



Online Grievance Redressal Portal

Name :	Soumyajit Dey Sarkar
Roll No. :	13000221080
Department :	CSE
Section :	A
Subject :	Software Engineering

Contents

- Introduction
- Scope of the problem
- Objective
- Problem Statement
- Customer Survey
- Functional Requirements
- Non-Functional Requirement
- Benefits
- Conclusion
- References
- Thank You



Introduction

- ❑ An Online Grievance Redressal Portal is a web-based platform or digital system that allows individuals, customers, or stakeholders to submit their complaints, concerns, or grievances to an organization or authority through an online interface.
- ❑ The portal is designed to streamline the process of addressing and resolving these grievances efficiently and transparently.



Scope of the problem

Government Services :

- Citizens facing issues with government services, such as delays in issuing documents, corruption, or lack of transparency.
- Inefficient handling of public complaints related to infrastructure, public facilities, and civic amenities.

Educational Institutions :

- Students facing academic or administrative issues, such as unfair evaluations, admission problems, or lack of proper facilities.
- Faculty members and staff encountering issues related to salaries, benefits, or work conditions.

Healthcare Sector :

- Patients and their families dealing with issues in healthcare services, such as medical negligence, improper treatment, or billing disputes.
- Healthcare professionals facing challenges related to working conditions, remuneration, or facilities.

Scope of the problem (CONT'D)

Transport and Travel:

- Passengers dealing with problems related to transportation services, such as delays, cancellations, lost baggage, or overcharging.
- Unsatisfactory experiences with travel agencies, airlines, or public transportation.

Environmental and Civic Concerns:

- Citizens reporting environmental violations, pollution, illegal constructions, or other civic issues.
- Lack of proper waste disposal, sanitation facilities, or public spaces maintenance.

Labor and Employment:

- Employees facing issues such as unfair treatment, harassment, non-payment of wages, or inadequate working conditions.
- Employers needing to address grievances of their workforce to maintain a healthy work environment.



Objective

- ✓ Efficient Grievance Resolution
 - ✓ Transparency and Accountability
 - ✓ User Empowerment
 - ✓ Reduced Paperwork and Manual Processes
 - ✓ Enhanced Communication
 - ✓ Feedback and Continuous Improvement
 - ✓ Stakeholder Satisfaction
 - ✓ Cost and Time Efficiency
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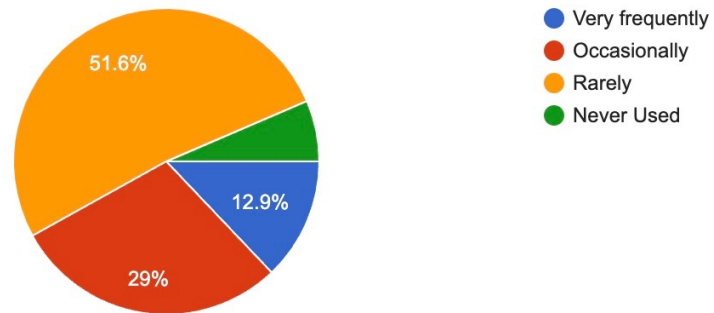
Problem Statement

To make the process of submitting complaints, tracking their progress, and resolving them more efficient and organized. The aim is to replace the outdated methods of handling grievances with a digital platform that simplifies and enhances the entire grievance resolution process.

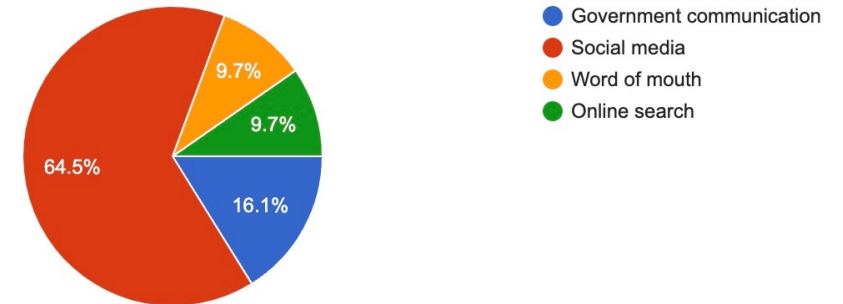
Customer Survey

[Customer Survey Form](#)

