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Ministry/Organization name:

Problem Statement:

Team Name:

Team Leader name:

College Code:

Government of Andhra Pradesh

Develop a Student Grievance Support System.

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Solution/Idea

1. With a literacy rate of 67.4% , 2 Central universities,18 Autonomous universities,24 State univversities,and 3 Private universities , Andhra Pradesh State needs a centralized system for its Students to express and file grievances in an easy and interactive way.
2. The Proposed Solution," Grivo-Tech" is to design and develop a web based portal integrated with chatbot automation providing users an easy to use interactive platform to file their grievances under different categories and sub-categories with the choice of keeping their identity anynomous or open.
3. The filed grievances will be stored using SQL database and will be proceeded to the student grievance commitee of the desired institute.
4. The members of the Student grievance commitee of the institute will be responsible for further actions on the grievance in a given period of time updating the status of the case for the convenience of the user.
5. User can switch to higher authorities if they don't find any measurable step in the case within the desired period of time using "Switch" feature of the app.
6. The app will sort grievances on the basis of Keywords and will Priortise complaints on the basis of the expression tone using Tone Analyzer which will be developed using Artificial Intelligence and Machine Learning Technologies.
7. Users can also file their grievance using Social Platforms like Whatsapp,Facebook or Messenger which will be connected to our server through API .

Technology Stack

#WEB

* Front-end

HTML5

CSS3

JavaScript

Jquery

React.JS

Bootstrap

*Back-end

PHP

.Net

SQL

#Chatbot

Dialogflow

IBM Watson

Facebook,Messenger,Whatsapp API.

Python.

Artificial Intelligence

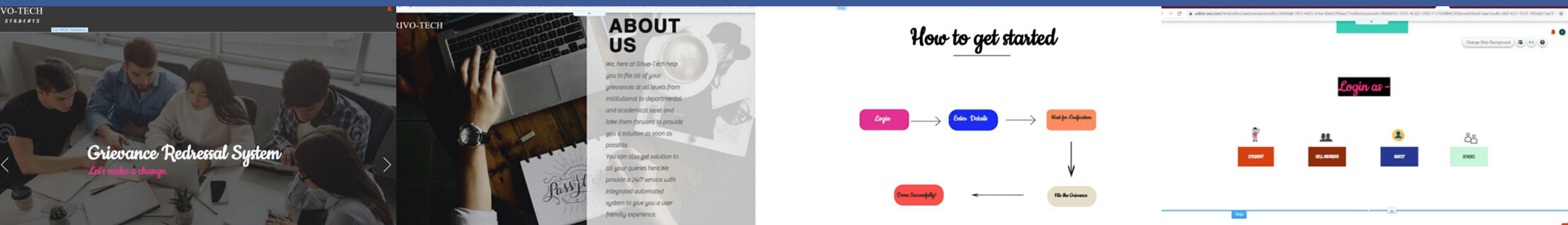
Machine Learning

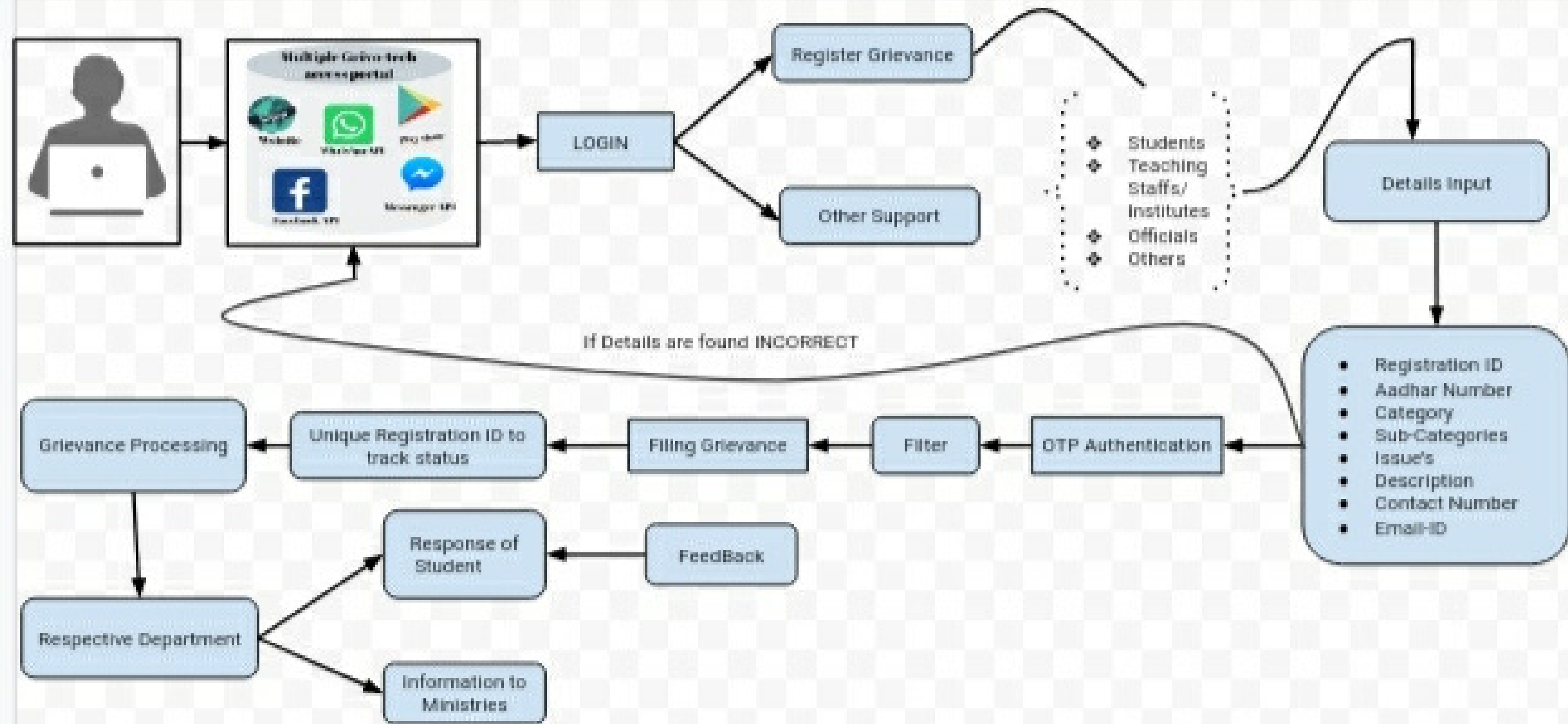
#Databases

Firebase

AWS.

Prototype





DEPENDENCIES

Dependencies on institutes for storing data and working process.

#Dependency on ministry for funding and data storage for further reference.