

eHelpDesk

(Grievance & Redressal Management System)



H.R. SOFTWARE SOLUTIONS PVT. LTD.
A Complete IT Solution Provider

eHelpDesk

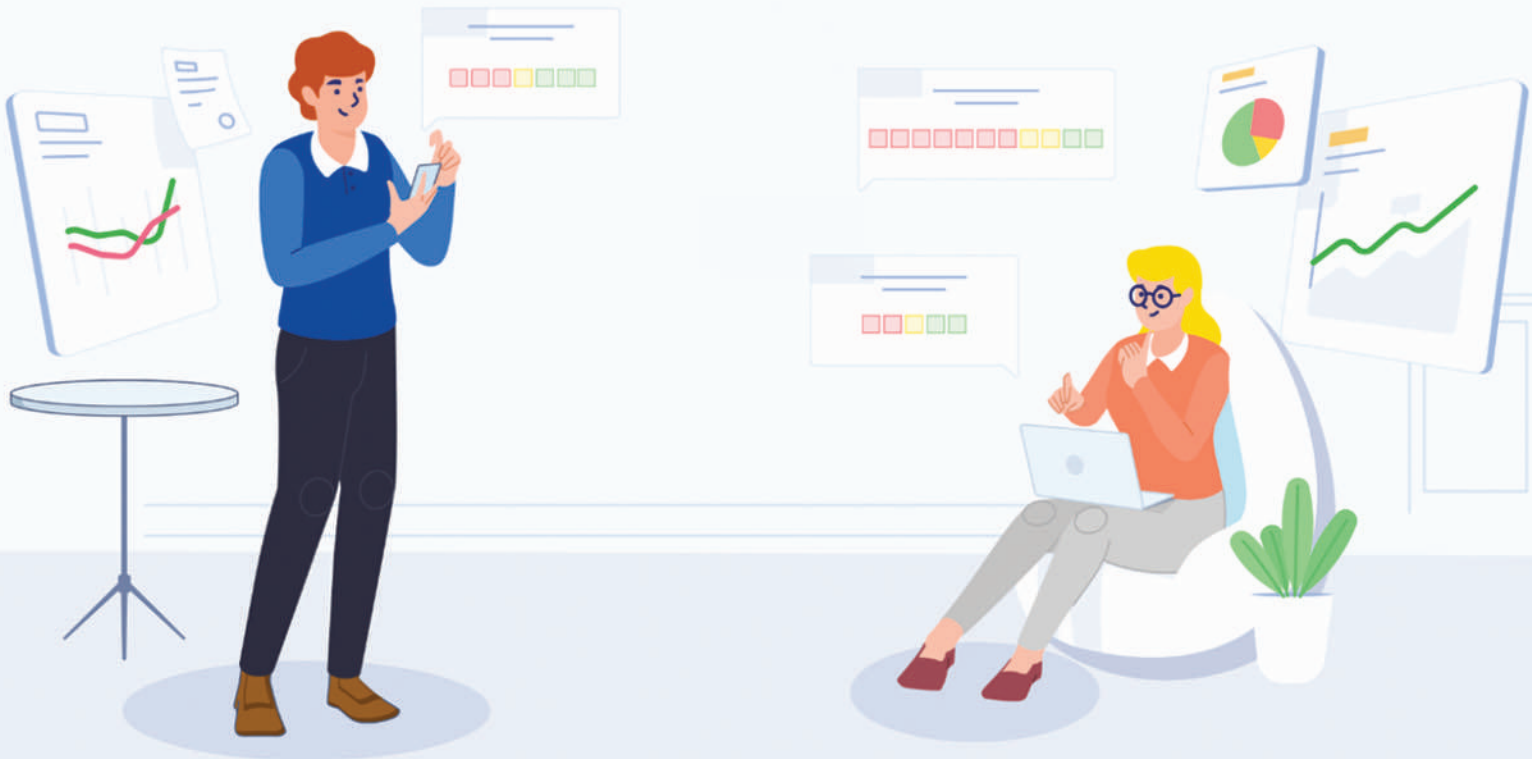
(Grievance & Redressal Management System)

eHelpDesk is an mobile based as well as web based application that aims to provide the citizens employees, customers, or stakeholders with a platform to redress their complaints or grievances. A citizen can lodge the grievance online via mobile app as well as web from anywhere at any time with automated workflow grievance will route through all the concern or branch officer for immediate redress.



