



Institute of information technology, Allahabad

Btech 4th semester 2023 - Department of Information
Technology

Course: Software engineering

Group project - P9

Traceability Matrix

Grievance Management

By Team Akatsuki:

IIT2021020 : AASTHA PAL

IIT2021029 : SUYASH DEEP

IIT2021032 : TUSHAR SINGH

IIT2021053 : JAY PRAKASH MANDAL

IIT2021055 : JYOTSNA NIHARIKA

Guided By : Mr. Ashutosh Sir

Traceability Matrix

Requirement ID	Requirement Description	Design Specification	Test Case
REQ-001	User Registration	DS-001	TC-001
REQ-002	File Grievance	DS-002	TC-002
REQ-003	Track grievance status	DS-003	TC-003
REQ-004	Send Reminder	DS-004	TC-004
REQ-005	Admin Login	DS-005	TC-005
REQ-006	Assign grievance	DS-006	TC-006
REQ-007	Reply to grievance	DS-007	TC-007
REQ-008	Close grievance	DS-008	TC-008

REQ-001: User registration

Users should be able to register on the grievance portal by providing their basic details.

Design Specification ID: DS-001

The user registration page will include the following fields: full name, email address and password. Upon successful registration, the user will be successfully registered.

Test Case ID: TC-001

1. Open the grievance portal registration page.
2. Enter valid user details in the required fields (e.g., full name, email address, password).
3. Click the "Register" button.
4. Verify that a confirmation message is displayed indicating successful registration.
5. Attempt to log in using the registered email address and password to ensure successful Authentication.

REQ-002: Report a grievance

Users should be able to submit their grievances through a form on the portal, including details such as the grievance type, description, and relevant attachments.

Design Specification ID: DS-002

The grievance submission form will first ask for pincode and will automatically get fields of city,district and tehsil . After that a new page opens for selecting type of grievance and then the submission form will open to file the grievance.

Test Case ID: TC-002

1. Open the grievance submission form on the portal.
2. Enter Pincode.
2. Select a grievance type .
3. Enter a detailed description of the grievance in the text area.
4. Optionally, attach a file related to the grievance.
5. Click the "Submit" button.
6. Verify that a success message is displayed indicating the grievance submission.
7. Check the grievance list or dashboard to ensure that the submitted grievance is listed with the correct details.

REQ-003: Track grievance status

Users should be able to track the status of their submitted grievances, including whether it is under review, assigned to a specific personnel, in progress, or closed.

Design Specification ID: DS-003

The grievance status will be displayed on the user's dashboard or grievance details page, indicating whether it is under review, assigned, in progress, or closed.

Test Case ID: TC-003

1. Log in to the grievance portal with a registered user account.
2. Locate Track grievance.
3. Verify that the grievance status is displayed correctly (e.g., "Under review," "Assigned," "In progress," or "Closed").
4. Update the grievance status manually to a different state (e.g., assign it to a specific personnel).
5. Refresh the page or navigate to the grievance list to ensure that the updated status is reflected accurately.

REQ-004: Send Reminder

Users should be able to send reminders for unsolved grievances to the relevant team or individual for resolution.

Design Specification ID: DS-004

This page shows all grievances filed by the user and asks for grievance id and date of reminder(in case of scheduled reminder) and reminder message.

Test Case ID: TC-004

1. Log in to the grievance portal with a registered user account.
2. Locate Send Reminder.
3. Fill in the details and submit it.
4. Refresh the page or navigate to the grievance list to ensure that the updated status is reflected accurately.

REQ-005: Admin Login

Admin should be able to login to the grievance portal by providing their details.

Design Specification ID: DS-005

The user registration page will include the following fields: id and password.

Test Case ID: TC-001

1. Open the grievance portal registration page.
2. Enter valid user details in the required fields.
3. Click the "Login" button.

REQ-006: Assign grievance

- Requirement Description: Admin or authorized personnel should be able to assign received grievances to the relevant team or individual for resolution.

Design Specification ID: DS-006

- Design Specification: The grievance management interface will include an option for authorized personnel to assign grievances. They can select a specific grievance from the list, choose the appropriate team or individual from a dropdown menu, and save the assignment.

Test Case ID: TC-006

- Test Case Description:

1. Log in to the grievance portal with an authorized personnel account.
2. Navigate to the grievance management interface.
3. Select a grievance from the list.
4. Choose a team or individual from the assignment dropdown menu.
5. Save the assignment.
6. Verify that the grievance is assigned to the selected team or individual.

7. Check the team or individual's dashboard to confirm the presence of the assigned grievance.

REQ-007: Reply to grievance

Authorized personnel should be able to reply to grievances, providing updates or resolutions to the users.

Design Specification ID: DS-007

The grievance management interface will include an option for authorized personnel to reply to a specific grievance. They can select the grievance from the list, enter their response in a text area, and save the reply.

Test Case ID: TC-007

1. Log in to the grievance portal with an authorized personnel account.
2. Navigate to the grievance management interface.
3. Locate a pending or assigned grievance in the list.
4. Select the grievance to view its details.
5. Enter a response or resolution in the provided text area.
6. Save the reply.
7. Verify that the response is saved and associated with the corresponding grievance.
8. Check the grievance details page to confirm that the reply is visible to the user who submitted the grievance.
9. Update the reply to ensure the system allows modifications if necessary.

REQ-008: Close grievance

Authorized personnel should be able to close resolved grievances in the system.

Design Specification ID: DS-008

The grievance management interface will include an option for authorized personnel to mark a grievance as closed. They can select a specific resolved grievance from the list and choose the "Close" option to mark it as closed.

Test Case ID: TC-008

1. Log in to the grievance portal with an authorized personnel account.
2. Navigate to the grievance management interface.
3. Locate a resolved grievance in the list.
4. Select the grievance and choose the "Close" option.
5. Verify that the grievance is marked as closed in the system.

6. Check the grievance details page or the closed grievance list to confirm that the status is updated as "Closed."
7. Attempt to modify the closed grievance to ensure it remains in the closed state.