BANNARI AMMAN INSTITUTE OF TECHNOLOGY
An Autonomous Institution Affiliated to Anna University - Chennai, Accredited by NAAC with A+ Grade
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Stay Ahead

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Project ID: 25

Project title: Grievance Portal   For Anonymous   And Personal Grievances

Technical Components

Component	Tech Stack
Backend	PYTHON
Frontend	HTML, CSS, JS
Database	MySQL
API	RESTFUL SERVICES

PROBLEM STATEMENT:

In educational institutions, Develop a grievance portal to efficiently handle both anonymous and personal grievances within an institution. The system should ensure that grievances are tracked, categorized, and resolved systematically while providing feedback and facilitating continuous improvement.

Purpose:

- The purpose of this document is to outline the design, development, and implementation of a Grievance Portal for handling both anonymous and personal grievances. The portal aims to provide a structured and confidential platform for individuals to report their concerns, ensuring they are addressed promptly and appropriately. This will facilitate a safer and more transparent environment within the organization or community.

- The system is designed to handle grievances in an organized manner, ensuring that issues are reported, reviewed, categorized, resolved, and tracked efficiently. The workflow is divided into two main paths based on the user's role, with the Admin responsible for managing grievances and the Faculty responsible for reporting and tracking their grievances. The process includes steps for login, dashboard access, grievance handling, status updates, and notifications, ending with the user logging out.

Scope:

The scope of the project includes the creation of a web-based application that supports the submission, tracking, and resolution of grievances. The portal will cater to both anonymous and identified users, ensuring the privacy and security of the information provided. The system will include features for categorizing, prioritizing, and escalating grievances, as well as mechanisms for providing feedback and ensuring continuous improvement.

PROJECT-FLOW:

Admin Workflow :

1. **Admin Login :**
   - The Admin logs into the system using their credentials.

2. **Admin Dashboard :**
   - Upon successful login, the Admin is taken to the Admin Dashboard, where they can view an overview of the system and access various functionalities.

3. **View All Grievances :**
   - The Admin has access to view all grievances that have been submitted by the Faculty. This allows the Admin to see the details of each grievance.

4. **Categorize Grievances :**
   - The Admin is responsible for categorizing each grievance. This step involves reviewing the grievance details and deciding whether it should be accepted or rejected based on its relevance and repetition.

   i. If Repeated or Irrelevant:
   - The grievance is marked as Rejected. No further action is taken on this grievance, and it may be archived or deleted based on system rules.
   ii. If Accepted:
   - The grievance is approved for further processing.

5. **Manage Resolution :**
   - Once a grievance is accepted, the Admin takes steps to resolve the issue. This may involve coordinating with relevant departments or taking administrative action.

6. **Update Status :**
   - After the resolution is managed, the Admin updates the status of the grievance in the system. This ensures that the grievance's current state is reflected accurately.

7. **Admin Notification :**
   - The system sends a notification to the Admin about the status update, ensuring that the Admin is aware of any changes.

8. **Receive Admin Updates :**
   - The Admin receives updates regarding the resolution or status of grievances, which helps them track the progress and close the loop.

9. **Logout :**
   - The Admin logs out of the system, ending their session.

Faculty Workflow :

1. **Faculty Login :**
   - The Faculty member logs into the system using their credentials.

2. **Faculty Dashboard :**
   - Upon successful login, the Faculty is taken to their dashboard, where they can manage their activities within the system.
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3. **Report Grievance (Fill Grievance Form) :**
   - The Faculty reports an issue or concern by filling out a grievance form. This form collects details about the problem they are experiencing.
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4. **Category Selection :**
   - The Faculty selects the appropriate category for their grievance from predefined options such as:
     i. Academics
     ii. Transport
     iii. Hostel
     iv. Mess

5. **Submit Grievance Form :**
   - After filling out the form and selecting a category, the Faculty submits the grievance to the system.

6. **Update Database :**
   - The grievance is stored in the system's database, making it accessible for review by the Admin.

7. **View Grievance Status :**
   - The Faculty can view the status of their grievance to track its progress. This may show whether the grievance has been accepted, resolved, or rejected.

8. **Notification :**
   - The system sends a notification to the Faculty regarding any updates or changes in the status of their grievance.

9. **Receive Notification :**
   - The Faculty checks their notifications to stay informed about the actions taken on their grievance.

10. **Logout**
    - The Faculty logs out of the system, ending their session.

SYSTEM FEATURES :

1. **User Authentication and Registration:**
   - Secure login and registration for faculty and admin users.
   - Separate dashboards for faculty and admin users.