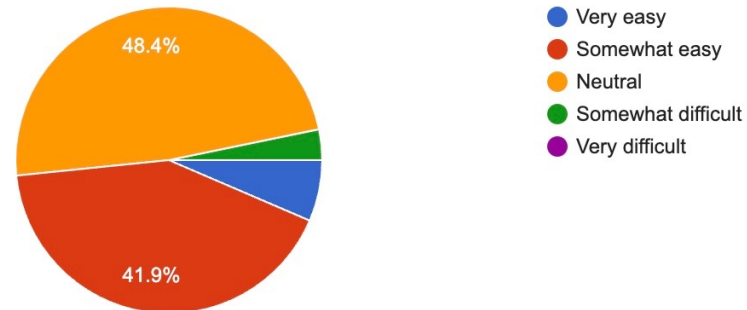
How often do you use the Online Grievance Redressal Portal?



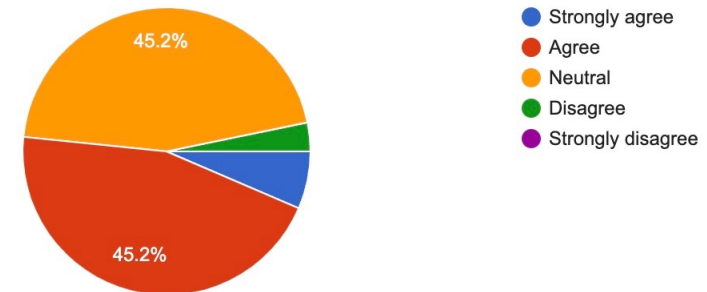
How did you learn about the Online Grievance Redressal Portal?



How would you rate the ease of navigating and using the portal?

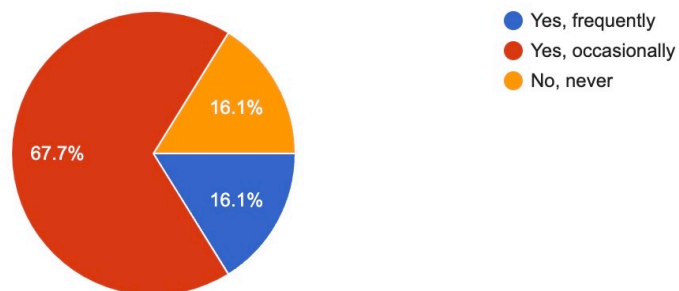


Were the instructions for submitting grievances clear and understandable?

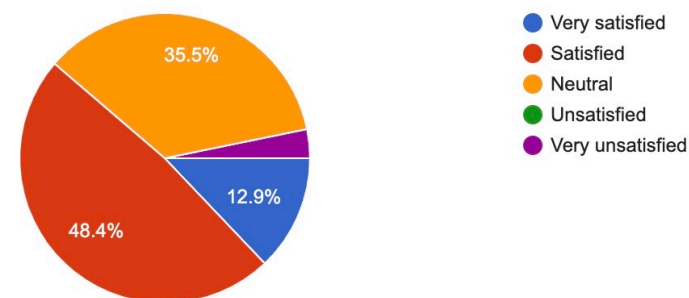


Customer Survey (CONT'D)

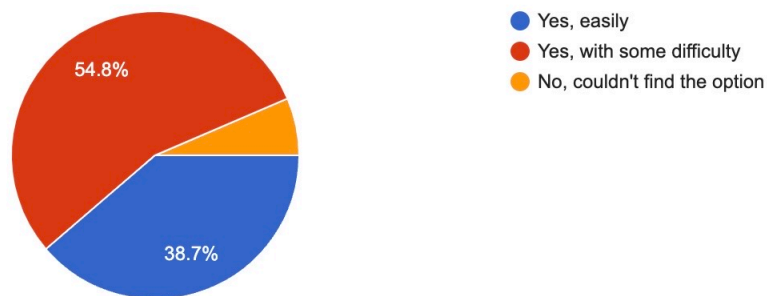
Did you encounter any technical difficulties while using the portal?



