED	Jan 6, 2026	D003	<b>View</b>

All Status ▾

# Status

and resolution timeline.

**Track**

All Status

- Submitted
- Assigned
- In Review
- Resolved
- Closed
- Escalated**
- Reopened

All Status ▾

DATE	DEPARTMENT	ACTION
------	------------	--------

**GrievancePortal**

Home Dashboard Track Status Profile Logout

## Track Grievance Status

Enter your Grievance ID to see the current status and resolution timeline.

← Track Another

GRIEVANCE ID  
695b8437c8052d7f6fd74c57

sdfs

dszgfdsrfsedfsdf

DATE Jan 5, 2026 DEPARTMENT D004

ESCALATED

**GrievancePortal**

Home Dashboard Track Status Profile Logout

### Documents

week-4-assignment (2).DOCX [Download](#)

### Resolution Timeline

- SUBMITTED**  
Jan 5, 2026, 2:58:23 PM  
By: 69576e259089ad145dee712d
- ASSIGNED**  
Jan 5, 2026, 3:00:26 PM  
By: 695b4f60278f9b7601656060

**GrievancePortal**

Home Dashboard Track Status Profile Logout

DATE Jan 3, 2026 DEPARTMENT D002

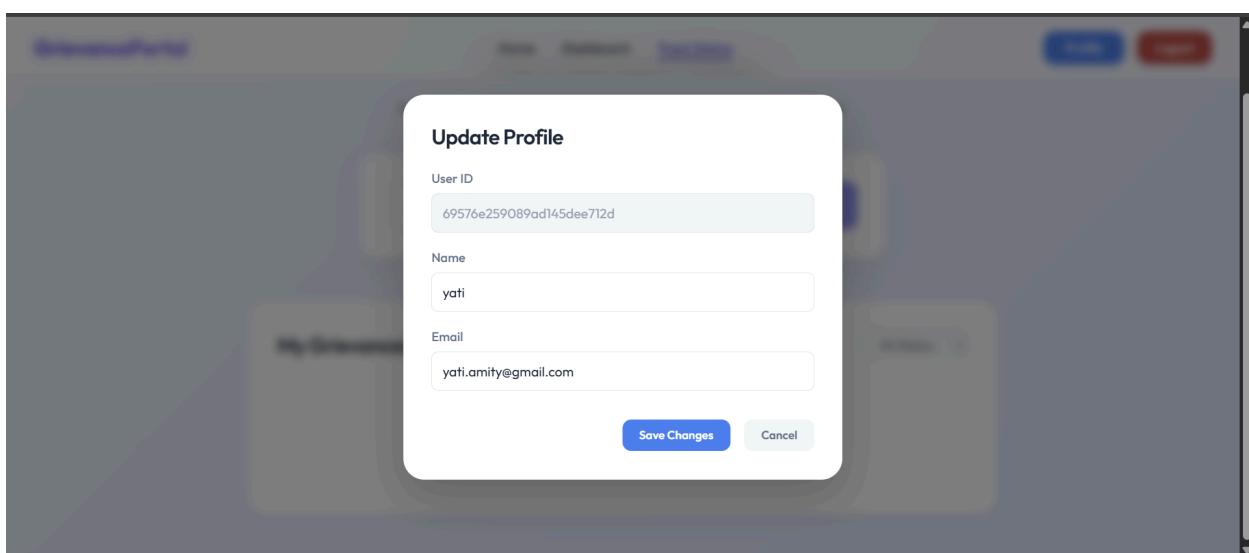
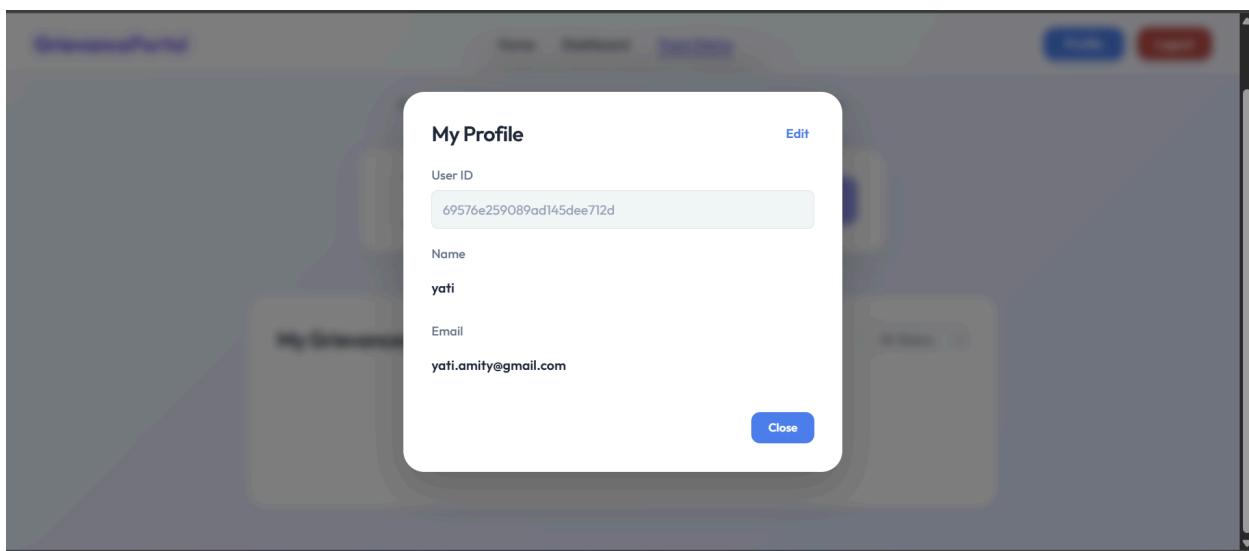
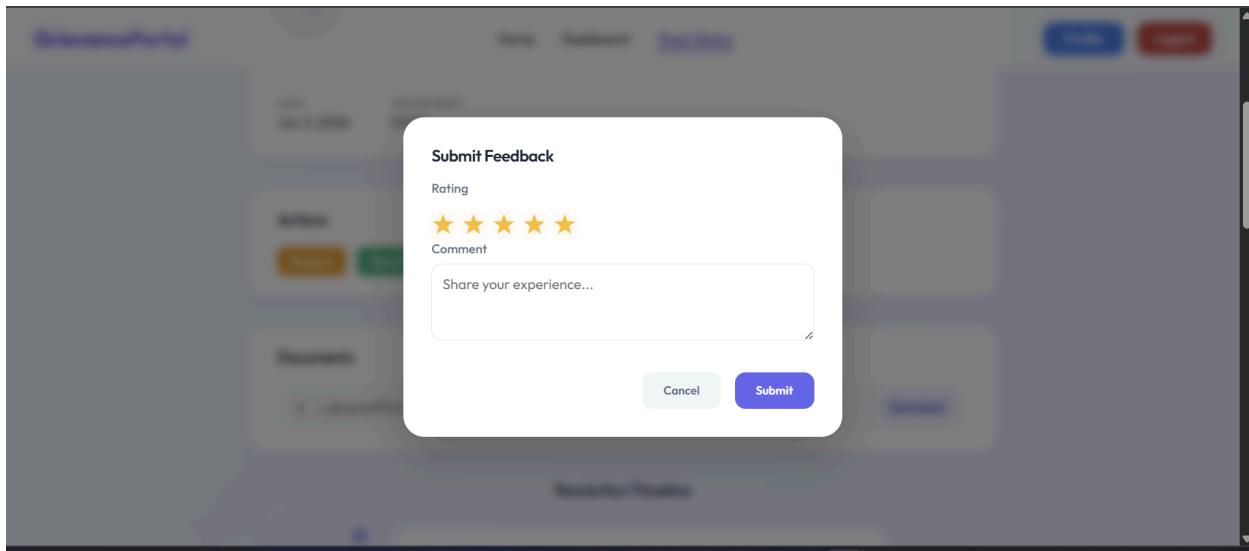
### Actions

[Reopen](#) [Give Feedback](#)

### Documents

v\_BaseballPitch\_g01\_c01.avi [Download](#)

### Resolution Timeline



## OFFICER VIEW - acc to the grievances assigned to the officer

The screenshot shows the 'GrievancePortal' officer view. At the top, there are navigation links: Home, Dashboard (which is underlined), and Track Status. On the right are Profile and Logout buttons. Below the navigation is a section titled 'My Dashboard' with three status indicators: 'TOTAL' (3), 'IN PROGRESS' (1), and 'RESOLVED' (2). Each indicator has a corresponding icon: a document for total, a trophy for progress, and a checkmark for resolved. Below this is a section titled 'Recent Grievances' showing two entries: one closed and one assigned. The closed entry is from Jan 4, 2026, with the subject 'ghdgh'. The assigned entry is also from Jan 4, 2026, with the subject 'ghdgh'. A modal window titled 'Grievance Details' is open, displaying the following information:

Status	ASSIGNED
Department	Electricity
Date	Jan 4, 2026, 9:47:10 AM
ghdgh	
gdffg	
History	
<ul style="list-style-type: none"><li>1/4/26, 9:47 AM - SUBMITTED (69576e259089ad145dee712d)</li><li>1/5/26, 1:15 PM - ASSIGNED (6957699255500e3ea070148c)</li></ul>	
<button>Mark In Review</button>	

## Grievance Details

X

ghdgh

gdffg

### History

- 1/4/26, 10:15 AM - **SUBMITTED**(69576e259089ad145dee712d)
- 1/4/26, 3:01 PM - **ESCALATED**(69576e259089ad145dee712d)
- 1/5/26, 12:25 PM - **ASSIGNED**(6957699255500e3ea070148c)
- 1/5/26, 12:54 PM - **IN REVIEW**(695770e69089ad145dee7132)
- 1/5/26, 2:54 PM - **RESOLVED**(695770e69089ad145dee7132)

**Close**

GrievancePortal

Home

Dashboard

Track Status

Profile

Logout

### SLA Reports

List

Analytics

TOTAL  
**3**

IN PROGRESS  
**1**

RESOLVED  
**2**

AVG. RESOLUTION TIME

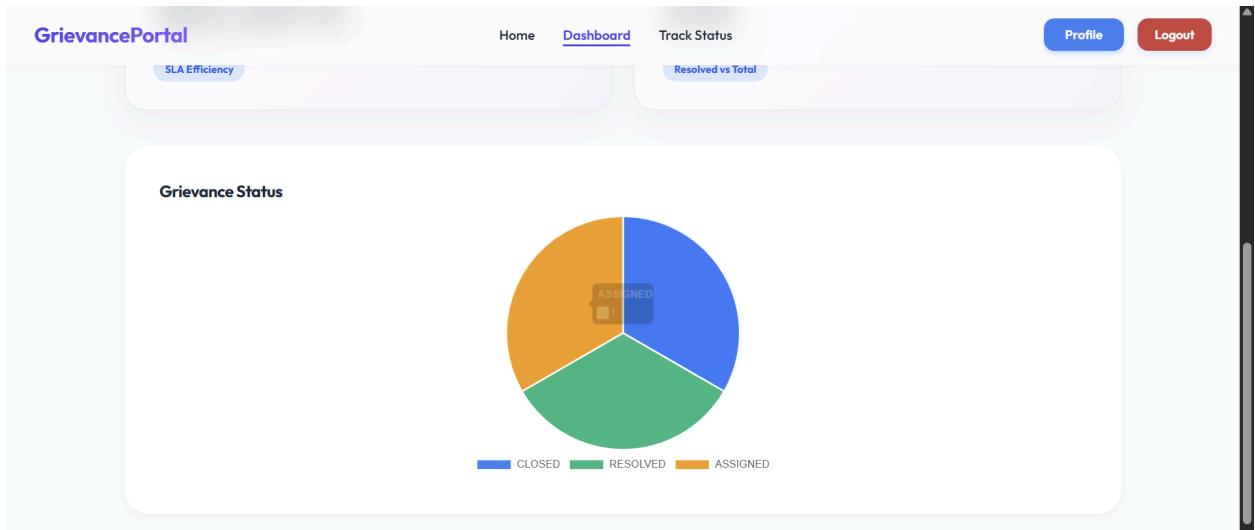
**265,467.0** minutes

SLA Efficiency

GRIEVANCE RESOLUTION RATE

**67%**

Resolved vs Total



**GrievancePortal**

Home Dashboard Track Status

Profile Logout

Enter Grievance ID (e.g. 64f2...)

