



CITIZEN GRIEVANCE MANAGEMENT SYSTEM

By-Harsha

Citizen Grievance Management System (CGMS)

1. Project Overview

The Citizen Grievance Management System is a custom Salesforce application designed to help municipal government departments manage and resolve citizen complaints more efficiently. The solution centralizes all complaints into a single platform, automates key processes, and provides management with data-driven insights.

2. Problem Statement

Municipal departments handle thousands of citizen grievances daily (e.g., related to water, electricity, roads) using manual or disconnected systems. This leads to several inefficiencies, including:

- Delayed resolution times and a lack of accountability.
- No clear tracking or communication with citizens.
- Loss of public trust due to poor service delivery.

The CGMS addresses these issues by providing a unified platform to track, manage, and automate the entire grievance lifecycle.

3. Project Objectives

- Improve Efficiency: Automate the manual process of assigning complaints to the correct department.
- Enhance Transparency: Provide real-time status updates and notifications to citizens.
- Ensure Data Quality: Enforce data rules to maintain accurate and complete information.
- Enable Better Reporting: Provide key insights into complaint volume, resolution times, and department performance.

4. Project Implementation Details (With Image Guide)

The project was built on Salesforce using a declarative-first approach, leveraging custom objects, flows, and reports.

Phase 1: Data Model

- **CGMS Complaint:** The central object for all grievances. It includes fields for Complaint Type (Picklist: Civic Issue, Public Service, Other), Description, Status (Picklist: New, In Progress, Resolved, Closed), and lookup relationships to a CGMS Citizen and a CGMS Department.

SETUP > OBJECT MANAGER

CGMS Complaint

Details

Fields & Relationships

9 Items, Sorted by Field Label

Q Quick Find

New

Deleted Fields

Field Dependencies

Set History Tracking

FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED
Citizen	Citizen__c	Lookup(CGMS Citizen)		✓
Complaint Number	Name	Auto Number		✓
Complaint Type	Complaint_Type__c	Picklist		
Created By	CreatedById	Lookup(User)		
Department	Department__c	Lookup(CGMS Department)		✓
Description	Description__c	Long Text Area(32768)		
Last Modified By	LastModifiedById	Lookup(User)		
Owner	OwnerId	Lookup(User.Group)		✓
Status	Status__c	Picklist		

- **CGMS Citizen:** Stores the details of the citizen who filed the complaint, with fields for Full Name, Email, Phone, and Address.

SETUP > OBJECT MANAGER
CGMS Citizen

Details	Fields & Relationships 7 Items, Sorted by Field Label					Q Quick Find	New	Deleted Fields	Field Dependencies	Set History Tracking
Fields & Relationships	FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED					
Page Layouts	Address	Address__c	Long Text Area(32768)							
Lightning Record Pages	Created By	CreatedById	Lookup(User)							
Buttons, Links, and Actions	Email	Email__c	Email							
Compact Layouts	Full Name	Name	Text(80)		✓					
Field Sets	Last Modified By	LastModifiedById	Lookup(User)							
Object Limits	Owner	OwnerId	Lookup(User,Group)		✓					
Record Types	Phone	Phone__c	Phone							
Related Lookup Filters										
Restriction Rules										
Scoping Rules										
Object Access										
Triggers										

- **CGMS Department:** Stores information about the government departments responsible for resolving complaints, with fields for Department Name, Email, Phone, and Location.

SETUP > OBJECT MANAGER
CGMS Department

Details	Fields & Relationships 7 Items, Sorted by Field Label					Q Quick Find	New	Deleted Fields	Field Dependencies	Set History Tracking
Fields & Relationships	FIELD LABEL	FIELD NAME	DATA TYPE	CONTROLLING FIELD	INDEXED					
Page Layouts	Created By	CreatedById	Lookup(User)							
Lightning Record Pages	Department Name	Name	Text(80)		✓					
Buttons, Links, and Actions	Email	Email__c	Email							
Compact Layouts	Last Modified By	LastModifiedById	Lookup(User)							
Field Sets	Location	Location__c	Text(200)							
Object Limits	Owner	OwnerId	Lookup(User,Group)		✓					
Record Types	Phone	Phone__c	Phone							
Related Lookup Filters										
Search Layouts										
List View Button Layout										
Restriction Rules										

Phase 2: App & UI Setup

- **Custom App:** Created a custom Lightning App named **CGMS App** to provide a dedicated workspace for all project components.

