GOVERNMENT OF MAHARASHTRA
STATE COMMON ENTRANCE TEST CELL, MAHARASHTRA STATE, MUMBAI

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To,

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Subject: Quotation Enquiry for Grievance Redressal System.

Dear Vendor/Service Provider,

We are seeking a quotation for the design and development of a Grievance Redressal System as outlined in the scope of work below. Kindly review the requirements and provide us with a detailed quotation, including costs, timelines, and any additional terms.

Scope of Work:

1. QR Code Integration

Objective: Enable visitors to initiate the process by scanning a QR code.
Features:
Unique QR code generation for each location/department.
Direct access to the visitor application form upon scanning.

2. Visitor Application Form

Objective: Capture visitor information and their query details.
Fields to Include:
Visitor's Name
Mobile Number
Course Type (Dropdown/List)
Query Type (Dropdown/List or Textbox)
Functionality:
Form validation to ensure all mandatory fields are completed.
Data submission and storage in a centralized database.

3. Token Generation

Objective: Generate a unique token for each visitor query.
Features:
Token ID to include a combination of visitor details and timestamp for uniqueness.
Display token confirmation to the visitor upon successful submission.

4. Job Assignment

Objective: Assign visitor queries to the representative of the respective department.
Features:
Automatic routing of tokens to the relevant department based on query type.
Notification sent to the assigned representative with query details.
Representative dashboard to view and manage assigned tokens.

5. Query Resolution

Objective: Allow representatives to mark tasks as resolved.
Features:
Option to update the status of the token (e.g., Pending, In Progress, Resolved).
Add notes or comments while resolving the query.
Time tracking for task completion.

6. Feedback Collection

Objective: Gather feedback from visitors after query resolution.
Features:
Automatic SMS sent to the visitor with a feedback link or options (e.g., Satisfied, Not Satisfied).
Feedback responses stored for analysis.

7. Administrative Features

Objective: Enable administrators to oversee and manage the system.
Features:
Dashboard to monitor visitor entries, token statuses, and query resolution rates.
Generate reports on feedback, departmental performance, and response times.
Manage system settings, including QR codes, departments, and representatives.

8. Notifications and Alerts

Objective: Keep all stakeholders informed throughout the process.
Features:
Real-time notifications for representatives on task assignments.
SMS alerts to visitors for feedback and query updates.

9. Technical Requirements

Platform: Web and mobile-friendly application.
Integration: SMS Gateway for messaging (e.g., CDAC or similar).
Database: Centralized and secure database for storing visitor data and query details.

Deliverables:-

Fully functional Grievance Redressal System.
QR code generation and scanning functionality.
Token generation and task assignment module.
Feedback collection mechanism.
Admin dashboard for monitoring and reporting.

Timeline:-

The project is estimated to be completed in one weeks starting immediately, with periodic updates and reviews at key milestones.

Rate:

Project Name	Total Cost Excluding GST
Grievance Redressal System	

Terms and conditions.

Kindly send us the quotation by 23-01-2025. Should you require any additional information or clarification, feel free to contact us.

. **Commissioner and Competent
Authority,
State Common Entrance Test Cell,
Maharashtra State, Mumbai.**