Track

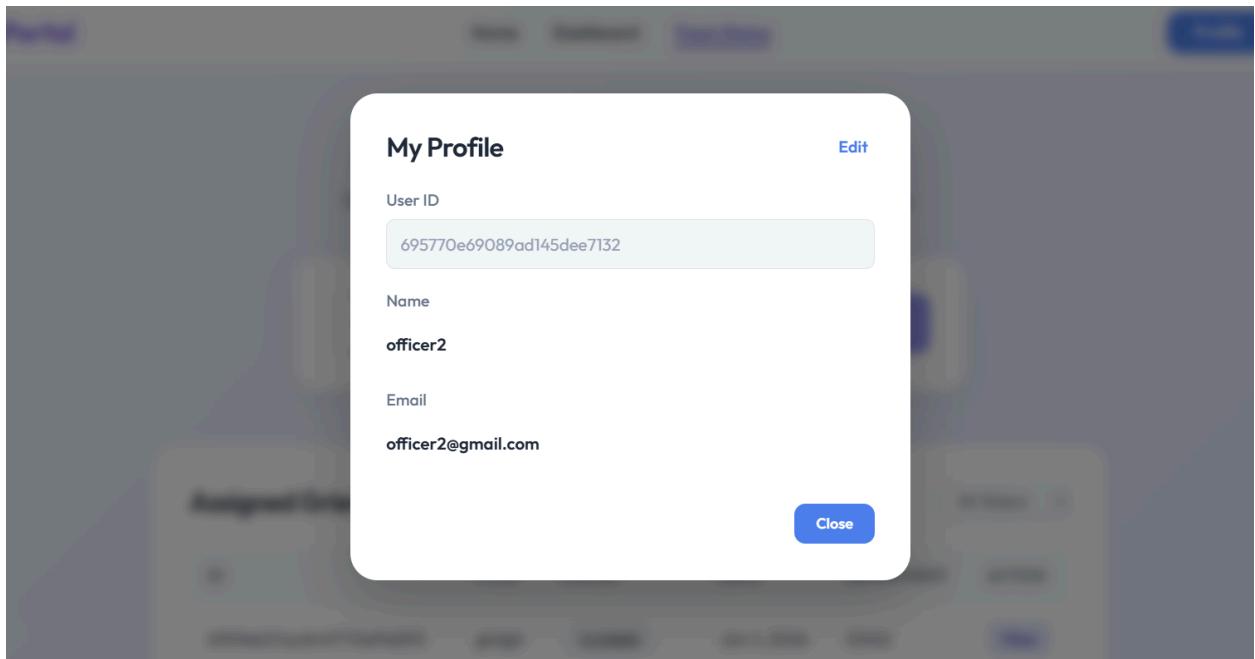
**Assigned Grievances**

All Status

ID	TITLE	STATUS	DATE	DEPARTMENT	ACTION
6959eb57acd44f770ef1d293	ghdgh	CLOSED	Jan 4, 2026	D002	<button>View</button>
6959e9c6cd38d0384a69ec22	ghdgh	IN REVIEW	Jan 4, 2026	D002	<button>View</button>
6959f04df581851c6fb0a29	ghdgh	RESOLVED	Jan 4, 2025	D002	<button>View</button>

6959e9c6cd38d0384a69ec22	ghdgh	IN REVIEW	Jan 4, 2026	D002	<a href="#">View</a>
6959f04df581851c6bfb0a29	ghdgh	RESOLVED	Jan 4, 2025	D002	<a href="#">View</a>

Previous Page 1 of 1 Next



SUPERVISOR VIEW - acc to the grievances assigned to the same dept as that of supervisor:

**GrievancePortal** Home Dashboard Track Status Profile Logout

### My Dashboard

**Total** 9 **In Progress** 7 **Resolved** 2

**Recent Grievances**

REOPENED	ASSIGNED
Jan 6, 2026 helloooo	Jan 4, 2026 fsdggfvfdg fgdfggradagr

**GrievancePortal** Home Dashboard Track Status Profile Logout

### SLA Reports

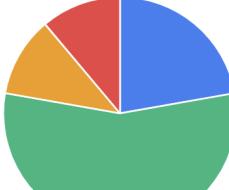
**Total** 9 **In Progress** 7 **Resolved** 2

**AVG. RESOLUTION TIME**  
**198,842.4** minutes SLA Efficiency

**GRIEVANCE RESOLUTION RATE**  
**22%** Resolved vs Total

**GrievancePortal** Home Dashboard Track Status Profile Logout

**Grievance Status**



Status	Count
CLOSED	2
ASSIGNED	7
REOPENED	1
ESCALATED	0

**GrievancePortal**

Home Dashboard Track Status

CLOSED ASSIGNED REOPENED ESCALATED

### Critical SLA Breaches

GRIEVANCE ID	TITLE	STATUS
695a495ff581851c6bfb0a42	cvsf	Overdue
695793163a627f5a8569348c	Water leakage near my house	Overdue
695774a73a627f5a85693486	Water leakage near my house	Escalated

Previous Page 1 of 1 Next

**GrievancePortal**

Home Dashboard Track Status

Profile Logout

### Track Grievance Status

Enter your Grievance ID to see the current status and resolution timeline.

Track

### Assigned Grievances

ID	TITLE	STATUS	DATE	DEPARTMENT	ACTION
695fcf8af0df2b7f14496137	helloooo	REOPENED	Jan 6, 2026	D003	<a href="#">View</a>

**My Profile**

User ID  
695771959089ad145dee7134

Name  
sup3

Email  
sup3@gmail.com

Edit Close

## Grievance Details

Attachments

bleh.txt [Download](#)

History

- 1/6/26, 5:44 PM - **SUBMITTED**(69576e259089ad145dee712d)
- 1/6/26, 5:58 PM - **ASSIGNED**(695771959089ad145dee7134)
- 1/6/26, 10:24 PM - **IN REVIEW**(695771dc9089ad145dee7135)
- 1/6/26, 10:24 PM - **RESOLVED**(695771dc9089ad145dee7135)
- 1/6/26, 10:24 PM - **CLOSED**(695771dc9089ad145dee7135)
- 1/7/26, 7:45 AM - **REOPENED**(69576e259089ad145dee712d)

[Assign Officer](#)

## Assign Grievance

Assign **Water leakage near my house** to an officer.

Select Officer

-- Select Officer --

[Assign](#) [Cancel](#)

DATE  
Jan 6, 2026      DEPARTMENT  
DO03

### Actions

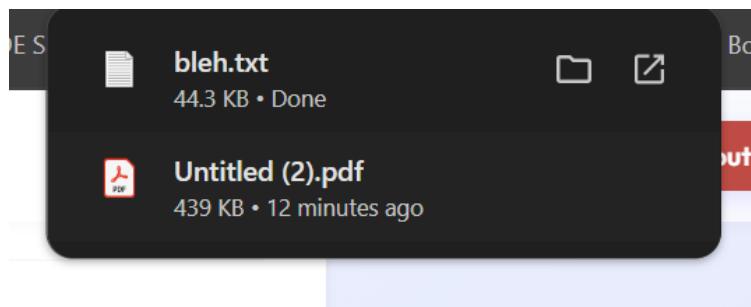
[Assign Officer](#)

### Documents

 bleh.txt

[Download](#)

### Resolution Timeline



## ADMIN VIEW - can view all the grievances and reports

**GrievancePortal**      Home      Dashboard      Track Status      [Users](#)      [Profile](#)      [Logout](#)

### My Dashboard

**Recent Grievances**

Category	Description	Date	Action
REOPENED	helloooo	Jan 6, 2026	<a href="#">View</a>
ESCALATED	sdfs	Jan 5, 2026	<a href="#">View</a>

**GrievancePortal**      Home      Dashboard      Track Status      [Users](#)      [Profile](#)      [Logout](#)

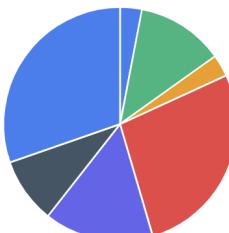
### SLA Reports

**Avg. Resolution Time**  
**156,763.3** minutes  
[SLA Efficiency](#)

**Grievance Resolution Rate**  
**15%**  
[Resolved vs Total](#)

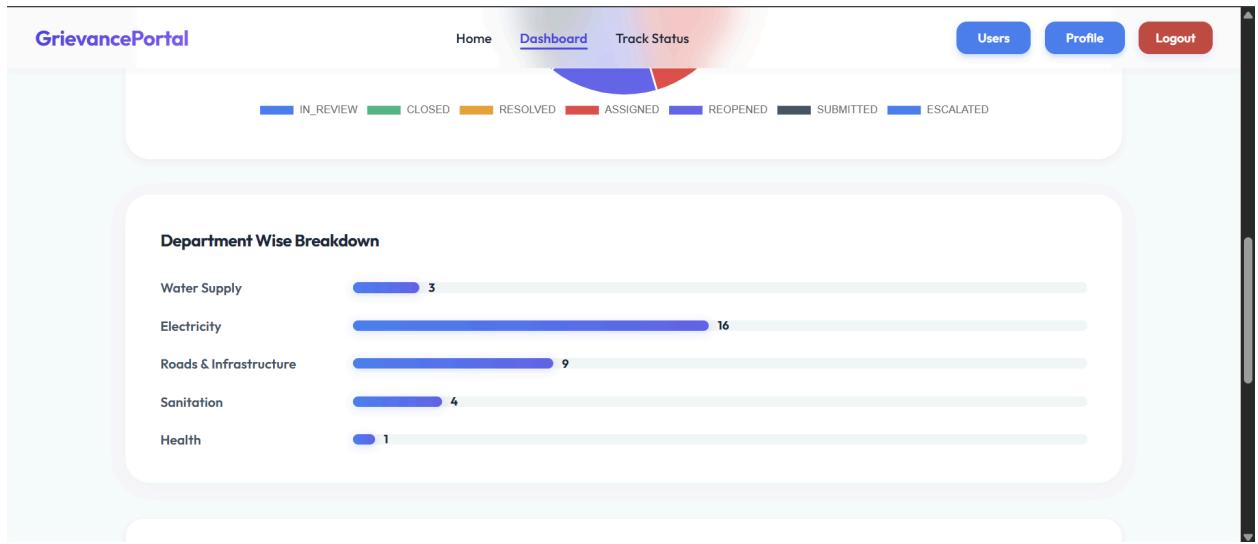
**GrievancePortal**      Home      Dashboard      Track Status      [Users](#)      [Profile](#)      [Logout](#)

### Grievance Status



Status	Percentage
IN REVIEW	~45%
CLOSED	~10%
RESOLVED	~5%
ASSIGNED	~20%
REOPENED	~10%
SUBMITTED	~5%
ESCALATED	~5%

**Department Wise Breakdown**



**GrievancePortal**

Home   **Dashboard**   Track Status

Users   Profile   Logout

**Critical SLA Breaches**

GRIEVANCE ID	TITLE	STATUS
695b8437c8052d7f6fd74c57	sdfs	Escalated
695b5948c898df7192b42657	somethingg	Overdue
695a4b45f581851c6fb0a46	vfdrd	Escalated
695a31c5f581851c6fb0a2b	ghdgh	Escalated
6959ebe4acd44f770ef1d295	ghdgh	Escalated
6959eab1cd38d0384a69ec28	ghdgh	Overdue
6959ea1ecd38d0384a69ec26	ghdgh	Escalated

1   2   3

**GrievancePortal**

Home Dashboard Track Status

Users Profile Logout

### User Management

+ Add User

Filter by Role: Officers

NAME	EMAIL	ROLE	DEPARTMENT
officer1	fficer1@gmail.com	OFFICER	Water Supply
officer1	officer1@gmail.com	OFFICER	Water Supply
officer2	officer2@gmail.com	OFFICER	Electricity
off3	officer3@gmail.com	OFFICER	Roads & Infrastructure
off3.2	officer3.2@gmail.com	OFFICER	Roads & Infrastructure
officer 2.2	officer2.2@gmail.com	OFFICER	Electricity

