



Student Name : PRANATHI C

Seat No : 114

Project Id : 34

Project Title : Grievances and Redressal Portal

Technical Components:

Component	Technical Stack
Frontend	React.js
Backend	Node.js, Express.js
Database	MongoDB
API	OpenAPI

Implementation Timeline:

Phase	Deadline	Status	Notes
Stage 1	03.05.2024	Under Review ▾	Planning and requirement gathering
Stage 2		In Progress ▾	Design and prototyping
Stage 3		Not Started ▾	Database designing
Stage 4		Not Started ▾	Backend implementation
Stage 5		Not Started ▾	Testing and integration

PROBLEM STATEMENT:

In the academic environment of BIT Sathy, there is a pressing need for an efficient grievance redressal system. The objective is to create a portal with separate logins for students and faculty using BIT Sathy mail IDs, enabling them to submit grievances anonymously. An admin dashboard will display grievances for review. Automated updates on grievance resolution will ensure transparency. The scope includes tailored forms, secure submission, and compliance with data protection regulations. Benefits include improved communication, timely resolution, and proactive improvements. Deliverables include a functional portal, user-friendly interface.

PROJECT FLOW:

PURPOSE:

To design and implement a comprehensive online grievance redressal system for BIT Sathy that caters to the needs of both students and faculty members, ensuring anonymity, transparency, and automated resolution tracking.

SCOPE:

- Separate login credentials for students, faculty and admin using BIT Sathy mail IDs.
- Anonymous submission of grievances.
- Admin dashboard for reviewing grievances.
- Automated updates on grievance resolution status.

BUSINESS CONTEXT:

BIT Sathy, a prominent educational institution, faces escalating concerns regarding the handling of grievances from both students and faculty members. The implementation of an efficient grievance redressal system aligns with our institute's commitment to transparency, accountability, and fostering a supportive academic environment. Addressing grievances promptly enhances stakeholder satisfaction, promotes trust.

CONSIDERATIONS:

- Security measures to protect user data.
- Confidentiality and anonymity of grievance submissions.

- Integration with existing IT infrastructure.

DEPENDENCIES:

- Integration with BIT Sathy's mail system for login credentials.
- Integration with Google OAuth for user authentication.

USER PERSONAS:

- **Students:** Concerned about academic issues, personal grievances, or administrative challenges.
- **Faculty Members:** Facing issues related to teaching, research, or administrative processes.
- **Admin Team:** Responsible for reviewing and addressing grievances at an institutional level.

USER STORIES:

- As a student, I want to submit a grievance anonymously regarding a course scheduling conflict.
- As a faculty member, I want to submit a grievance anonymously regarding word load.
- As a member of the admin team, I want to review aggregated grievance data to identify trends and prioritize actions.

FUNCTIONAL REQUIREMENTS:

- User authentication and authorization.
- Grievance submission forms for students and faculty.
- Admin dashboard for reviewing grievances.
- Automated updates on grievance resolution status.

FLOW CHART:

