

**Module Name** - GAD 3 (Complaint MODULE)

**Student Mentor** - Hardik Pratap Singh(21BCS090)

## **API Documentation of GAD3 - Complaint Module**

**Please mention all the APIs used in the module below**

1. **user/detail/complain\_id/** - Already implemented
  - a. parameters: complaint id
  - b. description: Get details of a particular complaint
2. **newcomplain/** - Already implemented
  - a. Parameters: none
  - b. Description: Lodge a new complaint
3. **studentcomplain/** - Already implemented
  - a. Parameters: none
  - b. Description: View complaints of the currently logged-in user
4. **updatecomplain/complain\_id/** - Already implemented
  - a. Parameters: complaint id
  - b. Description: update a particular complaint
5. **removecomplain/complain\_id** - Already implemented
  - a. Parameters: complaint id
  - b. Description: delete a particular complaint
6. **workers/** - Already implemented
  - a. Parameters: none
  - b. Description: get a list of workers
7. **addworker/** - Already implemented
  - a. Parameters: none
  - b. Description: add a new worker
8. **removeworker/worker\_id** - Already implemented
  - a. Parameters: worker id
  - b. Description: delete a particular worker
9. **updateworker/worker\_id** - already implemented

- a. Parameter: worker\_id
  - b. Description: update a particular worker's details
- 10. **caretakers/** - Already implemented
  - a. Parameter: none
  - b. Description: Get the list of caretakers
- 11. **addcaretaker/** - Already implemented
  - a. Parameters: none
  - b. Description: add a new caretaker
- 12. **removecaretaker/caretaker\_id**- Already implemented
  - a. Parameters: caretaker id
  - b. Description: remove a caretaker
- 13. **updatecaretaker/caretaker\_id** - Already implemented
  - a. Parameters: caretaker id
  - b. Description: update a caretaker
- 14. **supervisors/** - Already implemented
  - a. Parameters: none
  - b. Description: get a list of supervisors
- 15. **addsupervisor/** - Already implemented
  - a. Parameters : none
  - b. Description : to add a new supervisor
- 16. **removesupervisor/supervisor\_id** - Already implemented
  - a. Parameters: supervisor id
  - b. Description: remove a supervisor
- 17. **update supervisor/supervisor\_id** - Already implemented
  - a. Parameters: supervisor id
  - b. Description: update a particular supervisor

**Overview of the module:-** The central complaint system is designed to efficiently manage and resolve issues about electricity, hostels, and cleanliness in each campus building. The primary goal of this software is to provide a swift and effective mechanism

for addressing concerns raised by individuals within the campus community, ensuring a seamless resolution process. Additionally, it serves as a communication platform, facilitating a direct connection between users and the relevant Caretaker/Supervisor for each department.

APIs:-

- **Already Implemented** (This means that API is already implemented and working as expected.)
  - **Lodge\_Complaint**  
Lodge New Complaint  
API Index: 2  
Database - Complaint\_system\_studentcomplain
  - **Track\_Status**  
Track Status of complain  
API Index : 1  
Database - Complain\_system\_studentcomplain
  - **Response\_Complaint**  
Response the lodge Complain  
API Index: 4  
Database - Complain\_system\_studentcomplain
  - **Change\_Status**  
Change status of lodge complaint ,after resolving the complaint  
API Index : 4  
Database - Complain\_system\_studentcomplain
  - **View\_Complaint**  
View Lodge complaint  
API Index : 1,3  
Database - Complain\_system\_studentcomplain
  - **Feedback**  
View Lodge complaint

API Index : 4

Database - Complain\_system\_studentcomplain

- **Yet to be implemented or Partially Working** (API is not implemented )

**Forward: Not Implemented**

Api has to develop from scratch using the API provided by FTS module

Complaints can be forwarded to the admin by the caretaker

database - Complain\_system\_studentcomplain

**Current problems you are facing with the module or in its use cases —**

- Forward Complain Functionality

Google doc: [API Status - GAD3](#)