

About the platform: This platform is called De-Samadhaan or decentralized samadhaan of your complaints. This is a Decentralized Public Grievance Redress and Monitoring System is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery.

In many societies, managing complaints effectively presents a considerable challenge across various sectors such as taxation, public services, and governance. Issues such as transparency, accountability, and accessibility plague traditional complaints management systems, leading to dissatisfaction among citizens and stakeholders. To address these challenges, there is a growing interest in leveraging blockchain technology to develop decentralized solutions for complaints management across domains like tax-related complaints (e.g., FIRS), grievances related to online tax portals, and complaints regarding public services. We have designed and implementing an innovative Decentralized Complaints Management System (DCMS) built on blockchain technology. The goal is to create a transparent, accountable, and citizen-centric platform that revolutionizes how complaints are lodged, tracked, and resolved across various sectors. Key Features: Blockchain-based Data Storage: Develop a decentralized architecture utilizing blockchain technology for secure and immutable storage of complaints and related information across domains such as tax-related issues (e.g., FIRS complaints), tax portal grievances, and public services complaints. Ensure data integrity, confidentiality, and traceability across the network. Interoperability and Data Exchange: Implement standards and protocols to enable seamless interoperability and efficient exchange of complaint data among citizens, government agencies, and relevant stakeholders in sectors like taxation and public services. Facilitate secure and auditable data sharing across disparate systems and organizations. Citizen-Centric Access Control: Empower citizens with control over their complaints and related data through robust access control mechanisms. Enable citizens to track the status of their complaints regarding taxation (e.g., FIRS complaints), online tax portals, and public services, and receive updates throughout the resolution process. Smart Contracts for Process Automation: Utilize smart contracts to automate and enforce complaint management processes, ensuring transparency and accountability in sectors like taxation and public services. Enable transparent tracking of complaint status and actions taken by relevant authorities. Audit Trails and Transparency: Establish transparent audit trails to track the handling of complaints across domains such as taxation (e.g., FIRS complaints), tax portal grievances, and public services, providing accountability and ensuring transparency. Enable citizens and authorized parties to audit the history of their complaints securely. Immutable Record of Events: Leverage blockchain's immutable ledger to create an unalterable record of complaint-related events, including submissions, updates, and resolutions in areas like taxation (e.g., FIRS complaints), online tax portals, and public services. Enable auditors and regulators to verify the integrity and authenticity of complaint data across various sectors

Issues which are not taken up for redress :

- RTI Matters
- Court related / Subjudice matters
- Religious matters
- Suggestions
- Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the [DoPT OM No. 11013/08/2013-Estt.\(A-III\) dated 31.08.2015](#)

Note :

1. If you have not got a satisfactory redress of your grievance within a reasonable period of time, relating to [Ministries/Departments and Organisations](#) under the purview of Directorate of Public Grievances(DPG), Cabinet Secretariat, GOI, you may seek help of DPG in resolution. Please [click here](#) for details.
2. Government is not charging fee from the public for filing grievances. All money being paid by the public for filing grievance is going only to M/s CSC only