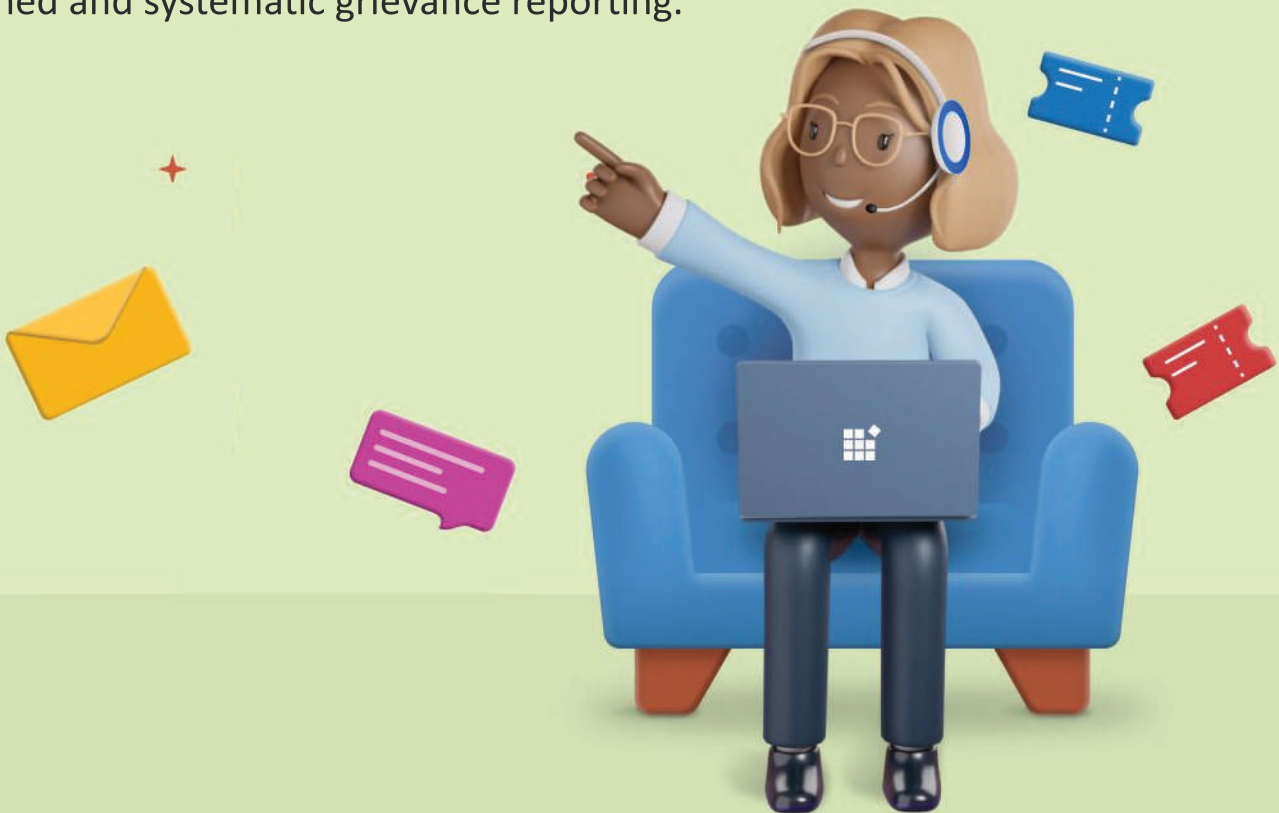
Objective

- ➔ To provide the platform for citizens to lodge the complaints or grievances.
 - ➔ To do Effective monitoring & tracking of grievances. Every individual progress status related to grievances.
 - ➔ To make Improved complaint redress mechanism irrespective of location.
 - ➔ To keep Transparency at every stage of grievances.
 - ➔ To enable citizens to keep track of complaints or grievances online.
 - ➔ To make it Paperless, Secure & hassle-free.
- To Empower Citizen.















