**HACKATHON**

SUBJECT: TO ESTABLISH A MECHANISM FOR ONLINE REGISTRATION AS WELL AS DISPOSAL OF GRIEVANCES OF STUDENTS / FACULTY /STAKEHOLDERS .

TEAM: C.RAJESH (18001D5109)

G.VAMSI KRISHNA(18001D5101)

K.DIWAKAR(17001A0515)

DOMAIN: ANDROID

COLLEGE: JNTU COLLEGE OF ENGINEERING ANANTAPUR

VENUE: MSIT (CCC)JNTUA

1.Users

Actors : Students,Faculty,Non-Teaching Staff,Parents,Others.

This user manual has been provided for the users of application

software. It has been assumed that the students have their problems

as well as other consequences and is well versed with grievance redress

mechanism so as to have their issues getting solved.

1.2Purpose

The purpose of this document is to provide an interface between the student and

the(admin) co-ordinator. It will help users to understand various features of the

application and will enable them to solve their issues comprehensively. The objective of the

application is to provide an online grievance redress and monitoring system to the

students,faculty,parents and non-teaching staff and various affiliated colleges and Departments of JNTUA College of Engineering,with their own application at their own perspective based on their requirement.

2. System requirement to run the application software

Being a web enabled application any client machine equipped with internet

connectivity could run the application software.

3. Product Features

The highlights and important features of application software are:

3.1. It is an integrated application system, based on Android Application Development which

primarily aims at submission of grievances by the aggrieved students from anywhere and

any time (24x7) basis for instant and easy communication between their problems and

issues resulting in the speedy redress of their grievances.

3.2. This application facilitates the OTP generated Login which facilitates authentication and security upon

the online submission of grievances from the college members to the Admin(Ex:Principal)

through Internet using any Browser Interface.

3.3. Automatic Online Data transmission between Departments/Organisations

and the subordinate organizations is facilitated by application.

3.4. This application has been designed and developed with a view to achieve the

uniform and systematic approach towards monitoring of procedures by adopting a

comprehensive classification and standardisation of grievances and redress actions

across the government organisations.

3.5. This application facilitates the monitoring reports and queries as per the

requirement of Departments/Organizations for effective monitoring for pending

grievances.

3.6. This application facilitates the generation of letters by students like

Acknowledgement and Final reply letters etc. for official correspondence with

complainants.