2. **Grievance Submission:**
   - Option to submit grievances anonymously or personally.
   - Categorization of grievances for better management.
   - Summary section to provide details about the grievance.
   - Form submission to store grievances in the database.

3. **Grievance Management:**
   - Admins can view all submitted grievances.
   - Admins categorize grievances as accepted or rejected (repetitive or irrelevant).
   - Management of grievance resolution, including assigning tasks to team members.
   - Status updates and progress tracking of grievance resolution.

4. **Notification System:**
   - Automated notifications to faculty members about the status of their grievances.
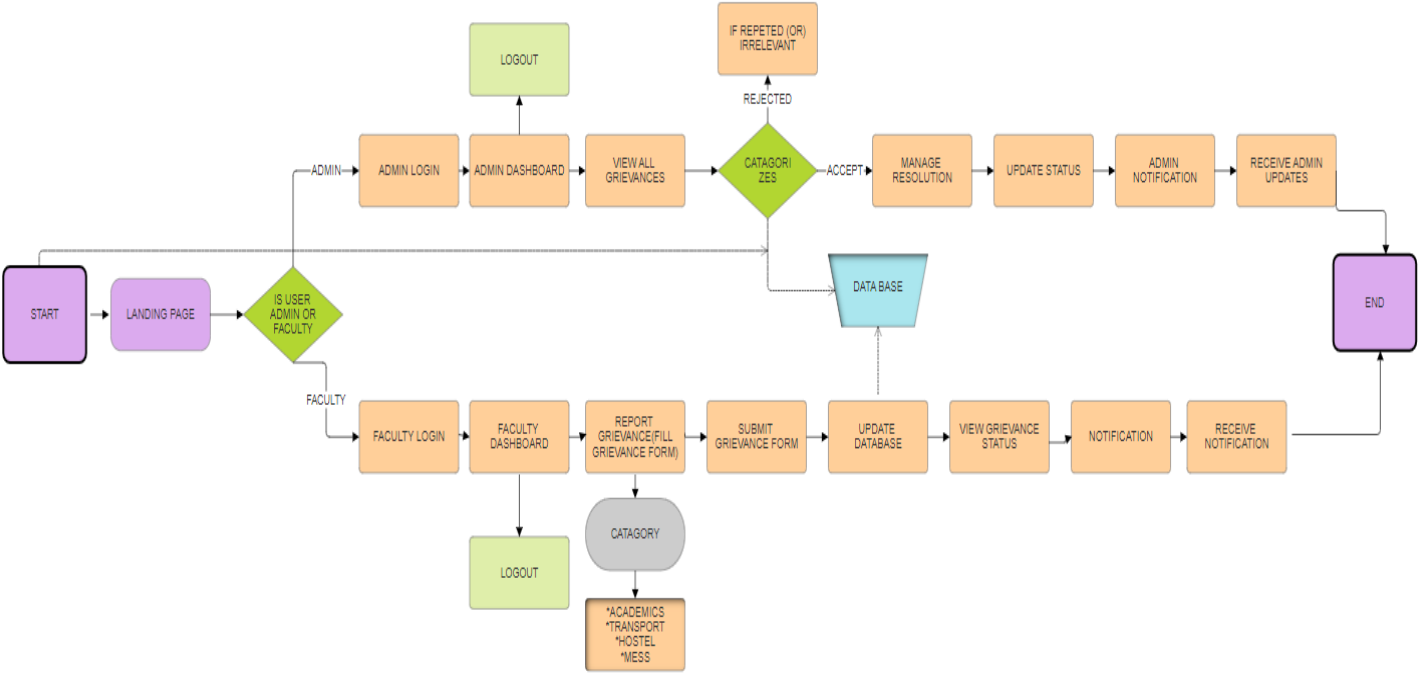   - Admin notifications about new grievances and updates on ongoing resolutions.
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5. **Report Generation:**
   - Generation of reports on grievances and their resolutions.
   - Analysis of grievance data for improving the resolution process.

DATABASE INTERACTION:
- Throughout the process, interactions with the database are necessary for storing and retrieving grievance data, updating statuses, and handling notifications.

FLOW CHART:

Flowchart Components:

FRONTEND (UI)

❶ Home Page
❷ Login Page
❸ Grievance Submission Form
❹ Grievance Tracking Page
❺ Admin Dashboard

APIs

❶ Authentication API
❷ Grievance Submission API
❸ Grievance Tracking API
❹ Admin Management API

BACKEND

❶ User Authentication
❷ Grievance Management
❸ Database Interaction
❹ Admin Functions

DATABASE

❶ User Table
❷ Grievance Table
❸ Admin Table