Grievance Redressal Portal

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Introduction:

The **Grievance Redressal Portal** is a comprehensive online platform designed to facilitate the submission and resolution of grievances for **Students**, **Faculty**, and **Parents** within an educational institution. With the aim of providing an easy, transparent, and efficient mechanism for complaint registration, tracking, and resolution, the portal ensures that all concerns are addressed promptly and appropriately. This system offers a seamless way for users to lodge their complaints, track their status, escalate unresolved issues, and provide feedback on the resolution process, promoting a culture of accountability and responsiveness in educational institutions.

Objective:

The **Grievance Redressal Portal** provides a platform for **Students**, **Faculty**, and **Parents** to register their complaints regarding academic, administrative, or facility-related issues. It automates the complaint management process to ensure transparency, quick resolution, and proper accountability within the institution. This helps the institution manage complaints efficiently, reduces manual intervention, and enhances user satisfaction.

Technologies Used:

- **Frontend**:
    - **React.js**
      Used to build dynamic and responsive user interfaces.

    - **HTML5** and **CSS3**
       For structuring and styling the portal.
- **Backend**:
    - **Node.js**
      A JavaScript runtime environment for the server-side.
    - **Express.js**
       A web framework for Node.js to handle HTTP requests and responses.
- **Database**:
    - **MongoDB**

Functional Requirements:

1. **User Registration and Login**:

   - Users must be able to securely register and log in to the system with their credentials (e.g., email, student ID).

2. **Complaint Submission**:

   - Users must be able to submit complaints with detailed information, including issue type, description, and supporting documents.

3. **Complaint Status Updates**:

   - Users must be able to view the status and updates of their complaints in real-time.

4. **Administrator Dashboard**:

   - Administrators should have a dashboard to manage and track complaints, assign them to departments, and monitor progress.

5. **Notifications and Alerts**:

   - Users should receive email and SMS notifications about the status of their complaints, updates, or required actions.

Non-Functional Requirements:

1. **Scalability**:

   - The system should be scalable to handle increasing numbers of users and complaints without performance degradation.

2. **Security**:

   - The platform should ensure secure storage of user data and encrypted communication. JWT-based authentication should be used for secure access.

3. **Availability**:

   - The system should have high availability, running 24/7 with minimal downtime.

4. **Usability**:

   - The user interface should be intuitive and user-friendly, making it easy for users of all ages to navigate and interact with the system.

5. **Performance**:

   - The portal should respond quickly, allowing users to submit complaints, view statuses, and receive updates with minimal delay.

6. **Compliance**:

   - The system must comply with relevant data protection regulations (such as GDPR or local laws) to ensure that personal information is handled securely.

Use Case Diagram: