**Table of contents**

**1.Introduction**

1.1 Overview

1.2 Requirements

1.3 Objectives

**2.Use Case**

2.1 Use case-diagram

2.2 Actors and their roles

2.3 Login Use case

2.4 Validation Use case

2.5 Join NGO use case

**3.Class diagram**

**4.Collaboration diagram**

**5.Sequence diagram**

**6.State diagram**

6.1 Role of admin

6.2 User scenario

6.3 Municipal authority scenario

6.4 NGO scenario

**7.Activity diagram**

7.1 Activity Diagram overview

7.2 Overall activity diagram

7.3 Login-activity

7.4 Join NGO activity

7.5 NGO and user co-ordination activity

7.6 Validate activity diagram

7.7 Municipal authority activity diagram

**8.Database specification**

8.1 User database

8.2 Manager database

8.3 Municipal authority database

8.4 NGO database

**9. Screen shots**

**CASE TOOLS LAB**

# ONLINE GRIEVANCE REDRESSAL SYSTEM

Software Requirement Specification

*Project By*

S.Narendra Kumar – 2010115087

S.PragadheeshChander - 2010115094

M.Santhosh Kumar - 2010115100

ONLINE GRIEVANCE REDRESSAL SYSTEM (OGRC)

**Overview:**

This project aims at bringing an open platform to address various issues faced by people, to one forum wherein they are provided with moral support and a solution! It is designed to suit the needs of every user from the lower status to the higher status. The issues reported are directed to the respective municipal authorities or NGO’s. The issues are treated based on their priority. A rigorous phase of analysis and planning is done to produce an efficient, practical and a desired solution.

**Requirements:**

* An open platform to address issues
* Committed and Sincere authorities
* Dedicated NGO’s
* Issue Complaints covering a wide range of domains
* Check the status of the complaint
* Check the priority/intensity of the complaint
* Directing the respective municipal authorities/NGOs
* IntenseAnalysis & Recovery
* Regular Supervision
* Effectiveness and Speed in Recovery
* User’s Participation in NGOs
* Secure and a Confidential System

**Objectives:**

* Accessible to every user across the state
* A wide range of domains are covered such that problems in any field can be specified
* An easy means of communication to the Government
* To bring about a reformation and to see a developed scenario
* Better and a responsible society

***USE CASE:***



**Actors of the OGRS and their roles:**

**Administrator :**

Administrator is the overall head of the OGRS system who takes care of the entire working process of the system. He appoints the other members of the system, assigns them ID for them to coordinate inherently. Every issue that is being put up is initially validated by the admin and then forwarded to the manager.

**Manager:**

The Manager is a subordinate to the administrator. He handles the issues, on a broader perspective! He analyses the issues and categorises them based on the priority, location and confidentiality. On his basis, he sorts the problems and forwards it to the respective authorities who can take some remedial action to solve it.

**Municipal Authorities:**

The municipal authorities are bureaucrats at different areas. They are the easily approachable Government. The issues pertaining to certain areas are forwarded to that specific set of authorities who would analyse, plan and design a solution and put it to implementation. Later, the users who registered the complaint and the people of the area provide the feedback which is again analysed by the municipal authorities. In case of a negative feedback, the team changes the strategy and puts it to implementation until success.

**Users:**

The users initially register to the system and their details are validated and scrutinized to maintain security. Once their validation is successful, they are provided with several options. They hold a profile so that the manager and authorities get an idea about the user. The user can issue complaints by providing a detailed problem statement and certain specific details. He can keep track of the problem status as well and as the deadline is reached, every step towards the solution is notified to the user. The users are also provided with another option of joining the NGOs in case they wish to work as volunteers to do their best for the society.

**NGOs:**

Non-Governmental Organisations are volunteering groups who can register in the system, publicize their domain of focus. They also listen to the various complaints and rope in interested volunteers. They can voluntarily take up an issue; that they would be able to quickly and efficiently come up with a solution benefitting the people.

**Login Use Case:**

The user signs up to the system via a formal registration system. The details the user entered are scrutinized to check if they are valid. Validity refers to the input of trusted and reliable data from the user’s side about him/her. The admin performs the validation process on the data via information management systems and authentication techniques. Once confirmed for registration, a password is selected by the user and then on the entire details the user has entered the database is highly confidential. The user , can then login by entering his details, a verification of username and password is done everytime he logins and is taken to the OGRS portal.



***Join NGO Use Case :***

The NGOs wishing to become a part of the OGRC portal, initally need to register by creating a group and filling in a required specification form online. The details are put to validation and on success, the admin of the NGO publicises the group to rope in volunteers. The NGOs are mainly categorised based on their domain of focus and their history of activities. Any user wishing to join a NGO requests permission. The NGO admin looks at the profile of the user and if interested notifies him of his selection as a volunteer. The group then looks for issues pertaining to their domain and comes up with solutions.



***Validation Use case :***

Validation is a critical use case of OGRS. To maintain the standard of the system and its credibility, the validation and verification process is done strictly. Initially, during registration, every user and NGO is audited thoroughly. In brief, validation performs some basic checks with regards to the details entered. As far as the system’s working is considered, the process of validation appears to check if the issues posted are true and worth working on. The process of validation is performed by reading through the problem statement and analsying it with the stored database details by intense database management system/information management system. After such rigorous processes, the complaints are checked and verified. A final check on the validation of the user and the location of complaint is done and forwarded to the manager.



