Software Requirements Specification

Title: Inter-Departmental Online Grievance Redressal and Management System

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1. Introduction

This project aims to develop a centralized web-based grievance redressal system for institutions to efficiently manage complaints submitted by students and staff.In the existing setup, grievance handling is largely manual or semi-digital, resulting in delayed resolution, lack of transparency, poor inter-department coordination, and weak accountability. The proposed system provides a unified digital platform where users can submit grievances online, departments can process and resolve them systematically, and administrators can monitor the entire grievance lifecycle. This ensures timely resolution, improved transparency, and better institutional governance.

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2. Overall Description

The system consists of a web-based user interface for students, staff, department officers, and administrators, a backend server to manage grievance workflows and access control, a centralized database to store grievance records, and a notification module for real-time updates.
Users submit grievances through the web portal, which are automatically routed to the appropriate department based on category. Department officers process and update grievances, while administrators monitor system-wide performance and generate analytical reports.
The system is designed to be scalable, secure, and capable of future integration with institutional systems such as student information or HR management platforms.

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3. Functional Requirements

- The system shall allow students and staff to submit grievances through an online form.

- The system shall generate a unique grievance ID for each submitted grievance.

- The system shall automatically assign grievances to the appropriate department based on category.

- The system shall allow department officers to view grievances assigned to their department.

- The system shall allow department officers to update grievance status and resolution details.

- The system shall allow users to track the real-time status of their grievances.

- The system shall maintain a complete history of grievance status updates and actions.

- The system shall notify users when grievances are submitted, updated, or resolved.

- The system shall allow administrators to manage users, roles, departments, and grievance categories.

- The system shall allow administrators to reassign grievances when necessary.

- The system shall generate grievance reports and analytics based on department, time period, and resolution performance.

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4. Non-Functional Requirements

- The system should respond to user actions within 3–5 seconds under normal conditions.

- The system should support at least 200 concurrent users without performance degradation.

- The system should securely transmit all data using HTTPS encryption.

- The system should enforce role-based access control for all users.

- The system should ensure data integrity and prevent unauthorized access or modification.

- The system should be reliable with minimal downtime and data loss.

- The system should be scalable to support increased users and grievance volume.

- The system should be easy to use for users with basic computer knowledge.

- The system should maintain at least 95% operational uptime during active periods.

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5. External Interfaces

The system provides a web-based graphical user interface accessible through standard web browsers such as Google Chrome, Mozilla Firefox, and Microsoft Edge.
The backend communicates with the frontend using RESTful APIs and standardized data formats such as JSON. All client–server communication is secured using HTTPS.
The system may integrate with external notification services such as email or internal alerts for grievance updates. Future integration with mobile applications or institutional platforms is supported by the system architecture.

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6. Conclusion

The Inter-Departmental Online Grievance Redressal and Management System offers a structured, transparent, and efficient solution for managing institutional grievances. By digitizing grievance submission, automating routing, enabling real-time tracking, and providing administrative analytics, the system significantly improves accountability, coordination, and trust between users and the institution.

This platform replaces inefficient manual processes with a scalable, secure, and user-friendly digital grievance management framework suitable for modern institutional governance.