# The Digital Grievance Redressal and Feedback System

**A**

**MAJOR PROJECT-I REPORT**

Submitted in partial fulfillment of the requirements

for the degree of

**BACHELOR OF TECHNOLOGY**

in

**COMPUTERSCIENCE & ENGINEERING**

BY

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**December - 2026**

# SAGAR INSTITUTE OF SCIENCE & TECHNOLOGY (SISTec), BHOPAL

## Department Of Computer Science & Engineering

## *CERTIFICATE*

We hereby certify that the work which is being presented in the B.Tech. Major Project-I Report entitled**,** **Digital Grievance Redressal and Feedback System** in partial fulfillment of the requirements for the award of the degree of **Bachelor of Technology** in **Computer Science & Engineering** and submitted to the Department of Computer Science & Engineering, **Sagar Institute of Science & Technology (SISTec),** Bhopal (M.P.) is an authentic record of my own work carried out during the period from Jul-2026 to Dec-2026 under the supervision of **Prof. Bhavna Soni.**

The content presented in this project has not been submitted by us for the award of any other degree elsewhere.

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This is to certify that the above statement made by the candidate is correct to the best of our knowledge.

**Date:**

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|---|---|---|
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We would like to thank all those people who helped me directly or indirectly to complete our project whenever I found myself in any issue,

# ABSTRACT

The Digital Grievance Redressal and Feedback System is designed to provide an efficient, transparent, and user-friendly platform for registering, tracking, and resolving grievances within an organization or institution. Developed using the Software Development Life Cycle (SDGLC**)** approach, the system ensures systematic planning, analysis, design, implementation, testing, deployment, and maintenance. The primary objective of the system is to streamline communication between users and administrators by enabling individuals to submit complaints or feedback digitally, eliminating delays associated with manual processes. Users can track the status of their complaints in real time, while administrators can categorize, assign, and resolve issues efficiently through a structured workflow. The system enhances accountability by maintaining digital records and generating reports that support data-driven decision-making. By leveraging modern web technologies and secure database management, the solution improves transparency, responsiveness, and overall service quality. The SDGLC methodology ensures reliability and scalability, making the Digital Grievance Redressal and Feedback System a robust tool for institutions aiming to improve user satisfaction and operational efficiency.

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# LIST OF ABBREVIATIONS

| **Abbreviation** | **Description** |
|---|---|
| TCB | The Digital Grievance Redressal and Feedback System |
| SDLC | Software Development Life Cycle |
| HTML | Hyper Text Markup Language |
| CSS | Cascading Style Sheets |
| TS | TypeScript |
| UI | User Interface |

# LIST OF TABLES

# Chapter 1

# Introduction

# CHAPTER 1
# ABOUT PROJECT

## 1.1 ABOUT PROJECT

The **Digital Grievance Redressal and Feedback System Project** is developed to create a structured and user-friendly platform for collecting, managing, and responding to complaints or feedback within an organization, institution, or community. The main objective of the project is to ensure that individuals, whether students, employees, customers, or members of the public—have a reliable channel through which they can express concerns, report issues, or offer suggestions without fear or hesitation.

In many environments, complaints often go unheard due to lack of proper systems, fear of retaliation, or the absence of anonymity. This project aims to solve that by offering a digital or physical Digital Grievance Redressal and Feedback System where users can submit their concerns either anonymously or with identification. The system categorizes and tracks complaints, notifies administrators, and enables transparent follow-up and resolution.

The scope of the project includes the design and implementation of a web-based application or a simple software interface that allows users to submit complaints, while administrators can view, manage, and respond to them. Key features may include a login system, anonymous submission option, status tracking, and an admin dashboard for complaint management. For educational or office environments, this system promotes accountability, improves communication, and helps identify recurring issues that need systemic change.

## 1.2 PROJECT OBJECTIVES

### 1.2.1 To Provide a Centralized Complaint Platform:

Develop a system (digital or physical) where users can easily lodge complaints, suggestions, or feedback in a structured and organized manner.

### 1.2.2 To Ensure User Anonymity and Security:

Enable anonymous complaint submission to protect the identity of users, thereby encouraging more honest and open communication.

# Chapter 2
# SOFTWARE & HARDWARE REQUIREMENTS

# CHAPTER 2
# SOFTWARE & HARDWARE REQUIREMENTS

In any organization—be it a school, college, office, or public institution—providing individuals with a platform to voice their concerns is essential for maintaining transparency, trust, and continuous improvement. However, in many cases, complaints and feedback go unheard due to fear of retaliation, lack of proper systems, or poor communication channels. The Digital Grievance Redressal and Feedback System Project addresses this issue by offering a structured and accessible way for users to submit complaints, suggestions, or feedback.

The core idea behind this project is to create a centralized system, either physical, digital, or hybrid— that enables users to express their concerns anonymously or with identification. This system aims to promote openness, encourage honest communication, and ensure that grievances are received, tracked, and addressed systematically by the appropriate authorities.

## 2.1 SOFTWARE REQUIREMENTS

There are the following software requirements to work on this project-Language: My SQL, PHP, JavaScript.

Operating System: Windows

Tool: VS code.

### 2.1.1 VS Code:

Visual Studio Code is a streamlined code editor with support for development operations like debugging, task running, and version control. It aims to provide just the tools a developer needs for a quick code-build-debug cycle and leaves more complex workflows to fuller featured IDEs, such as

Visual Studio IDE.

### 2.1.2 Browser:

Browsers are used in Visual Studio Code (VS Code) to view HTML, CSS, and other web- based files while coding. VS Code comes with an integrated web browser which is the default browser for VS Code. The browser supports most modern web standards and is compatible with the latest HTML, JavaScript, and CSS. You can also install the Open in Browser extension from the marketplace to be able to launch your code in a browser.

## 2.2 HARDWARE REQUIREMENTS

The following are the hardware requirements ofthe project:

**Processor:** Intel Core i3 or equivalent.

**RAM:** 4 GB or more

**Disk Space:** 5 GB or more.

The operating system requirements include Windows 11 or a modern operating system. You have the flexibility to utilize browsers like Google Chrome, Mozilla Firefox, or Microsoft Edge for your browsing needs.

# Chapter 3
# PROBLEM DESCRIPTION

# CHAPTER 3
# PROBLEM DESCRIPTION

The Digital Grievance Redressal and Feedback System Project is a system designed to provide individuals—such as students, employees,  or customers—with a convenient and secure platform to submit complaints, suggestions, or feedback. Whether implemented as a digital application or a physical system, the project aims to ensure that all concerns are collected, reviewed, and addressed in a timely and transparent manner. The system allows for both anonymous and identified submissions, giving users the confidence to express their thoughts without fear of backlash. This project plays a crucial role in improving communication between users and authorities, enhancing trust, accountability, and continuous improvement within any organization or institution. Key Challenge Ensuring Anonymity and Privacy One of the biggest concerns is allowing users to submit complaints anonymously while maintaining data security. User Reluctance to Submit Complaints Many users may hesitate to submit complaints due to fear of retaliation, lack of trust in the system, or doubts about whether their input will be taken seriously. Efficient Complaint Management Without a streamlined process, submitted complaints may be ignored, delayed, or lost. Scalability and System Performance As the number of complaints grows, the system must be scalable to handle increased data and user traffic without lag or failure. The absence of a centralized digital platform prevents organizations from systematically collecting feedback, categorizing issues, assigning responsibilities, and ensuring timely redressal. As a result, operational inefficiencies increase and users lose trust in the grievance-handling authority. These limitations reduce user satisfaction and weaken the overall efficiency of service delivery. Additionally, administrators struggle with data management, prioritization, duplicate complaints, and performance monitoring, making it difficult to provide timely and effective responses.

# Chapter 4
# LITERATURE SURVEY

# CHAPTER-4
# LITERATURE SURVEY

The literature survey provides an overview of existing systems, research, and technologies related to complaint management systems. It helps identify gaps in current solutions and supports the need for an efficient, secure, and user-friendly **Digital Grievance Redressal and Feedback System** system. Traditional Complaint Mechanisms Historically, complaint management was handled through physical suggestion or complaint boxes. While simple and accessible, these systems suffer from limitations such as: Lack of anonymity protection No tracking or feedback mechanism Risk of complaints being ignored or lost Studies have shown that such systems often fail to motivate users to express their grievances due to lack of transparency and accountability (Singh et al., 2017). Manual vs. Automated Systems Manual systems, including verbal or written complaints handled through clerical processes, are time- consuming and prone to errors. Automated or digital systems offer advantages such as:Real-time tracking Easier categorization and prioritization Data analytics and reporting Modern institutions increasingly adopt software solutions to streamline complaint handling and improve response times. Web-Based and Mobile Grievance Systems Recent developments focus on online portals and mobile applications for lodging complaints. These platforms offer features such as: Secure logins Anonymous submissions Automated complaint routing to departments According to a study by Kumar et al. (2019), institutions that implemented digital complaint systems saw a 40% increase in user participation due to improved trust and usability. Critical literature notes institutional limitations: digital grievance channels don’t guarantee redress if authorities lack mandate or resources. Studies from the Global South stress that formal systems may exist but lack enforcement capacity; political incentives, local power structures, and accountability mechanisms shape outcomes as much as system features, Case studies and surveys evaluate whether digital systems actually improve resolution times, transparency, and satisfaction. Institutional portals such as IGNOU’s iGRAM and other university grievance portals produce mixed but generally positive results—users value tracking and responsiveness, but shortcomings persist in timely action and perceived fairness.

# Chapter 5
# SOFTWARE REQUIREMENTS

# CHAPTER 5
# SOFTWARE REQUIREMENTS SPECIFICATION

## 5.1 FUNCTIONAL REQUIREMENTS

### 5.1.1 User Registration and Login

Users must be able to create an account or log in to submit complaints.

Users can also choose to submit complaints anonymously.

### 5.1.2 Submit a Complaint

**Description:**

Users should be able to submit a complaint or feedback with details about the issue.

Users must provide a **complaint description** and select an appropriate **category** (e.g., service, safety, etc.).

### 5.1.3 View Submitted

**Complaints Description:**

Users should be able to view a list of their previously submitted complaints and their status.

## 5.2 NON-FUNCTIONAL REQUIREMENTS

**Performance Requirements**

### 5.2.1 Response Time:

The system must ensure **under 3 seconds response time** for submitting complaints, retrieving complaint status, and generating reports.

### 5.2.2 Scalability:

The system must be scalable to handle future increases in the number of complaints, users, and administrators. It should be capable of scaling both **horizontally** (adding more servers) and **vertically** (increasing server resources) as needed.

### 5.2.3 Reliability

The system must ensure availability **of 99.9%**, which corresponds to **approximately 8 hours of downtime per year**.

## 5.3 Security

**Authentication:**

Users must authenticate themselves to submit complaints, except for **anonymous submissions**. Secure login mechanisms (e.g., **username/password** or **social media login**) should be supported.

