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Seat No: 394

Project ID: 34

Project title: Grievances and Redressal portal

Technical Components

Component	Tech Stack
Backend	Node.js
Frontend	Angular
Database	MongoDB
API	Express

Implementation Timeline

Phase	Deadline	Status	Notes
Stage 1	03/05/2024	In Progress	Planning and Requirement gathering
Stage 2			Design and Prototyping
Stage 3			DB Designing
Stage 4			Backend Implementation
Stage 5			Testing & Implementation

PROBLEM STATEMENT:

Grievances and Redressal portal:

Creating a Grievances and Redressal portal with features like login credentials using BIT Sathy mail ID, separate forms for students and faculty, anonymous viewing by the management team, and automatic updates on grievance resolution sounds like a robust system for addressing issues within the institution.

PROJECT-FLOW:

Purpose:

To create a Grievances and Redressal portal with features like login credentials using BIT Sathy mail ID, separate forms for students and faculty, anonymous viewing by the management team, and automatic updates on grievance resolution for addressing issues within the institution.

Features and Functionalities:

User Authentication:

  - Users can log in using their BIT Sathy mail ID for authentication. This ensures that only students and faculty members of the institution can access the portal.

Separate Forms for Grievances:

  - Implement separate forms for students and faculty to submit their grievances. These forms should include fields such as the nature of the grievance, details, relevant documents (if any), etc.

  - Ensure that the forms are user-friendly and easy to fill out to encourage users to report their grievances effectively.

Anonymous Viewing by Management Team:

  - Once a grievance is submitted, it should be viewable by the management team in an anonymous manner. This protects the privacy of the individuals involved and encourages transparency in the redressal process.

  - Designate specific authorized personnel within the management team who can access and review the grievances.

Redressal Workflow:

- Establish a systematic workflow for addressing grievances. This may involve assigning a unique ID to each grievance for tracking purposes.

- The management team should have the ability to assign the grievance to the relevant department or authority for resolution.

- Regular updates should be provided to the individuals involved in the grievance resolution process.

Automatic Updates on Grievance Resolution:

- Once a grievance is resolved, the portal should automatically update the status to indicate that it has been resolved.

- Users who submitted the grievances should be notified of the resolution through email or within the portal interface.

Feedback Mechanism:

- Include a feedback mechanism where users can provide their feedback on the redressal process. This helps in continuous improvement and ensures that the grievances are addressed effectively.

Data Security and Privacy:

- Ensure that the portal complies with data security and privacy regulations to safeguard the sensitive information of the users.

- Implement measures such as encryption, access controls, and regular security audits to protect the integrity of the portal.

User Training and Support:

- Provide user training and support to ensure that students and faculty understand how to use the portal effectively.

- Offer assistance channels such as FAQs, tutorials, and helpdesk support for resolving any issues or queries related to the portal.

User personas:

- **Student**
- **Faculty** (Teaching / Non-Teaching)
- **Admin Staff**
- **Higher Officials**

Functional Requirements:

