

Grievance Web Application Documentation

1. Project Overview

Project Name: Grievance Web Application (GWE)

Description:

The Grievance Web Application is designed to streamline the process of submitting, tracking, and resolving grievances. It allows users to register, log in, and submit grievances, which can then be tracked through their profile. Admin users can view all submitted grievances and update their status.

Main Features:

- User registration and login
- Grievance submission with document upload
- Grievance tracking for users
- Admin dashboard for managing grievances

2. Technologies Used

-Frontend:

- HTML5
- CSS3
- JavaScript (ES6)

- Backend:

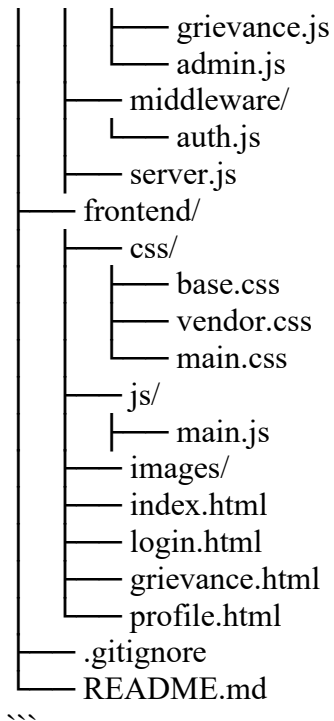
- Node.js
- Express.js
- MongoDB (Mongoose for database management)

- Deployment:

- GitHub Pages (Frontend)
- Heroku (For Backend - Work in Progress)

3. Project Structure

```
GWE/
├── backend/
│   ├── models/
│   │   ├── User.js
│   │   └── Grievance.js
│   ├── routes/
│   │   └── auth.js
```



4. Installation & Setup

Prerequisites

- Node.js and npm installed
- MongoDB installed and running locally

Backend Setup

1. Clone the repository:

```
git clone https://github.com/meenakshi-m/GWE.git
cd GWE/backend
```

2. Install dependencies:

```
npm install
```

3. Configure MongoDB:

- Ensure MongoDB is running locally.
- Update MongoDB connection string in `server.js` if needed.

4. Start the server:

```

  ...
  npm start
  ...

```

Frontend Setup

1. Navigate to the `frontend` directory:

```

  ...
  cd GWE/frontend
  ...

```

2. Open `index.html` in a web browser to view the application.

5. Deployment

GitHub Pages (Frontend)

The frontend has been deployed on GitHub Pages. The live link is:

- [GitHub Pages Deployment Link](https://meenakshi-m.github.io/GWE/)

Heroku (Backend - Work in Progress)

The backend deployment is in progress. Once complete, it will be accessible via Heroku.

6. Usage

User Actions

- Register: Users can sign up by providing a username, email, and password.
- Login: Users can log in using their credentials.
- Submit Grievance: Users can submit grievances with descriptions and optional document uploads once logged in.
- View Grievances: Users can view their submitted grievances and track their status.

Admin Actions

- Login: Admins log in using the same login page as users.
- Dashboard: After logging in, admins are redirected to the admin dashboard.
- Manage Grievances: Admins can view all grievances and update their status to "In Progress" or "Resolved."

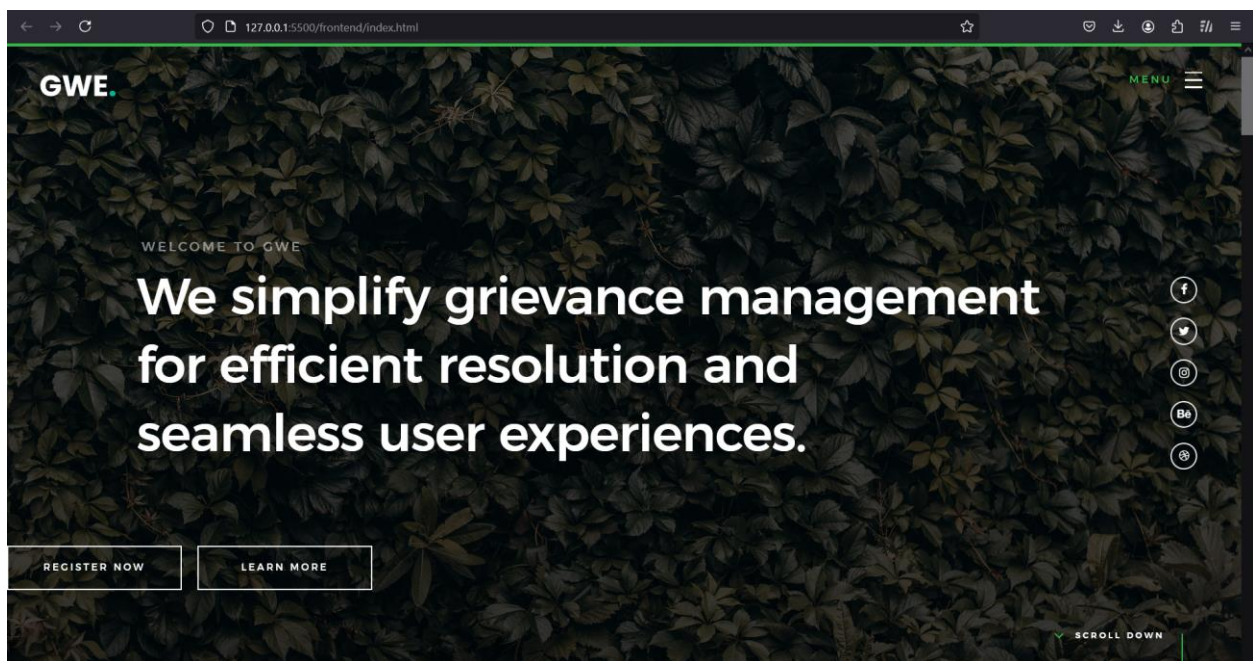
7. Known Issues

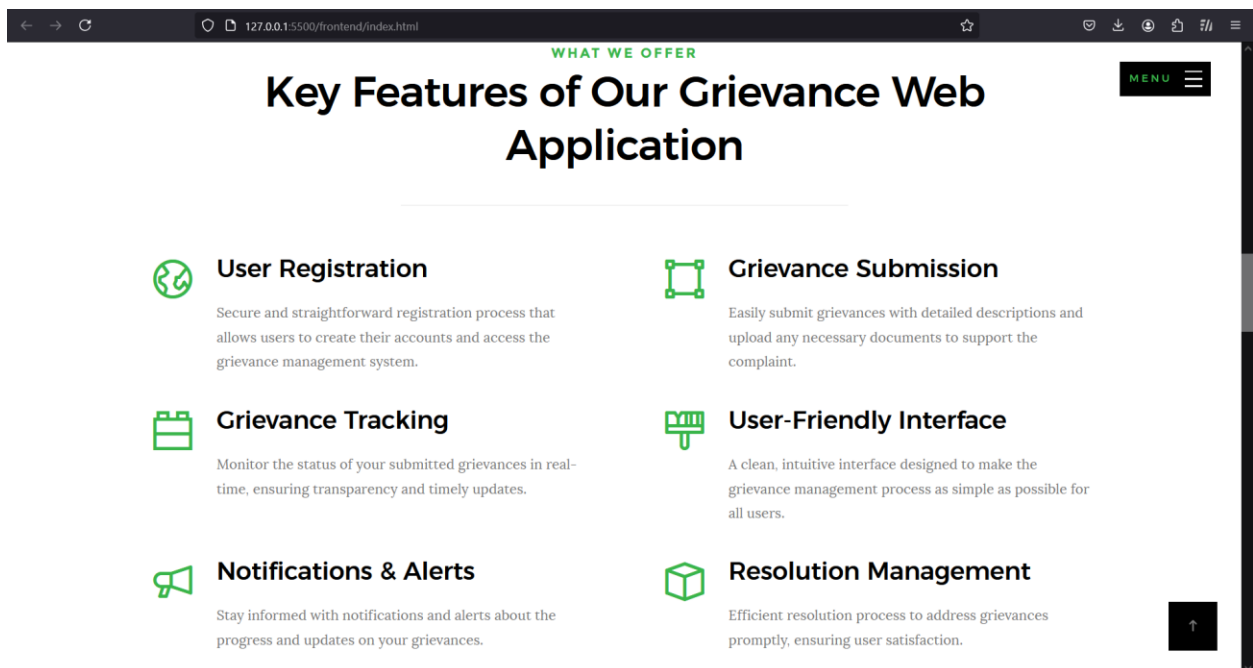