**Authorization:**

The system must implement **role-based access control (RBAC)** to ensure that users have appropriate access levels (e.g., **admin**, **super admin**, **user**).

## 5.4 Usability

**User Interface:**

The system must be intuitive and easy to use, requiring minimal training for both users and administrators

## 5.5 Maintainability

**Modular Architecture**:

The system should be developed with a modular architecture to allow for easier maintenance and updates. New features or bug fixes should be able to be added or modified without disrupting the whole system.

## 5.6 Availability and Disaster Recovery

**Backup and Restore**:

The system should implement regular backups (at least daily) of all critical data (user accounts, complaints, etc.).

## 5.7 Portability

**Cross-Platform Support**:

The system must be accessible on all major platforms (e.g., Windows, MacOS, Linux) through a web browser.

# Chapter 6
# SOFTWARE DESIGN

# CHAPTER 6
# SOFTWARE DESIGN

## 6.1 USE CASE DIAGRAM

**Citizen (User)**

Any member of the public who submits complaints or suggestions to the government.

**Government Officer (Admin)**

Officials from various departments are responsible for responding to, and resolving complaints.

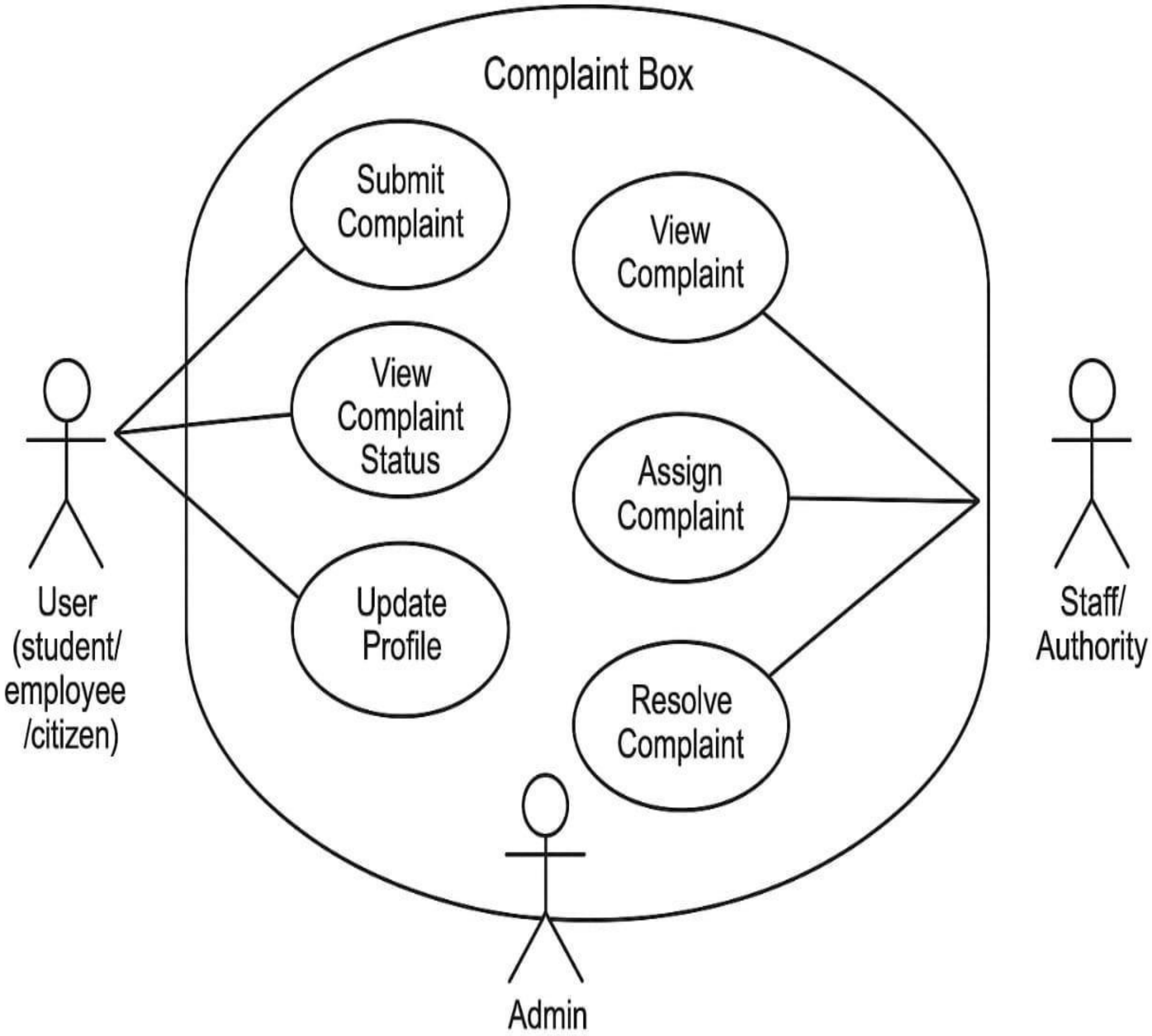


**Figure 6.3 Use case Diagram**

## 6.2 ER DIAGRAM

A **Citizen** can submit **many Complaints**. (1-to-Many)

Each **Complaint** is assigned to **one Government Department**. (Many-to-1)

**Attachments** can include photos and documents to support complaints.

**Responses** allow officers to communicate updates or resolutions.

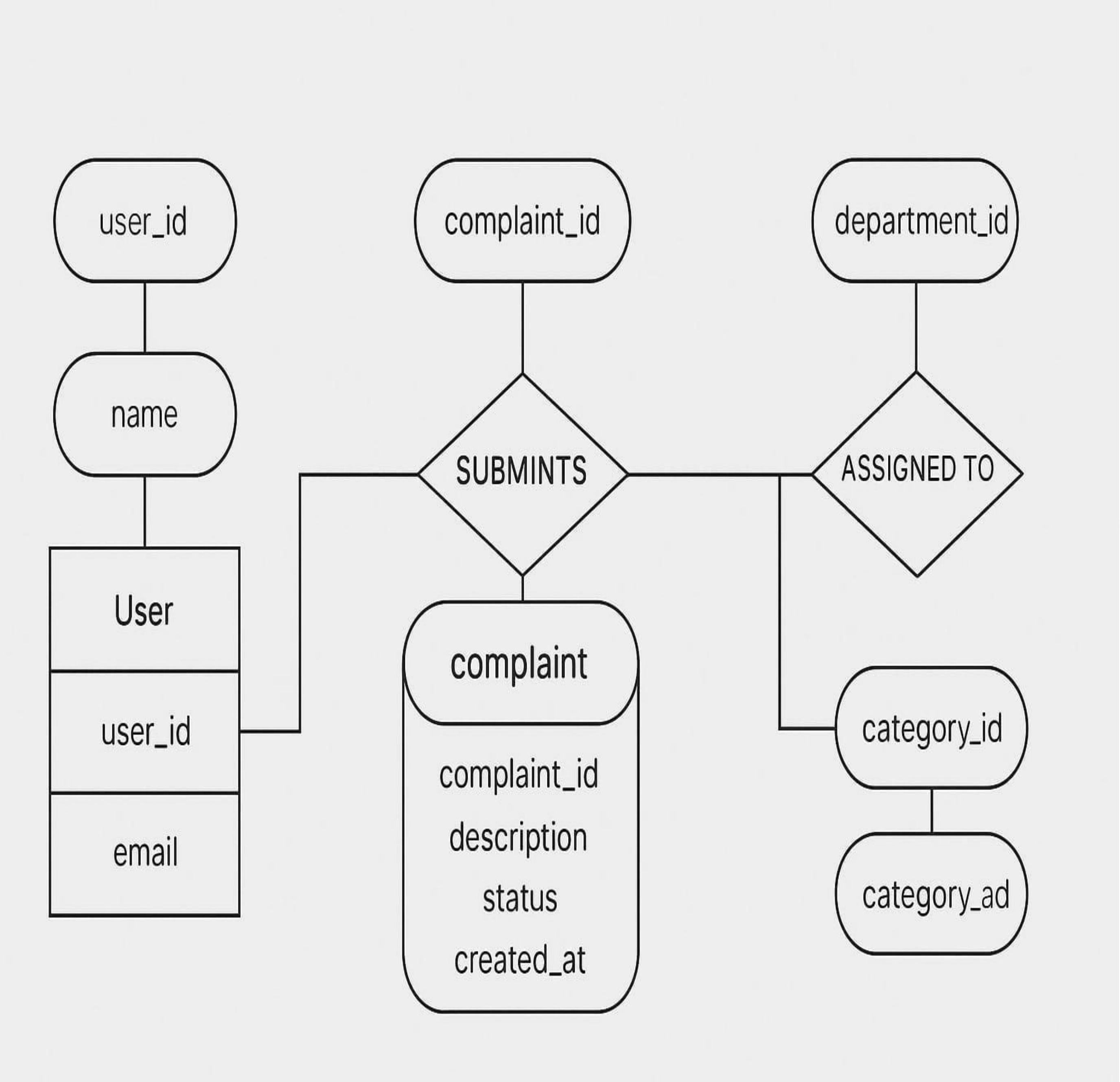


**Figure 6.2 ER Diagram**

## 6.3 DFD DIAGRAM

**Citizen**

The person who submits complaints and tracks their status.

**Government Officer**

The official who processes, responds to, and updates complaints.

The DFD helps visualize **data movement** rather than system structure.

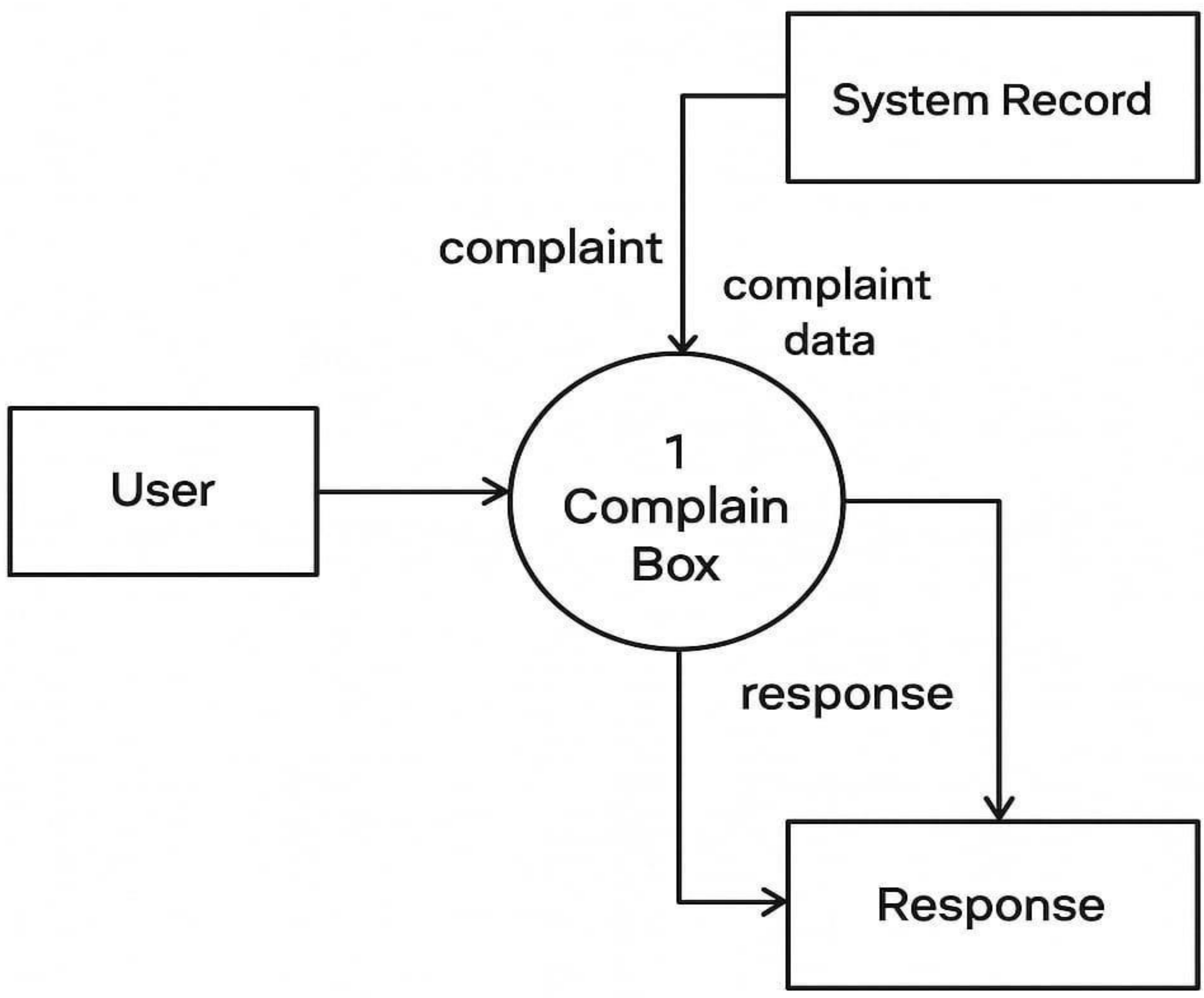


**Figure 6.3 DFD Diagram**

# Chapter 7
# CODING

# CHAPTER 7
# CODING

**Home.html**

```
<html lang="eng"><head>
        <meta charset="UTF-8">
        <meta name="view report " conent="width= device -width " initial-scale="1.0">
        <style>
            .para{
                font-size: 20px;
                color:rgb(237, 11, 226) ;
                font: weight 300px;
                font-style: italic;
                text-transform: capitalize;
            width:100%;
            height:100vh;

        background-
image:url("https://th.bing.com/th/id/OSK.HERO537ubmZGdtLoVbvV7xJkOYKlthqX97GqQFk
MYjLps7w?rs=1&pid=ImgDetMain");
        background-repeat:  no-repeat;
        background-size:100%  100% ;
        background-position: top-right;
        background-blend-mode:difference;
        border-left-color: blue;
        }
        h1{
            font-family :Georgia, 'Times New Roman', Times, serif ;
            font: weight 300px;
            font-variant: small-caps;
            font-style: italic;
            letter-spacing: 10px;
```

```
<head>
    <meta charset="UTF-8">
    <meta name="view report " conent="width= device -width " initial-scale="1.0">
    <style>
      .para{
        font-size: 20px;
        color:rgb(237, 11, 226) ;
        font: weight 300px;
        font-style: italic;
        text-transform: capitalize;



      width:100%;
      height:100vh;

    background-
image:url("https://th.bing.com/th/id/OSK.HERO537ubmZGdtLoVbvV7xJkOYKlthqX97GqQFkM
YjLps7w?rs=1&pid=ImgDetMain");
    background-repeat:  no-repeat;
    background-size:100%  100% ;
    background-position: top-right;
    background-blend-mode:difference;
    border-left-color: blue;
    }
    h1{
      font-family :Georgia, 'Times New Roman', Times, serif ;
      font: weight 300px;
      font-variant: small-caps;
      font-style: italic;
      letter-spacing: 10px;

    }
```

```
<html lang="en"><head>
  <meta charset="UTF-8">
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
  <title>Login - Digital Grievance Redressal and Feedback System</title>
  <link href="https://fonts.googleapis.com/css2?family=Roboto&amp;display=swap"
rel="stylesheet">
  <style>
    * { margin: 0; padding: 0; font-family: 'Roboto', sans-serif; box-sizing: border-box; }
    body, html { height: 100%; overflow: hidden; }
    body::before {
      content: "";
      position: fixed;
      top: 0; left: 0;
      width: 100vw; height: 100vh;
      background: url('https://source.unsplash.com/1600x900/?city,government') no-repeat center
center/cover;
      filter: blur(6px);
      z-index: -1;
    }
    .login-box {
      width: 400px;
      background: hwb(207 53% 4% / 0.867);
      padding: 30px;
      margin: 4% auto;
      border-radius: 8px;
      box-shadow: 0 0 15px rgba(0,0,0,0.3);
    }
    h2 { text-align: center; color: #1a237e; margin-bottom: 20px; }
    .form-group { margin-bottom: 16px; }
    .form-group label { font-weight: bold; display: block; margin-bottom: 6px; }
    .form-group input { width: 100%; padding: 10px; border: 1px solid #ccc; border-radius: 4px; }
    .captcha-box { display: flex; align-items: center; justify-content: space-between; }
```

```
.btn {
      width: 100%;
      background-color: #0d47a1;
      color: white;
      border: none;
      padding: 12px;
      border-radius: 4px;
      cursor: pointer;
      font-size: 16px;
      margin-top: 10px;
    }
    .btn:hover { background-color: #1565c0; }
    .links { margin-top: 15px; text-align: center; font-size: 14px; }
    .links a { margin: 0 5px; color: #0d47a1; text-decoration: none; cursor: pointer; }
    .links a:hover { text-decoration: underline; }
    #register-form { display: none; }
  </style>
</head>
<body>
  <div class="login-box">
    <!-- Login Form -->
    <div id="login-form">
      <h2>USER LOGIN</h2>
      <form onsubmit="return validateLogin()">
        <div class="form-group">
          <label for="username">Mobile No / Email / Username</label>
          <input type="text" id="username" required="">
        </div>
        <div class="form-group">
          <label for="password">Password</label>
          <input type="password" id="password" required="">
        </div>
```

```
 <div class="form-group">
      <label>Security Code</label>
      <div class="captcha-box">
        <div class="captcha-text" id="login-captcha">ABC123</div>
        <input type="text" id="login-captcha-input" placeholder="Enter code"
required="">
      </div>
    </div>
    <button type="submit" class="btn">Login</button>
    <div class="links">
      <a href="#">Forgot Password</a> |
      <a href="#">Forgot Username</a> |
      <a onclick="toggleForm('register')">Create Account</a>
    </div>
  </form>
</div>

<!-- Registration Form -->
<div id="register-form">
  <h2>CREATE ACCOUNT</h2>
  <form onsubmit="return validateRegister()">
    <div class="form-group">
      <label for="reg-name">Full Name</label>
      <input type="text" id="reg-name" required="">
    </div>
    <div class="form-group">
      <label for="reg-mobile">Mobile Number</label>
      <input type="tel" id="reg-mobile" required="">
    </div>
    <div class="form-group">
      <label for="reg-email">Email</label>
      <input type="email" id="reg-email" required="">
    </div>
```

**Home.css**

```
@import
url('https://fonts.googleapis.com/css2?family=Montserrat:wght@100;200;300;400&display=swap');

:root{
  --main-color:#DA2C32;
  --light-color:#666;
  --light-bg:#eee;
  --white:#fff;
  --black:#303030;
  --border:.1rem solid var(--light-color);
  --box-shodow:0 .5rem 1rem rgba(0,0,0,.1);
}

*{
  font-family: 'Montserrat', sans-serif;
  margin: 0; padding: 0;
  box-sizing: border-box;
  outline: none; border: none;
  text-decoration: none;
}

*::selection{
  background-color: var(--main-color);
  color: var(--white);
}

*::-webkit-scrollbar{
  height: .5rem;
  width: 1rem;
}

*::-webkit-scrollbar-track{
  background-color: transparent;
}

*::-webkit-scrollbar-thumb{
  background-color: var(--main-color);
  border-radius: 5rem;
}
html{
  font-size: 62.5%;
  overflow-x: hidden;
  scroll-behavior: smooth;
  scroll-padding-top: 10rem;
}
body{
  background-color: var(--light-bg);
: 0 auto;
}
```

```
.heading{
  text-align: center;
  padding-bottom: 2.5rem;
  font-size: 3rem;
  color: var(--black);
  text-transform: capitalize;
}

.btn,
.inline-btn{
  margin-top: 1rem;
  padding: 1rem 3rem;
  background-color: var(--main-color);
  color: var(--white);
  cursor: pointer;
  text-align: center;
  font-size: 1.8rem;
  text-transform: capitalize;
}

.btn:hover,
.inline-btn:hover{
  background-color: var(--black);
}

.btn{
  display: block;
  width: 100%;
}

.inline-btn{
  display: inline-block;
}

.header{
  position: sticky;
  top: 0; left: 0; right: 0;
  z-index: 1000;
  box-shadow: var(--box-shodow);
}

.header .navbar.nav-1 .flex{
  padding-top: 1rem;
  padding-bottom: 1rem;
}

.header .navbar.nav-2 .flex{
  padding-top: 0;
  padding-bottom: 0;
}
```

```
.header .navbar.nav-1{
  background-color: var(--black);
}

.header .navbar.nav-2{
  background-color: var(--white);
}

.header .navbar .flex{
  display: flex;
  align-items: center;
  justify-content: space-between;
}

.header .navbar .flex .logo{
  font-size: 2.2rem;
  color: var(--white);
}

.header .navbar .flex .logo i{
  color: var(--main-color);
  margin-right: 1rem;
}
. .header .navbar .flex ul{
  list-style: none;
}

.header .navbar .flex ul li{
  float: left;
  position: relative;
}

.header .navbar .flex ul li a{
  display: inline-block;
  padding: 1.2rem 2rem;
  font-size: 1.8rem;
  color: var(--black);
  background-color: var(--white);
}

.header .navbar .flex ul li a:hover{
  background-color: var(--main-color);
  color: var(--white);
}

.header .navbar .flex ul li a i{
  margin-left: 1rem;
}
```

**CB.js**

```
let menu =
document.querySelector('.header
.menu');

document.querySelector('#menu-
btn').onclick = () =>{
  menu.classList.toggle('active');
}

window.onscroll = () =>{
  menu.classList.remove('active');
}

document.querySelectorAll('input[type
="number"]').forEach(inputNumber    =>
{
  inputNumber.oninput = () =>{
     if(inputNumber.value.length >
inputNumber.maxLength)
inputNumber.value =
inputNumber.value.slice(0,
inputNumber.maxLength);
  };
});

document.querySelectorAll('.view-
property .details .thumb .small-images
img').forEach(images =>{
  images.onclick = () =>{
      src = images.getAttribute('src');
      document.querySelector('.view-
 property .details .thumb .big-image
img').src = src;
  }
});

document.querySelectorAll('.faq .box-
container .box h3').forEach(headings
=>{
  headings.onclick = () =>{
     headings.parentElement.classList.t
oggle('active');
  }
});
```

## Register.php

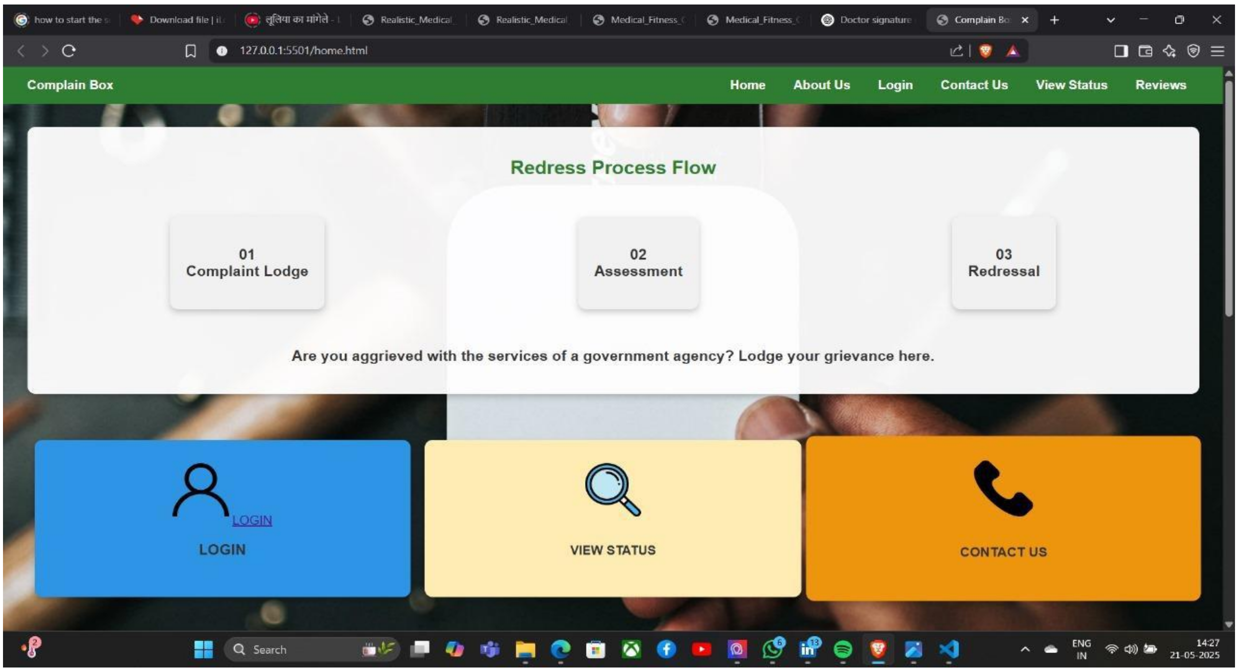
```
<?php

require_once 'db_conn.php';


function executeQuery(string $sql, array $params = []): bool|mysqli_stmt {
    global $mysqli; // Assuming $mysqli is defined in 'db_conn.php'
    try {
        $stmt = $mysqli->prepare($sql);
        if ($stmt === false) {
            thrownew Exception("Prepare failed: " . $mysqli->error);
        }

        // Dynamically bind parameters if provided
        if (!empty($params)) {
            $types = str_repeat('s', count($params)); // Assuming all parameters are strings
            $stmt->bind_param($types, ...$params);
        }

        $stmt->execute();
        return $stmt;
    } catch (Exception $e) {
        die("Query failed: " . $e->getMessage());
    }
}


// Login logic
if ($_SERVER['REQUEST_METHOD'] === 'POST') {
    $name = $_POST['name'] ?? '';
    $email = $_POST['email'] ?? '';
    $username = $_POST['username'] ?? '';
    $password = $_POST['password'] ?? '';

    if (!empty($username) && !empty($password))
     {

        // Prepare SQL query securely

        $sql= "INSERT INTO `user`(name, email, username, password) VALUES(?,?,?,?)";

        $stmt = $mysqli->prepare($sql);
```

```
 if( $stmt)
        {
            $stmt->bind_param("ssss",$name,$email, $username, $password);

           if($stmt->execute())
           {
              header("Location:  /minor/project%20minor/html/Minor.html");
              exit;
           }
        }
    }
 }
 else {
        die("Please provide both username and password");
    }

?>
```

# Chapter 8
# RESULT AND OUTPUT SCREENS

# CHAPTER 8
# RESULT AND OUTPUT SCREENS

## 8.1 OUTPUT SCREENSHOT OF Home Page:



Are you aggrieved with the services of a government agency? Lodge your grievance here.

Figure 8.1: Home page

## 8.2OUTPUT SCREENSHOT OF LOGIN PAGE:

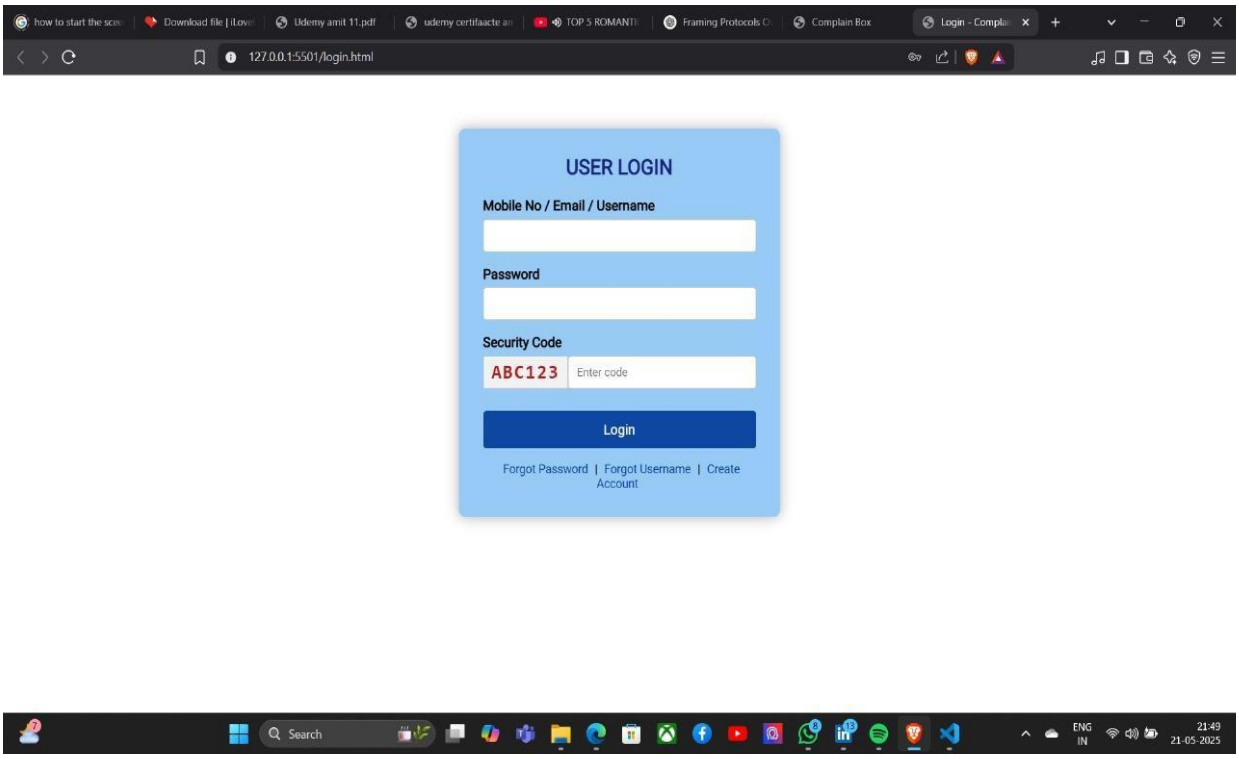
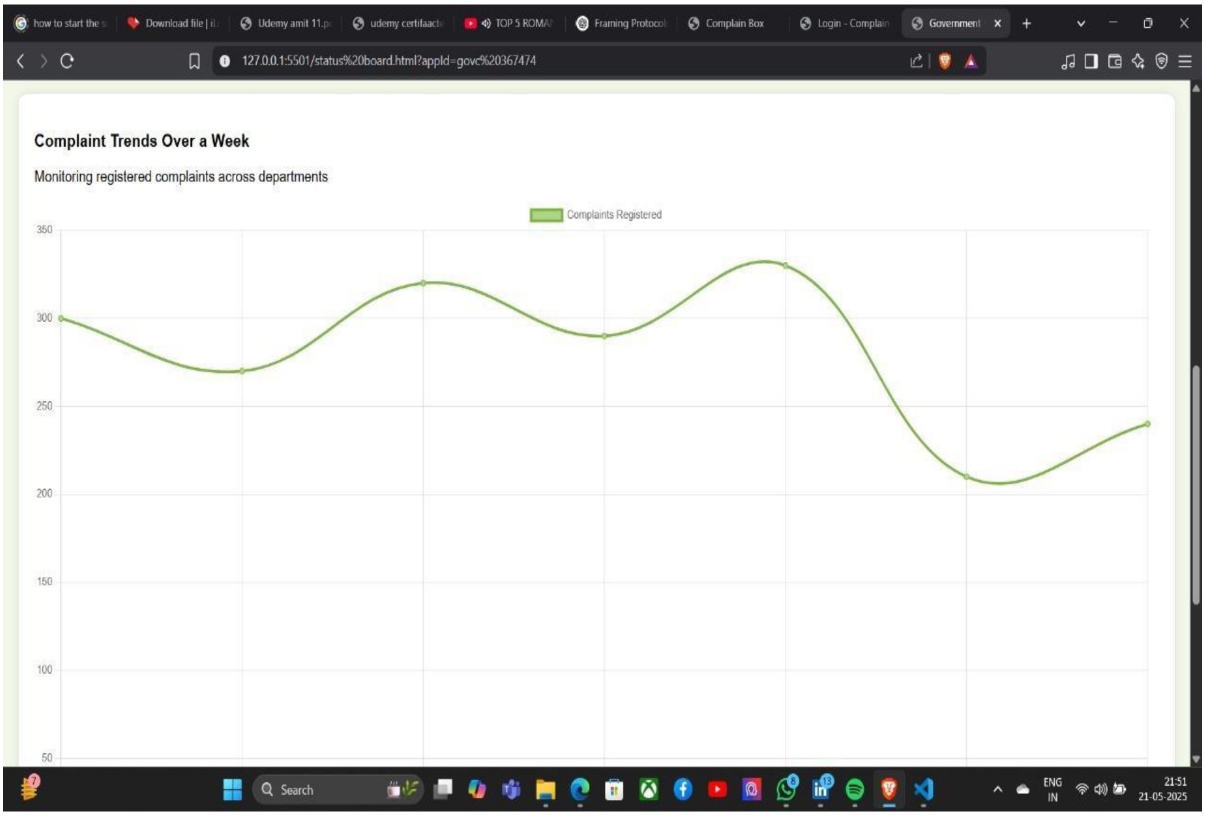

