

### Scope of the project

Proposing a web application for Staff Management and Public Grievance Redressal portal for the Mahatma Gandhi NREGS State Mission under the Local Self Government Department (LSGD), Government of Kerala.

The proposed system is a web-based Integrated Grievance Redressal and Staff Management Platform for the MGNREGS State Mission. It will enable citizens to submit grievances online, while designated officials at GP, Block, District, and State levels manage these complaints through automated routing, timeline tracking, ATR upload, and escalation mechanisms. The public will receive automated SMS/Email notifications regarding the actions taken.

The platform will also digitize staff administration by maintaining staff profiles, managing appraisals, contract renewals, training records, and disciplinary actions. Role-based dashboards, analytics, and bilingual support (English & Malayalam) will ensure transparency, efficient monitoring, and improved administrative coordination across all levels.

### 1. Public Grievance Redressal Portal

1	<b>Grievance Registration</b>	
-	Grievances may be submitted <b>directly by the public through the portal</b> or <b>registered through the office</b> by designated officials.  Each grievance will be assigned a <b>Unique Grievance ID</b> by the system.	
2	<b>Auto-Routing of Grievances</b>	
-	The portal shall automatically route grievances to the concerned authority at the GP/Block/District level/Joint Director/Mission Director based on the nature of the grievance.	
3	<b>Timeline for Action</b>	
-	All grievances must be verified and acted upon within the prescribed timelines (within 15 days depending on the grievance type).  Ombudsman-related complaints shall be forwarded to the concerned authority within <b>7 days</b> .	
4	<b>Escalation Mechanism</b>	
	Unresolved grievances will be automatically escalated from GP → Block → District → State Mission as per the timeline tracking system.	GP – 0-6 days BPO- 7-10 days DPC- 10-15 days State-16-21 days
5	<b>Resolution and Closure</b>	

	<p>The concerned authority shall upload the Action Taken Report (ATR) and update the status as <b>Resolved / Partially Resolved / Rejected</b> with proper justification.</p> <p>The complainant will receive an automated SMS/email notification regarding the action taken.</p>	
6	<b>Monitoring &amp; Reporting</b>	
	<p>All officials shall regularly monitor the <b>dashboard</b> for <b>pending, escalated and closed grievances</b>.</p> <p>Automatic <b>daily, weekly, and monthly reports</b> generated by the portal shall be used to review performance.</p>	
7	<b>System Usage</b>	
	<p>Officials must ensure that URL changes, backend data visibility, and system logs are properly monitored.</p> <p>The portal shall be used strictly as per the instructions to maintain transparency and accountability.</p>	

## 2. **Proposed Staff Management & Monitoring Web Portal**

A new digital platform titled **Staff Management & Monitoring Web Portal** is hereby introduced to streamline staff management, strengthen HR processes, and ensure transparency in monitoring and field-level reporting across the State

1	<b>Staff Registration</b>	
	<p>All Mission staff, DP, BP and GP (Regular/Contract/Temporary) shall be registered in the portal.</p> <p>Personal and professional details, along with mandatory documents, must be uploaded.</p> <p>District Admin shall verify and forward registration for State Mission approval.</p> <p>District/State level analytical report</p>	<p><b>Personal Profile (Staff Details)</b></p> <p>*Name, Gender, DOB  * Permanent &amp; Present Address  * Contact Number(s)  * Email ID  *Aadhaar Number  * Photograph  * Blood Group  *Emergency Contact details</p> <p><b><u>Professional Profile</u></b></p> <p>* Designation  * Date of Joining  * Employee Type (Contract / Regular / Temporary / Deputation)  * TEN (Temporary Employee Number)  * Educational &amp; Technical Qualifications</p>

		<ul style="list-style-type: none"> <li>* Experience / Service History</li> <li>* Reporting Officer &amp; Office Location</li> <li>* Salary Source (MGNREGS Fund / LSGD Own Fund)</li> <li>* Current Work Domain (Data Entry / Engineering / Overseer etc.)</li> <li>* Appraisal &amp; Performance Review</li> <li>* Contract Renewal / Service Continuity</li> <li>* Training &amp; Capacity Building Records</li> </ul>
2	<b>Attendance Management</b>	–
–	<p>Staff shall record attendance through the <b>Face App-based attendance system</b>.</p> <p>Field staff shall use <b>GPS-enabled field attendance</b> during site visits.</p> <p>District/Block offices must monitor daily attendance and download monthly reports.</p>	–
3	<b>Grievance Redressal</b>	–
–	<p>Staff may submit grievances online through the portal.</p> <p>The system will auto-route grievances to the concerned officer.</p> <p>All grievances must be resolved within the prescribed timeline; auto-escalation will apply to delayed cases.</p>	–
4	<b>Document Repository</b>	–
	<p>Staff must upload appointment orders, ID proofs, certificates, appraisals, and related HR documents.</p> <p>District Admin shall verify completeness and correctness of uploaded records.</p>	
5	<b>Appraisal &amp; Contract Management</b>	–
	<p>Annual performance appraisal shall be completed within the portal by the Reporting Officer.</p> <p>Contract renewal alerts will be auto-generated; District Admin shall upload renewal orders for approval.</p>	–
6	<b>Insurance &amp; Family Details</b>	–
	Staff shall update insurance-related family details as	✦ Insurance Details

	required for integration with insurance agencies.	* Family members' details for health insurance * Discussions with agencies in progress
7	<b>Disciplinary Records</b>	-
	Proven cases of malpractice/misconduct shall be recorded in the portal with supporting documents.  Blacklisting, if applicable, shall be updated only by the State Mission after due process.	-
8	<b>Analytics &amp; Monitoring</b>	-
	Officers shall regularly review district-level dashboards for staff distribution, attendance, reservation details, and training records.  State Mission will monitor escalations and overall HR performance.	✦ Analytical Features District wise- Male, Female -
9	<b>Login &amp; Access Control</b>	-
	All staff shall use <b>secure OTP login</b> .  Role-based access (Employee / Officer / Admin) must be strictly followed.  Feed back Solution	✦ Employee Login * Secure OTP login * Role-based access (Employee / Officer / Admin) -
10	Reservation details	
	dash board - GP, BP wise	