e-Desk

All your solutions in one platform

Current Problems

- **Complexities** of Complaints, Suggestions and Applications
- **Lack of** Transparency and Accountability
- **Uncertainty** in keeping records
- **Documentation** of processes on paper

At A Glance

8
Faculties and Institutes

38
Departments

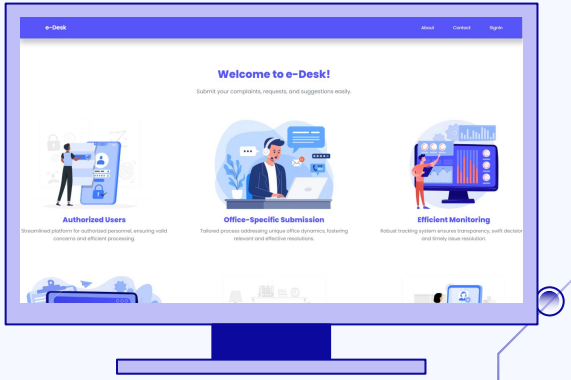
22
Offices

20-30
Clubs and Societies

Source: www.jnu.ac.bd

Our Solution

- Grievances submission for **authorized users**
- **Office-specific** grievance submission
- **Efficient** monitoring and decision-making
- **Digital records** for each submission
- Immediate **authority responses**



