DIGITAL GRIEVANCE RESOLUTION PLATFORM

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ABSTRACT

The main purpose of this project is to help the public in knowing their place details and getting their problems solved online without going to the officer regularly until the problem is solved. By this system the public can save their time and eradicate corruption in government offices. It's main purpose is to provide a smart and easy way through android or web Application for Complaint registration and its Tracking and eradicating system and thus to prevent Corruption.The primary objective of this project is to provide the public with a convenient and efficient platform for accessing their location details and resolving their issues online, eliminating the need for frequent visits to government offices. By offering this system, individuals can save time and contribute to the eradication of corruption within government agencies. The project aims to offer a user-friendly Android or web application for complaint registration, tracking, and resolution, ultimately leading to a reduction in corrupt practices.As technology continues to advance rapidly, this initiative aligns with the trend towards digital solutions for various needs. The system will be developed using a combination of HTML, CSS, JavaScript, and PHP MyAdmin, ensuring a robust and accessible platform for users.This project represents a significant step towards enhancing transparency and efficiency in public service delivery. It empowers citizens by providing them with a means to access essential services and report issues conveniently from their smartphones or computers. Additionally, the system will include features for tracking the status of complaints, ensuring accountability and timely resolution.By leveraging technology, the project aims to bridge the gap between citizens and government institutions, fostering trust and accountability. Through continuous improvement and feedback mechanisms, the system will evolve to meet the changing needs of the public and contribute to the broader goal of building a more transparent and responsive governance system.Overall, the project's impact extends beyond its immediate objectives, as it sets a precedent for leveraging technology to address societal challenges and enhance public service delivery.

Keyword : - *Ticketing system,admin dashboard,notification system,file uploads,complaint tracking.*

1. INTRODUCTION

The main purpose of this project is to help the public in knowing their place details and getting their problems solved online without going to the officer regularly until the problem is solved. We want to develop a web application for Complaint management .To transform the existing manual compliance management system into an

automated system. For the better management of complaints to improve efficiency. The main purpose of this project is to help the public in knowing their place details and getting their problems solved online without going to the officer regularly until the problem is solved.

2. MODULES

USER: The system features several modules designed to enhance the user experience and streamline the complaint registration process. Firstly, users can register easily to create an account and access the platform's services. Once registered, they can post complaints regarding any issues they encounter. The system allows users to mark the location on Google Maps, ensuring that the complaint is accurately geo-tagged for better resolution. Users can also view the status of their complaints in real-time, keeping them informed about the progress. Additionally, there is a feedback module where users can provide their opinions and suggestions to help improve the service. Lastly, users can get admin contact details, providing a direct line of communication for any further assistance or queries. This comprehensive system ensures a smooth and efficient process for addressing public service complaints.

OFFICER: The officer module includes several essential functionalities to facilitate efficient management of complaints. Officers can register themselves on the platform to gain access to the system. Once logged in, they can view complaints submitted by users, allowing them to keep track of all reported issues. Additionally, officers have the ability to update the status of complaints, ensuring that users are informed about the progress of their issues. Moreover, they can update proof of work, providing documented evidence or updates regarding the actions taken to resolve the complaints. This module is designed to enhance transparency and accountability in handling public service complaints

ADMIN:The admin module of the Digital Grievance Resolution Platform offers comprehensive functionalities to ensure effective management and control. The administrator can generate IDs and passwords for officers, providing them with secure access to the platform. With full-fledged rights over the system, the administrator can create and delete accounts, manage user information, and view all accounts within the platform. Additionally, the administrator has the authority to change passwords for any account and hide any features from users as necessary. They can also insert information into the platform, ensuring that all relevant data is current and accessible. Furthermore, the administrator can access all officer accounts, allowing for oversight and effective management of activities. This module ensures robust control and enhances the overall functionality and security of the Digital Grievance Resolution Platform.

3.SAMPLE SCREENSHOT

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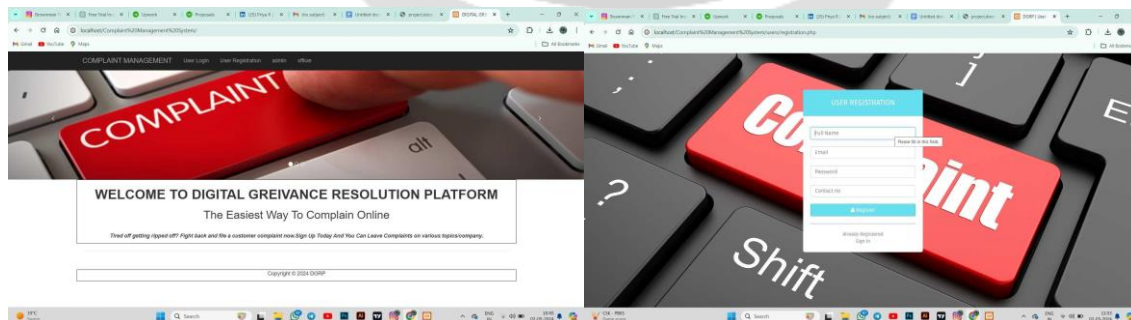
4.FLOW CHART

FLOW CHART
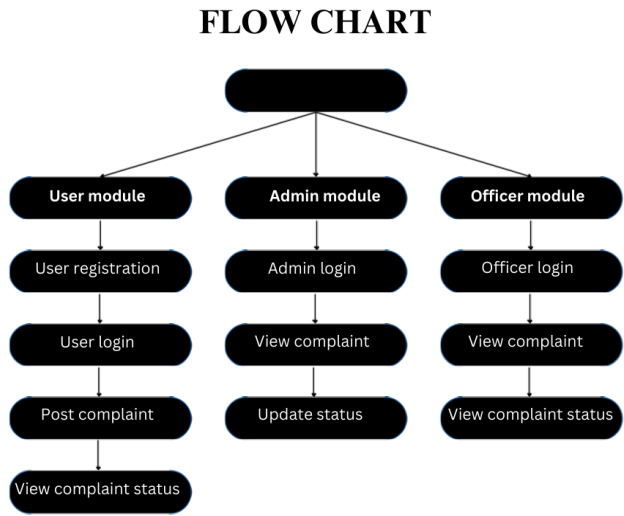
5.Current software architecture

Since the current system is manual the complaint solution process ispaper based there is no any software architecture to support the system.

Proposed software architecture

The communication between the client and server is through Http protocol. The second component of the system is a web server on which an application runs and communicates with database to provide responses for the user.

6.CONCLUSIONS

The conclusion for a digital grievances platform resolution should summarize the key points of the resolution process, highlight any achievements or successes in addressing grievances, and emphasize the ongoing commitment to providing a platform for resolving digital grievances efficiently and effectively. Additionally, it could encourage continued engagement from users and stakeholders, reinforcing the importance of collaboration in maintaining a fair and transparent digital environment.

7.FUTURE SCOPE

Completion of the development process will result in a software package that will provide a user-friendly environment, which is very easy to work with, even for people with very little knowledge of computer.

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