



## BANNARI AMMAN INSTITUTE OF TECHNOLOGY

An Autonomous Institution Affiliated to Anna University - Chennai, Accredited by NAAC with A+ Grade

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**Project ID:** 25

**Project title:** Grievance Portal for Anonymous and Personal Grievance

### Technical Components

Component	Tech Stack
Backend	Apache web browser,linux,PHP
Frontend	HTML,CSS,JS
Database	MySQL
API	RESTful services

### Implementation Timeline

Phase	Deadline	Status	Notes
Stage 1	yy/07/2024	Under Review	Planning and Requirement gathering
Stage 2		In progress	Design and Prototyping
Stage 3		Not started	DB Designing
Stage 4		Not started	Backend Implementation
Stage 5		Not started	Testing & Implementation

## **PROBLEM STATEMENT:**

The current system for handling grievances within educational institutions presents several challenges, including

- **Lack of Anonymity Options:** Students and staff are often hesitant to report issues due to the lack of an anonymous reporting option, leading to underreporting of grievances.
- **Authentication Barriers:** For personal grievances, the requirement for login or registration creates barriers, discouraging individuals from reporting issues.
- **Categorization Complexity:** With multiple categories such as academics, technical issues, transport facilities, training and placement, and fees, grievances can be misclassified, leading to delays in resolution.
- **Redundant Issues:** Repeated submission of the same grievances by multiple users results in duplicates, increasing the workload for administrators and delaying issue resolution.

## **PROJECT-FLOW:**

### **Purpose:**

The purpose of the "Grievance Portal for Anonymous and Personal Grievances" project is to create a secure, efficient, and user-friendly platform for reporting and managing grievances within educational institutions. It aims to streamline the grievance submission process, provide anonymity options, reduce redundant issues, improve notification systems, enhance search and filter capabilities, and simplify the generation of reports, thereby ensuring timely resolution and effective communication of issues.

### **Scope:**

The scope of the "Grievance Portal for Anonymous and Personal Grievances" project includes developing a platform for secure and anonymous grievance submission, categorization, duplication detection, status notifications, advanced search and filter functions, and comprehensive reporting. It aims to enhance communication and resolution efficiency within educational institutions.

## **Consideration:**

- **User Privacy:** Ensuring the privacy and confidentiality of users, especially for anonymous grievances, is paramount to encourage honest and open reporting.
- **User Experience:** The platform must be intuitive and easy to use to ensure high adoption rates among students, faculty, and staff.

## **Dependencies:**

- **Technology Integration:** The success of the portal depends on seamless integration with existing institutional systems such as student information systems and email servers.
- **Administrative Support:** Effective grievance management requires ongoing support and cooperation from administrative staff to monitor, address, and resolve issues promptly.

## **Functional Requirements:**

### **User Authentication:**

- Implement login and registration for personal grievances while allowing anonymous submissions without authentication.

### **Grievance Submission:**

- Enable users to submit grievances under predefined categories such as academics, technical issues, transport facilities, training and placement, and fees.

### **Grievance Management:**

- Provide admins with tools to view, manage, and categorize grievances, including identifying and marking duplicate submissions.

### **Status Notifications:**

- Send automated notifications to users about the status of their grievances (received, in-progress, resolved).

### **Search and Filter:**

- Implement advanced search and filter options to allow users and admins to find and track specific grievances easily.

### **Reporting:**

- Generate and export weekly, monthly, and semester reports on the status of grievances (resolved/pending) for higher officials.

### **Admin Roles and Permissions:**

- Define roles and permissions for admin users to manage grievances effectively and maintain system integrity.

FLOW CHART:

Medium

MOODLE

T&P

SPECIAL LABS

OFFICE

FEES

TAC

TRANSPORT

MANAGEMENT

PS SKILL