Benefits

- ➔ Fair and speedy means of grievance system.
- ➔ Paperless and Hassle-free.
- ➔ The clarity in procedures and time frames adopted.
- ➔ Alerts users immediately on the grievance, take actions, etc.
- ➔ Saves the time of affected person and cell members.
- ➔ Automates entire grievance procedure right from its registration to closure.
- ➔ Greater confidentiality and transparency in complaints dealing procedure.
- ➔ Streamlined and systematic grievance reporting.

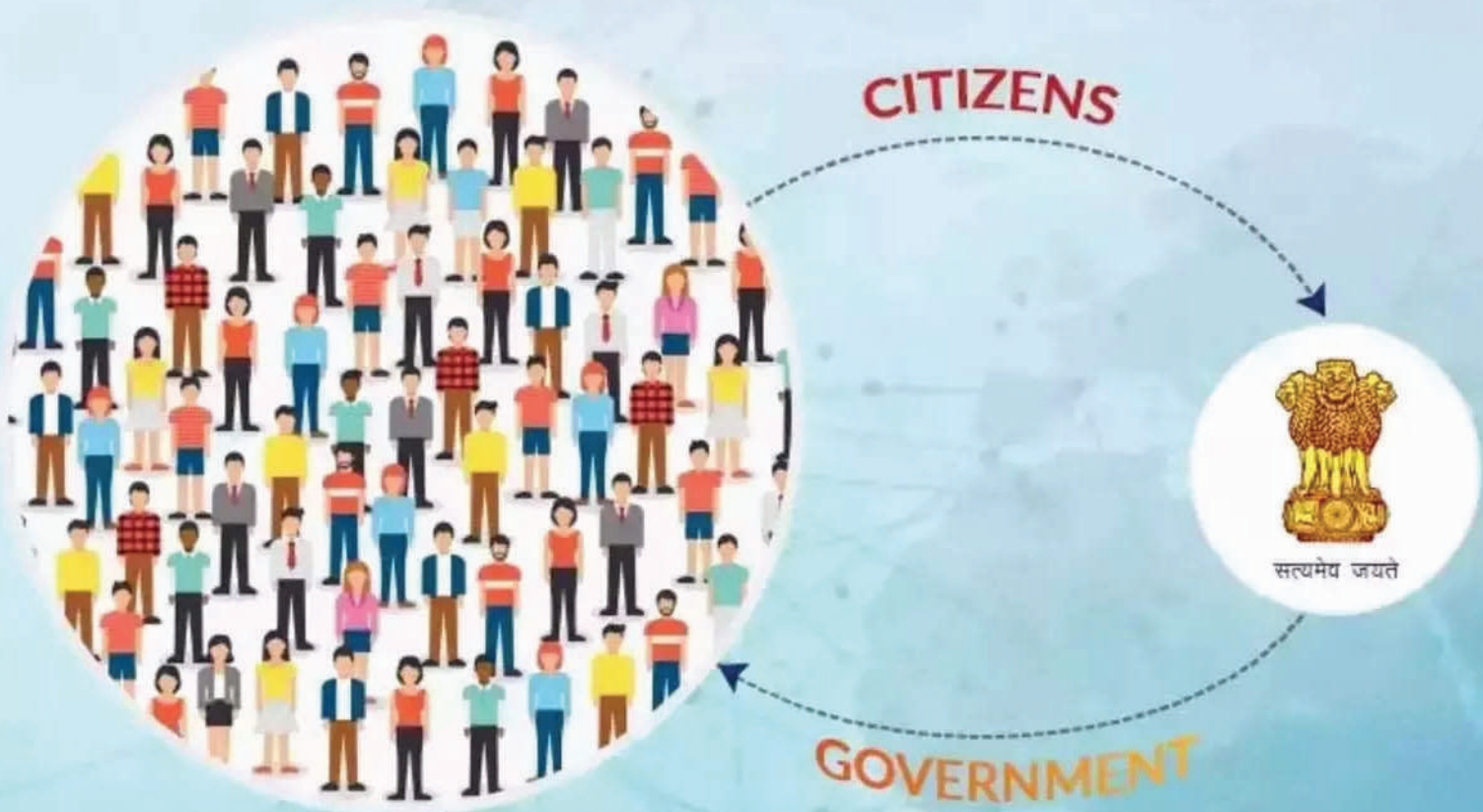


eHelpDesk is designed to handle and resolve complaints or concerns raised by citizens, employees, customers, or stakeholders effectively and efficiently. Here are the key features of eHelpDesk system

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Centralized Grievance Tracking

- A unified platform to log, monitor, and track grievances.
- Ensures no grievance is overlooked or lost.
- Provides a clear overview of grievance status, history, and resolution.