System Overview

e-Desk

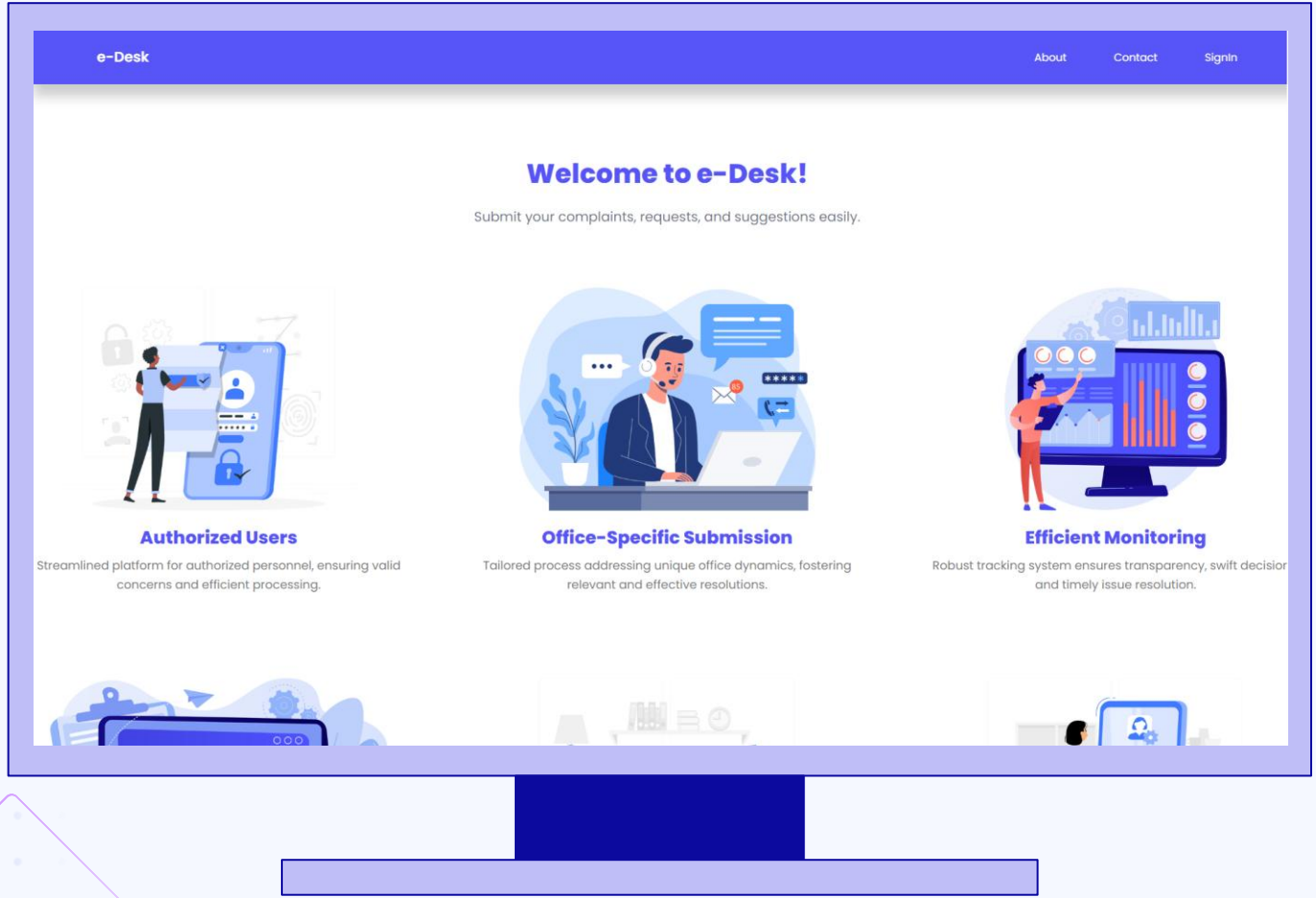
Admin can

- add and manage offices
- approve and manage users
- approve and manage posts
- monitor the Complaints, Suggestions, Applications and take necessary steps
- comment on the posts

