# Problem Statement

Our college, IIT ISM, has various departments and sections (like the administration, academic, DSW, and so on) that function together and help run the college. They take care of different aspects of the functioning of the college, which means that issues and queries related to different things need to be addressed to the correct authority for them to be resolved. Most of the time students are not aware of who to talk to, or who to send a mail to. As a result, it takes a lot to figure out who is in charge of what and then talking to them regarding the issue. This makes registering any sort of complaint a hassle. Often students end up contacting the wrong authorities which is also a problem for the concerned authority. There is no convenient platform to lodge complaints against students, regarding any bullying or ragging activities or any problems with staff or faculty.

# Solution

Creating a centralized platform where students can register complaints, make enquires, and interact with faculty from various departments directly. The website would include the following features :

* A complaint/grievance registration system in which the students can enter their complaints and the website would use machine learning to categorize the complaints and put them under consideration by different authorities. For example, any complaint related to hostels would directly go to the warden, whereas complaints relating to clubs can go to DSW.
* Students would be able to track the status of their complaints from registered, to viewed by authorities and further action taken.
* All concerned authorities would be able to log in to the site and look at queries/complaints related to their respective departments and resolve them.
* The director and deans can have access to all complaints along with the status at which they are, i.e how long ago they were registered and when they were resolved, including the pending complaints.
* A section for students to ask any queries they may have.
* A specific section is dedicated to different departments, where a student can choose their respective department and contact the needed faculty through the website.
* Easy - to use, user-friendly interface.