- **User Authentication:** Secure login using BIT Sathy mail ID for students and faculty.
- **Grievance Submission:** Separate forms for students and faculty with descriptive fields.
- **Anonymous Viewing by Management:** Management can view grievances anonymously to maintain confidentiality.
- **Automatic Updates on Resolution:** Status updates and notifications automatically sent upon grievance resolution.
- **Feedback Mechanism:** Users can provide feedback on the redressal process to improve system effectiveness.
- **Search and Filter Functionality:** Users can search and filter grievances based on keywords, date, category, or status.
- **Reporting and Analytics:** Generate reports on grievance trends, resolution times, and common issues for analysis.
- **Admin Dashboard:** Dashboard for administrators to manage users, permissions, and system settings.
- **Data Security and Privacy:** Compliance with data security regulations, including encryption and access controls.
- **User Support and Training:** Resources such as FAQs, tutorials, and helpdesk assistance for user education and support.
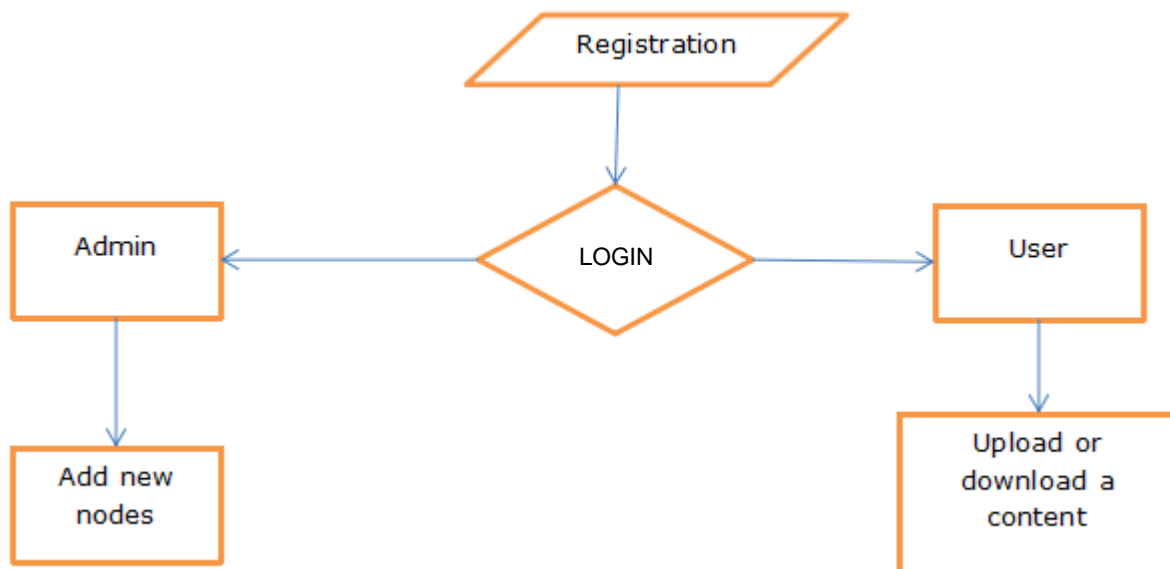
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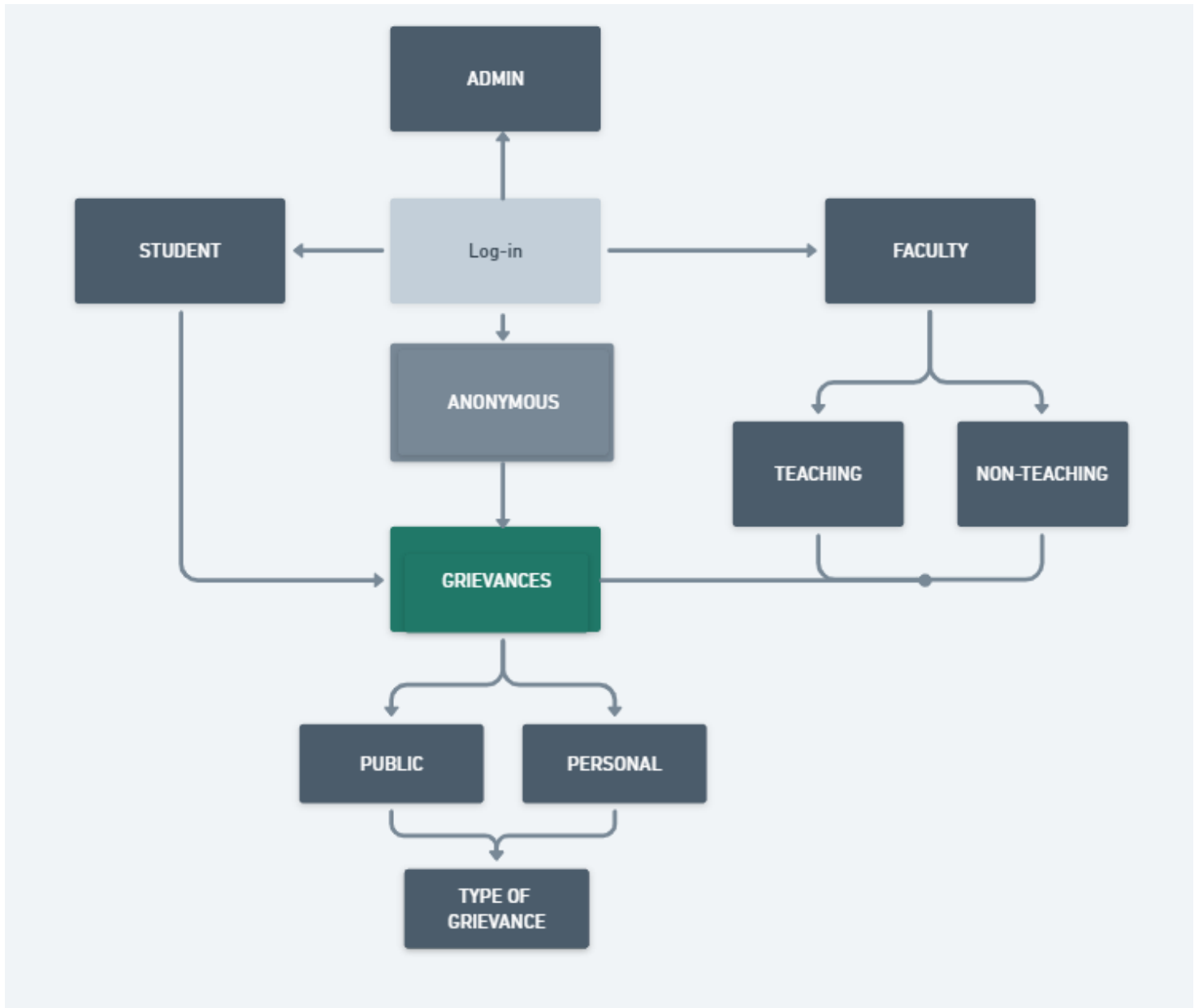
USER FLOW:
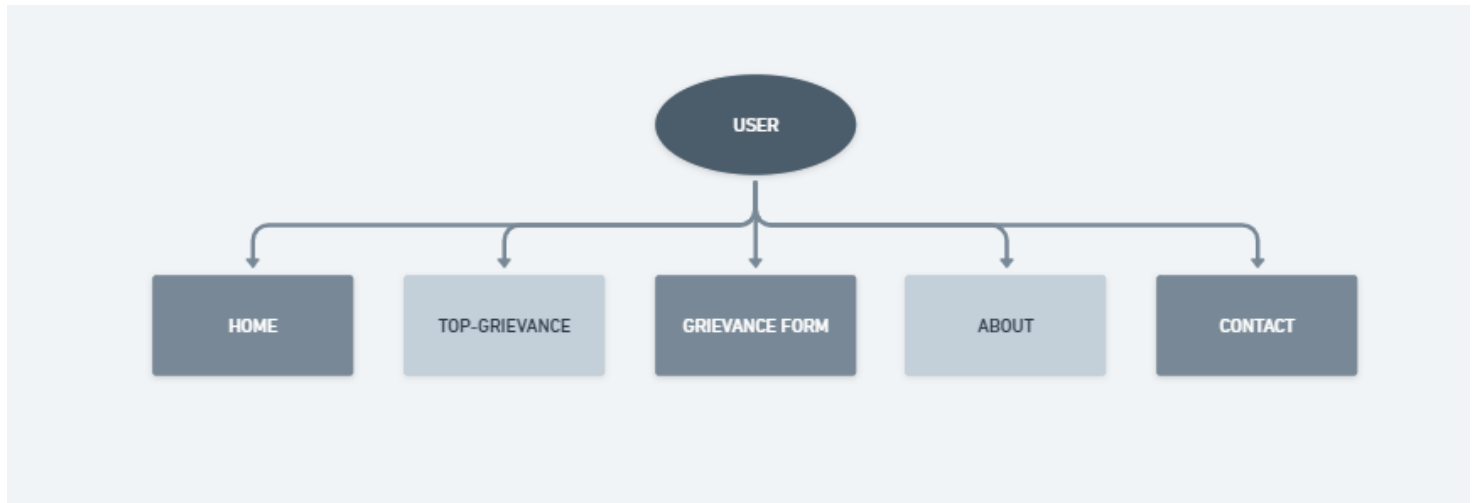
ADMIN FLOW:

Admin can read the grievances from the student/faculty and provide solution. The status of grievance (solved/unsolved) has been updated by the admin.

ER DIAGRAM: