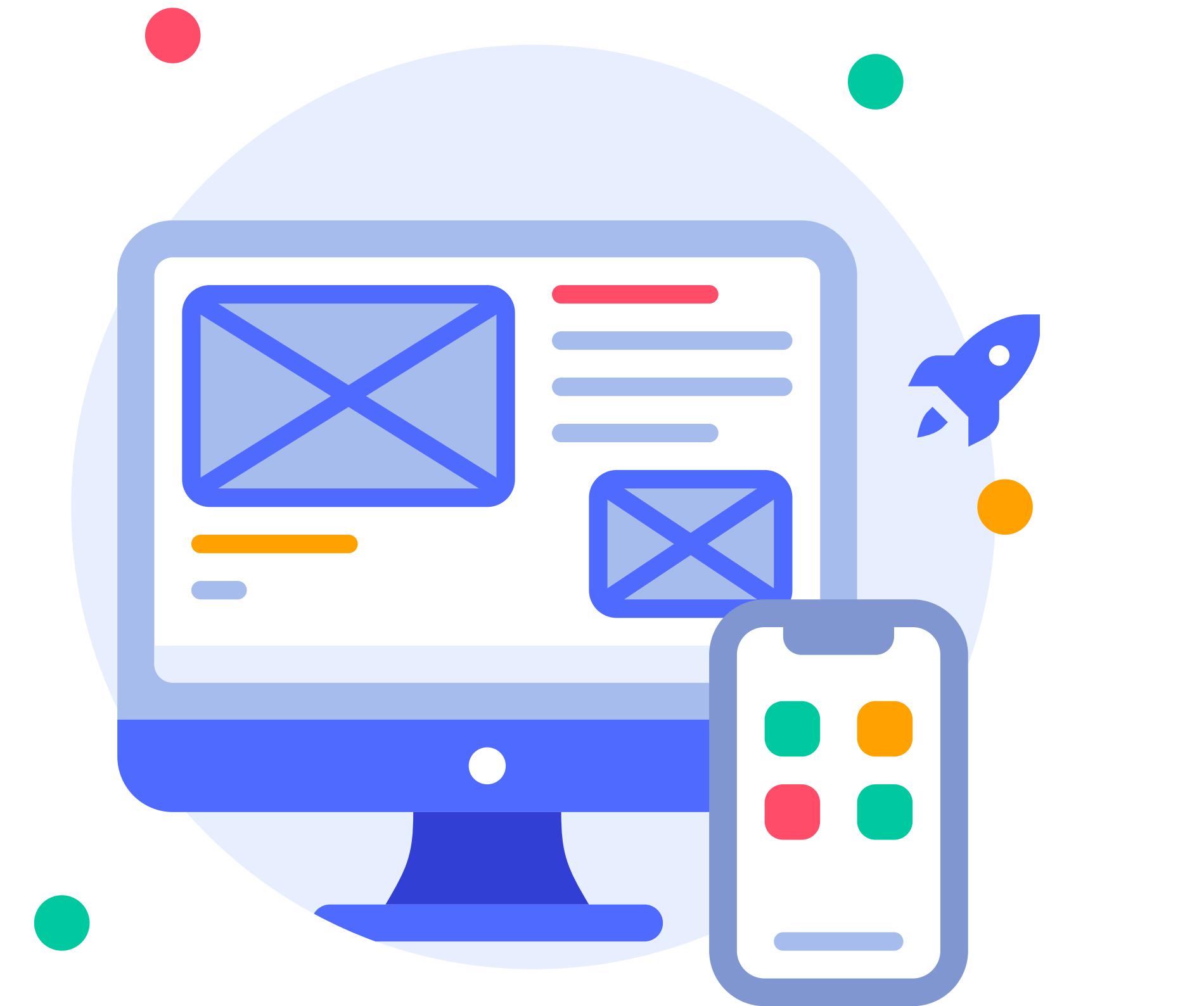


# Resolve,

GMP

GIRISH JAIN (21CS01016)  
DESHMUKH AJINKYA RAJESH (21CS01029)  
ANIKET ROY (21CS01061)



# NEED FOR A GMP

A grievance management portal serves as a centralized platform for individuals to express their concerns, complaints, or grievances in various contexts, such as workplace environments, educational institutions, or customer service interactions.