Lightning App Builder
App Settings
Pages
CGMS App

App Settings

App Details & Branding
App Options
Utility Items (Desktop Only)
Navigation Items
User Profiles

App Details & Branding

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.

App Details


* App Name ⓘ

* Developer Name ⓘ

Description ⓘ

App Branding

Image ⓘ

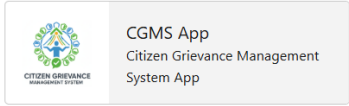


Primary Color Hex Value ⓘ

Clear

Org Theme Options
☐ Use the app's image and color instead of the org's custom theme

App Launcher Preview



- Custom Tabs:** Created and added custom tabs for **CGMS Complaints**, **CGMS Citizens**, and **CGMS Departments** to the app's navigation.

Setup
Home
Object Manager

User Interface
Rename **Tabs** and Labels
Tabs

didn't find what you're looking for?
y using Global Search.




SETUP
Tabs

Custom Tabs

You can create new custom tabs to extend Salesforce functionality or to build new application functionality.

Custom Object tabs look and behave like the standard tabs provided with Salesforce. Web tabs allow you to embed external web applications and content within the Salesforce window. Visualforce tabs allow you to embed Visualforce pages. Lightning Component tabs allow you to add Lightning components to the navigation menu in Lightning Experience and the mobile app. Lightning Page tabs allow you to add Lightning Pages to Lightning Experience and the mobile app.

Custom Object Tabs
New
What Is This?

Action	Label	Tab Style	Description
Edit Del	CGMS Citizens	 People	
Edit Del	CGMS Complaints	 Cell phone	
Edit Del	CGMS Departments	 Building block	

Web Tabs
New
What Is This?

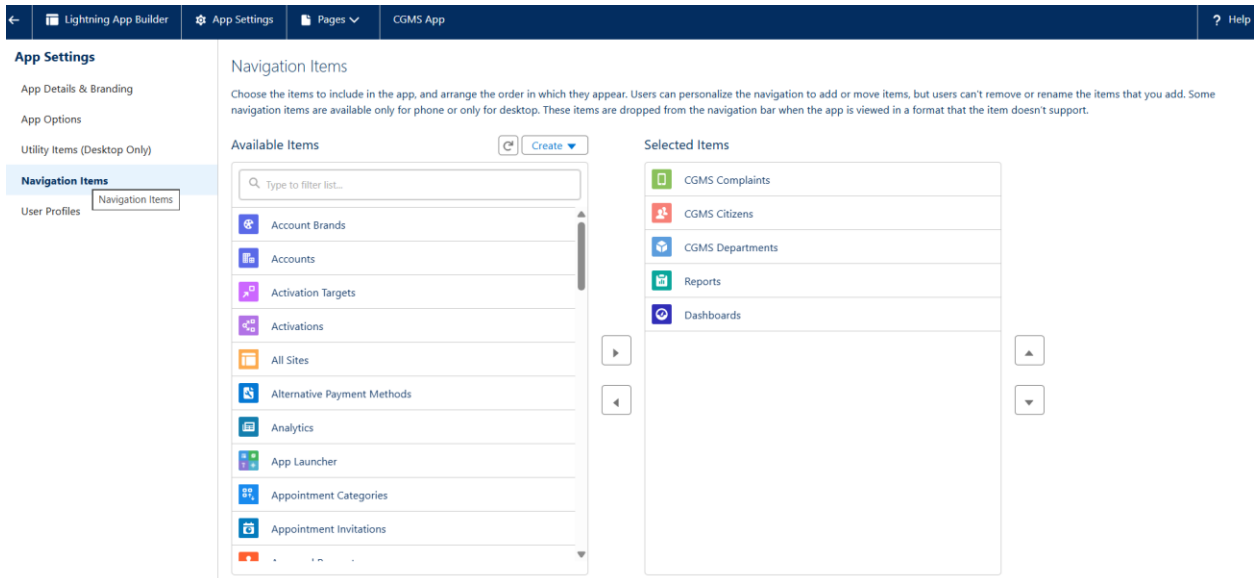
No Web Tabs have been defined

Visualforce Tabs
New
What Is This?

