Online Grievance Redressal Portal

Bachelor of Technology
Computer Science and Engineering

Submitted By

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Software Project Management Plan for “Online Grievance Redressal Portal”

1. Introduction

This document will serve as the foundation for the development of a comprehensive and efficient online grievance redress portal, appropriately called "Report It". Throughout this SPMP, we will outline the strategy, methodologies, and key considerations for the successful implementation of the "Report It" project, designed to enhance both user and official experiences with grievance submissions.

The goal of this project is to revolutionize grievance management and streamline the process for all stakeholders involved. From inception to implementation, it will provide a comprehensive framework that ensures the project adheres to defined objectives, meets best practices, and meets stakeholder expectations.

The entire system has to be developed (in JAVA) in a way that it is easy to maintain and extend.

I. Project Overview

The Online Grievance Redressal Portal is a pivotal digital platform designed to streamline and modernize the grievance handling process within an organization or government entity. This portal serves as a centralized system for individuals, citizens, or employees to submit grievances, complaints, or concerns related to various administrative, operational, or service-related matters. The primary objective is to provide an efficient, transparent, and user-friendly channel for users to voice their grievances and track their progress toward resolution.

II. Project Deliverables

1. Preliminary Project Plan	15.11.2023
2. Requirements Specification	28.11.2023 - 25.12.2023
3. Analysis [Object model, Dynamic model, and User interface]	08.01.2024
4. Architecture Specification	05.02.2024
5. Component/Object Specification	26.02.2024

6. Source Code	27.02.2024 - 05.06.2024
7. Test Plan	06.06.2024 - 30.10.2024
8. Final Product Demo	31.10.2024

III. Evolution of this document

This document will be updated as the project progresses. Updates should be expected in the following sections:

i. ***References*** - updated as necessary.
ii. ***Definitions, acronyms, and abbreviations*** - updated as necessary.
iii. ***Organizational Structure*** will be updated as the team leaders are assigned for each phase.
iv. ***Technical Process*** **-** this section will be revised appropriately as the requirements and design decisions become clearer.
v. ***Schedule*** **–** as the project progresses, the schedule will be updated accordingly.

Revision History

Revision	Date	Updated By	Update Comments
0.1	05.09.2023	Soumyajit Dey Sarkar	First Draft
0.2	15.11.2020	Soumyajit Dey Sarkar	Final Draft

IV. References

i. Team Website
https://13000221080.000webhostapp.com/
ii. Project Scope
Mentioned in the Software Requirements Specification.
iii. Case Studies

- https:/www.tandfonline.com/doi/full/10.1080/01442872.2023.2193387
- https://www.ijraset.com/research-paper/student-grievance-redressalsystem

V. Definitions, Acronyms, and Abbreviations

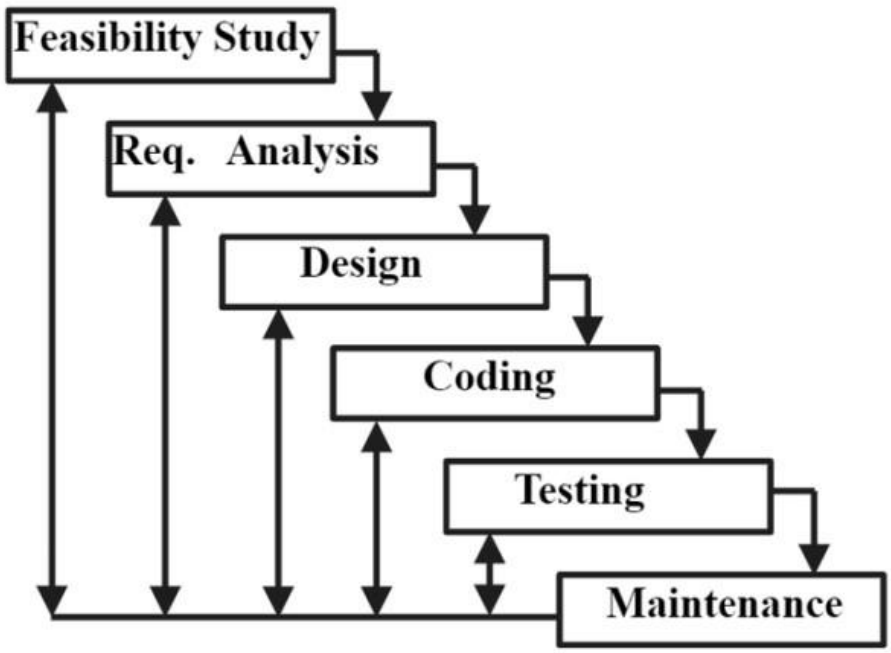
i UML - Unified Modeling Language
ii AD - Architectural Design
iii ADD - Architectural Design Document
iv CM - Configuration Management
v DD - Detailed Design ix. DDD - Detailed Design Document
vi PM - Project Manager
vii QAM - Quality Assurance Manager

viii SCMP - Software Configuration Management Plan
ix SM - Senior Management SPMP Software Project Management Plan
i. (this document)
x SR - Software Requirements
xi SRS - Software Requirements Specification
xii SUM - Software User Manual
xiii TBD – To Be Decided
xiv UR - User Requirements

2. Project Organization

I. Process Model

The **Iterative Waterfall Model** is well-suited for this project as it is well-defined and has stable requirements, where changes are unlikely to occur during the development process. If the project requirements are clear from the outset and do not change significantly, this model can work effectively. For a grievance redressal portal, where user needs might evolve, Iterative Waterfall Model allows for iterative development and frequent stakeholder feedback, making it a flexible choice.



II. Organizational Structure

Team Members –

i. Soumyajit Dey Sarkar
ii. Sagnik Mukhopadhyay
iii. Arkapratim Ghosh

Name	Organization/ Position	Contact Information
Soumyajit Dey Sarkar	Project Manager	soumyajitdeysarkar@gmail.com +91 7980032335
Sagnik Mukhopadhyay	Designer	m.sagnik.2003@gmail.com +91 8420180813
Arkapratim Ghosh	Tester	arkapratimghosh1264@gmail.com +91 9330450430

Days	Deliverable	Team Leader	Deliverable Description
9	1	Soumyajit Dey Sarkar	Project Plan
7	2	Soumyajit Dey Sarkar	Requirements Specification
9	3	Soumyajit Dey Sarkar	Analysis
13	4	Sagnik Mukhopadhyay	Architecture Specification
9	5	Sagnik Mukhopadhyay	Component/Object Specification
14	6	Soumyajit Dey Sarkar	Source Code
7	7	Arkapratim Ghosh	Test Plan
5	8	Soumyajit Dey Sarkar	Final Deliverable

III. Organizational Boundaries and Interfaces

Team leaders throughout each development of the phases will be responsible for coordinating team meetings, updates, communications, and team deliverables.

IV. Project Responsibilities

For the most vital responsibilities per phase of each team members, please refer to segment 2.2. Ultimately the project team is responsible for the successful

delivery of the product. The team member tasks per deliverable according to expertise and the phases are as given below:

1. Project Plan – Whole Team
2. Requirements Specification – Sagnik Mukhpadhyay
3. Analysis – Soumyajt Dey Sarkar
4. Architecture Specification – Sagnik Mukhpadhya
5. Component/Object Specification – Sagnik Mukhpadhyay
6. Source Code – Soumyajt Dey Sarkar
7. Test Plan – Arkapratim Ghosh
8. Final Deliverable – Entire Team

Name	**Organization/ Position**	**Role/Responsibilities**
Soumyajit Dey Sarkar	Project Manager	• Managing and leading the project team. • Developing and maintaining a detailed project plan. • Monitoring project progress and performance. • Managing project evaluation and dissemination activities. • Develop corrective actions when necessary.
Sagnik Mukhopadhyay	Designer	• Creating wireframes to outline the basic structure and flow of the project. • Organizing and structuring information to enhance user understanding and navigation. • Developing and maintaining design documentation, including style guides and design systems.

Arkapratim Ghosh	Tester	• Developing a test plan that outlines the testing strategy, scope, resources, schedule, and deliverables • Executing test cases to identify defects, bugs, or issues in the project. • Conducting various types of testing, such as functional, regression, performance, and security testing.

3. Managerial Process

I. Management Objectives and Priorities

The management objective is to deliver the product in time and of high quality. The PM and QAM work together to achieve this by respectively checking that progress is made as planned and monitoring the quality of the product at various stages.

II. Assumptions, Dependencies, and Constraints

In this project plan, a number of factors are taken into account. The following list shows the way milestones on various project phases have been scheduled:

- The team budget of 3 persons x 365 hours = 1095 hours
- The project deadline of November 5th, 2024.
- The final presentation is on October 31st, 2024.
- The peer evaluation deadline is on October 31st, 2024.
- During weekends, state and national holidays the project will remain paused. NOTE: Due to the deadline of November 5th, 2024, running out of time will have its reflection on the product, and not on the duration of the project. By assigning a priority to every user requirement, a selection can be made of user requirements that may be dropped out if time runs out.

III. Risk Management

This section mentions any potential risks for the project. Also, schedules or methods are defined to prevent or to reduce the risks as below:

ii. Technology risk
iii. People risk
iv. Financial risk
v. Market risk
vi. Structure/process risk

The following are the possible risks to be encountered during the development of the project and how they can be prevented.

1. Miscommunication *Prevention*: Team members should not hesitate to ask and re-ask questions if things are unclear. Team members should have a written copy of the tasks assigned to them every meeting. *Correction*: When it becomes clear that miscommunication is causing problems, the team members should gather in a meeting to clear things up.

2. Time shortage
Prevention: Care is taken to plan enough spare time.
Correction: When tasks fail to be finished in time or when they are finished earlier than planned the project planning is adjusted 3. Illness or absence of team members
Prevention: Team members should warn their team leader or the PM timely before a planned period of absence.
Correction: Work can be taken over quickly by someone else or be distributed among the team members if a person gets ill.

IV. Monitoring and Controlling Mechanisms:

The monitoring of progress is done by the PM using the following means:

1. Project Kick-off Meetings

The project group meetings take place within the class room or through chat. These meetings are meant to inform each other of the progress made on various tasks and to assign new tasks.

2. Progress Report

Progress report is done every Friday. This is meant to inform and show the progress in the development of the project and how things are going.

The monitoring of progress is done by the PM using the following means:
i. Weekly project status meetings
ii. Shared document repository
iii. Project tracking by MS project plan
iv. Tracking utilizing baselines in MS project

4. Technical Process

I. Methods, Tools, and Techniques

The project will be implemented utilizing V-model methodology, and tools such as Dreamweaver, Microsoft Project, Star UML, Java, MySQL, QTP, and Load Runner will be utilized. The risks for each category are listed to complete the project successfully. For each risk, a description, a probability of occurrence, the associated action and the impact of the risk are given.

II. Software Documentation

Documentation such as Project Charter, Business Requirement Document, Functional Specification document, Cost Benefit Analysis, Technical Specification document, Detail Design Document, Test Plan, Implementation Plan, Detailed Project Report, and Benefit Realization document.

III. Project Support Functions

All project support documents will be completed in applicable phases.

5. Work Elements, Schedule, and Budget

I. The project is accounted for project resources, technologies and tools required to whole analysis, implementation, and test of the application.
II. The document for all phases will be revised in subsequent phases if applicable.

Budget and Resource Allocation

Salary	400,000.00
Office Operations/Supplies/Equipment/Consumables	15,000.00
Miscellaneous	3,875.450
Total	**Rs. 418875.45**

Schedule

Grievance Redressal Portal	252 days	Wed 15-11-23	Thu 31-10-24
Feasibility Study	9 days	Wed 15-11-23	Mon 27-11-23
Requirements Analysis	**30 days**	**Tue 28-11-23**	**Mon 08-01-24**
Requirements Gathering	20 days	Tue 28-11-23	Mon 25-12-23
Analysis Requirements	10 days	Tue 26-12-23	Mon 08-01-24
Design	**35 days**	**Tue 09-01-24**	**Mon 26-02-24**
High Level Design	20 days	Tue 09-01-24	Mon 05-02-24
Low Level Design	15 days	Tue 06-02-24	Mon 26-02-24
Coding	72 days	Tue 27-02-24	Wed 05-06-24
Testing	**105 days**	**Thu 06-06-24**	**Wed 30-10-24**
Unit Testing	30 days	Thu 06-06-24	Wed 17-07-24
Integration Testing	30 days	Thu 18-07-24	Wed 28-08-24
System Testing	25 days	Thu 29-08-24	Wed 02-10-24
Acceptance Testing	20 days	Thu 03-10-24	Wed 30-10-24
Delivery	0 days	Wed 30-10-24	Wed 30-10-24

6. Conclusion

In conclusion, the development and implementation of an Online Grievance Redressal Portal represent a transformative step towards achieving greater transparency, accountability, and efficiency in the grievance resolution process. This digital platform empowers citizens and organizations by providing them with a user-friendly interface to submit grievances, track their progress, and ultimately, find resolutions. By fostering better communication between stakeholders and streamlining administrative workflows, the portal stands as a cornerstone for improving public service delivery. Furthermore, the successful deployment of an Online Grievance Redressal Portal not only enhances citizen engagement but also provides valuable data insights for decision-makers. It can help identify systemic issues, allocate resources effectively, and make informed policy decisions, thus contributing to better governance.

7. References

- https://pgportal.gov.in/
- https://consumerhelpline.gov.in/
- https://darpg.gov.in/
- https://chat.openai.com/