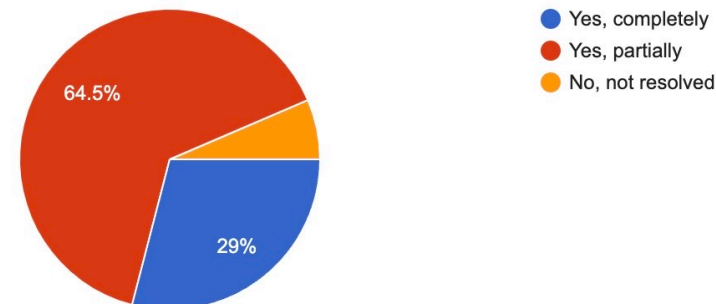
How satisfied are you with the process of submitting a grievance through the portal?



Were you able to track the status of your grievance through the portal?



Were your grievances resolved to your satisfaction?



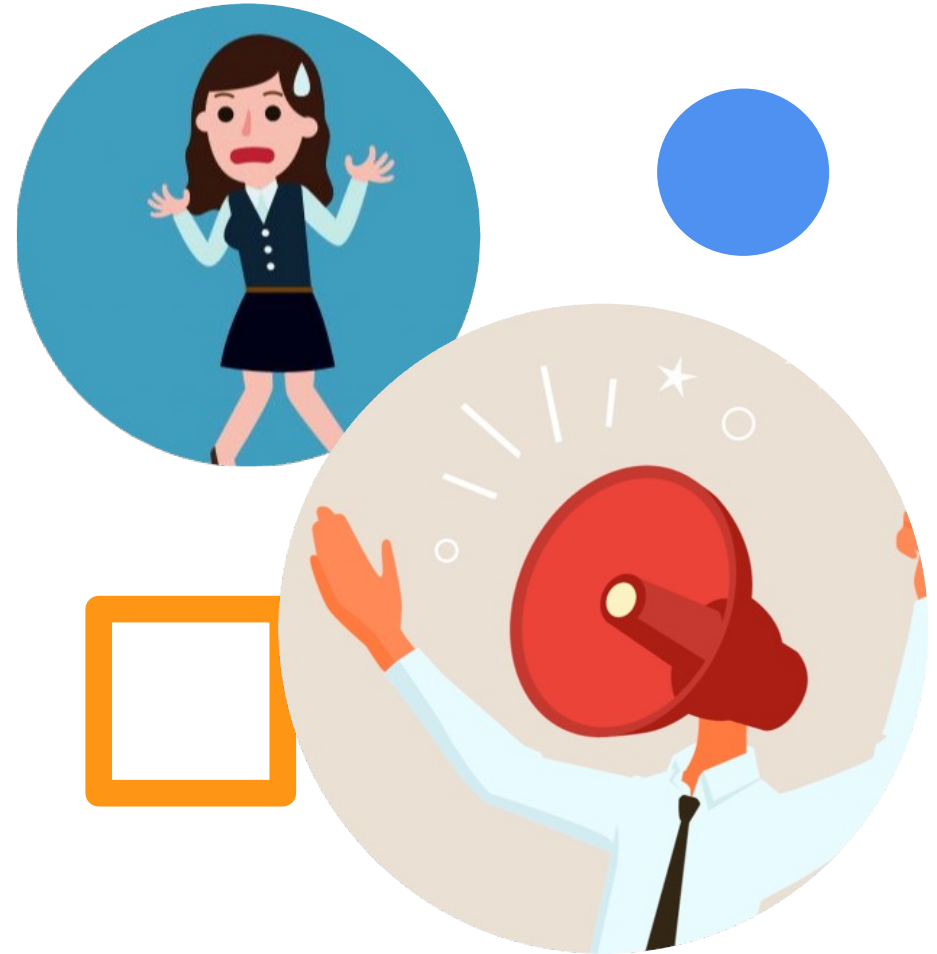
Functional Requirements

1. Language and Accessibility:

- I. **Multi-language Support:** The Online Portal provides language-specific features, interfaces, and content to cater to users who speak different languages.
 - **Input :** The user gets to choose the language from the drop down menu. (Hindi/English/Bengali).
 - **Output:** The default language will be changed according to the user's choice.