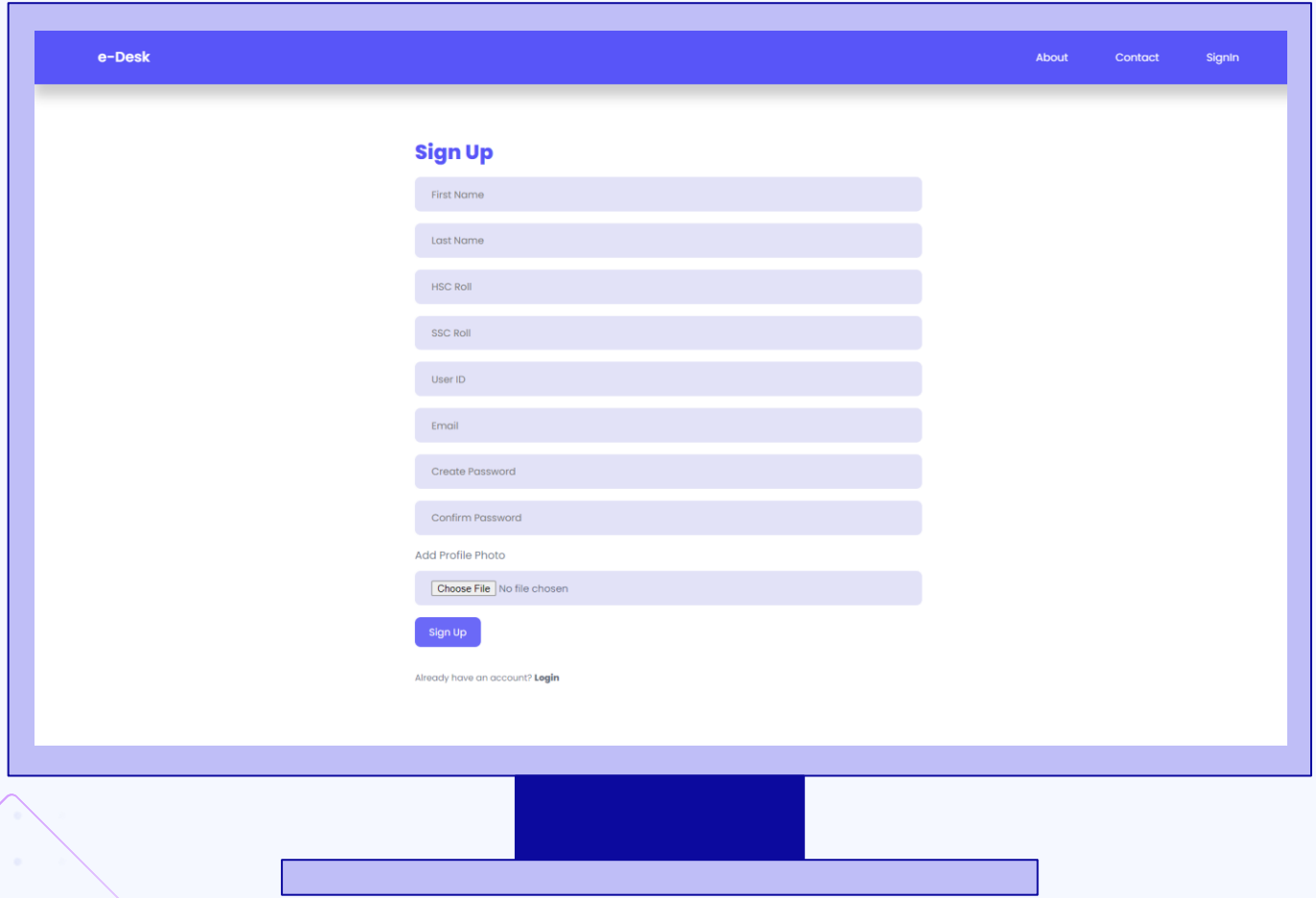
User can

- submit Complaints
- give Suggestions
- submit Applications
- see the current status of Grievances

