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GRIEVANCE MANAGEMENT SYSTEM

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ABSTRACT

Effective grievance management is crucial for organizational governance, ensuring that complaints and concerns are handled systematically and efficiently. Traditional methods, which rely heavily on manual documentation and paper-based processes, often result in inefficiencies, delays, and a lack of transparency. These challenges can slow down resolutions, decrease stakeholder satisfaction, and increase administrative burdens.

To address these issues, this research presents a digital grievance file management system that utilizes automation, real-time tracking, and secure access controls to streamline the grievance resolution process. The proposed system enhances transparency by enabling users to submit and track complaints effortlessly while maintaining data security through encryption and role-based access. By incorporating advanced database management techniques and automated notifications, the system minimizes resolution time and reduces administrative overhead. The findings demonstrate the significant advantages of technology-driven grievance management, offering organizations a scalable, efficient, and accountable solution for handling stakeholder concerns.

Keywords: E-Governance, Role-Based Access Control, Digital Grievance Handling, User Transparency.

I. INTRODUCTION

A well-structured grievance redressal system is vital for maintaining transparency and fostering stakeholder trust within organizations. Conventional manual approaches often result in inefficiencies, delays, and poor complaint management, ultimately impacting overall operational performance. This research introduces a digital grievance management system designed to optimize complaint resolution through automation, real-time tracking, and secure data handling. By enhancing response efficiency and promoting accountability, the proposed system contributes to improved organizational effectiveness and credibility.

II. METHODOLOGY

System Analysis:

Evaluated shortcomings in conventional grievance handling by collecting stakeholder feedback and assessing current procedures.

System Design:

Designed a structured framework incorporating automated workflows, role-based access control, encryption, and real-time tracking to ensure secure and efficient complaint resolution.

Development:

Developed a relational database for storing complaints, a web-based interface for user interactions, and automated notification features to facilitate smooth grievance management.

III. MODELING AND ANALYSIS

The Grievance File Management System (GFMS) enhances the complaint filing and resolution process by digitizing traditional paper-based methods. It enables users to submit grievances online, monitor their progress, and receive quicker resolutions. The system is structured into three key components:

User Interface: Facilitates grievance submission and tracking.

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Processing System: Classifies, assigns, and manages complaints.

Database: Maintains complaint records and updates statuses.

Upon submission, complaints are categorized and directed to the appropriate department. The administrator prioritizes cases and ensures timely resolution. Unlike conventional methods, GFMS minimizes delays, improves tracking, and strengthens security through role-based access controls.

This system offers a more efficient, transparent, and secure approach compared to manual processes. It reduces resolution time, enhances accountability, and ensures data protection. Future improvements, such as AI-driven categorization and chatbot support, can further enhance functionality. GFMS modernizes grievance management, making it more accessible and effective.

IV. RESULTS AND DISCUSSION

The Grievance Management System (GMS) improves efficiency by digitizing the complaint process, minimizing delays, and enhancing transparency. Users can easily submit grievances, track their progress, and receive prompt resolutions. The system promotes accountability through a structured workflow, ensuring complaints are properly categorized and directed to the relevant department. Additionally, role-based access safeguards sensitive information by restricting handling to authorized personnel.

Findings indicate that GMS significantly shortens resolution times and enhances user satisfaction. Automation reduces manual errors, while real-time tracking builds trust. Its scalable design allows it to efficiently manage an increasing volume of complaints. Future enhancements, such as AI-powered categorization and chatbot integration, can further streamline the grievance resolution process, making it even more effective.

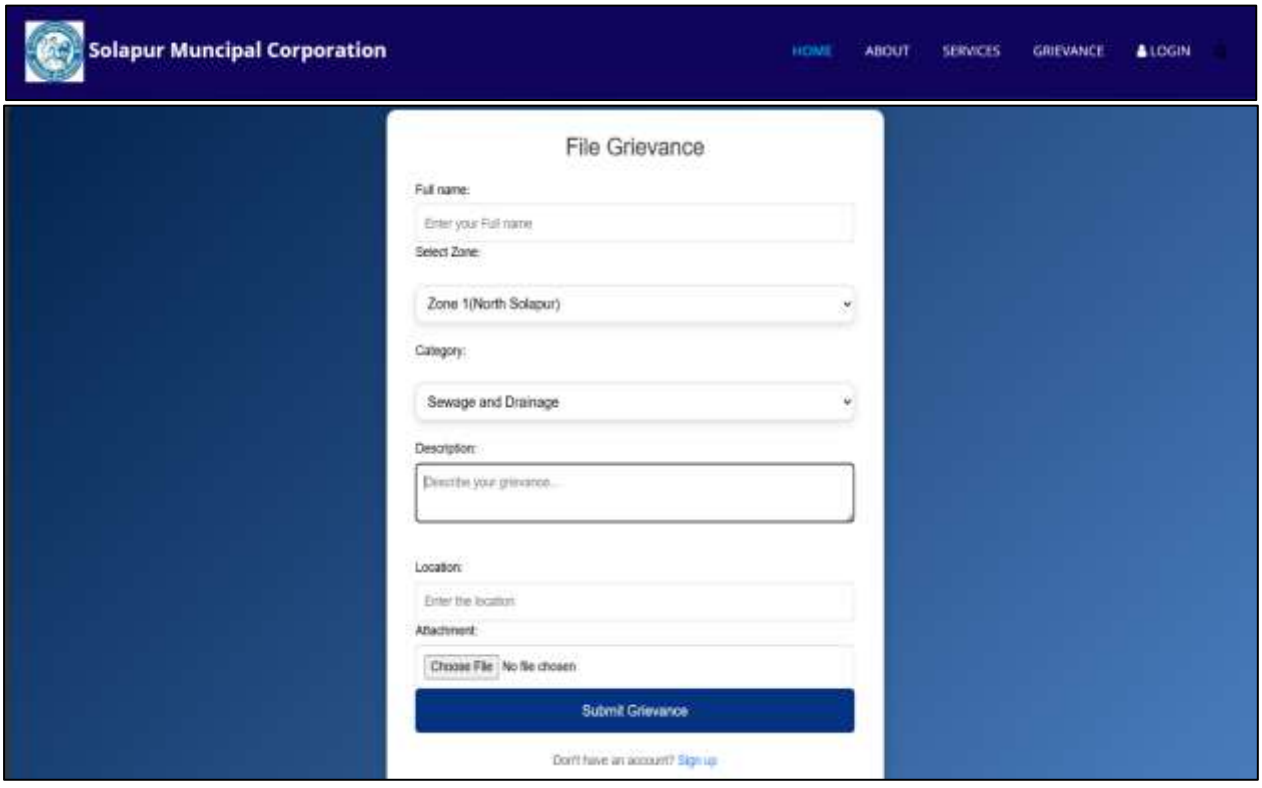

Figure 1: File Grievance

Impacts:

Quicker Resolutions: Automation accelerates the complaint resolution process.

Greater Transparency: Users can monitor the status of their grievances in real time.

Stronger Accountability: Every complaint is tracked until it is fully addressed.

Improved Security: Role-based access ensures that sensitive data remains protected.

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Figure 2: Admin Panel (Grievance List)

V. CONCLUSION

The Grievance Management System (GMS) provides a structured and efficient approach to managing complaints, overcoming the limitations of traditional grievance-handling methods. By incorporating digital solutions, the system improves transparency, accountability, and accessibility, ensuring a smooth user experience. Automated workflows reduce delays, real-time tracking builds trust, and role-based access enhances data security, making the resolution process more effective.

Beyond its core benefits, GMS is designed for scalability and flexibility, making it a sustainable choice for organizations aiming to improve their grievance management processes. Future innovations, such as AI-driven categorization and chatbot-assisted support, have the potential to further enhance its effectiveness. As digital transformation continues to reshape organizational operations, GMS emerges as a reliable, future-ready solution that ensures grievances are handled accurately, efficiently, and with a user-centric approach.

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