Traceability Matrix

Requirement ID	Requirement Description	Design Element ID	Test Case ID
GRV-001	The system shall allow registered users to submit grievances	DE-001	TC-001
GRV-002	The system shall allow users to view their submitted grievances	DE-002	TC-002
GRV-003	The system shall allow users to track the status of their grievances	DE-003	TC-003
GRV-004	The system shall allow users to send reminders to officers working on their grievances	DE-004	TC-004
GRV-005	The system shall allow users to rate officers who resolved their grievances	DE-005	TC-005
GRV-006	The system shall allow users to reopen grievances if they are not satisfied with the resolution	DE-006	TC-006
GRV-007	The system shall allow users to update their profile	DE-007	TC-007

	details		
GRV-008	The system shall allow officers to access a dashboard to manage and track grievances	DE-008	TC-008
GRV-009	The system shall allow officers to provide feedback to users regarding grievances	DE-009	TC-009
GRV-010	The system shall allow officers to update the status of grievances	DE-010	TC-010
GRV-011	The system shall allow officers to pass grievances to higher level officers if unable to resolve	DE-011	TC-011
GRV-012	The system shall allow officers to view their feedback rating	DE-012	TC-012
GRV-013	The system shall use a geolocation API to set the user's district	DE-013	TC-013

GRV-014	The system shall allow users, officers, and admins to login using email ID and password	DE-014	TC-014
GRV-015	The system shall allow users and officers to reset their password using their email ID	DE-015	TC-015
GRV-016	The system shall have a responsive design for mobile viewing	DE-016	TC-016
GRV-017	The system shall use color coding to indicate the status of grievances	DE-017	TC-017
GRV-018	The system shall send email notifications to users for any updates to their grievances	DE-018	TC-018
GRV-019	The system shall populate the database with COVID data API for each district in India	DE-019	TC-019
GRV-020	The system shall allow users to receive SMS notifications for any updates to their	DE-020	TC-020

	grievances		

Test Cases

Test Case ID	Test Case Description	Expected Result	Actual Result
TC-001	Attempt to submit a grievance with all required details	Grievance is successfully submitted and assigned to level 1 officer of the district and department	Pass
TC-002	Login as a user and navigate to the dashboard to view submitted grievances	All previously submitted grievances are displayed with their status and action history button	Pass
TC-003	Login as a user and navigate to the dashboard to view submitted grievances	The status of each grievance is updated as it progresses through different stages of resolution or levels of the department	Pass
TC-004	Verify that users can submit grievances by providing relevant details such as department of grievance, subject, and description	To ensure that users can submit grievances on the portal as expected	Pass

TC-005	Verify that users can view the status of the grievances they have submitted	To ensure that users can track the status of their grievances	Pass
TC-006	Verify that users can view the action history of the grievances they have submitted	To ensure that users can track the progress of their grievances	Pass
TC-007	Verify that users can send reminders to officers who are currently working on their complaint	To ensure that users can remind the officers about their grievances	Pass
TC-008	Verify that users can rate officers who resolved their grievances	To ensure that users can provide feedback on the officer's performance	Pass
TC-009	Verify that users can reopen grievances if they are not satisfied with the work done by the officer	To ensure that users can reopen the grievances as needed	Pass
TC-010	Verify that users can update their profile details	To ensure that users can update their personal information	Pass
TC-011	Verify that officers can access a dedicated dashboard that displays all the submitted grievances	To ensure that officers can manage and track the status of each grievance	Pass

TC-012	Verify that officers can communicate with users through the portal and provide feedback to grievances	To ensure that officers can communicate with the users as needed	Pass
TC-013	Verify that officers can pass grievances to higher-level officers	To ensure that officers can escalate grievances as needed	Pass
TC-014	Verify that officers can view their feedback and rating for a certain grievance	To ensure that officers can view their performance feedback	Pass
TC-015	Verify that users, officers, and admins can login to the website using their email ID and password	To ensure that users can log in to the portal as expected	Pass
TC-016	Verify that users and officers can reset their password using their mail ID if they forgot their password	To ensure that users can reset their password as needed	Pass
TC-017	Verify that the website is responsive and works on mobile devices	To ensure that the website is accessible on mobile devices	Pass

TC-018	Verify that the color coding for each grievance is done according to their status	To ensure that the color coding is consistent with the status of the grievance	Pass
TC-019	Verify that a respective mail is sent to the user who filed the grievance when any action is taken on the grievance	To ensure that users are notified via email as needed	Pass
TC-020	Verify that the database has been populated for each district in India	To ensure that the database is populated with relevant data	Pass
TC-021	Verify that users can get notified via SMS when their grievance gets updated	To ensure that users can receive updates via SMS as needed	Pass