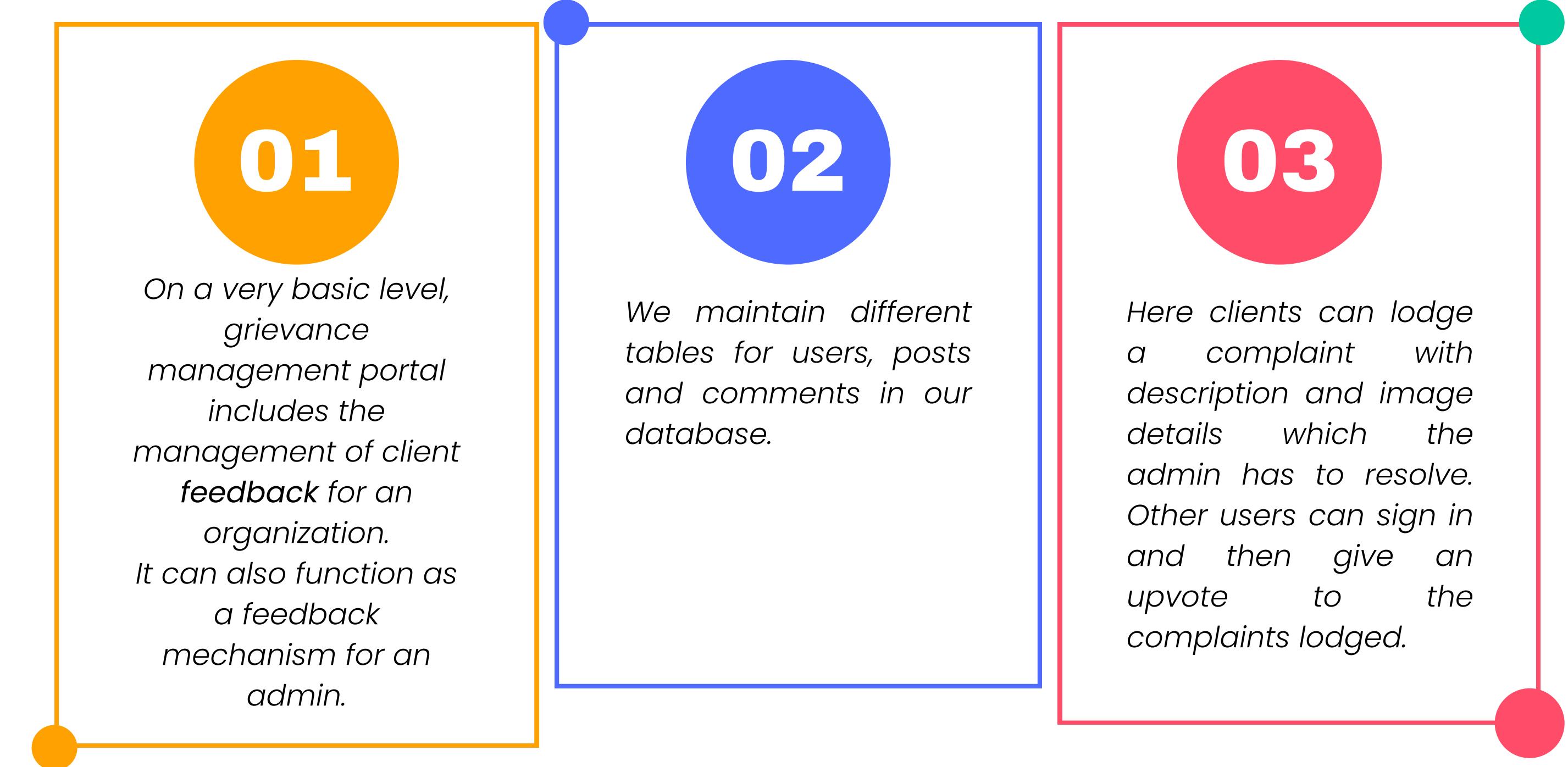
# ● OVERVIEW



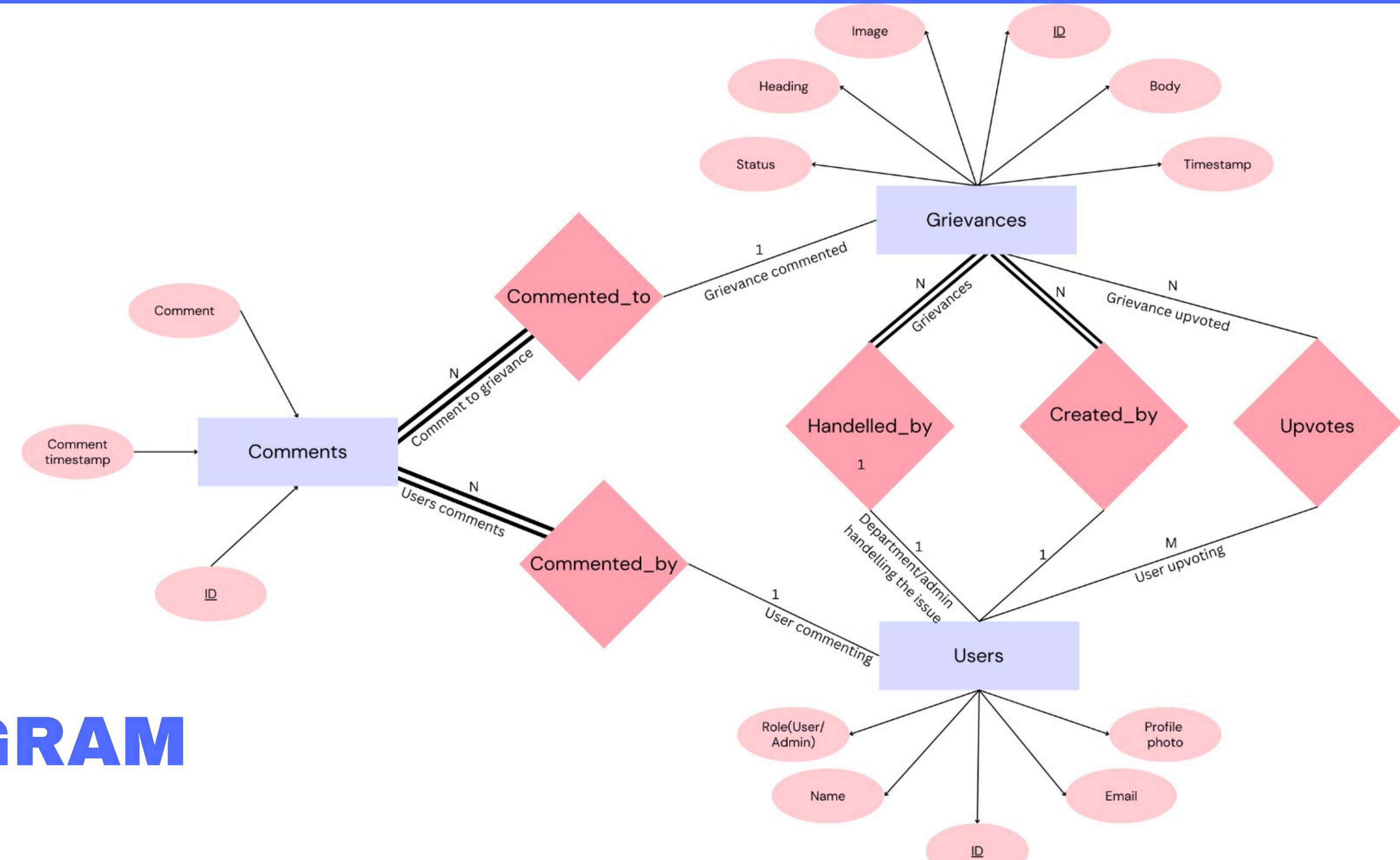
- *The website is a platform to simplify complaint management.*
- *An integrated communication system enables direct communication with customer service.*
- *Timely and accurate responses to complaints lead to faster resolution times.*
- *Multiple customers can log their complaints and upvote other complaints.*