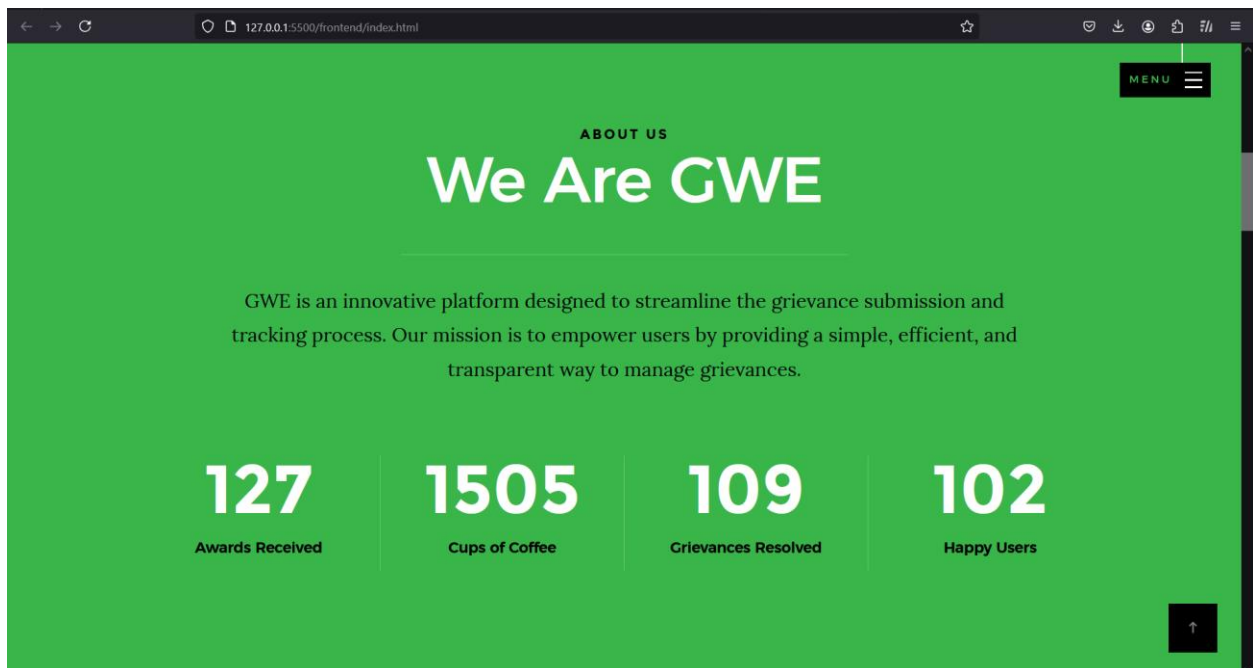
The backend is currently not fully functional on GitHub Pages.