***CLASS DIAGRAM:***



***SEQUENCE DIAGRAM:***



***COLLABRATION DIAGRAM:***



***STATE DIAGRAM:***

**Role of Admin:**



**User Scenario:**



**Municipal Authorities Scenario:**



**NGO Scenario:**



***Activity Diagrams :***

**Activity Diagram Overview :**

The activity diagram describes 4 different actors in the activity diagram, the user, admin, municipal authorities and NGOs. The suer begins the system’s processing by registering and issuing a complaint. The administrator checks the validity of the complaint and it is then forwarded to the municipal authorities, if it passess the validation test. The municipal authorities then, analayse, plan and bring up a solution to the issue. At times during analysing phase, the municipal authorities may forward it to NGOs if they feel it could be a even more efficient. A feedback is reported to the user on status at every stage and also a final status of the issue! The user’s feedback is then read, if it reamined unsatisfactory, the problem might be looked again else it is only reviewed and monitored.



**Login Activity Diagram :**

The login for the user’s activity describes the various actions performed by the user, system and the administrator at the login. The user signs up and admin validates the details. Once registered, the user logins by entering the username and password and a routine verification is done and if succesful the user is directed to the OGRS portal.



**Join NGO Activity Diagram :**



**NGO & Users Coordination – Activity Diagram:**

The NGOs create a group and socialise themselves on the portal based on their domain of focus. The admin, as alaways performs the validation check on the group’s identity. The users interested in the domain of the NGO, can be a part of it, listen to the community posts, discussions, welfare schemes, events planned and other such features of the NGO. The authorities take up an issue of their concern and supports by providing solution to it, and sometimes the full implementation of the solution.



**Validate Activity Diagram :**



**Municipal Authorities – Activity Diagram:**

The municipal authorities analyse the problem and categorises them based on the factors of risk, priority and resources. A decision is taken based on the analysis, if it is solvable with the support of NGO, it looks out for a NGO working on the domain else it proceeds to solve the case in a stepwise manner and a detailed report is generated at the end of analysis as the end state.



**Table: User-login**

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Data type** | **Description** |
| Id | Integer | AI,Primary key |
| Fname | Varchar2 | \_\_\_\_\_\_\_ |
| Lname | Varchar2 | \_\_\_\_\_\_\_ |
| Email | Varchar2 | \_\_\_\_\_\_\_ |
| Pwd | Varchar2 | Use MD5 enrypted |

**Table: Submit-complaint**

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Data type** | **Description** |
| Id | Integer | AI,Primary key |
| Fname | Varchar2 | \_\_\_\_\_\_\_ |
| to | Varchar2 | Use drop down in UI |
| location | Varchar2 | \_\_\_\_\_\_\_ |
| Pincode | Integer | Use MD5 enrypted |
| Problem | Varchar2 |  |
| Details | Varchar2 |  |
| Date | Timestamp(Date and time) |  |
| Image | Varchar2 | Store as address pointer |

**Table: Manager,Municipal-auth,Ngo login table**

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Data type** | **Description** |
| Id | Integer | AI,Primary key |
| Fname | Varchar2 | \_\_\_\_\_\_\_ |
| Lname | Varchar2 | \_\_\_\_\_\_\_ |
| Email | Varchar2 | \_\_\_\_\_\_\_ |
| Pwd | Varchar2 | Use MD5 enrypted |

**Table: Manager-redirect**

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Data type** | **Description** |
| M\_Id | Integer | AI,Primary key |
| U\_id | Integer | Foreign key |
| Case\_priority | Varchar2 | \_\_\_\_\_\_\_ |
| To | Varchar2 | \_\_\_\_\_\_\_ |
| Date | Timestamp(date and time) |  |

**Table: Municip-Auth**

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Data type** | **Description** |
| Mu\_id | Integer | AI,Primary key |
| M\_Id | Integer | Foreign key |
| U\_id | Integer | Foreign key |
| Case\_status | Varchar2 | \_\_\_\_\_\_\_ |
| Solution | Varchar2 | \_\_\_\_\_\_\_ |
| To | Varchar2 | NGO or user |
| Date | Timestamp(date and time) |  |

**Table: NGO**

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Data type** | **Description** |
| M\_Id | Integer | AI,Primary key |
| U\_id | Integer | Foreign key |
| Case\_status | Varchar2 | \_\_\_\_\_\_\_ |
| Solution | Varchar2 | \_\_\_\_\_\_\_ |
| To | Varchar2 | Report to user |
| Date | Timestamp(date and time) |  |

**Table: NGO-join groups**

|  |  |  |
| --- | --- | --- |
| **Field Name** | **Data type** | **Description** |
| G\_Id | Integer | AI,Primary key |
| U\_id | Integer | Foreign key |
| Fname | Varchar2 | \_\_\_\_\_\_\_ |
| Email | Varchar2 | \_\_\_\_\_\_\_ |
| G\_name | Varchar2 | \_\_\_\_\_\_\_ |
| Date | Timestamp(date and time) |  |







