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Grievance Handling System

OOAD Assignment

Group 11 Project No: KT\_GHS\_018

**S1-21\_SECTSZG512**

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**1         Introduction**

**1.1       Overview**

The aim of this Grievance Handling System project is to build a system which is dedicated to organization to improve the quality of the life of the employees. It acts as a foundation for a harmonious and healthy relationship between employee and employer.

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Grievance handling mechanism ensures that employee’s problems are recognized and appropriately reviewed in a prompt and timely manner. The system manages the information about User Authentication, User-Service-Role Mapping, Status reporting, Raise complaints and Grievance Management.

### 1.1.1 Business Requirements

The grievance mechanism ensures a fair and just treatment of employee’s

concerns and prompt resolution of grievances without discrimination, coercion,

restraint or reprisal against any employee who may submit or be involved in a

grievance

The grievance mechanism ensures a fair and just treatment of employee’s concerns and prompt resolution of grievances without discrimination, coercion, restraint or reprisal against any employee who may submit or be involved in a grievance

### 1.1.2 Project Scope

### **In Scope**

1. Facilitates to lodge grievance (Admin Services )
2. View grievance status
3. Historical details of grievances and easy tracking of cases
4. Maintains records of pending cases, resolved cases.
5. Customized reporting in accessing information (individual, office wise, date wise, category wise and nature wise)

**Out of Scope**

* Notifications through SMS.
* Reopen complaints
* Notifications through E-Mail

1.2 Assumptions

Changes to the system will follow approved continuous integration and continuous delivery (CI/CD) practices.

1.3 Constraints

The Master data is the key or basic information that needs to be entered into the system. The following master data is used.

Grievance Type Master: It includes Advances, Benefits, Increment, Leave, promotion etc

1.4 Risks

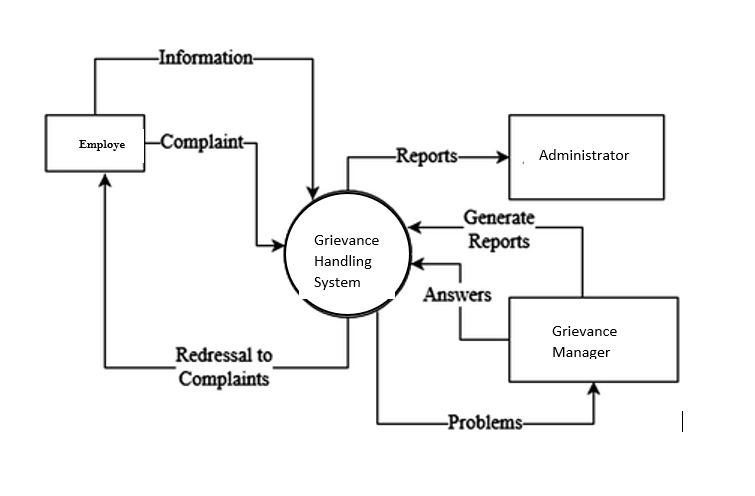
1. Upload supporting document with respect to case. In .doc, pdf format for any attachments is not considered.

# 2         Architectural View

Relevant diagrams help architect Grievance Handling System are attached in diagram section, refer diagram sections.

# 2.1         Functional / Information View

The Information view for Grievance Handling System and its high level communication are shown in below figure



# 3 Requirement Specifications

## 3.1 Business Requirements

Grievance Handling System will make the system centralized to increase the speed of the communication between each branch of the organization this will make the grievance easy for the end user, can check the status of their grievance and raise the problem within the organization, as well track the case and know updates about the case.

## 3.2 Functional Requirements

The following table describes the functional requirements:

|  |  |  |  |
| --- | --- | --- | --- |
| FR ID | Requirement | Priority (H/M/L) | Solution Component(s) that meets requirement |
| FR-001 | Login and Registration | H | The module has login based permissions and access. It means one user can’t access or remove/update the information created by user. Also some of the screens or facilities in the modules are extended as per the roles. |
| FR-002 | Grievance Registry | H | Form based data entry to register the case |
| FR-003 | Administration | H | By authentication in the Grievance Handling System, the admin can view the complaints raised by the employee and will manage it. The admin will distribute the workload according in the different department so that the work progress with speed. |
| FR-004 | Grievance Forum with search facility | H | Gives search facilities for retrieval of data. On the search screen the user is required to enter key phrases to enable search. |
| FR-005 | Reports on resolved/open complaints | H | Allows viewing grievance and their status as Pending or Resolved. |
| FR-004 | [Scalability](https://developer.nhs.uk/apis/gpconnect-0-7-2/development_api_non_functional_requirements.html#scalability) | M | Ensure system capacity during workload peaks and scaling will return to normal automatically when the peak drops. |
| FR-005 | [Performance](https://developer.nhs.uk/apis/gpconnect-0-7-2/development_api_non_functional_requirements.html#volume-and-performance) | M | The system shall be able to process 100 request per second in peak load. |
| FR-006 | Security | H | Hosted on internal network , identity server or LDAP authentication |
| FR-007 | Availability | M | Availability must be 99.9 % |

## Non-Functional Requirements

The following table describes the non-functional requirements:

|  |  |  |  |
| --- | --- | --- | --- |
| NFR ID | Requirement | Priority (H/M/L) | Solution Component(s) that meets requirement |
| NFR-001 | Health Check | L | Health check need to be implemented using  [Microsoft.Extensions.Diagnostics.HealthChecks.EntityFrameworkCore](https://www.nuget.org/packages/Microsoft.Extensions.Diagnostics.HealthChecks.EntityFrameworkCore)  https://docs.microsoft.com/en-us/aspnet/core/host-and-deploy/health-checks?view=aspnetcore-5.0 |
| NFR-002 | [Deployment](https://developer.nhs.uk/apis/gpconnect-0-7-2/development_api_non_functional_requirements.html#deployment) | M | The deployment must be automated. |

# 4 Grievance Handling System Module

## 4.1 System Users

Administration

By authentication in the Grievance Handling System, the admin can view the complaints raised by the employee and will manage any user access/role in it.

Grievance Manager

The Grievance Manager will distribute the workload according to department/branch /category so that the work progress with speed.

User

Employee can send the grievance to the respective department/branch /category and can check the status of the same. After the completion of the problem raised by user, he/she can give feedback and user can also view the details regarding his/her stored in the department/branch /category.

## 

## 4.2 Modules Descriptions

## 4.2.1 Admin Module

The module has login based permissions and access. It means one user can’t access or remove/update

the information created by other user. Also some of the screens or facilities in the modules are extended

as per the roles.

## 4.2.2 Roles and Permissions

|  |  |  |  |
| --- | --- | --- | --- |
| Process / Access Permissions | Role Mapping | | |
| Administrator | Grievance Manager | Employee |
| Grievance | View | Update, View | Create, View |
| Grievance resolution report | View | Create, Forward | View, Accept/Reject |
| Grievance Type Master | Create, Edit/Update | View | View |
| Report | Generate, View | Generate, View | View |

## 4.2.2 Grievance Management Module

The various search screens available in Grievance Management module are as follows: Nature of grievance: facility to search Grievance according to their nature (Advance, Benefits, and Leave etc.) Grievance Id: facility to search Grievance with Grievance ID. Category of grievance: facility to search Grievance with their category (Major, Medium, Minor). Date of Complaint: facility to search Grievance with date

**4.2.3 View Grievance Module.**

This allows viewing grievance and their status as Pending or Resolved.

**4.2.4 Report** **Module**

The module provides following reports

* Grievance Report– This report displays a total of Grievance Registered in the system with their status.
* Grievance Employee Report – This report shows individual Grievance report of employee

## 

## 4.3 Hosting system requirement

**Software requirement**

* Operating system : windows based system
* Front end : HTML, JSP, JavaScript
* Back end : MySQL
* Technology : Java
* Web server : Tomcat 5.0

**Hardware requirement**

* Intel Pentium 3 processor
* 126 MB Ram
* 20 GB hard disk

# References

* Project requirements
* [S1-21\_SECTSZG51](https://bits-pilani.instructure.com/courses/1066)2 Course Learning Material