BANNARI AMMAN INSTITUTE OF TECHNOLOGY
An Autonomous Institution Affiliated to Anna University - Chennai, Accredited by NAAC with A+ Grade
Sathyamangalam - 638401 Erode District, Tamil Nadu, India

STUDENT NAME : *DEEPADHARSINI K*
SEAT NUMBER : 354
PROJECT ID : 34
PROJECT TITLE : GRIEVANCES AND REDRESSAL PORTAL

TECHNICAL COMPONENTS:

Components	Technical Stack
Frontend	React
Backend	Node,Express
Data Base	MongoDB

PROBLEM STATEMENT :

Login credentials using BIT Sathy mail ID. Separate forms to collect the grievances of both students and faculty. The grievances addressed should be viewed by the Management team in an anonymous manner. The redressal of the grievances once resolved should be updated in the portal automatically.

PROJECT - DETAILS :

Purpose :

The purpose of the college project grievance and redressal portal is to provide a centralised platform for students and faculty to submit their grievances, ensuring a fair and transparent process for addressing and resolving issues within the college community.

Scope :

The portal will include a login system using college email credentials, separate grievance forms for students and faculty, anonymous viewing of grievances by the management team, and automatic updates to reflect the status of resolved grievances.

Business context :

The portal aims to streamline the grievance management process, fostering a positive academic environment by addressing concerns promptly. It enhances transparency, accountability, and communication between students, faculty, and the management team.

Considerations :

The portal should prioritise user privacy and confidentiality, ensuring that the identity of the individuals submitting grievances remains anonymous. It should also provide a user-friendly interface, allowing easy navigation and submission of grievances.

Dependencies :

The successful implementation of the portal relies on the availability of a secure login system using college email credentials, integration with the college's existing infrastructure, and support from the management team to review and address grievances.

User Personas:

- Students
- Admin(Management team)
- Teaching faculties
- Non teaching faculties.

User Stories:

1. As a student, I want to be able to submit a grievance using a separate form, ensuring my anonymity.
2. As a faculty member, I want to have a dedicated form to report grievances, ensuring confidentiality.
3. As a member of the management team, I want to view grievances anonymously and take appropriate actions to address them.

Functional Requirements:

● **User Authentication:** Implement a login system that allows users to authenticate using their college email credentials, ensuring that only authorised individuals can access the portal.

● **Grievance Submission Form:** Create separate forms for students and faculty to submit their grievances. The forms should collect relevant information such as the nature of the grievance, date/time of occurrence, supporting documents (if any), and any other required details.

● **Grievance Categorization:** Include a feature that allows users to categorise their grievances based on predefined categories (e.g., academic, administrative, harassment, etc.). This helps in organising and prioritising the grievances for review.

● **Anonymous Viewing:** Develop a mechanism that enables the management team to view the submitted grievances in an anonymous manner, ensuring the privacy and confidentiality of the individuals involved.

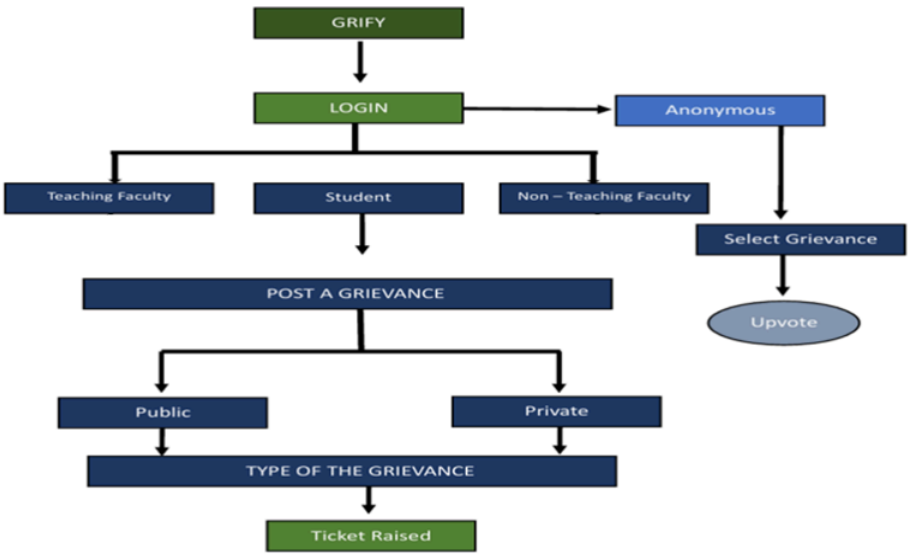
● **Grievance Resolution Tracking:** Implement a system that tracks the status and progress of grievance resolutions. This includes updating the portal automatically once a grievance has been resolved, providing transparency and closure to the individuals involved.

● **Communication and Notification:** Enable the portal to send automated notifications and updates to the relevant parties (e.g., the individual who submitted the grievance, the management team) regarding the progress and resolution of the grievances.

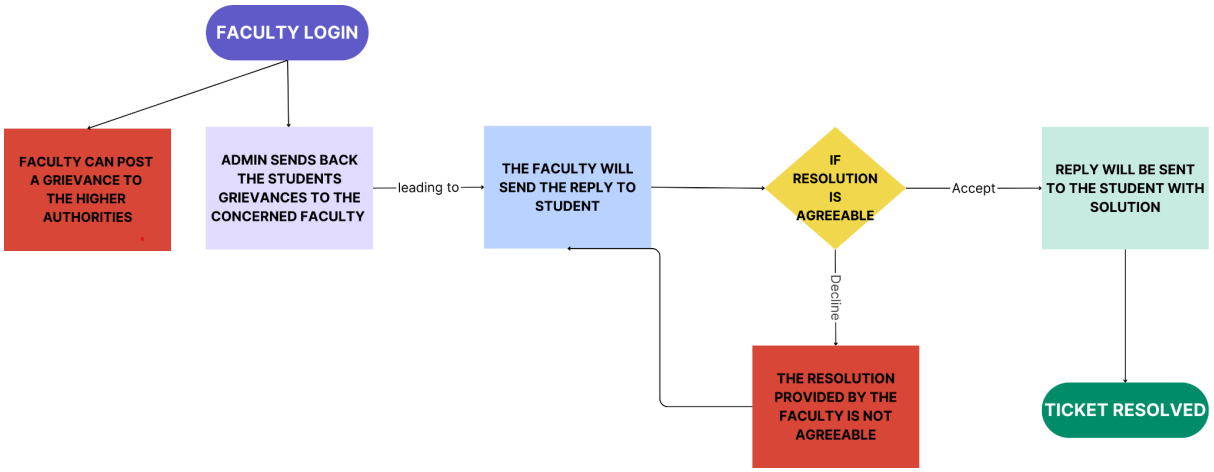
● **Reporting and Analytics:** Include reporting and analytics features that provide insights into the overall grievance trends, resolution timelines, and other relevant metrics. This helps in identifying patterns, addressing systemic issues, and improving the redressal process.

● **User Feedback:** Allow users (students, faculty, etc.) to provide feedback on the grievance handling process, either through a feedback form or a rating system. This feedback can be used to continuously improve the portal and the overall grievance redressal mechanism.

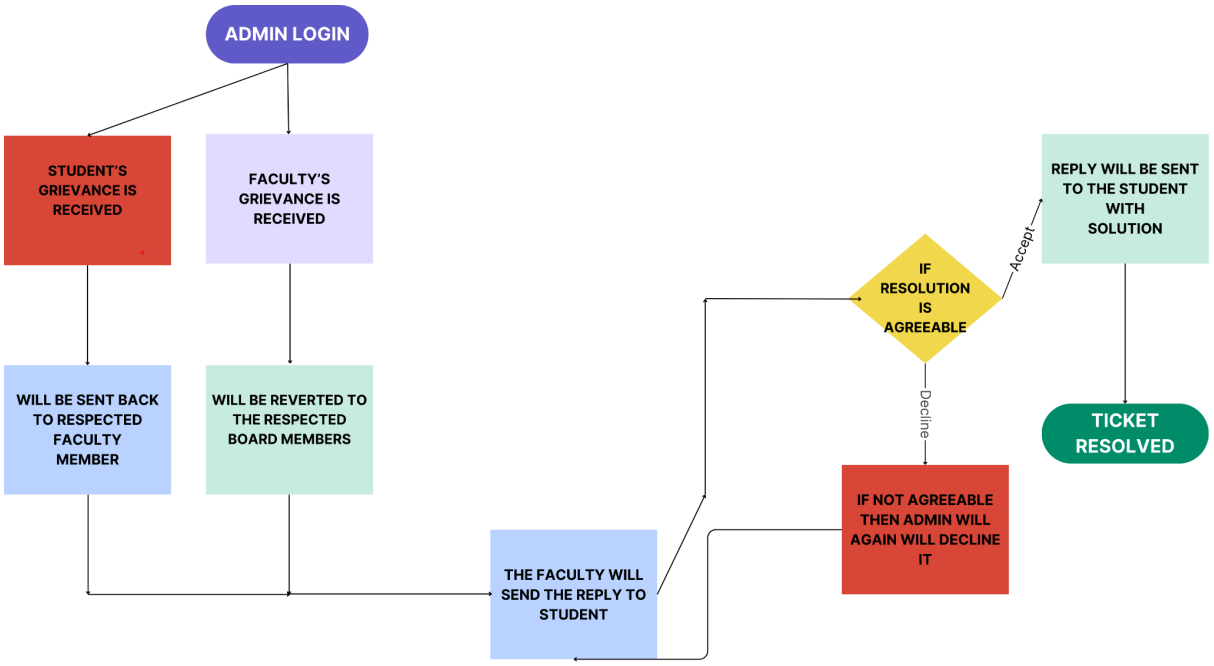
FLOWCHART:



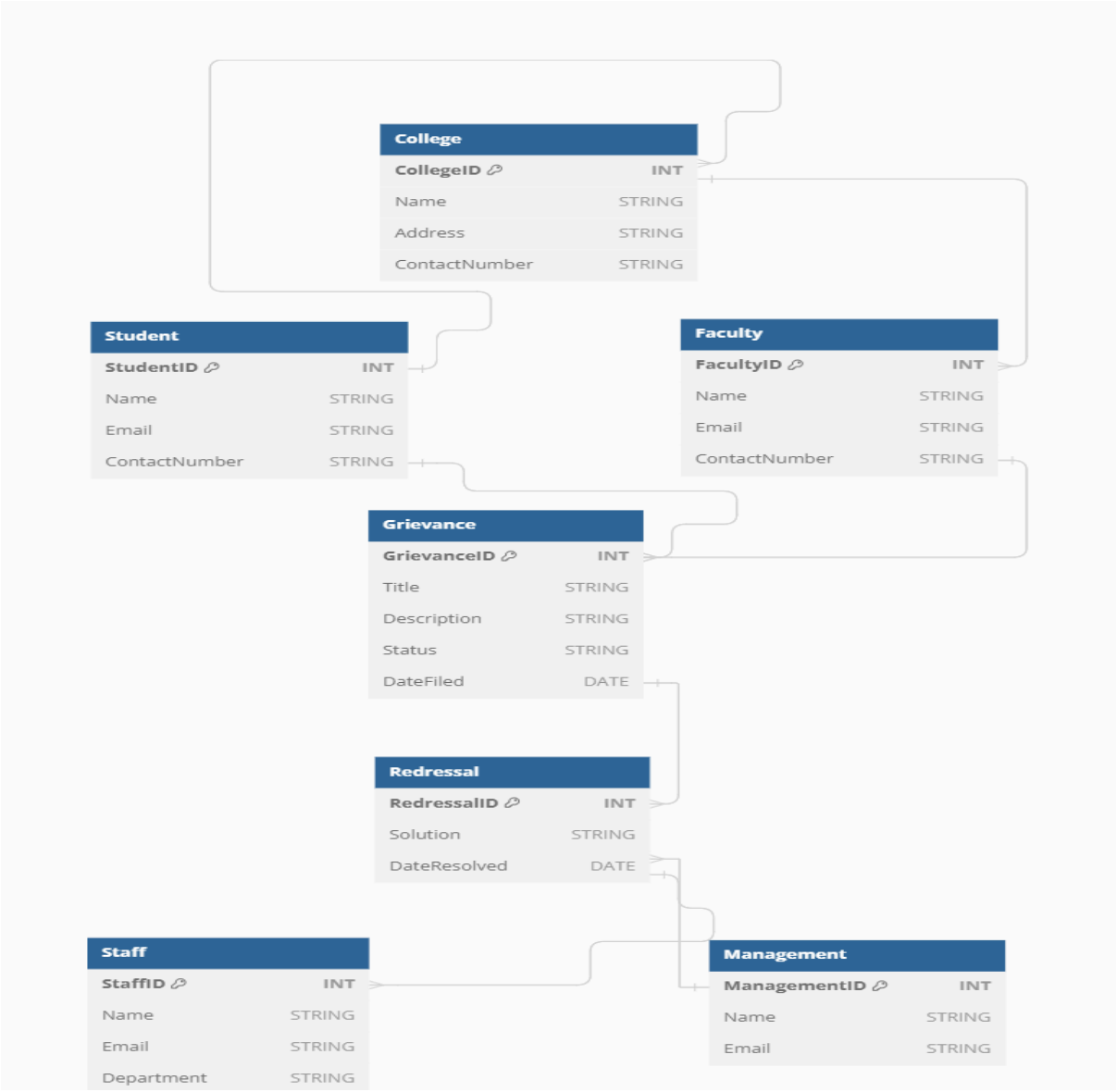
FACULTY FLOWCHART:



ADMIN FLOWCHART:



ER DIAGRAM: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Address STRING
ContactNumber STRING
Student
StudentID INT
Name STRING
Email STRING
ContactNumber STRING
Faculty
FacultyID INT
Name STRING
Email STRING
ContactNumber STRING
Grievance
GrievanceID INT
Title STRING
Description STRING
Status STRING
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