### Create New User

Full Name

Email

Password

Role

OFFICER

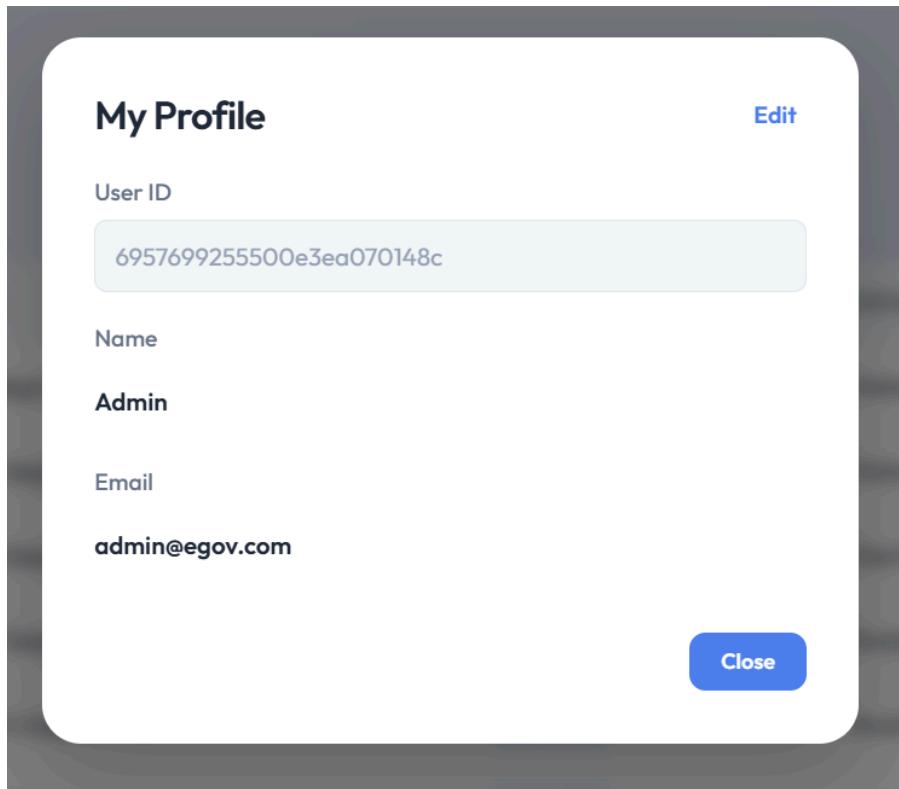
Department

Select Department

Create User Cancel

Filter by Role: Officers

NAME	EMAIL	ROLE
officer1	fficer1@gmail.com	OFFICER



The GrievancePortal dashboard features a header with "GrievancePortal", navigation links for Home, Dashboard, Track Status (which is underlined in blue), and a search bar. Below is a sidebar with "Assigned Grievances" and a table:

ID	TITLE	STATUS	DATE	DEPARTMENT	ACTION
695fc8af0df2b7f14496137	helloooo	REOPENED	Jan 6, 2026	Roads & Infrastructure	<a href="#">View</a>
695b8437c8052d7f6fd74c57	sdfs	ESCALATED	Jan 5, 2026	Sanitation	<a href="#">View</a>
695b76ebc8052d7f6fd74c53	gfuiguyugugh	ASSIGNED	Jan 5, 2026	Electricity	<a href="#">View</a>

All Status

All Departments

STATUS	DATE
REOPENED	Jan 6, 2026
ESCALATED	Jan 5, 2026

Water Supply  
Electricity  
Roads & Infrastructure  
Sanitation  
Health

View

GrievancePortal

Home Dashboard Track Status

Users Profile Logout

← Track Another

GRIEVANCE ID  
695adb45f581851c6bfb0a46

ESCALATED

vfdrd

sdvsdfadfvcd

DATE Jan 4, 2026 DEPARTMENT D001

Actions

Assign Officer