No Visualforce Tabs have been defined

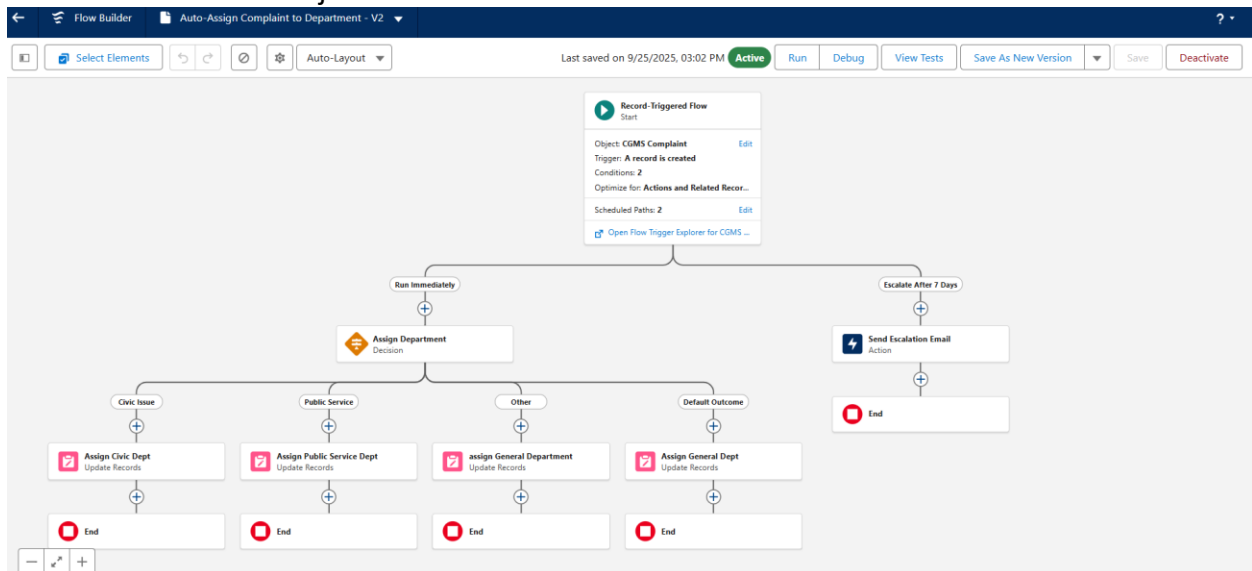
Lightning Component Tabs
New
What Is This?

- App Navigation:** Configured the CGMS App to include tabs for **Reports** and **Dashboards** for easy access to analytics.



Phase 3: Automation & Logic

- **Validation Rule:** A validation rule named Citizen_Email_Required was created on the CGMS Citizen object to ensure the Email field is never left blank.



- **Auto-Assignment Flow:** A record-triggered Flow named Auto-Assign Complaint to Department was built. When a new CGMS Complaint record is created, the Flow automatically assigns the correct CGMS Department based on the selected Complaint Type.

New CGMS Complaint

Information

Complaint Number

Owner: Harsha Harsha

Complaint Type: --None--

Description

Status: --None--

Citizen: Search CGMS Citizens...

Department: Search CGMS Departments...

Buttons: Cancel, Save & New, Save

New CGMS Citizen

Information

* Full Name

Email

Phone

Address

Owner: Harsha Harsha

Buttons: Cancel, Save & New, Save

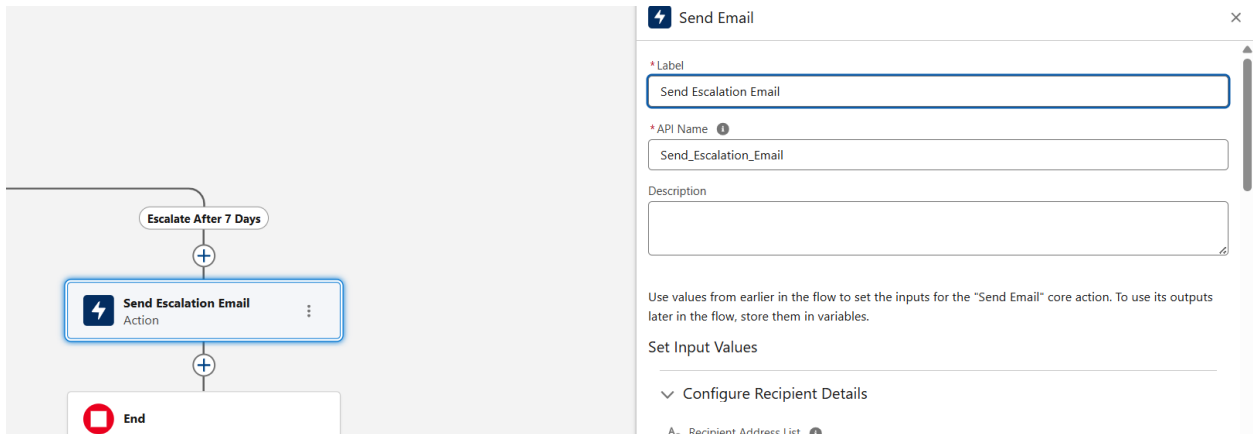
CGMS Departments

Buttons: New, Import, Change Owner, Assign Label

Search: Search this list...