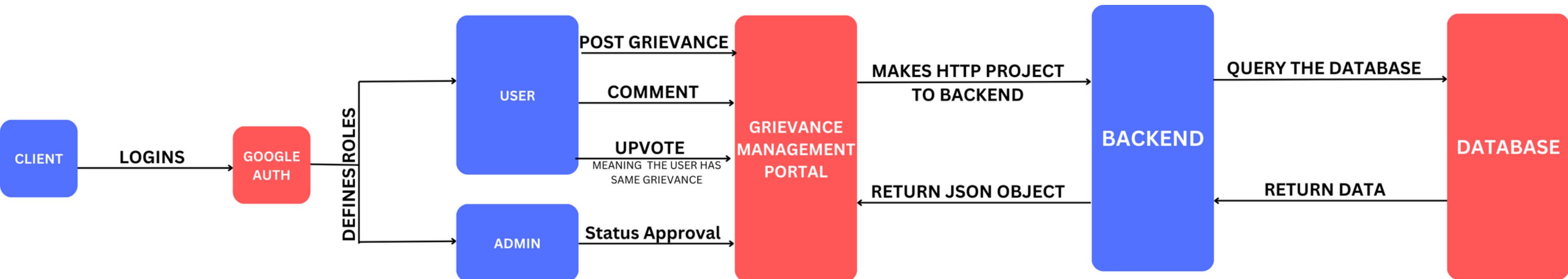


# KEY TAKEAWAYS



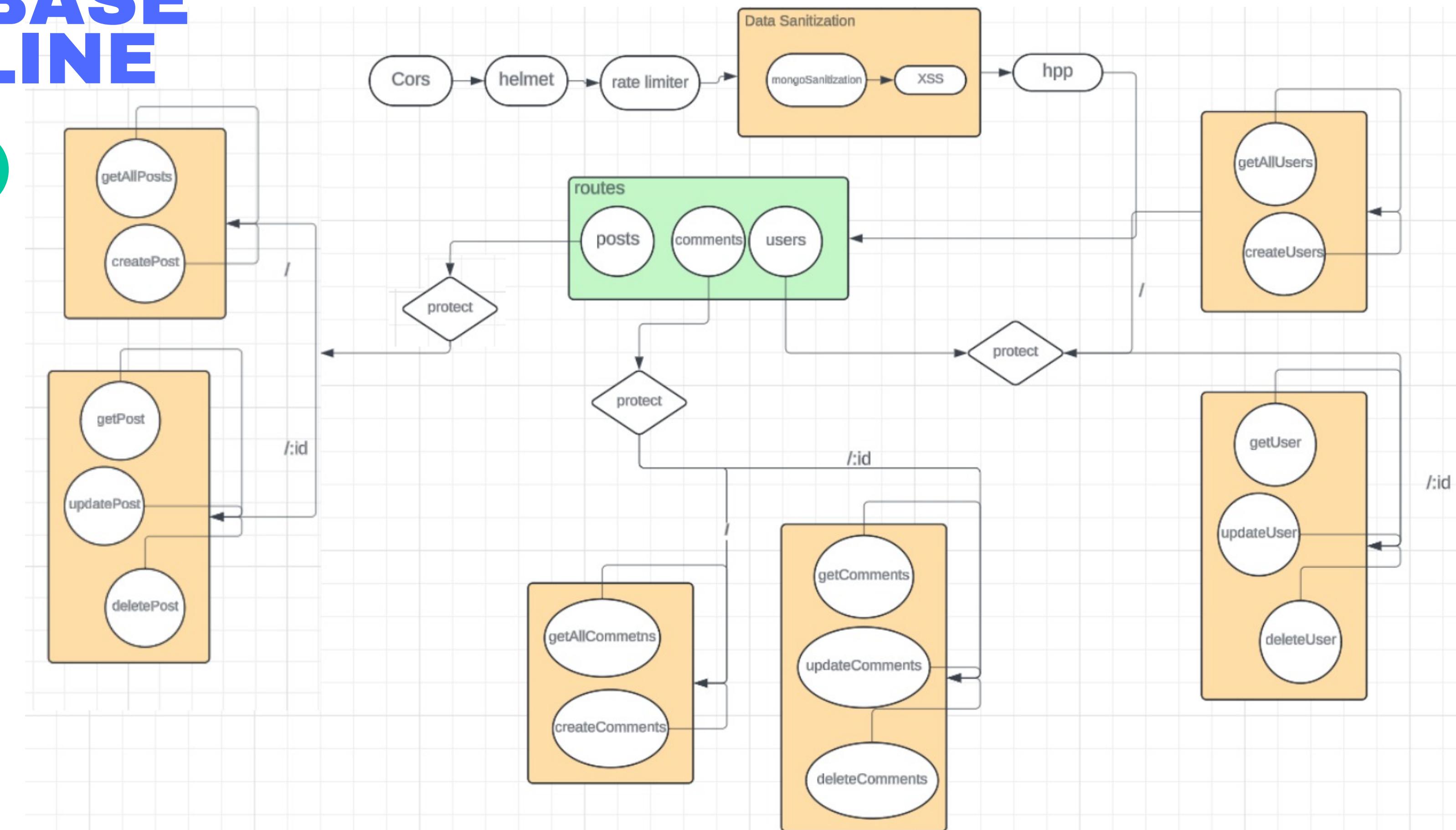
# ER DIAGRAM





# USE CASE DIAGRAM

# DATABASE PIPELINE



# DATABASE INSTANCE

ADD DATA EXPORT DATA UPDATE DELETE

admin config gmp comments posts test users local sample\_mflix test

```
_id: ObjectId('661ebfbf88e49e5b7a5fa3e8')
comment: "dwdwdwd"
post: ObjectId('661e68a9817d7cc494f5e164')
user: ObjectId('661d7afa7950250bcb75b61c')
createdAt: 2024-04-16T18:13:19.320+00:00
__v: 0

_id: ObjectId('661ebff288e49e5b7a5fa3fd')
comment: "sfvsdvsdvsdv"
post: ObjectId('661e68a9817d7cc494f5e164')
user: ObjectId('661d7afa7950250bcb75b61c')
createdAt: 2024-04-16T18:14:10.321+00:00
__v: 0

_id: ObjectId('661ec05c88e49e5b7a5fa42a')
comment: "afwafaadawdadad"
post: ObjectId('661e68a9817d7cc494f5e164')
user: ObjectId('661d7afa7950250bcb75b61c')
createdAt: 2024-04-16T18:15:56.460+00:00
__v: 0

_id: ObjectId('661edd2088e49e5b7a5fa642')
comment: "dadawdawd"
post: ObjectId('661e68a9817d7cc494f5e164')
user: ObjectId('661d7afa7950250bcb75b61c')
createdAt: 2024-04-16T20:18:40.777+00:00
__v: 0
```

ADD DATA EXPORT DATA UPDATE DELETE ADD DATA EXPORT DATA UPDATE DELETE ADD DATA EXPORT DATA UPDATE DELETE

admin config gmp comments posts test users local sample\_mflix test

```
_id: ObjectId('661eee746f10711c87b4616a')
images: Array (1)
imgRef: Array (1)
tags: Array (empty)
upvoters: Array (empty)
downvoters: Array (empty)
status: 0
heading: "lol"
body: "idk"
user: ObjectId('661d3c6a69c8b891c94bf1c2')
createdAt: 2024-04-16T21:32:36.638+00:00
__v: 0

_id: ObjectId('661f71cc7a0a2b3a2a424143')
images: Array (1)
imgRef: Array (empty)
upvoters: Array (empty)
downvoters: Array (empty)
status: 0
heading: "hrses"
body: "fsefsef"
user: ObjectId('661d7afa7950250bcb75b61c')
tags: "Mess"
createdAt: 2024-04-17T06:53:00.994+00:00
__v: 0
```