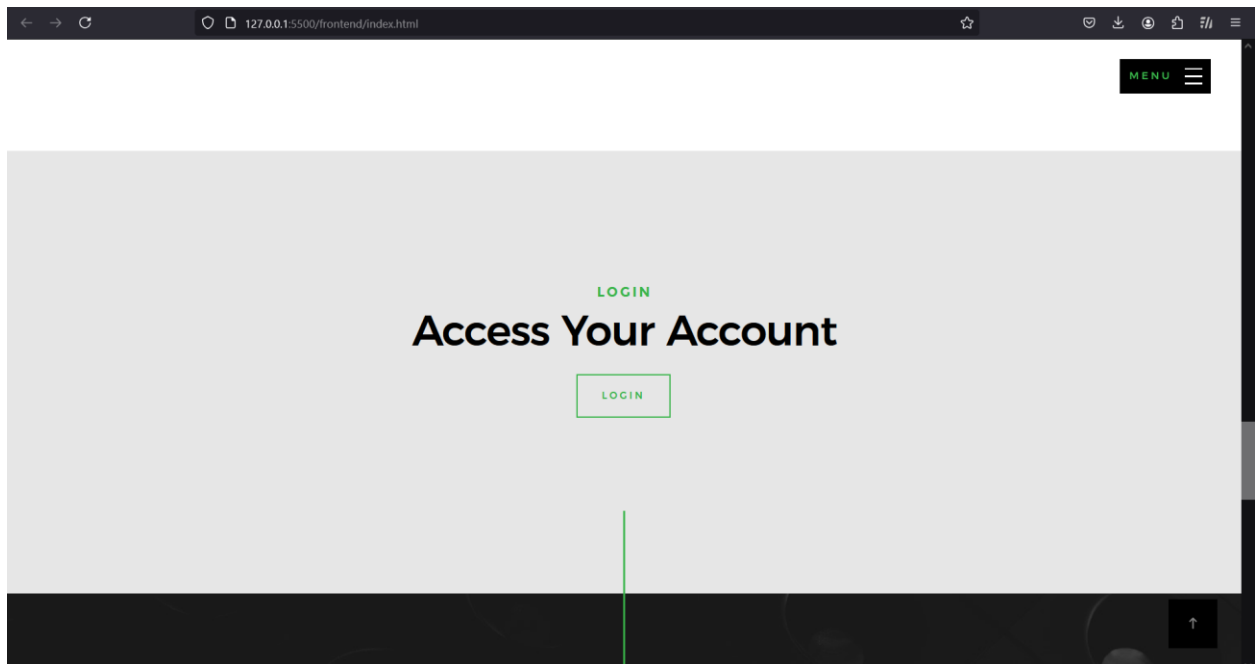
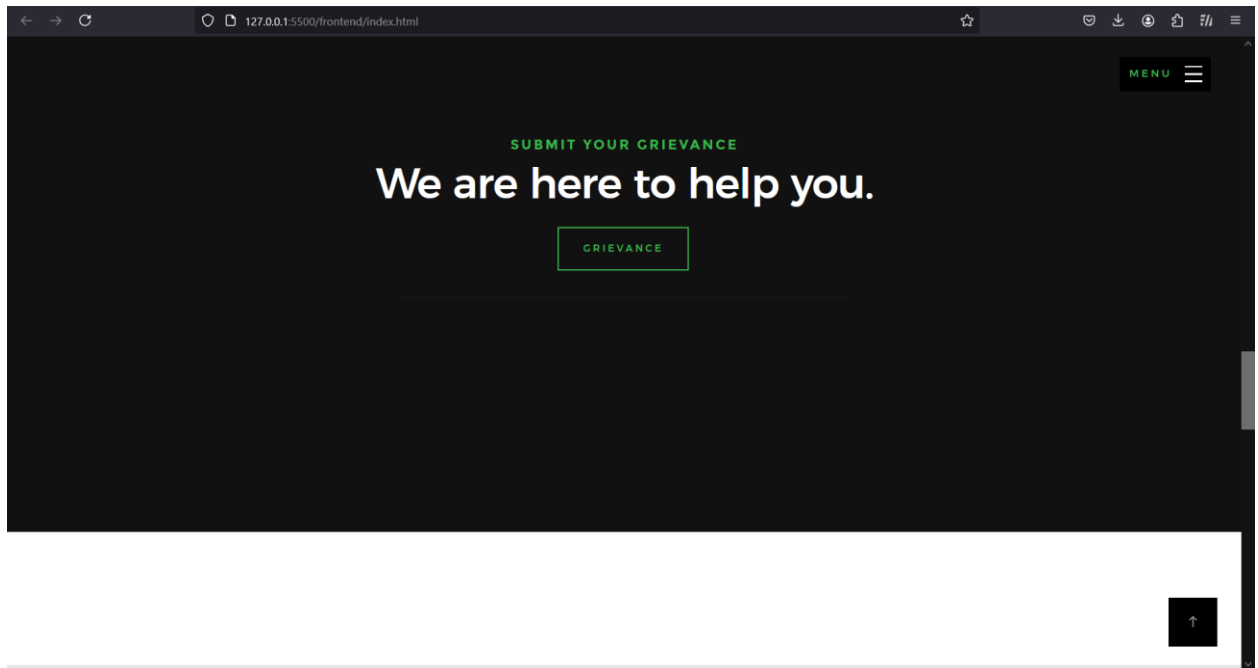
- Deployment to Heroku is ongoing to enable full backend functionality.

