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# Grievance Management Portal

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OVERVIEW

A dynamic web-based platform where users can lodge their grievances by posting or up voting other complaints and actively engage by commenting on existing posts. Admins/Departments can view grievances addressed to them and change their status according to progress of redressal.

FEATURES

1. **Authentication:** Users can sign up by creating a username and password.
2. **Grievances:** User can create their own post and assign departments(admin) to them.
3. **Filters:** Users can filter grievances based on department or status.
4. **Comments:** Users can add comments to existing grievance.
5. **Up vote:** Users can up vote grievance. Up voting a grievance means the user has the same grievance.

USE CASE DIAGRAM
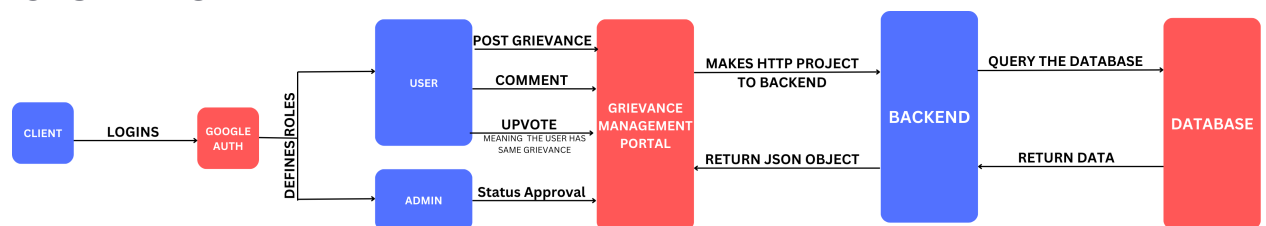
DATABASE DESIGN
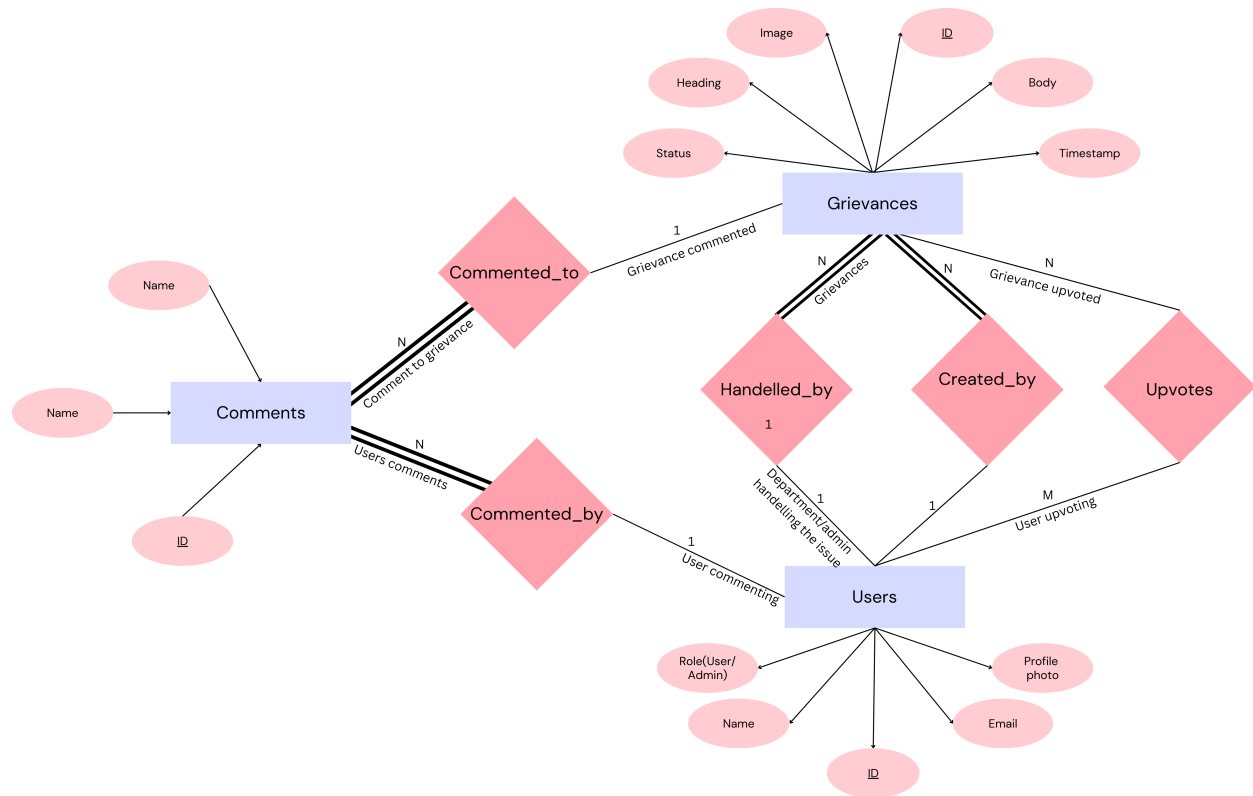
BACKEND SERVICES

User Service

1. **Login/Logout:** Authenticates client.
2. **Create User:** Creates client data.
3. **Get Current Data:** Gives data of current logged in client/user.
4. **Get all clients:** Gives list of all clients.

Grievance Service

1. **FindById:** Finds the grievance with given Id.
2. **Create grievance:** Create a new grievance post.
3. **Get grievances:** Get list of all grievance posts.
4. **UpdateById:** Updates the grievance with given Id.
5. **DeleteById:** Deletes the grievance with given Id.
6. **Upvote:** Adds the current user to given grievance.
7. **UpdateStatus:** Updates the status of given grievance.

Comment Service

1. **Create:** creates a new comment.
2. **GetComment:** Gets all comments of given grievance.
3. **UpdateComment:** Update the comment
4. **DeleteComment:** Delete the comment

TECHNOLOGIES USED

1. **NodeJS:** Event I/O for backend
2. **ReactJS:** Library for frontend
3. **GoogleAuth:** Authorization service from Google
4. **Express:** Node network app framework
5. **MongoDB:** Database