Automated Workflow

- Automatic assignment of grievances to the concerned department or person.
- Notification and escalation systems to ensure timely action.
- Pre-defined response timelines to maintain accountability.



Real-Time Updates and Notifications

- Keeps users informed about the status and progress of their complaints.
- Sends notifications at key stages like acknowledgment, action taken, or resolution.



Confidentiality and Security

- Protects sensitive information related to grievances.
- Allows anonymous complaints, ensuring the complainant feels safe to report issues.



Reporting and Analytics



- Generates detailed reports for analysis of recurring issues, resolution time, and performance.
- Provides dashboards for decision-makers to identify trends and improve processes.

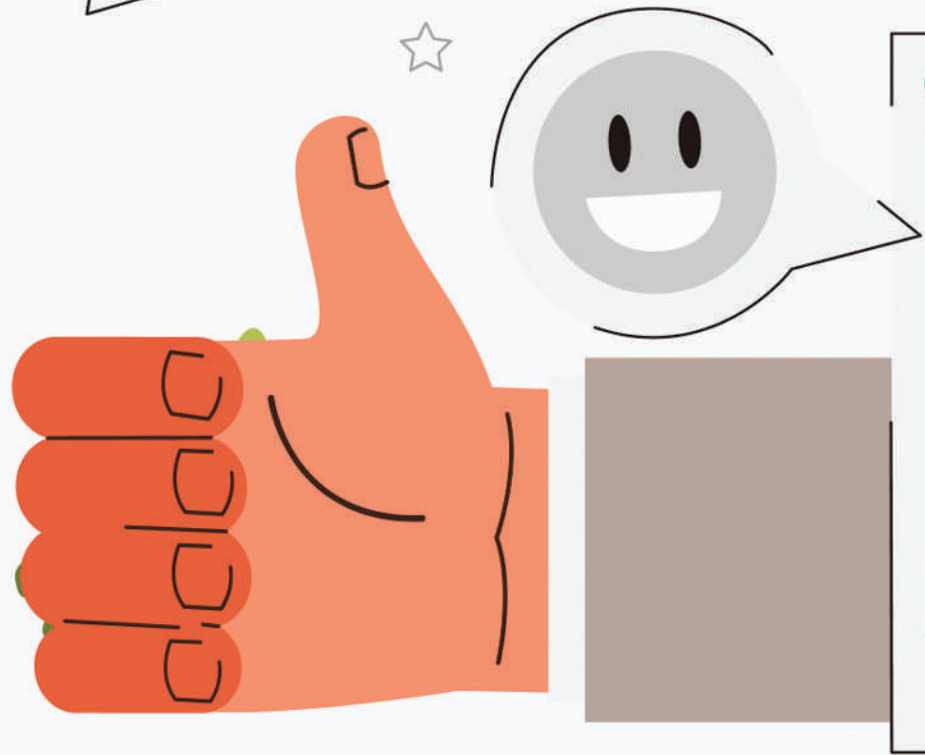
Integration with Other Systems



- Links with organization portal, HR systems, customer support software, or ERP tools for seamless operation.
- Facilitates comprehensive resolution by utilizing existing organizational data.