	Department Name	
1	Civic Department	
2	Public Service Department	
3	General Department	

- Escalation Flow:** The same Flow was extended with a scheduled path to perform a time-based escalation. If a complaint's Status is not Resolved or Closed after 7 days, the Flow sends an email notification to the administrator.



Phase 4: Reports & Dashboards

- Complaints by Type Report:** A summary report was created to track the number of complaints grouped by Complaint Type, Status, and Department.

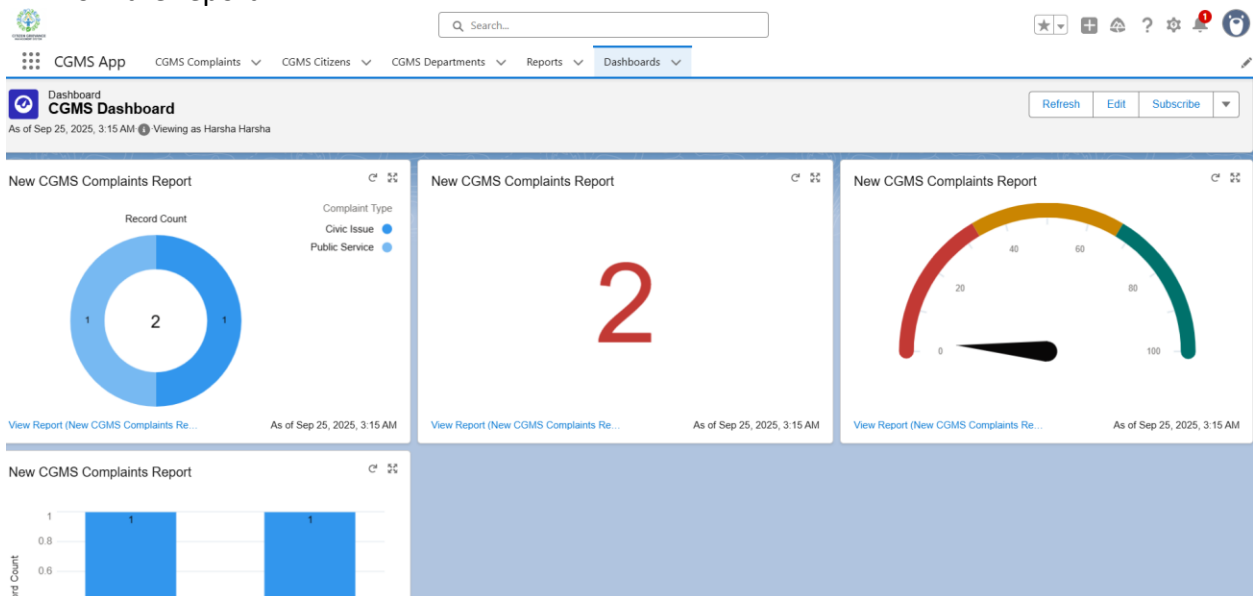
CGMS App | CGMS Complaints | CGMS Citizens | CGMS Departments | **Reports** | Dashboards

Report: CGMS Complaints
New CGMS Complaints Report

Total Records: 2

Complaint Type	CGMS Complaint: Complaint Number	Description	Status	Citizen	Department
Civic Issue (1)	C-0004	none	New	Rahul Kumar	Civic Department
Subtotal					
Public Service (1)	C-0005	none	New	Mahesh Yadav	Public Service Department
Subtotal					
Total (2)					

- CGMS Dashboard:** A dashboard was created to provide a visual overview of the key metrics, including a chart showing the distribution of complaints by Complaint Type from the report.



5. Project Results & Impact

The implementation of the CGMS has a direct impact on operational efficiency and citizen satisfaction.

- **Efficiency:** Automated complaint assignment reduces manual workload for staff and ensures correct routing.
- **Accountability:** Time-based escalation guarantees that no complaint is forgotten, improving resolution times.
- **Transparency:** Real-time tracking and reporting provide clarity for administrators.

*Developed by **Harsha** for the Salesforce Project.*