Software Requirement Specification for GRC Portal

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Problem Statement	GRC Portal

1. Introduction

1.1. Purpose:

- The purpose of the GRC (Grievance Redressal Cell) portal for staffs is to provide streamlined and transparent system for staff members to submit, track and resolve their grievances related to workplace issues, ensuring a fair and supportive work environment.

1.2. Scope of Project:

- This system will serve as a portal for fulfilling staff's grievance. User management is secure for login and authentication for staff members. Role based access controls (staff, M team members, administrators).

- Portal is easy to use for submitting grievances. Categorization of grievances like academics, moodle, special lab, training and

placement, transport, hostel facilities, mess, non-academics, personal, others.

- Grievance tracking: Real-time status updates on submitted grievances. Dashboard for tracking grievance history and current status. Messaging feature for communication between staff and the grievance redressal team. Option for staff to provide feedback on the grievance redressal process. Surveys to assess satisfaction with the grievance resolution.

2. System Overview:

2.1 User Interface (UI):
- Dashboard: A central hub displaying key metrics, notifications, and quick links to commonly used features.
- Navigation Menu: Accessible links to different sections such as resource management, communication tools, and administrative tasks.
- Profile Management: Features allowing staff to update personal information, credentials, and preferences.

2.2 Features:

1. **Login and Authentication**:
   - **Secure Login**: Staff members access the portal using their unique credentials.
   - **Two-Factor Authentication (2FA)**: Additional layer of security for sensitive data.
2. **Dashboard**:
   - **Personalized Interface**: Overview of pending grievances, recent activities, and notifications.
   - **Quick Links**: Direct access to common functions such as new grievance submission, reports, and profile management.
3. **Grievance Management**:
   - **Submission**: Staff can submit grievances related to administrative, academic, or personal issues.

- **Tracking**: Real-time status updates of submitted grievances, from acknowledgment to resolution.
- **Escalation**: Option to escalate unresolved grievances to higher authorities.

4. **Communication**:
   - **Messaging System**: Direct communication with the grievance handling team.
   - **Notifications**: Email and in-portal notifications for updates on grievance status.

5. **Reports and Analytics**:
   - **Detailed Reports**: Access to comprehensive reports on grievance handling, resolution times, and outcomes.
   - **Analytics**: Insights into common issues, resolution effectiveness, and staff satisfaction.

6. **Documentation and Resources**:
   - **Knowledge Base**: Articles, FAQs, and guidelines on grievance policies and procedures.
   - **Document Upload**: Facility to attach relevant documents to support grievances.

7. **User Profile Management**:
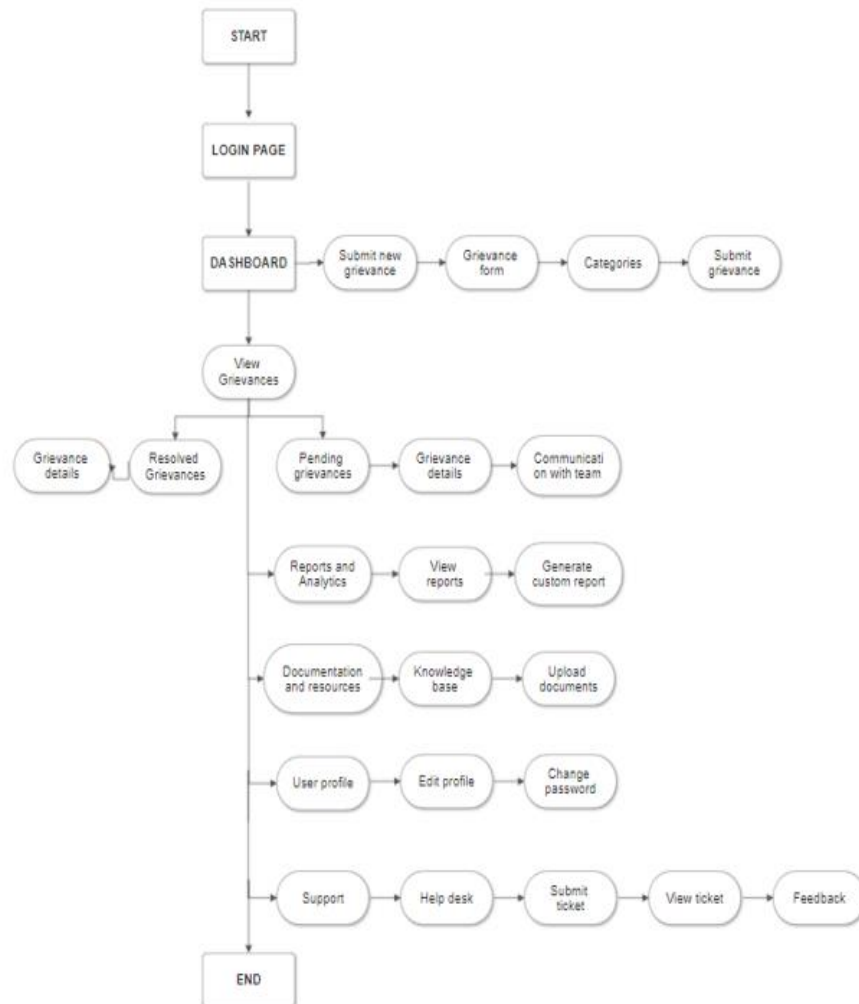   - **Profile Update**: Staff can update personal information, contact details, and preferences.
   - **Access Control**: Manage access permissions based on role and responsibilities.
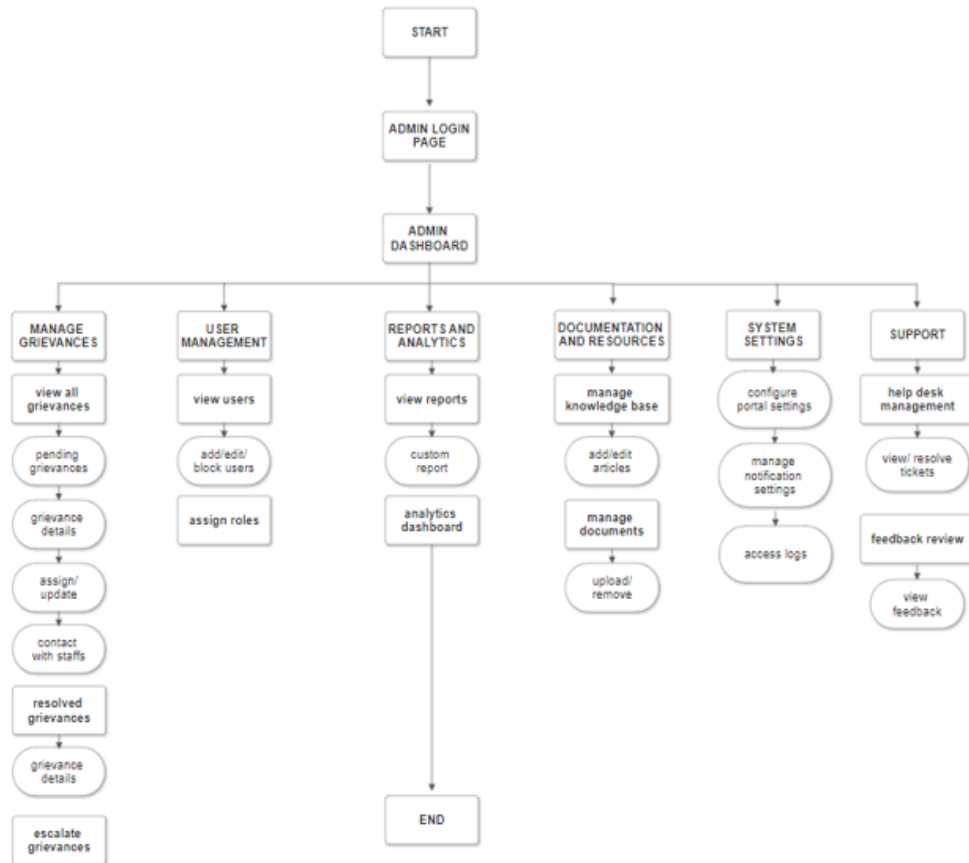
8. **Support**:
   - **Help Desk**: Access to technical support for portal-related issues.
   - **Feedback System**: Provision for providing feedback on the grievance handling process and the portal's usability.

User's interface

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                  └────────────┘
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                    ▼
              ┌──────────┐
              │   View   │
              │Grievances│
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| Grievance details | Resolved Grievances | | Pending grievances | Grievance details | Communication with team |

| | Reports and Analytics | View reports | Generate custom report |

| | Documentation and resources | Knowledge base | Upload documents |

| | User profile | Edit profile | Change password |

| | Support | Help desk | Submit ticket | View ticket | Feedback |

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                  │   END   │
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Admin's interface

3. Functional Requirements:

3.1 User Registration and Authentication

Staff Registration

- Allow staff members to register with necessary details like name, department, email, and contact information.
- Validate email and contact number to ensure they belong to authorized staff.

Secure Login

- Implement secure login for all users with email.

Role-Based Access Control (RBAC)

- Define different user roles: **Staff**, **M Team Members**, **Administrators**.

- Assign permissions based on roles, restricting access to specific modules for unauthorized users.

- Allow administrators to create, update, and delete roles and permissions.

3.2 Grievance Management:

Grievance Submission

- Allow staff to submit grievances through a user-friendly form.

- Provide fields for grievance title, description, category, and any attachments.

- Enable grievance anonymity option if staff prefer not to disclose identity.

- Auto-generate a unique grievance ID for tracking.

Attachments

- Allow uploading of supporting documents or images related to the grievance.

- Support common file formats like PDF, JPEG, PNG, etc., with a file size limit.

Confirmation and Notification

- Send confirmation email or notification upon successful grievance submission.

- Provide a dashboard notification to M Team members and administrators for new grievances.

Generate Reports

- Allow administrators to generate reports on grievances, including summaries and detailed views.

- Provide filters for date range, category, status, department, and more.

4. Non-Functional Requirements:

Grievance Submission Response

- The portal should process and confirm grievance submissions within **2 seconds** under normal load conditions.

Page Load Time

- All pages within the portal must load within **3 seconds** for at least 95% of users.

Real-Time Notifications

- Notifications should be delivered to users within **5 seconds** of an event occurring, such as grievance status changes or messages.

Grievance Handling Capacity

- system should handle at least **500 concurrent grievance submissions** The without performance degradation.

Report Generation

- Generate and display reports for up to **1000 grievances** in less than **10 seconds**.

Logging

- Maintain detailed logs of all user activities, including login attempts, data access, and modifications.

Audit Reports

- Provide audit reports for administrators to review user activities and ensure compliance with security policies.