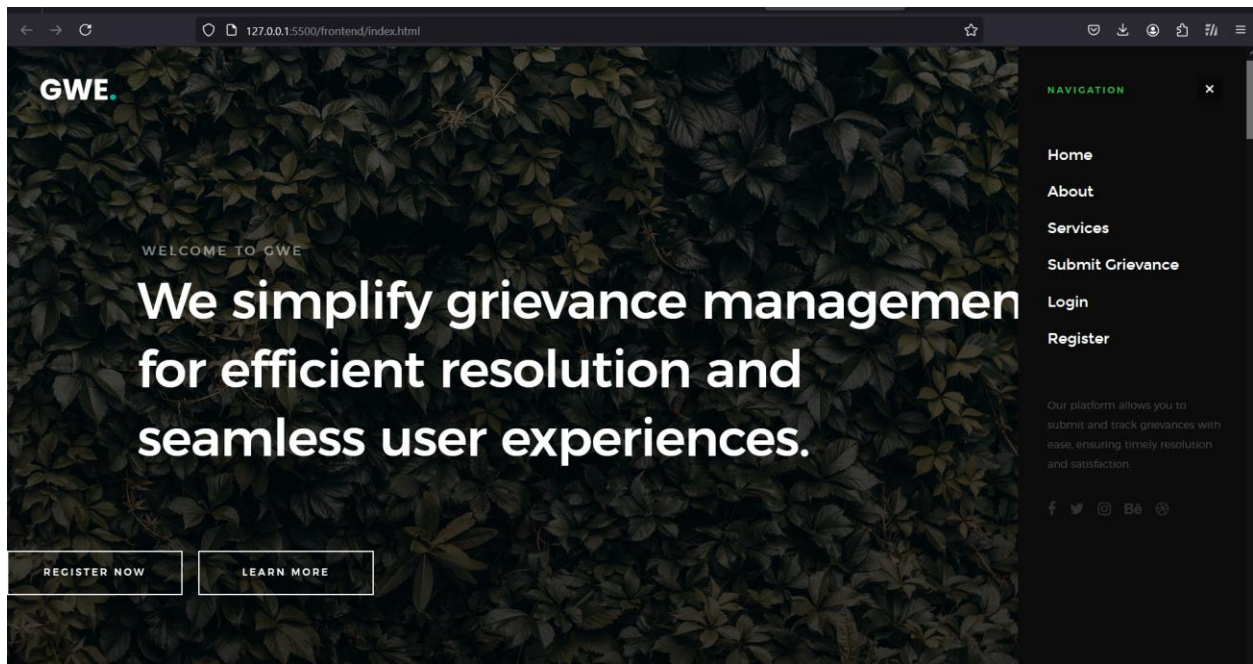
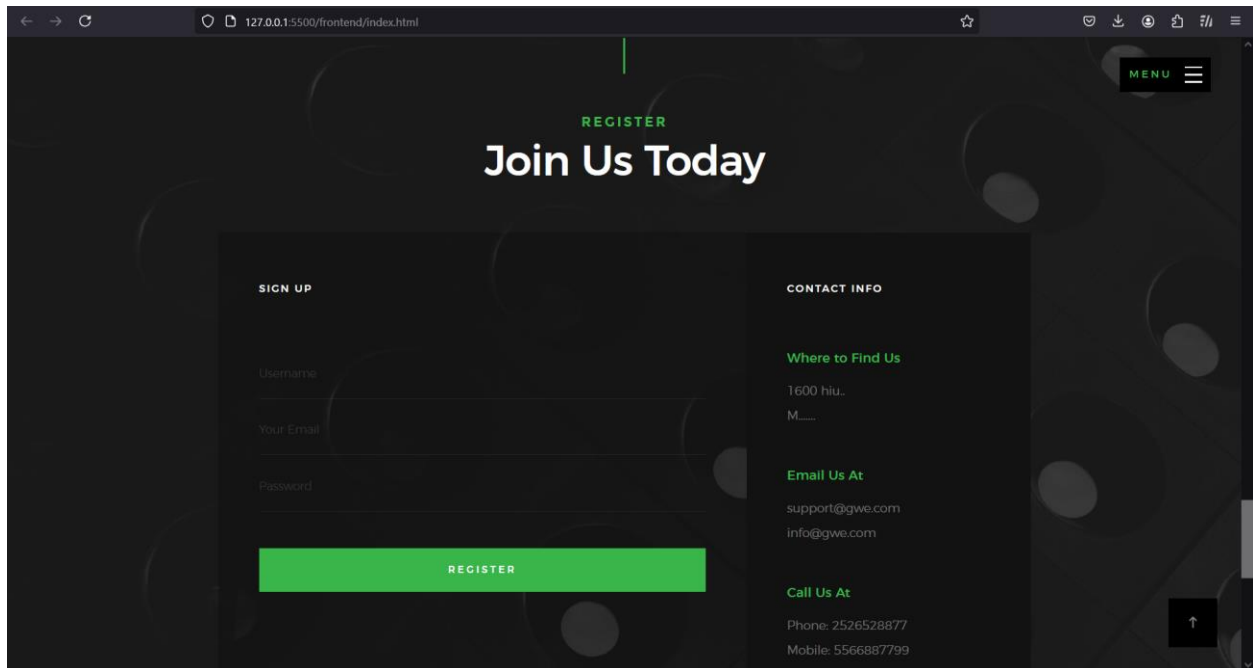
8. Future Enhancements

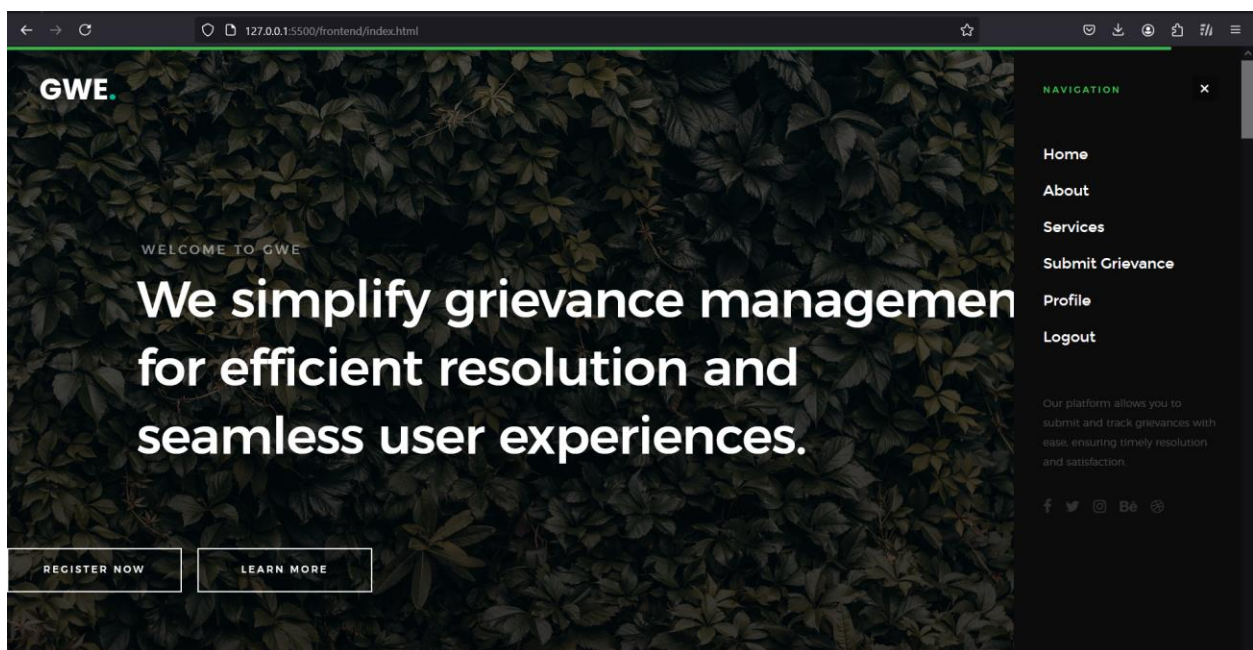
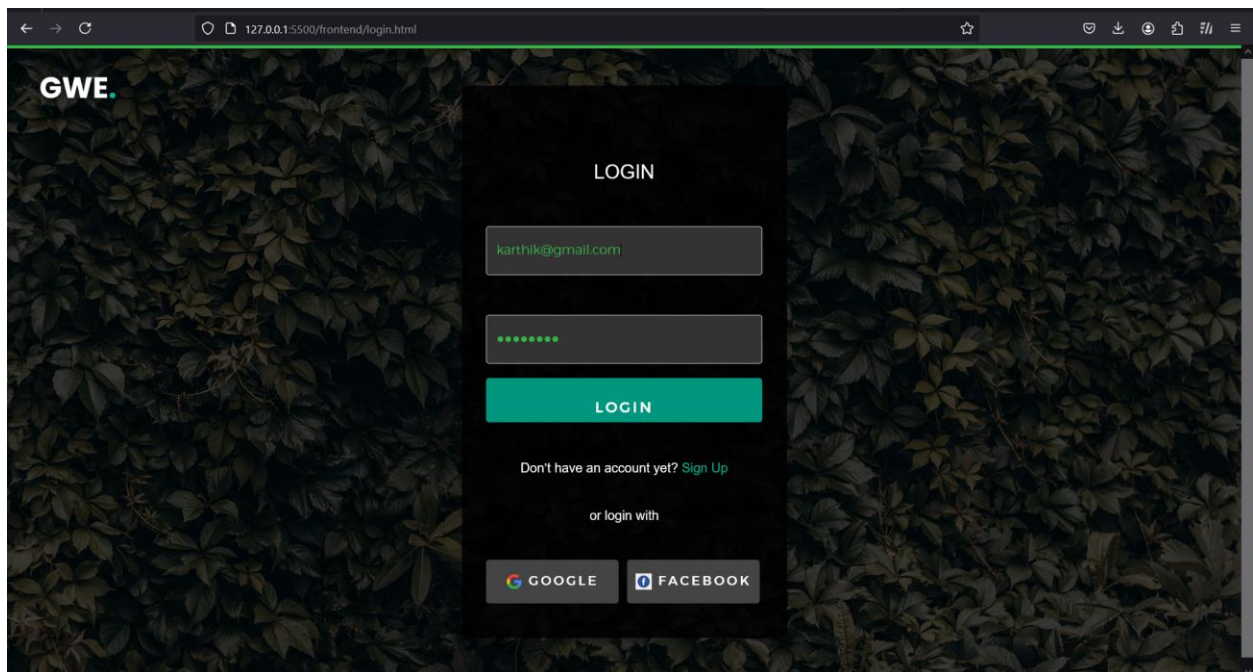
- Complete backend deployment on Heroku.
- Implement email notifications for grievance status updates.
- Add user role management.