127.0.0.1:5501/login.html
USER LOGIN
Mobile No / Email / Username
Password
Security Code
ABC123
Enter code
Login
Forgot Password | Forgot Username | Create Account
Search
ENG
IN
21:49
21-05-2025

Figure 8.2: Login Page

## 8.3 OUTPUT SCREENSHOT OF Complain Monitering:

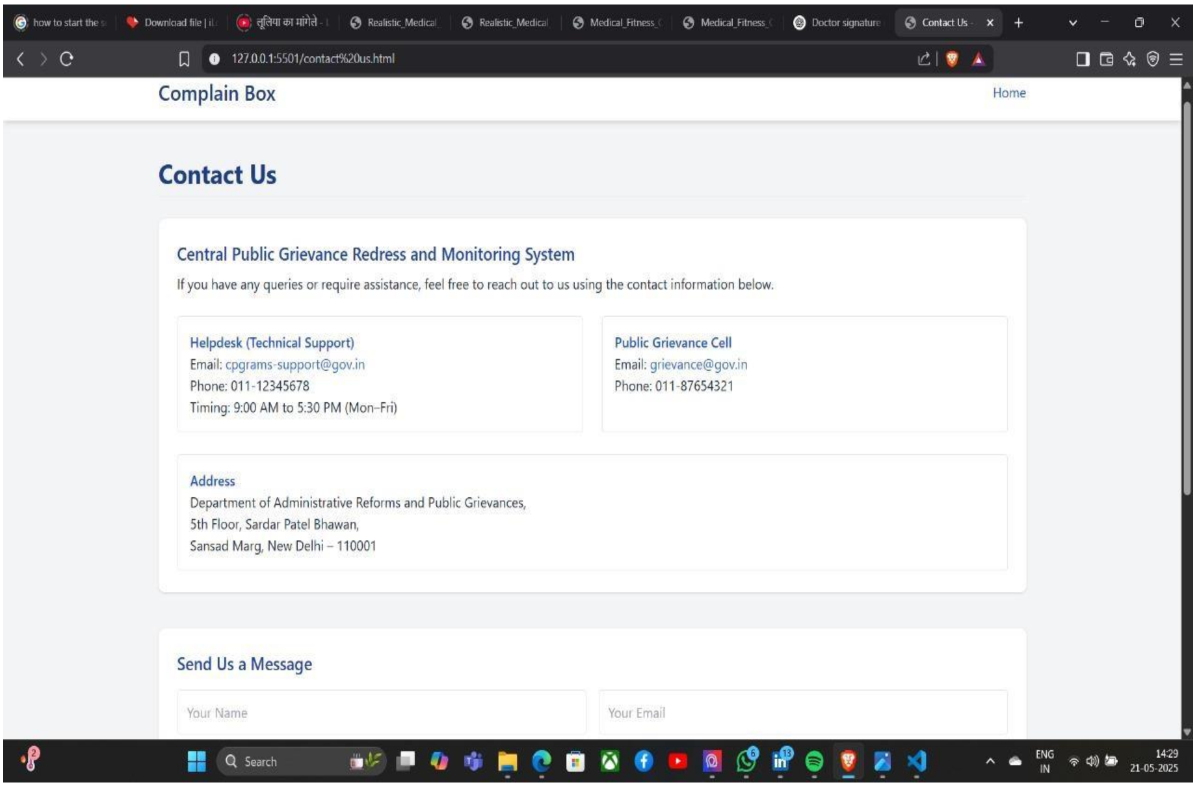


Complaint Trends Over a Week

Monitoring registered complaints across departments

Figure 8.3: Monitoring Page

## 8.4 OUTPUT SCREENSHOT OF CONTACT PAGE:



Complain Box

Contact Us

Central Public Grievance Redress and Monitoring System

If you have any queries or require assistance, feel free to reach out to us using the contact information below.

Helpdesk (Technical Support)
Email: cpgrams-support@gov.in
Phone: 011-12345678
Timing: 9:00 AM to 5:30 PM (Mon–Fri)

Public Grievance Cell
Email: grievance@gov.in
Phone: 011-87654321

Address
Department of Administrative Reforms and Public Grievances,
5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi – 110001

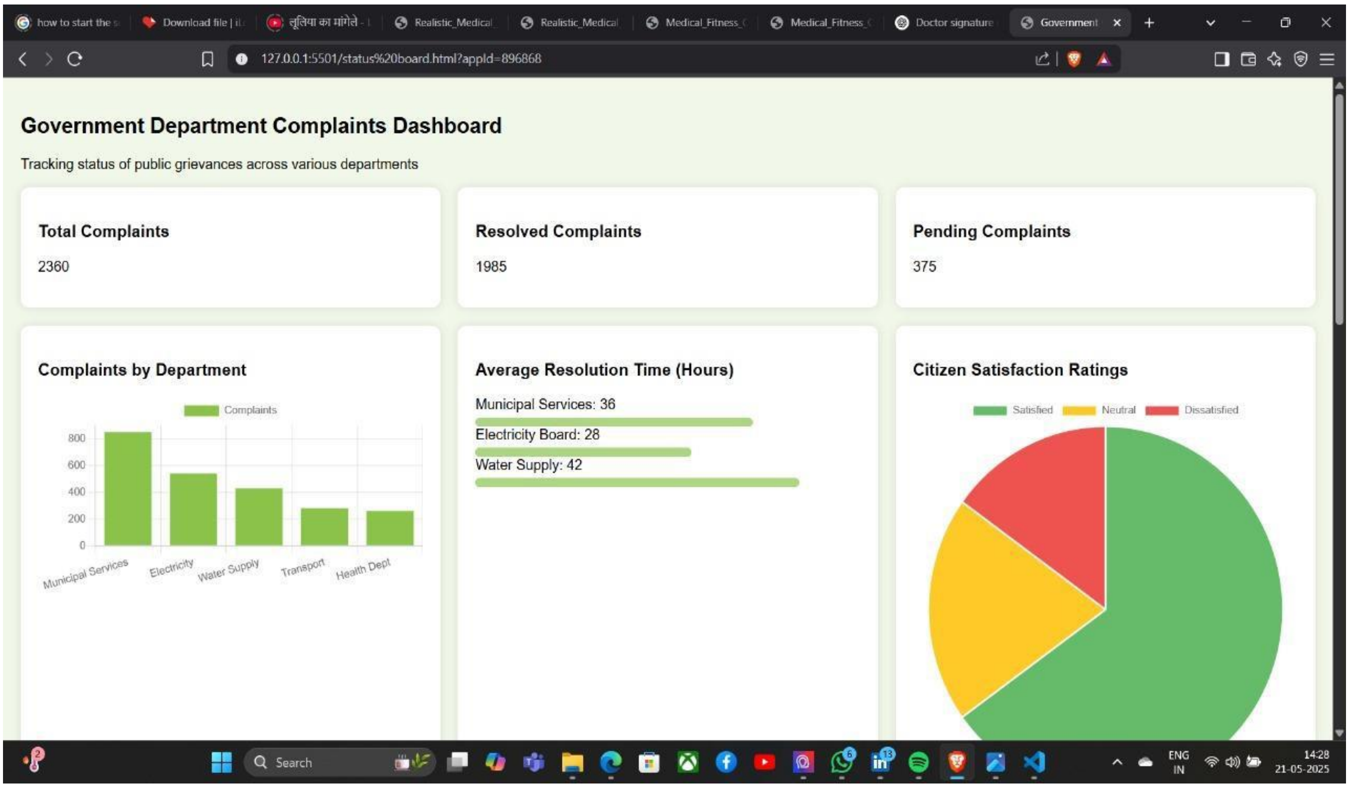
Send Us a Message

Your Name

Your Email

Figure 8.4: Contact Page

## 8.5 OUTPUT SCREENSHOT OF Dashboard:



Government Department Complaints Dashboard

Tracking status of public grievances across various departments

Total Complaints

2360

Resolved Complaints

1985

Pending Complaints

375

Complaints by Department

Average Resolution Time (Hours)

