GRIEVANCE PORTAL

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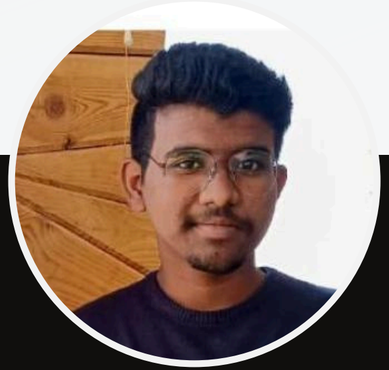
OUR TEAM

D.Preetham Reddy



P. Sohan

S. Vinay

GOALS

Efficiency
Streamline grievance resolution processes, reducing time and effort required to resolve issues.

Transparency
Provide clear visibility into the status of complaints, fostering trust and accountability between users and authorities.

User Experience
Offer a user-friendly and intuitive interface that enhances accessibility and engagement for all users.

Scalability
Design the system to handle increasing volumes of complaints, ensuring it can adapt to growing demand.

OBJECTIVES

Scalability
Scalability Design the system to handle increasing volumes of complaints, ensuring it can adapt to growing demand.

Security
Protecting sensitive user data and ensuring secure access to the platform with robust authentication mechanisms.

Real-Time Updates
Providing real-time updates on complaint status and ensuring efficient communication between users and agents.

User Engagement
Encouraging active participation and ensuring users find the platform user-friendly and engaging.

SCOPE

GrieveEase aims to streamline the grievance redressal process by providing an intuitive platform for users to submit, track, and resolve complaints efficiently. Our goal is to make the grievance handling process seamless and transparent, ensuring user satisfaction and timely resolution of issues.

Key areas of focus include:

- Simplifying Submission: Making it easy for users to submit their grievances through a user-friendly interface.
- Progress Tracking: Allowing users to track the status and progress of their complaints in real-time.
- Efficient Resolution: Ensuring that complaints are resolved quickly and effectively, with clear communication throughout the process.

KEY FEATURES

1. **Authentication**
   Secure user authentication using JWT (JSON Web Token) for secure access and data protection.

2. **Complaint Management**
   Streamlined complaint submission process, including detailed information capture, category selection, and attachment upload.

3. **Dashboards**
   Interactive dashboards provide real-time insights into complaint status, resolution trends, and key performance indicators.

4. **Notifications**
   Real-time notifications alert users about updates, escalations, and responses, keeping them informed at every stage.

KEY FEATURES

5

Real-Time Complaint Tracking

Provides real-time updates on the status and progress of complaints from submission to resolution.

6

Role-Based Access Control

Differentiates access levels (user, admin, employee) with specific permissions for managing complaints and system functionality.

7

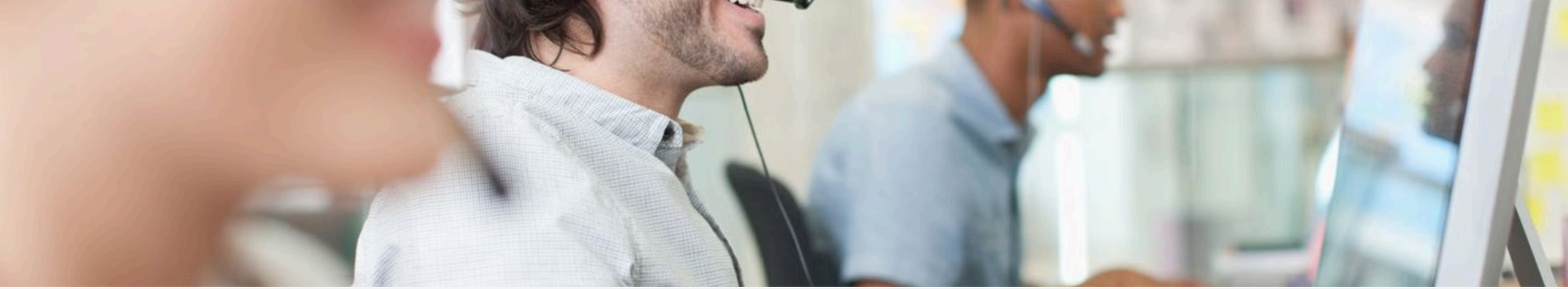
Comprehensive Dashboard

Admins and managers have access to a dashboard displaying vital metrics, complaint analytics, and trends.

8

Customizable Categories and Priorities

Allows customization of complaint categories, priorities, and statuses to fit organizational needs.



COMPLAINT MANAGEMENT

1

Submission
Users submit grievances through a user-friendly interface, providing detailed information and attachments.

2

Assignment
The system assigns complaints to designated agents based on their expertise and availability.