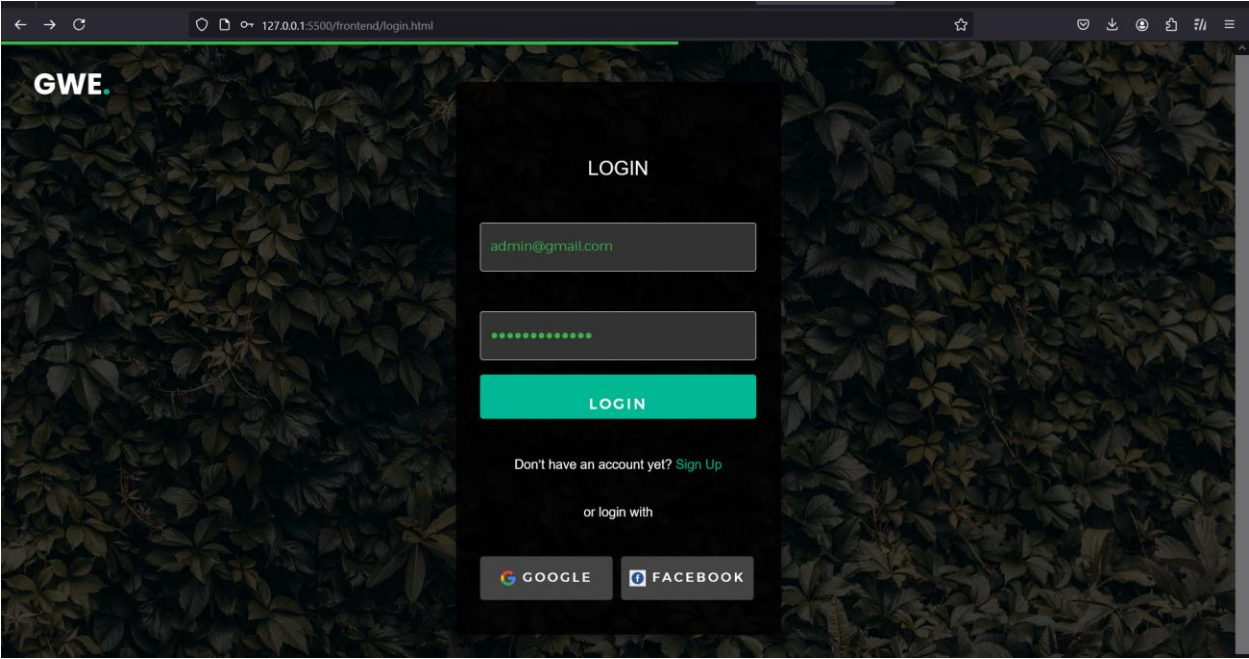








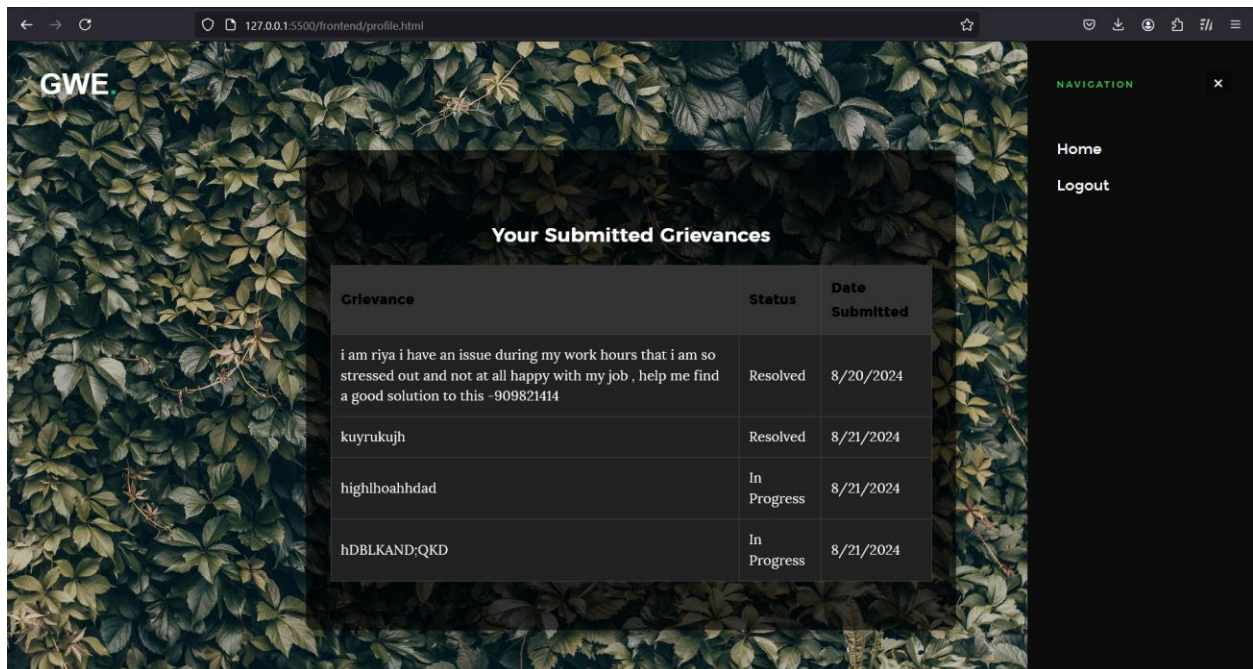
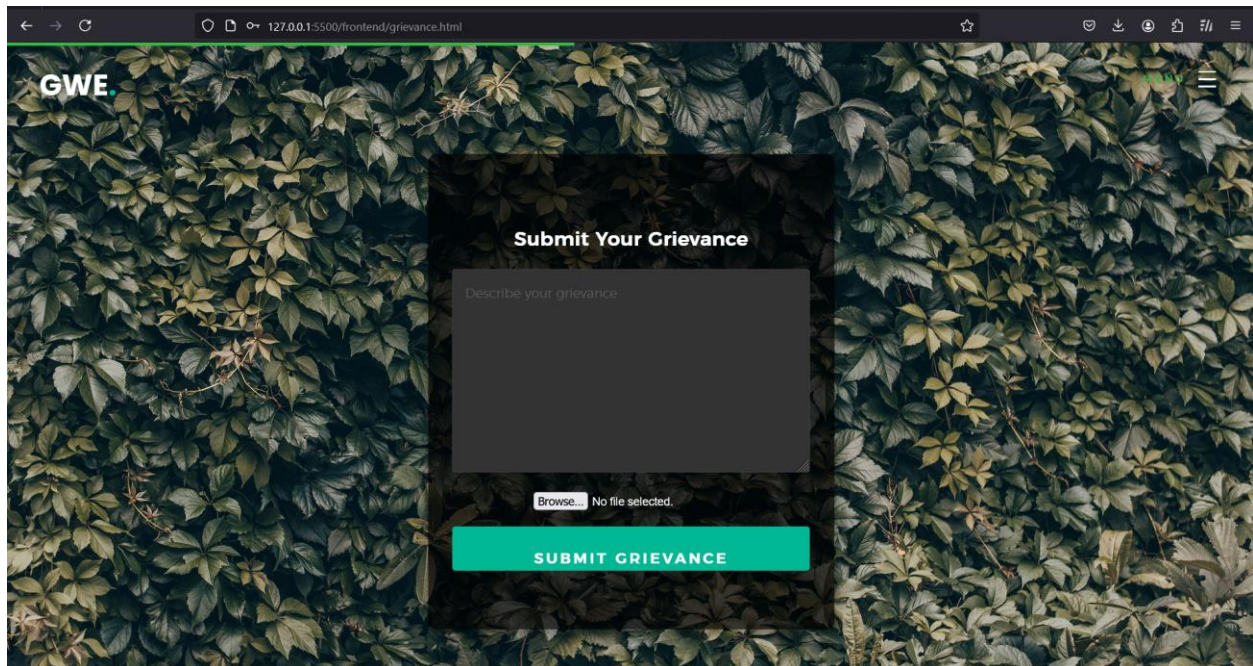




Admin Dashboard

Logout

| ID | Email | Description | Status | Actions |
|--------------------------|-------------------|---|----------|--|
| 66c47b1576f8f758ce746c1e | karthik@gmail.com | hffluihcikX>.x.JDIUDp'daxsX | Resolved | <div>In Progress</div> <div>Resolved</div> |
| 66c47b1e76f8f758ce746c20 | karthik@gmail.com | fdswtat | Resolved | <div>In Progress</div> <div>Resolved</div> |
| 66c47cfc76f8f758ce746c22 | karthik@gmail.com | kjdajx?MX:cmalcpojzc | Resolved | <div>In Progress</div> <div>Resolved</div> |
| 66c49ed76f8f758ce746c2a | karthik@gmail.com | kjgut7it97uiuy | Pending | <div>In Progress</div> <div>Resolved</div> |
| 66c49f5576f8f758ce746c2d | karthik@gmail.com | hi i am having this issue of depression | Pending | <div>In Progress</div> <div>Resolved</div> |
| 66c49f6176f8f758ce746c2f | karthik@gmail.com | i anahciuhd;oe | Resolved | <div>In Progress</div> <div>Resolved</div> |



9. Conclusion

The Grievance Web Application serves as a platform to facilitate the efficient management of grievances, with a focus on user experience and ease of use.