admin config gmp comments posts test users local sample\_mflix test

```
_id: ObjectId('661d3c6a69c8b891c94bf1c2')
name: "Aniket Roy"
email: "aniketroy2003@gmail.com"
photo: "24334324"
role: "user"

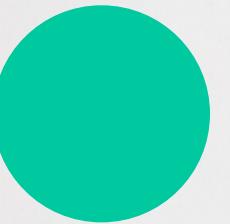
_id: ObjectId('661d7afa7950250bcb75b61c')
role: "user"
name: "GIRISH JAIN"
email: "21cs01016@iitbbs.ac.in"
photo: "https://lh3.googleusercontent.com/a/ACg8ocKF3l-ApuRn5FUinqZ3qli700fUyI_"
__v: 0
department: "mess"

_id: ObjectId('662028f24723290c194eef07')
name: "Ajinkya Deshmukh"
role: "admin"
email: "21cs01029@iitbbs.ac.in"
department: "hostel"

_id: ObjectId('6620294d4723290c194eef08')
name: "Aniket Roy"
email: "21cs01061@iitbbs.ac.in"
role: "admin"
department: "academics"
```



**LIVE  
DEMO**



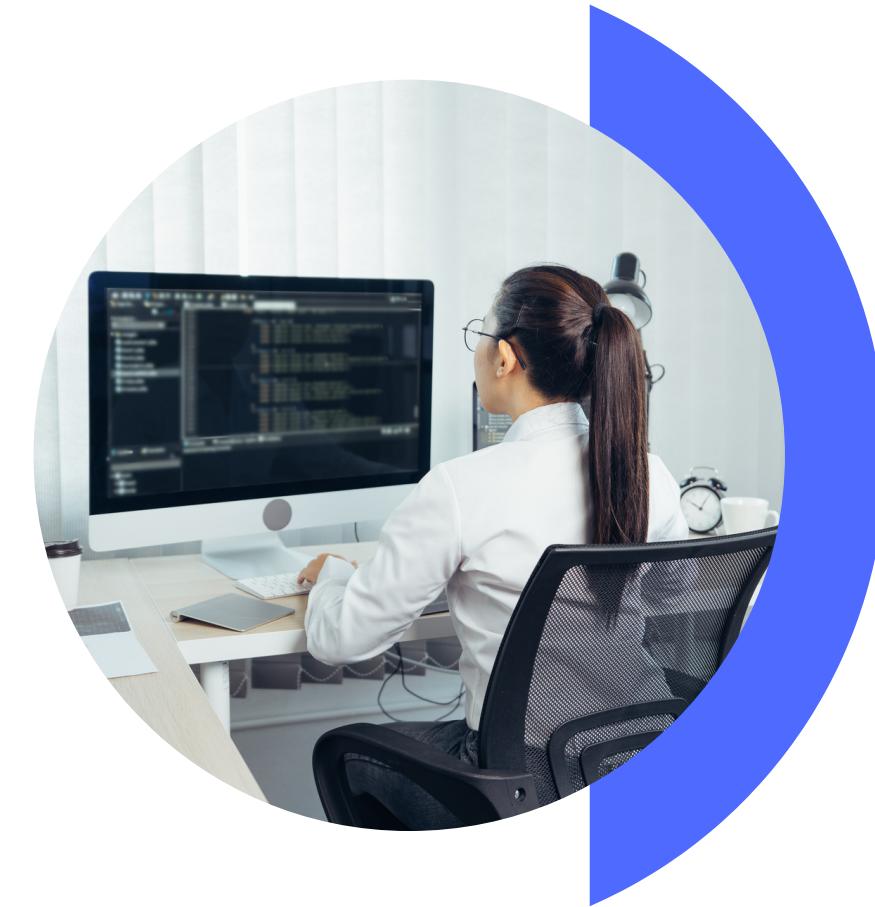
# FUTURE DEVELOPMENTS



*Implement sentiment analysis to better understand the emotional context of complaints and provide personalized responses to customers.*



*Enable collaboration between departments to better address complex complaints that require input from multiple teams.*



*Implement a rating and feedback system to evaluate the effectiveness of the complaint handling process and continuously improve it.*



**THANK YOU**

FOR YOUR ATTENTION