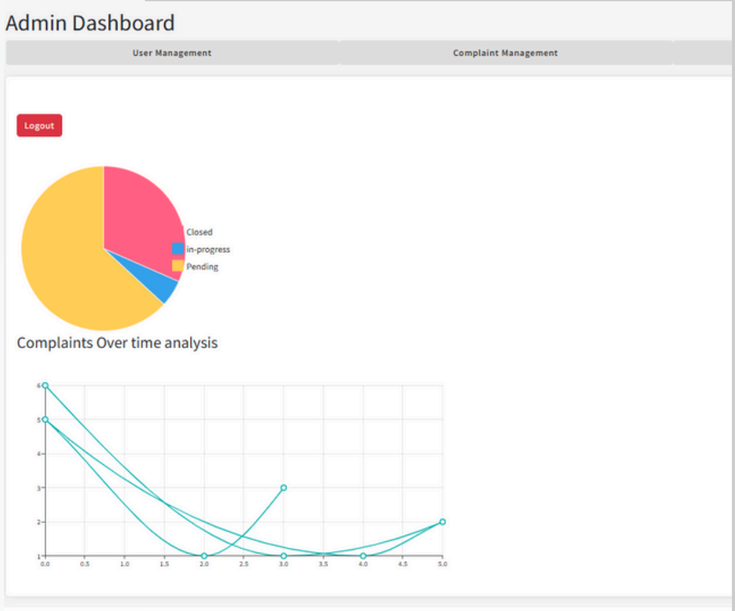
3

Resolution
Agents investigate complaints, communicate with users, and resolve them within defined timeframes.

DASHBOARD ANALYTICS

- Key Metrics
- Open Complaints
- Resolution Time
- User Satisfaction
- Agent Performance

- Data Points
- Number of unresolved complaints
- Average time taken to resolve complaints
- Feedback and ratings
- Tracking individuals performance



USER EXPERIENCE

1. **Intuitive Interface**
   A simple and user-friendly design ensures accessibility for all, regardless of technical expertise.

2. **Personalized Dashboard**
   Each user has a personalized dashboard providing a clear overview of their submitted complaints and their status.

3. **Multi-Channel Support**
   Support multiple communication channels, including web, mobile to cater to diverse user needs.

TECH STACK

React

Material UI

HTML CSS JS

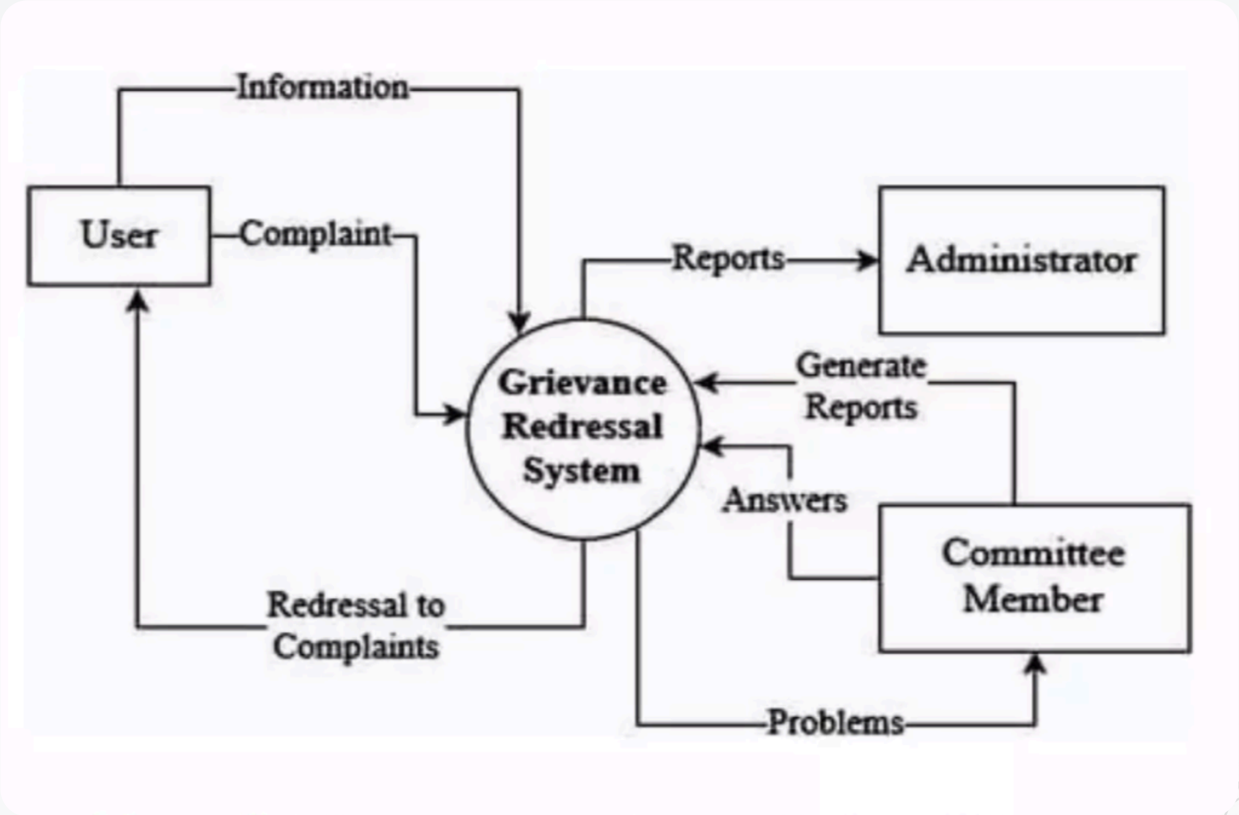
mongoDB

D3

node JS

express

FLOWCHART



CONCLUSION

GrieveEase is poised to revolutionize the way grievances are addressed by providing a transparent, efficient, and user-friendly platform that empowers individuals to voice their concerns and achieve resolutions.

THANK YOU!