2. User Registration and Authentication:

- I. **Sign up :** The User is supposed to create a personalised account for Grievance submission and other activities.
 - **Input :** The User enters his/her name, date of birth, address, phone number and email address.
 - **Output :** The user will get a verification mail to the registered email address. On correctly verifying the email address the User gets to set his password. The user also gets an OTP in his/her phone what the user needs to enter to add the phone number to his/her account.



Functional Requirements (CONT'D)

II. Login In : The user needs to login in to his/her account to use the services.

- **Input :** The user enters the email address and the password.
- **Output :** The user is logged into his/her account if the email address and password are both correct.

III. Change Password : The user can change his/her password if they think that their password has been compromised.

- **Input :** The user enter the current password along with the new password.
- **Output :** If the current password is correct, then the password is changed to the new password.

IV. Forget Password : The user can reset his/her password if they have forgotten their current password.

- **Input :** Enter the registered email address and the registered phone no.
- **Output :** A verification mail is sent to the email address and an OTP is sent to the registered phone number if the entered email address and phone no. were correct. The user needs to verify both and then set his/her new password.



Functional Requirements (CONT'D)

3. Grievance Submission and Tracking:

I. **Grievance Submission:** The user can submit his/her grievance with the help of the portal, which remains the main objective of creating this portal.

- **Input :** The user chooses the category of the grievance (workplace, safety, discrimination, etc), then writes a detailed description of the grievance and the choice of attaching any attachments if required.
- **Output :** The grievance is submitted for the higher bodies to look forward.

II. **Grievance Tracking and Monitoring:** The user can track his/her submitted grievances and check the status of them.

- **Input :** The user can see all his/her past grievances that were submitted. The user gets to select any specific grievances and study its status.
- **Output :** The current status of the selected grievance is displayed i.e.
 - ❖ Received/Acknowledged.
 - ❖ Under Review/Investigation.
 - ❖ In Progress/Resolution.
 - ❖ On Hold/Pending.
 - ❖ Resolved/Closed with the final decision.



Functional Requirements (CONT'D)

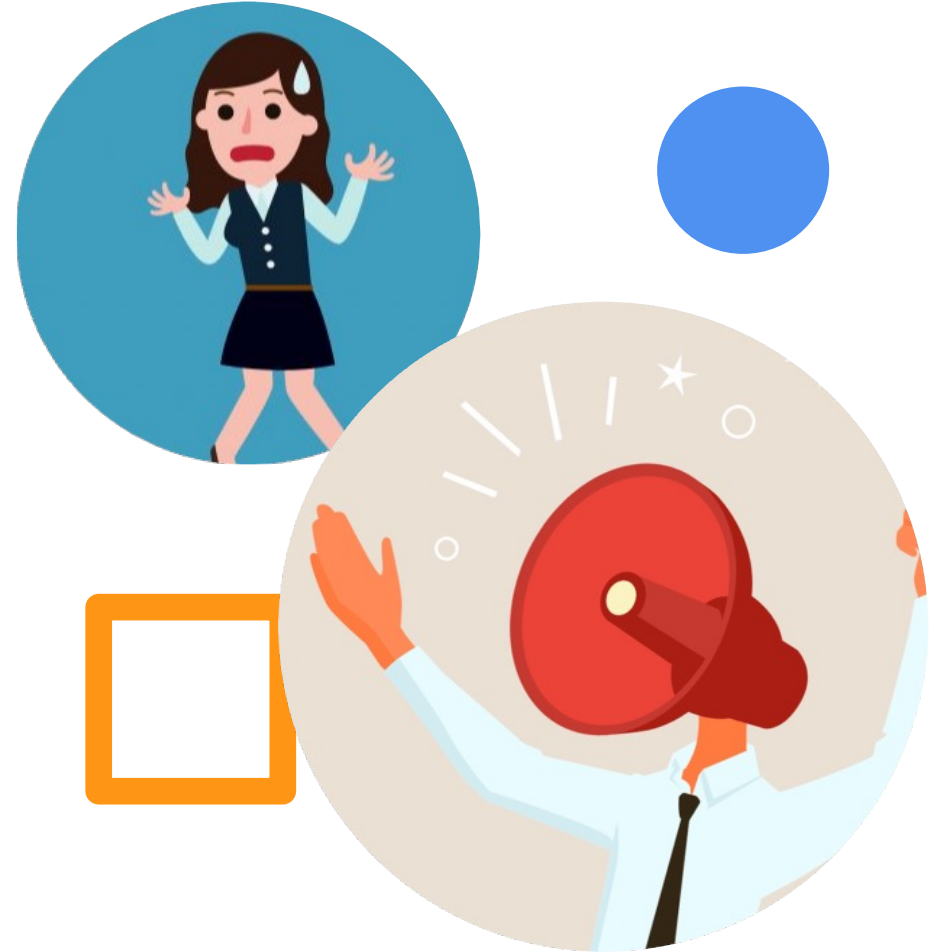
III. Feedback and Ratings : The users are allowed to rate their experience using the portal for a particular grievance they submitted.

- **Input :** The user gets to choose no. of stars he/she wants to give, with 1 Star as the minimum and 5 Star as the maximum rating allowed.
- **Output :** The user's rating is stored.

4. Admin :

I. Admin Login : The admins are responsible for the proper working of the portal by screening out unnecessary things and take proper action on things that need attention. The admins are provided with their own IDs and password that is required to log into the portal.

- **Input :** The Admin need to enter the following details :
 - Admin ID
 - Admin Password
- **Output :** The Admin Home Page appears.



Functional Requirements (CONT'D)

II. Delete Account : The admin has the power to delete user accounts if required.

- **Input :** The admin can delete an account if the account as the following condition against it:
 - Fake account
 - False claims
 - Vulgarity in complaints
- **Output :** Account is deleted.

III. Grievance Assigning : Receive, review, and assign grievances to relevant departments or personnel.

- Input : Assign grievances to target individuals or a department.
- Output : Grievances is assigned to the selected personnel for investigation and action.



Functional Requirements (CONT'D)

IV. Feedback and Review: The admin has the power to review user feedback on the grievance resolution process and use the feedback to make improvements and enhance user satisfaction.

V. Grievance Handling : The admin gets to set the grievance status according to the need.

- **Input :** The Admin can set the status of the submitted grievance by selection the available options from the drop down menu. The options are :
 - ❖ Received/Acknowledged.
 - ❖ Under Review/Investigation.
 - ❖ In Progress/Resolution.
 - ❖ On Hold/Pending.
 - ❖ Resolved/Closed with the final decision.
- **Output :** The grievance's status is changed.



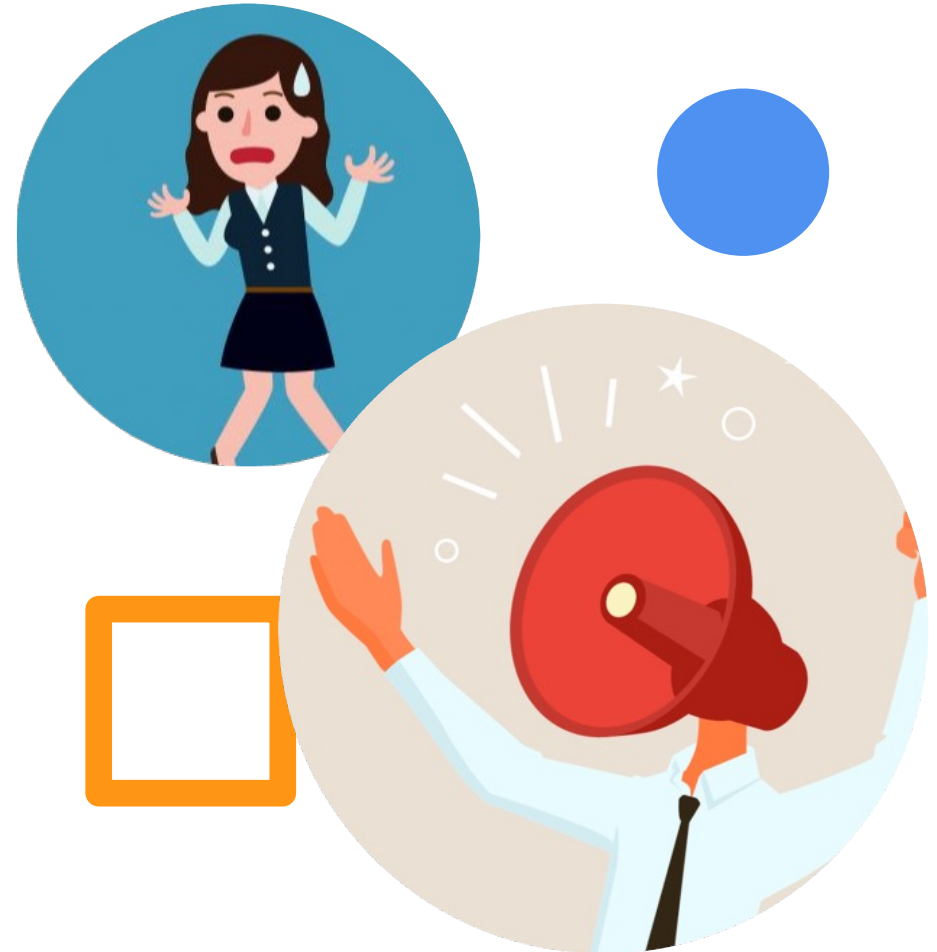
Non-Functional Requirements

1. Performance:

- I. **Response Time:** The system should provide fast response times for users, ensuring that interactions are smooth and efficient.
- II. **Throughput:** The portal should be able to handle a specified number of concurrent users submitting grievances and accessing their case details without significant performance degradation.
- III. **Scalability:** The system should be designed to handle increasing user loads by scaling resources as needed.
- IV. **Latency:** Minimize the delay between actions and system responses to maintain a seamless user experience.

2. Security:

- I. **Data Protection:** Ensure the confidentiality, integrity, and availability of user data and documents submitted through the portal.
- II. **Authentication and Authorization:** Implement strong user authentication and authorization mechanisms to prevent unauthorized access to grievance data.
- III. **Data Encryption:** Use encryption to protect sensitive data during transmission and storage.



Non-Functional Requirements (CONT'D)

3. Usability and Accessibility:

- I. **User Interface:** Design a user-friendly and intuitive interface that is easy to navigate and use, catering to users of varying technical backgrounds.
- II. **Accessibility:** Ensure the portal follows accessibility standards to accommodate users with disabilities and provide an inclusive experience.

4. Reliability:

- I. **Availability:** The portal should be available for users to access and submit grievances with a high degree of uptime.
- II. **Fault Tolerance:** Design the system to handle failures gracefully, ensuring that essential functionality remains operational during system disruptions.

5. Compatibility:

- I. **Cross-Browser Compatibility:** Ensure that the portal functions correctly across different web browsers and browser versions.
- II. **Device Compatibility:** Make sure the portal is responsive and usable on various devices, including desktops, laptops, tablets, and smartphones.



Non-Functional Requirements (CONT'D)

6. Data Management:

- I. **Data Retention:** Define data retention policies to manage how long grievance-related data is stored and accessible.
- II. **Backup and Recovery:** Implement regular data backups and establish procedures for data recovery in case of data loss.

