



# **Institute of information technology, Allahabad**

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## **Group project - P9**

### **SRS Document**

## **Grievance Management**

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# SAMADHAN

## -GRIEVANCE MANAGEMENT SYSTEM

**This design will detail the implementation of the requirements as defined in the Software Requirements Specification**

### 1 Abstract:

Our Grievance Management system “**SAMADHAN**” primarily covers the receipt and processing of complaints from citizens and consumers. In detail through our website we provide a platform to users to file their complaints and problems to the public authorities on. A grievance refers to a state of discontent or dispute that can occur within .As a result our website is developed to provide a solution to the conflicts experienced by the citizen. This document focuses on the development and implementation of the aforementioned website SAMADHAN ,to facilitate grievance redressal. It thoroughly examines the identified problem areas during the analysis phase and includes additional necessary areas for consideration.

### 2 Introduction:

#### 2.1 Purpose

The purpose of this document is to provide a detailed specification for the development of a website that allows registered users to file grievances related to government services and general issues. The website aims to enable users to track their grievances, send reminders, and ensure swift action by the responsible authorities. The website also focuses on checking the quality of services provided and resolving public grievances effectively.

#### 2.2 Scope

The website will provide a user-friendly interface for users to register, login, file grievances, track the status of grievances, and send reminders. The grievances should be related to government services and general issues, excluding personal matters. The website will have features to capture the location of the grievance based on the user-entered pincode, automatically populating the state, district, and tehsil information. Users will also be able to

select a category for their grievance from a list of sectors, such as Housing and Urban Affairs, Labour and Employment, Personnel and Training, Home Affairs, Financial Services, Posts, Telecommunications, Health care, and others. Users can provide a detailed description of the grievance, including the problems faced, and upload relevant photos. The responsible authority will take swift action based on the filed grievance.

### **3 Functional Requirements**

#### **3.1 User Registration and Login**

- Users can register with the website by providing necessary information.
- Users can log in using their registered credentials.

#### **3.2 Grievance Filing**

- Registered users can file grievances by providing necessary details.
- A choose location window will prompt the user to enter the pincode of the grievance location.
- The system will automatically populate the state, district, and tehsil information based on the entered pincode.
- Users will select a category for their grievance from a list of sectors.
- Users can provide a detailed description of the grievance and upload relevant photos.

#### **3.3 Grievance Tracking**

- Users can track the status of their filed grievances.
- The system will provide updates on the progress of the grievance and actions taken by the responsible authority.

#### **3.4 Reminder System**

- Users can send reminders for their filed grievances to ensure timely action.
- The system will send reminders to the responsible authority.

## **4 Non-Functional Requirements**

### **4.1 User Interface**

- The website have an intuitive and user-friendly interface.
- The interface is accessible from various devices, including desktop and mobile.
- Security:User registration and login is secure, we used using encryption and appropriate authentication measures.User data and grievance information is been protected and kept confidential.
- Performance:The website will be able to handle a large number of users concurrently without significant performance degradation.
- Grievance tracking and updates should be provided in real-time.
- Availability:The website should be available 24/7, ensuring uninterrupted access for users.

## **5 Overview:**

SRS will provide a detailed description of the website Grievance Cell System. This document will provide the outline of the requirements, overview of the characteristics and constraints of the system

## **6 Overall Description :**

Our website aims to provide a platform for registered users to file grievances related to government services and general issues. The website focuses on resolving public grievances effectively and ensuring the quality of services provided. Users can access the features of the website after signing up or logging in. Once logged in, users can file grievances, track their status, and send reminders to ensure prompt action.

To file a new grievance, users are prompted to enter the pincode of the location where the grievance exists. The system automatically populates the state, district, and tehsil information based on the pincode, allowing the responsible authorities to understand the location of the problem accurately. Users then choose the category of the grievance from various sectors such as

Housing and Urban Affairs, Labour and Employment, Personnel and Training, Home Affairs, Financial Services, Posts, Telecommunications, Health care, and others. They can provide a detailed description of the grievance and even upload relevant photos to support their case.