Municipal Services: 36

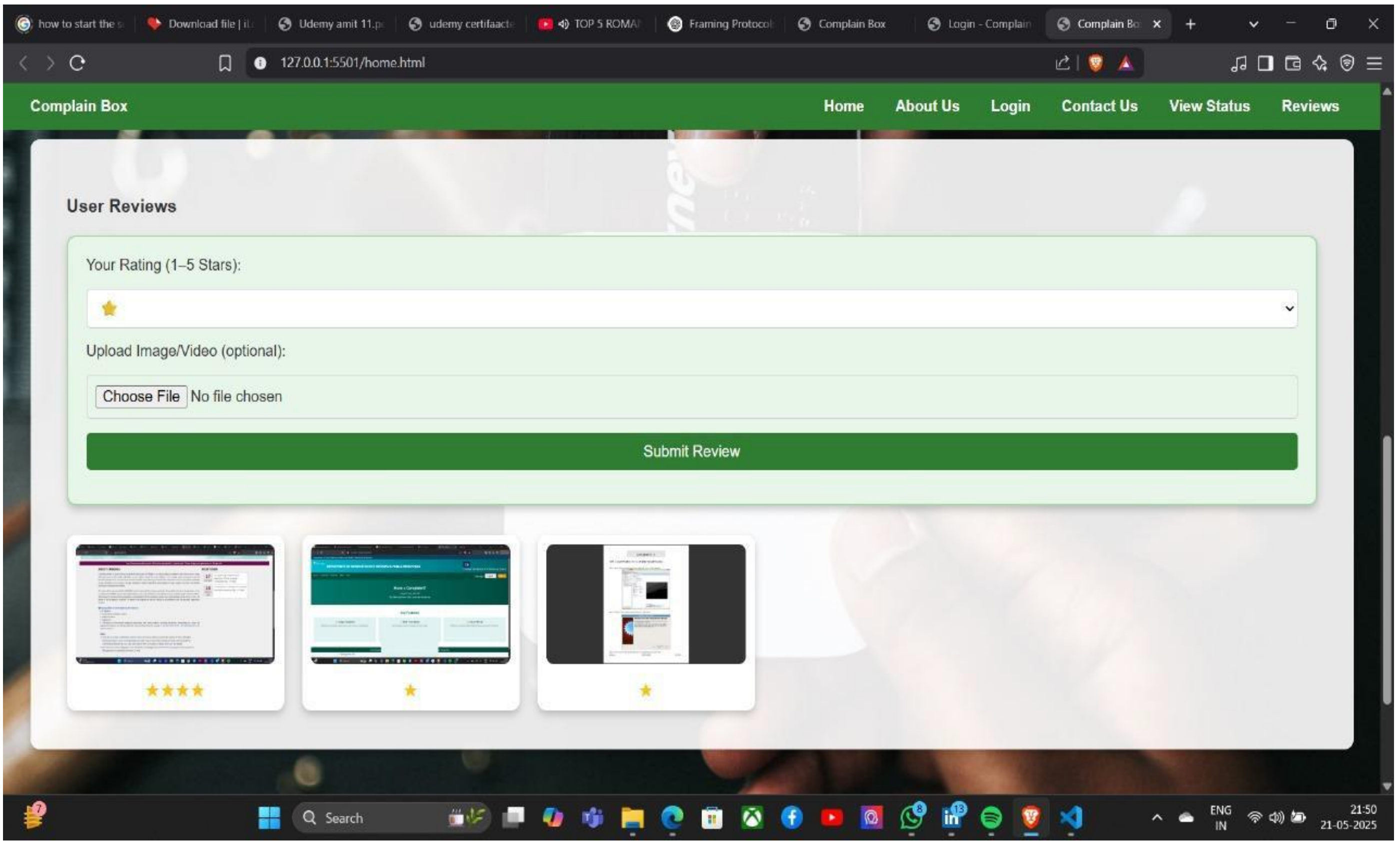
Electricity Board: 28

Water Supply: 42

Citizen Satisfaction Ratings

**Figure 8.5: Profile**

## 8.6 OUTPUT SCREENSHOT Complaint Box:



User Reviews

Your Rating (1–5 Stars):

⭐

Upload Image/Video (optional):

Choose File No file chosen

Submit Review

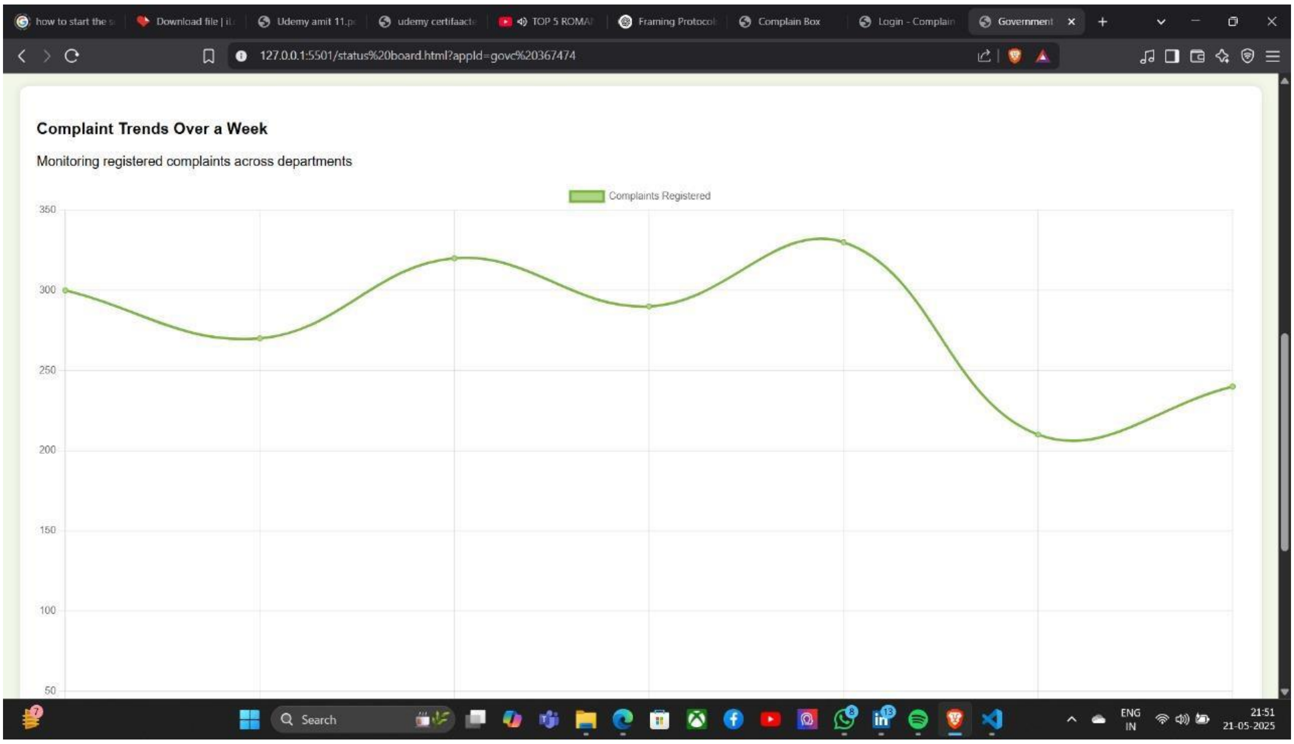
⭐⭐⭐⭐

⭐

⭐

**Figure 8.6 Explore**

## 8.7 OUTPUT SCREENSHOT:



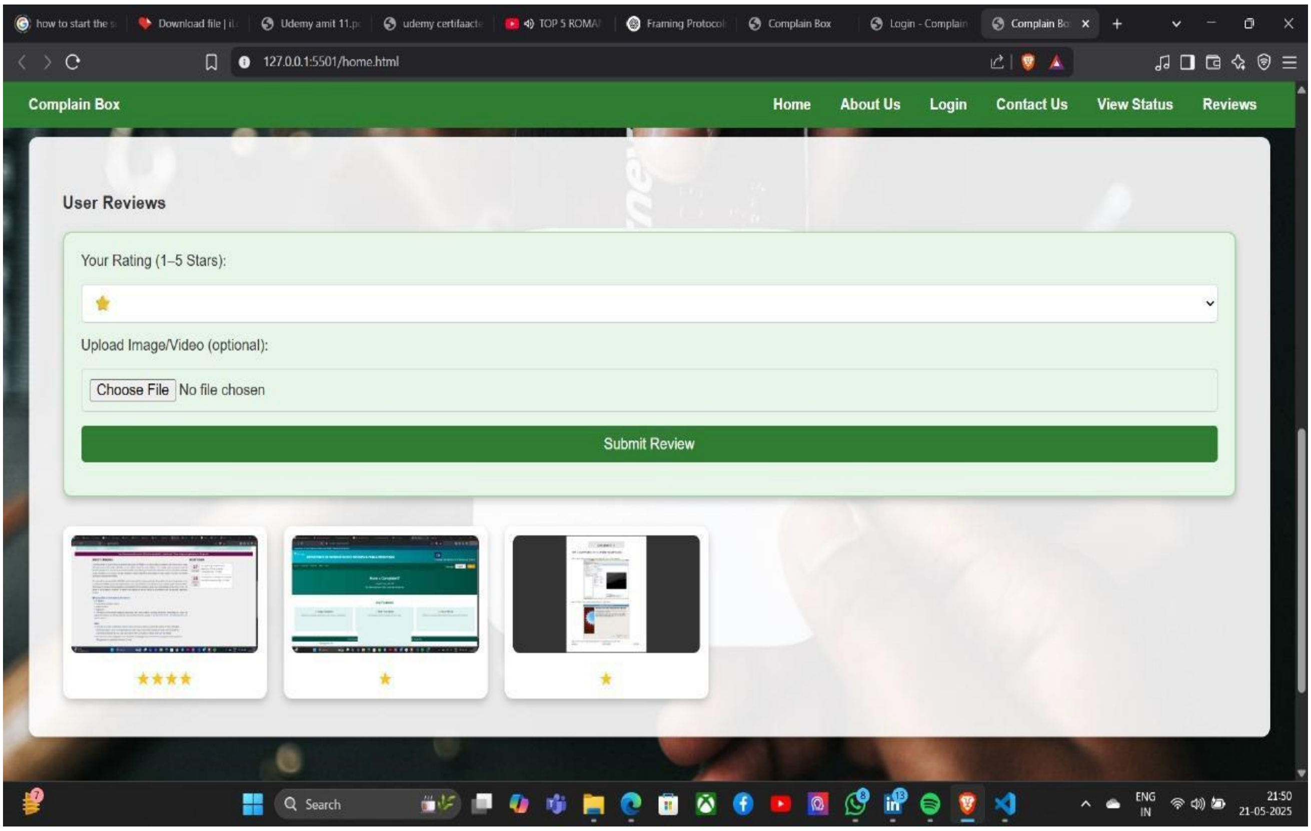
127.0.0.1:5501/status%20board.html?appId=govc%20367474