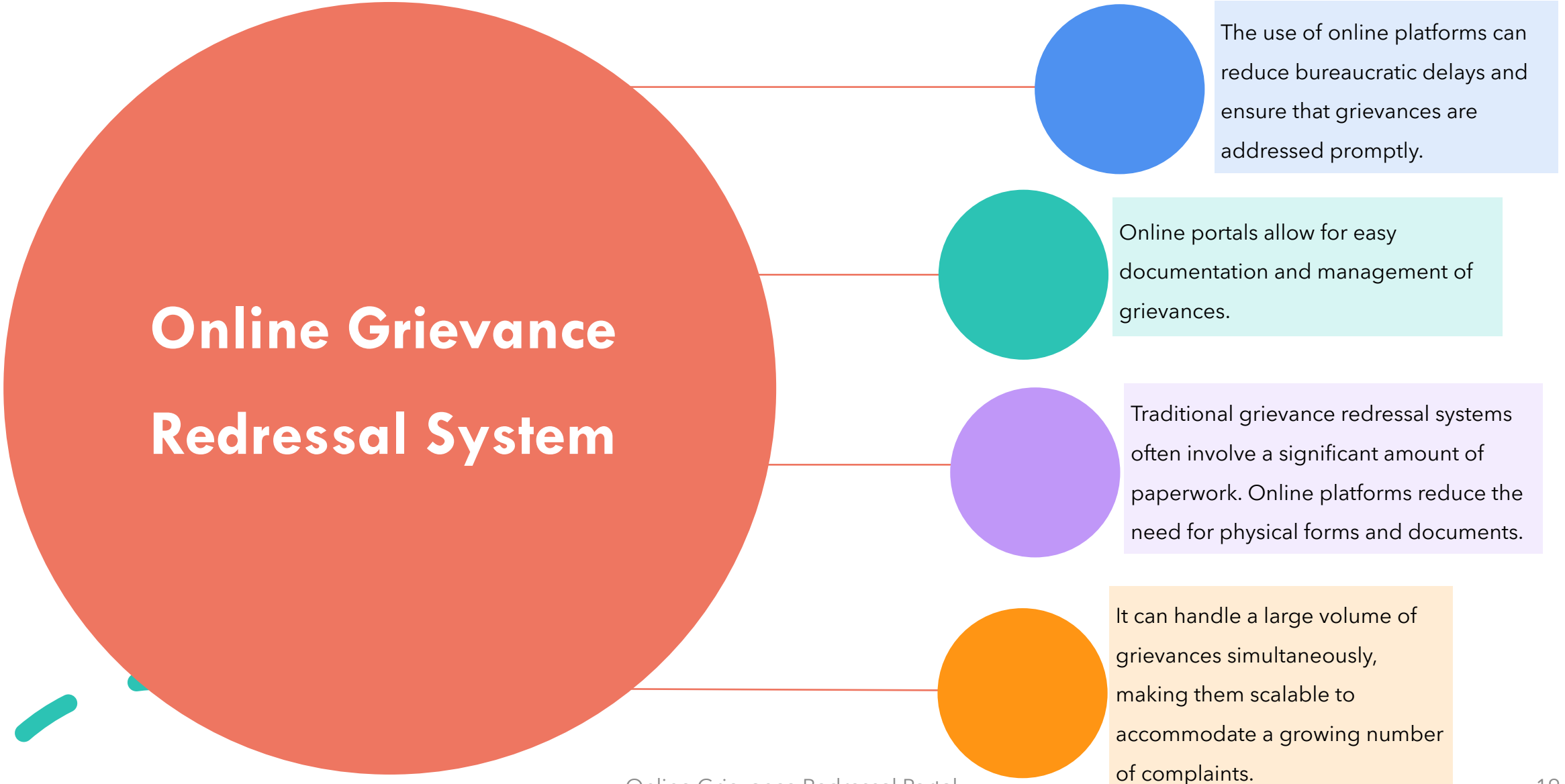
7. Regulatory Compliance:

- I. **Legal and Regulatory Requirements:** Ensure the portal adheres to applicable laws and regulations related to data protection, privacy, and online interactions.



Benefits

Online Grievance Redressal System



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graph LR; A((Online Grievance Redressal System)) --- B(( )); A --- C(( )); A --- D(( )); A --- E(( ))
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The use of online platforms can reduce bureaucratic delays and ensure that grievances are addressed promptly.

Online portals allow for easy documentation and management of grievances.

Traditional grievance redressal systems often involve a significant amount of paperwork. Online platforms reduce the need for physical forms and documents.

It can handle a large volume of grievances simultaneously, making them scalable to accommodate a growing number of complaints.

Conclusion

- ❑ In conclusion, the implementation of an online grievance redressal portal offers a myriad of benefits that revolutionize the way individuals and organizations interact in addressing concerns.
- ❑ By providing individuals with the ability to lodge complaints and grievances from the comfort of their homes or workplaces, online portals remove geographical constraints and time limitations.



References

- ❖ [Centralised Public Grievance Redress and Monitoring System \(CPGRAMS\)](#)

- ❖ [Integrated Grievance Redressal Mechanism \(INGRAM\)](#)

- ❖ [Department of Administrative Reforms and Public Grievances \(DARPG\)](#)

- ❖ [ChatGPT \(AI Chat Bot\)](#)



Thank you