Once a grievance is filed, the responsible authority takes specific action swiftly. Users can track the progress of their grievances and receive updates on the actions taken. Additionally, users have the option to send reminders to ensure timely resolution of their grievances.

The website places importance on the user experience by providing an intuitive and user-friendly interface. It is designed to be accessible from different devices, including desktop and mobile platforms. Security measures, such as encryption and authentication, are implemented to protect user data and maintain confidentiality. The system is expected to perform well, handling a large number of users concurrently while providing real-time updates on grievance tracking.

The proposed website is subject to compliance with relevant data privacy and security laws and regulations. It will be developed using appropriate technologies and frameworks to support the required functionalities.

## **7 Grievance Features:**

### **7.1 Customers Features**

- Build your profile
- Log on
- Fill the Grievance Page
- Upload a file up.
- Get the Grievance Code
- Check the Grievance Status
- Get Alerts.

### **7.2 Administration Features**

- Multiple administrator accounts
- Live statistics
- Log in
- View Search Grievance
- Different aspects of searching.

- Searching on the basis of different period.
- Add Comments options.

## **8 Grievance Functions:**

- The system provides different types of services based on the type of users (Member/Admin).
- Members can check their Grievance code.
- Admins can access information about registered members.
- Admins can search for information in the Grievance cell.
- Admins have interfaces to view the status of grievances.

## **9 Operating Environment:**

The system operates in an environment where hardware and communication gears are compatible with each other to prevent inconveniences during browsing.

### **The following requirements have been identified:**

Web Browsers with JavaScript enabled

Google Chrome

Internet Explorer

Mozilla Firefox

Operating Systems and Versions:

All Windows OS versions

### **User Characteristics:**

The system users include customers (members) and admins. The members are assumed to have basic computer and internet browsing knowledge. The admins possess more knowledge about the system's internals and are capable of handling small problems like disk crashes or power failures to maintain the system. User interfaces, user manuals, online help, installation guides, and system maintenance guides should be provided to educate users on system usage.



**Principal Actors:**

The two principal actors are the users and admin.

**10.Constraints**

- The information of all the users must be stored in a database that is accessible by the website .
- The Grievance Cell System is connected to the computer and is running all 24 hours a day.
- The users access the website from any computer that has Internet browsing capabilities and an Internet connection.
- The users must have their correct usernames and passwords to enter into the website.
- The website will comply with relevant laws and regulations regarding data privacy and security.
- The system is developed using appropriate technologies and frameworks that support the required functionalities.

**11.Assumptions**

- Users will have a reliable internet connection to access the website.
- Users will provide accurate and valid information while filing grievances.
- Dependencies
- The website development is dependent on the availability of necessary infrastructure, hosting services, and required APIs for pincode-based location information retrieval.
- The users have sufficient knowledge of computers.
- The Computer should have Internet connection and Internet server capabilities.
- The website is in English

## 12 System Features

### 12.1 Modules of project:

The project can be divided into two main modules.

#### Customers

- Register for a Grievance.
- Build your profile.
- Get Alerts.
- Get Grievance Code
- Check your status by filling the Grievance code.
- Upload a file

#### Admin

- Multiple administration accounts
- Live statistics.
- View Search Grievance
- Different view of Grievance Search
- Add Comments options
- View Grievance information.
- Add Comments options.
- Searching on the basis of different period.

This section describes in detail all the functional requirements.

### 12.2 Functionality

1. Logon Capabilities: The system provides the user to log in or sign up to our website. We collect all the details of the user and give the user a unique id. The system will provide the users with login capabilities.

2. Alerts

The system can alert them in case of any problem

### 12.3 Usability

- The system allows the users to access the system from the Internet using HTML or its
- derivative technologies. The system uses a web browser as an interface.
- Since all users are familiar with the general usage of browsers, no specific training is required.
- The system is user friendly and self-explanatory.

#### **12.4 Reliability**

The system is very reliable due to the importance of data and the damages incorrect or incomplete data can do.

#### **12.5 Availability**

The system is available 100% for the user and is used 24 hrs a day and 365 days a year. The system shall be operational 24 hours a day and 7 days a week.

#### **12.6 Accuracy**

The accuracy of the system is limited by the accuracy of the speed at which the users use the system.