Complaint Trends Over a Week

Monitoring registered complaints across departments

Figure 8.7: DescriptionPage

## 8.8 OUTPUT SCREENSHOT OF PAGE:



127.0.0.1:5501/home.html

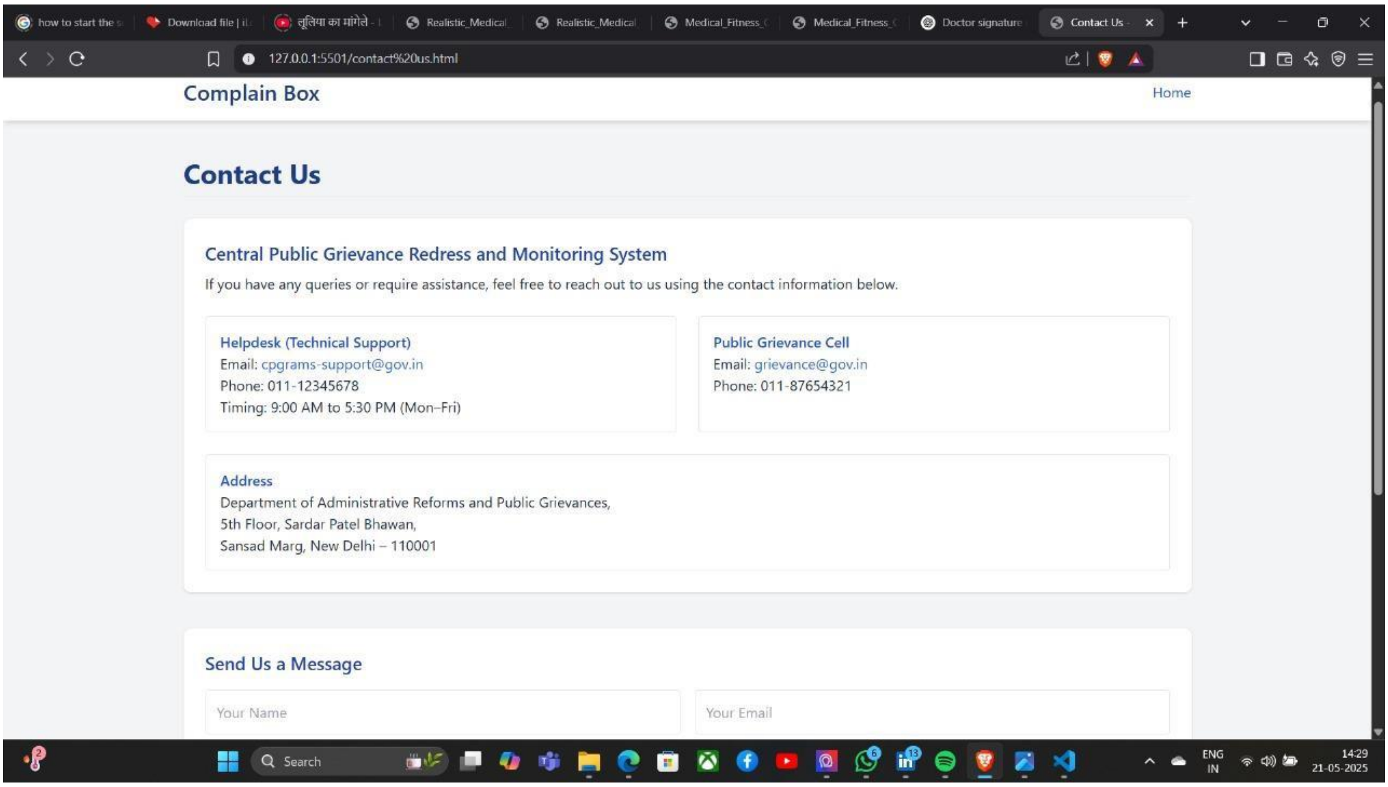
User Reviews

Your Rating (1–5 Stars): ⭐

Upload Image/Video (optional): Choose File No file chosen

Figure 8.8: UserReview Page

## 8.9 OUTPUT SCREENSHOT OF CONTACT & HELP:



Contact Us

Central Public Grievance Redress and Monitoring System

If you have any queries or require assistance, feel free to reach out to us using the contact information below.

Helpdesk (Technical Support)
Email: cpgrams-support@gov.in
Phone: 011-12345678
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Email: grievance@gov.in
Phone: 011-87654321

Address
Department of Administrative Reforms and Public Grievances,
5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi – 110001

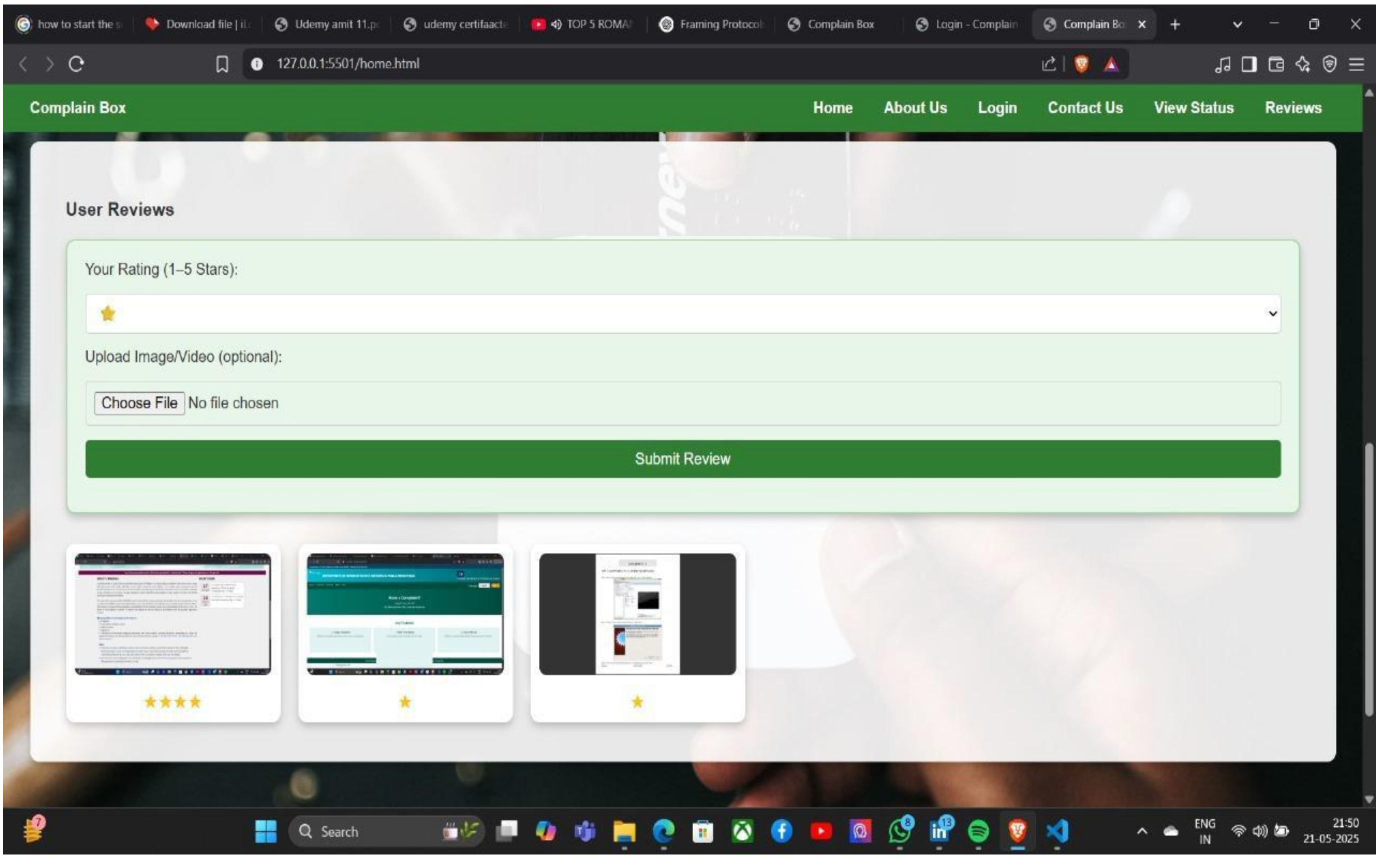
Send Us a Message

Your Name

Your Email

Figure 8.9: Contact &Help Page

## 8.10 OUTPUT SCREENSHOT OF REVIEWS:



User Reviews

Your Rating (1–5 Stars):

★

Upload Image/Video (optional):

Choose File No file chosen

Submit Review

★★★★

★

★

Figure 8.10: Reviews Page

## 8.11 OUTPUT SCREENSHOT OF Complaint PAGE:

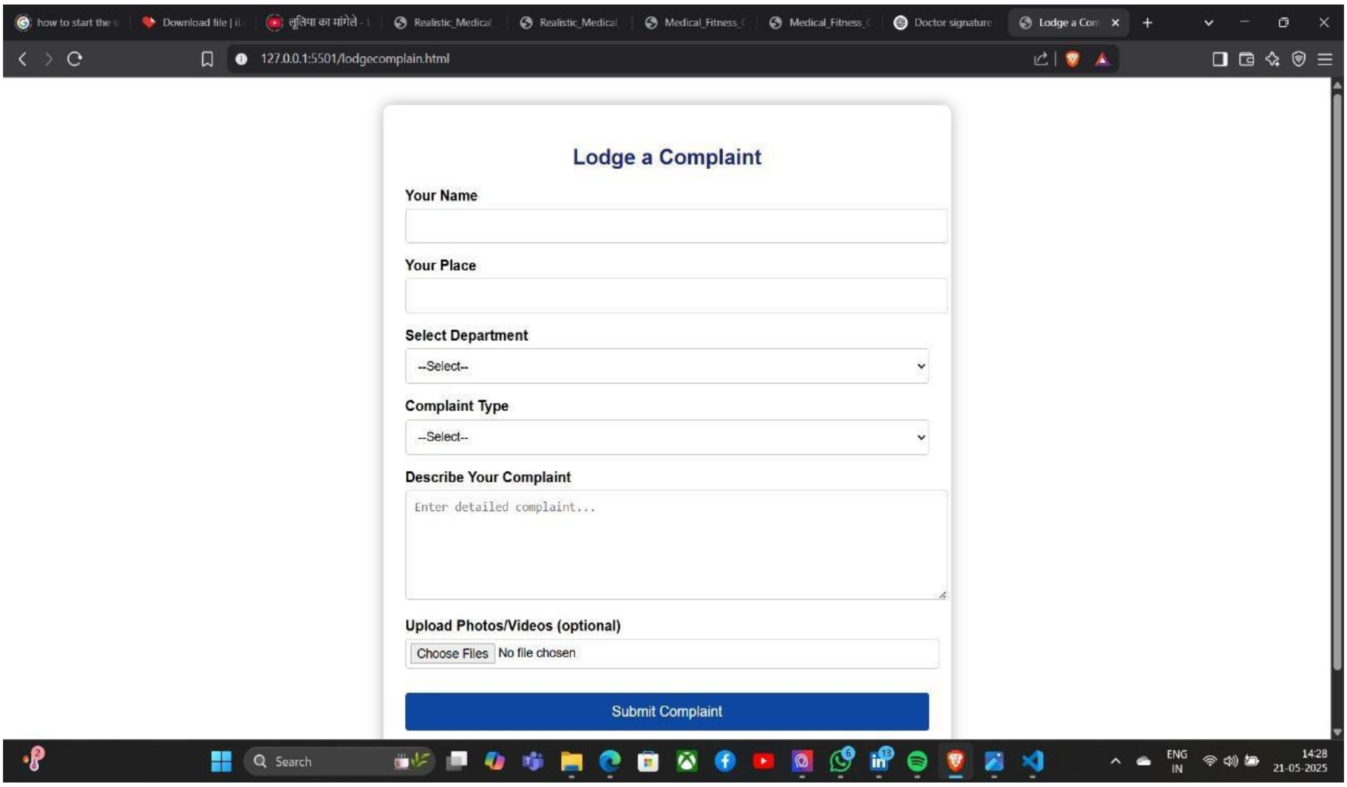


Figure 8.11: Complaint Page

## 8.12 OUTPUT SCREENSHOT OF SIGNUPPAGE:

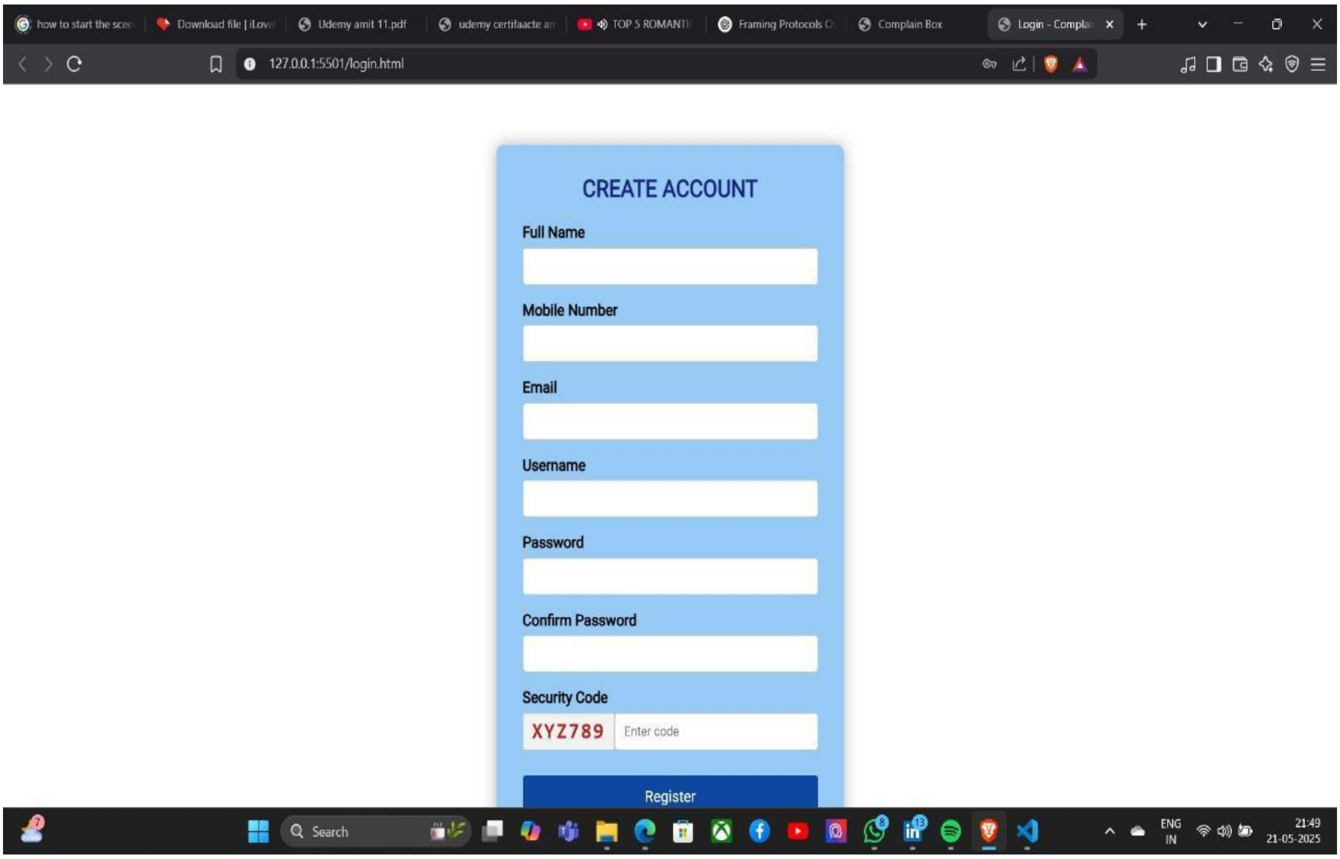


Figure 8.12: Sign Up Page

# Chapter 9
# CONCLUSION

# CHAPTER 9
# CONCLUSION AND FUTURE WORK

## 9. CONCLUSION

The **Digital Grievance Redressal and Feedback System System** is designed as a modern digital solution to streamline and improve the process of complaint management in organizations, institutions, or public services. Traditional methods of handling complaints—such as physical boxes, handwritten notes, or unstructured feedback—are often inefficient, non-transparent, and lack accountability. This system addresses those issues by offering a secure, accessible, and organized platform for users to voice concerns and for authorities to respond appropriately. In conclusion, the Digital Grievance Redressal and Feedback System not only digitizes the grievance redressal process but also enhances communication, reduces administrative burden, and fosters a culture of transparency and responsiveness. It is a scalable, maintainable, and future-ready solution that can be adapted to various sectors aiming at improving their feedback and complaint management processes. Mobile Application: Developing Android and iOS apps to improve accessibility and encourage wider usage.AI-Powered Analytics**:** Integrating artificial intelligence to automatically categorize complaints and suggest resolutions based on past data. Multilingual Support: Adding support for regional and international languages to serve a diverse user base. Real-Time Chat Support: Implementing live chat or chatbot functionality to assist users during complaint submission. Integration with External Systems: Allowing integration with HR systems, ERP platforms, or government portals for broader use cases.

# REFERENCES

## JOURNALS / RESEARCH PAPERS

1. Tripathi, U. N., Srivastava, A. K., & Singh, B. P. (2021) Effectiveness of Online Grievance Redressal and Management System: A case study of IGNOU Learners. Indian Journal of Educational Technology, 3(II), 92–105
2. Basumatary, A., Bansal, N., Anand, S. K., Chauhan, D. S., Rana, K., & Bansal, N. (2025), Michigan Mach, J, Vol.27, pp.81–94.
3. Shin, K.G. and McKay, N.D. (1984) ‘Open Loop Minimum Time Control of Mechanical Manipulations and its Applications’, Proc.Amer.Contr.Conf., San Diego, CA, pp. 1231-1236.

## BOOKS

4. Laudon, K. C., & Laudon, J. P. (2020). Management Information Systems: Managing the Digital Firm (16th ed.). Pearson..
5. Pressman, R.S., and S.R. Herron, Software Shock, Dorset House, Edition 2, 1991.
6. Troppen, Ulf and Erkens, Rainer, ‘Storage Networks Explained’, Wiley India, Edition 1, 1991.

## WEBSITES (with exact URL up to page)

7. http://www.public.complaint-registration-system
8. https://pgportal.gov.in/
9. http://www.complainbox-government-complaint/management.portal

# PROJECT SUMMARY

## About Project

| | |
|---|---|
| **Title of the project** | The Digital Grievance Redressal and Feedback System |
| **Semester** | 7th |
| **Members** | 4 |
| **Team Leader** | Aman rai |
| **Describe role of every member in the project** | Aman rai: Backend Development<br>Amit rai: Documentation Reporting<br>Ayush Mishra: Project Management<br>Ravi Shankar: Frontend Development |
| **What is the motivation for selecting this project?** | The motivation for selecting "The Digital Grievance Redressal and Feedback System" project stems from a combination of social, technological, and systemic needs. Many citizens, especially in rural and semi-urban areas, face challenges when trying to raise issues related to public services, governance, or private services. |
| **Project Type (Desktop Application, Web Application, Mobile App, Web)** | Web Application |

## Tools&Technologies

| | |
|---|---|
| **Programming language used** | Express.js, MongoDB, Node.js, React , TypeScript |
| **Compiler used (with version)** | VS code |
| **IDE used (with version)** | VS Code (1.96) |
| **Front End Technologies (with version, wherever Applicable)** | HTML,CSS,Typecript |
| **BackEnd Technologies (with version, wherever applicable)** | Node.js , React |
| **Database used (with version)** | MongoDB |

## ***Software Design& Coding***

| | |
|---|---|
| **Is prototype of the software developed?** | Yes |
| **SDLC model followed (Waterfall, Agile, Spiral etc.)** | Agile |
| **Why is the above SDLC model followed?** | The Agile model is followed for its flexibility, iterative development, user- centric feedback, and ability to adapt to evolving requirements. |
| **Justify that the SDLC model mentioned above is followed in the project.** | The Agile model is justified as it ensures iterative development, regular user feedback, adaptability, and continuous improvement throughout the project. |
| **Software Design approach followed (Functional or Object Oriented)** | Functional |
| **Name the diagrams developed (According to the Design approach followed)** | Use Case Diagram, ER Diagram |
| **In case Object Oriented approach is followed, which of the OOPS principles are covered in design?** | Abstraction<br>Polymorphism<br>Encapsulation<br>Inheritance |
| **No. of Tiers (example 3-tier)** | 1 |
| **Total no. of front-end pages** | 5 |
| **Total no. of tables in database** | 3 |
| **Database in which Normal Form?** | - |
| **Are the entries in database encrypted?** | No |
| **Front end validations applied (Yes / No)** | Yes |
| **Session management done (in case of web applications)** | No |
| **Is application browser compatible (in case of web applications)** | Yes |
| **Exception handling done (Yes / No)** | No |

| | |
|---|---|
| **Commenting done in code (Yes / No)** | Yes |
| **Naming convention followed (Yes / No)** | Yes |
| **What difficulties are faced during deployment of project?** | — |
| **Total no. of Use-cases** | 1 |
| **Give titles of Use-cases** | Use Case Diagram |

## ***Project Requirements***

| | |
|---|---|
| **MVC architecture followed (Yes / No)** | Yes |
| **If yes, write the name of MVC architecture followed (MVC-1, MVC-2)** | 1 |
| **Design Pattern used (Yes / No)** | No |
| **If yes, write the name of Design Pattern used** | — |
| **Interface type (CLI / GUI)** | GUI |
| **No. of Actors** | 2 |
| **Name of Actors** | Admin, User |
| **Total no. of Functional Requirements** | 3 |
| **List few important non-Functional Requirements** | Scalability, Reliability, Compatibility. |

## ***Testing***

| | |
|---|---|
| **Which testing is performed? (Manual or Automation)** | Manual |
| **Is Beta testing done for this project?** | No |

## ***Write project narrative covering the above-mentioned points***

### Introduction

In a country as large and diverse as India, ensuring every citizen’s voice is heard remains a persistent challenge. Whether its issues related to public services, corruption, poor infrastructure, or private sector negligence, people often find it difficult to file complaints effectively and track their resolution. The **Complaint Box** aims to bridge this communication gap by offering a transparent, accessible, and scalable digital platform where grievances can be registered, monitored, and resolved efficiently. Project Motivation Transparency and Accountability The platform promotes open governance by allowing users to register complaints and track their status in real time. To develop a secure, user-friendly web platform for citizens to submit and track complaints.

| | |
|---|---|
| Aman Rai | 0187CS221037 |
| Amit Rai | 0187CS221039 |
| Ayush Mishra | 0187CS221069 |
| Ravi Shankar Kumar | 0187CS221165 |

Guide Signature

(Prof. Bhavna Soni)

# APPENDIX-1 GLOSSARY OF TERMS

**(In alphabetical order)**

## E

**Express** Express.js is a minimalist web framework for Node.js, and when used with TypeScript, it enables type-safe backend development, improving code Quality and contain ability.

## M

**MongoDB** MongoDB is a popular NoSQL database, and when used with TypeScript, it enables type-safe data modeling, catching errors early and improving code quality.

## N

**Node.js** Node.js is a powerful runtime environment that lets you run JavaScript outside of the browser — most commonly on servers. It's one of the core technologies behind modern web development. Let me give you a clear overview: Runtime environment: Built on Chrome's V8 JavaScript engine, Node.js executes JavaScript code on the server side.

## R

**React.js** React.js is one of the most popular JavaScript libraries for building user interfaces, especially single-page applications. Let me break it down for you in a clear way: Library, not a framework: React focuses on the "view" layer of applications, meaning it helps you build reusable UI components.

## T

**TypeScript** TypeScript is a strongly typed programming language that builds on JavaScript, static typing, interfaces, to more reliable, maintainable, and scalable code for large applications. It is a superset of JavaScript,