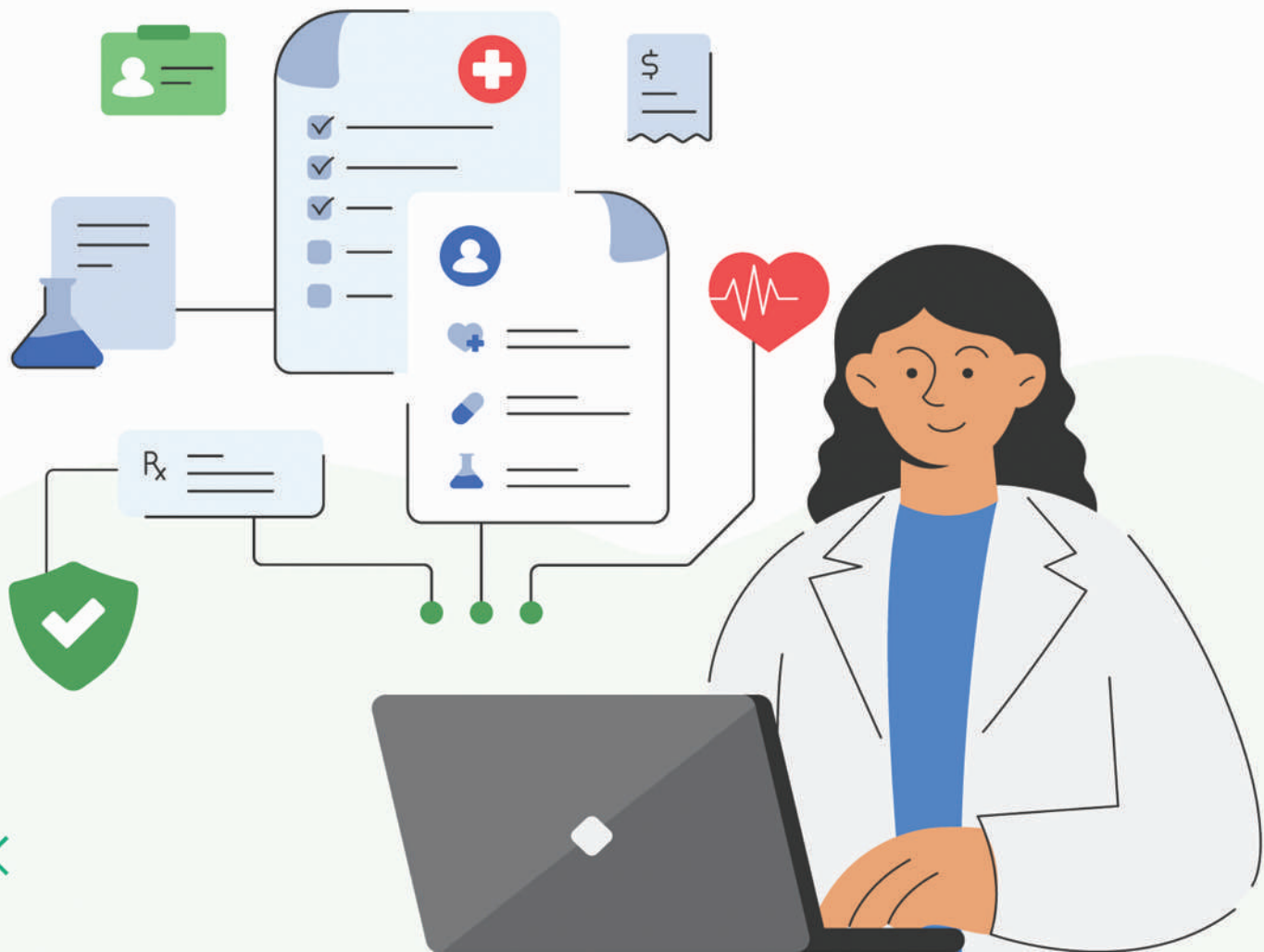
Feedback Mechanism

- Enables users to provide feedback on the resolution process.
- Helps evaluate satisfaction levels and identify areas for improvement.



Compliance and Documentation

- Ensures compliance with legal or organizational grievance handling policies.
- Maintains a record of grievances for auditing and future reference.





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The company's foundation is based on strong and most favorable methodologies, latest technologies with software engineering skills to impart knowledge in creation information, expertise based solution of clients in the particular field. HRSS is proud to be an ISO 27001:2013 and 9001:2015 (QMS) Certified Software Development Company that serve distinguished business needs. We are expert in HR/Payroll Software, CRM, Educational ERP, Healthcare ERP, Learning Management System, Complaint Management System, Overseas Recruitment Software, Visitor Management System, Mobile App Development, Game Development etc...



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