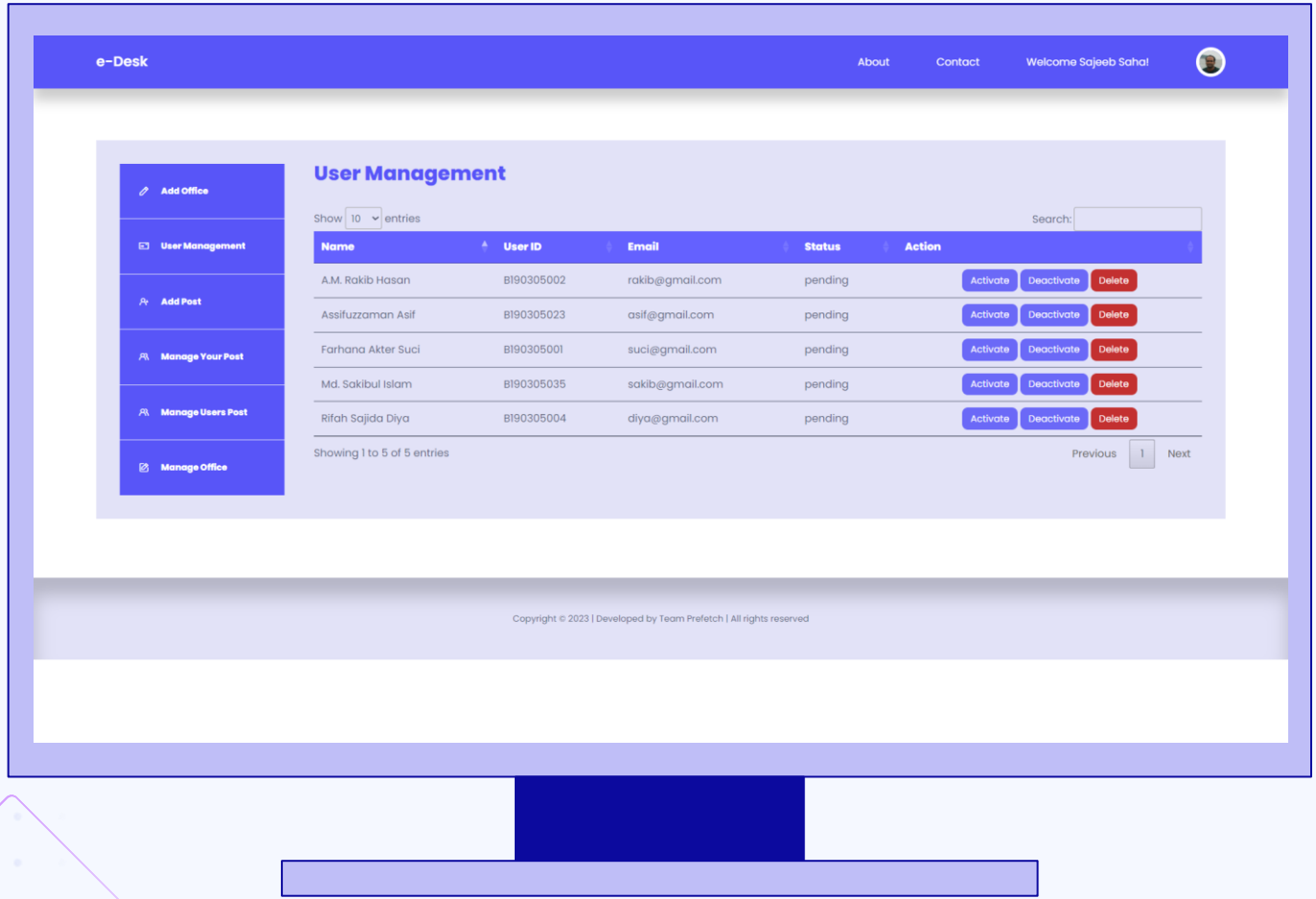
e-Desk Home Page



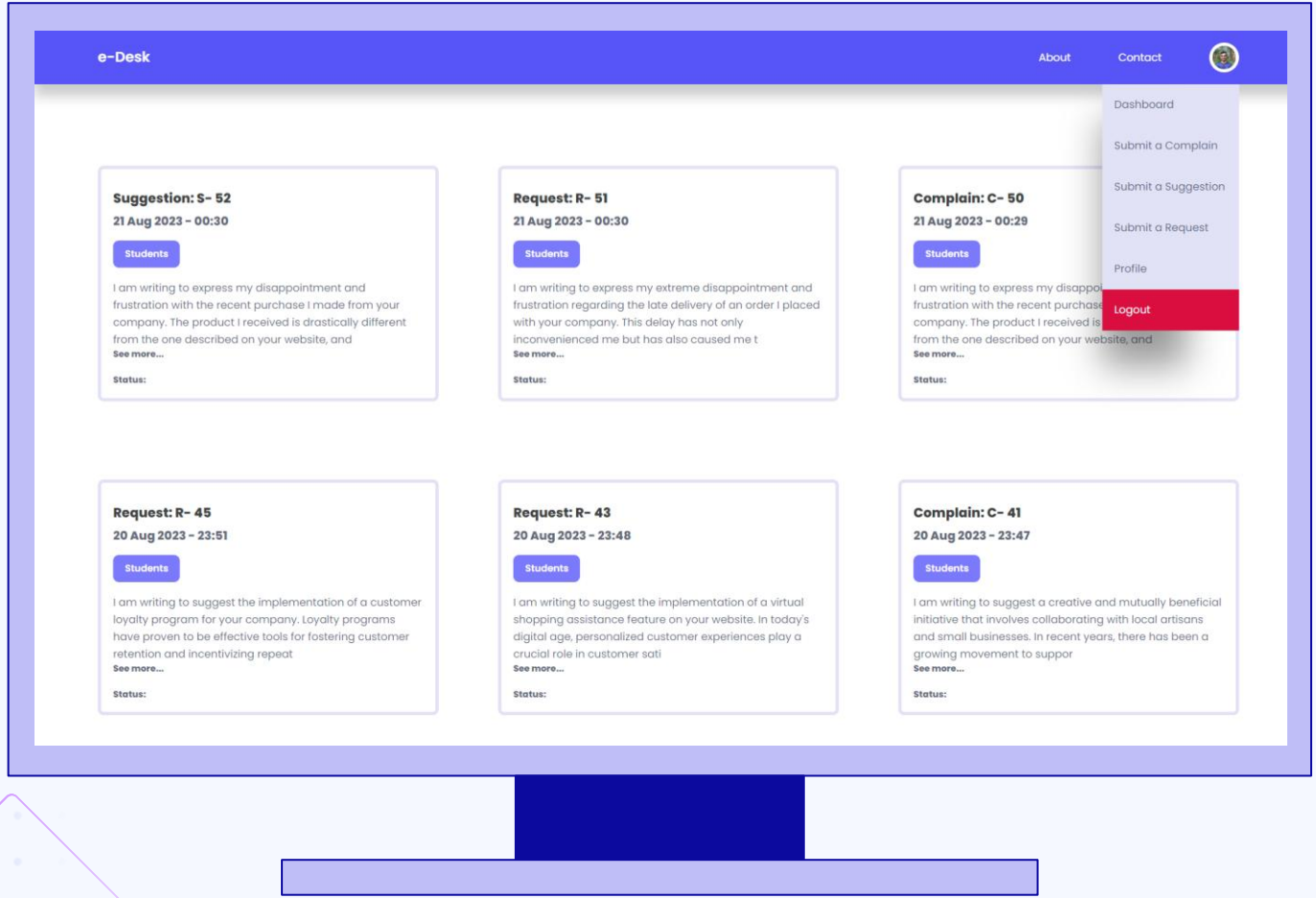
User Registration



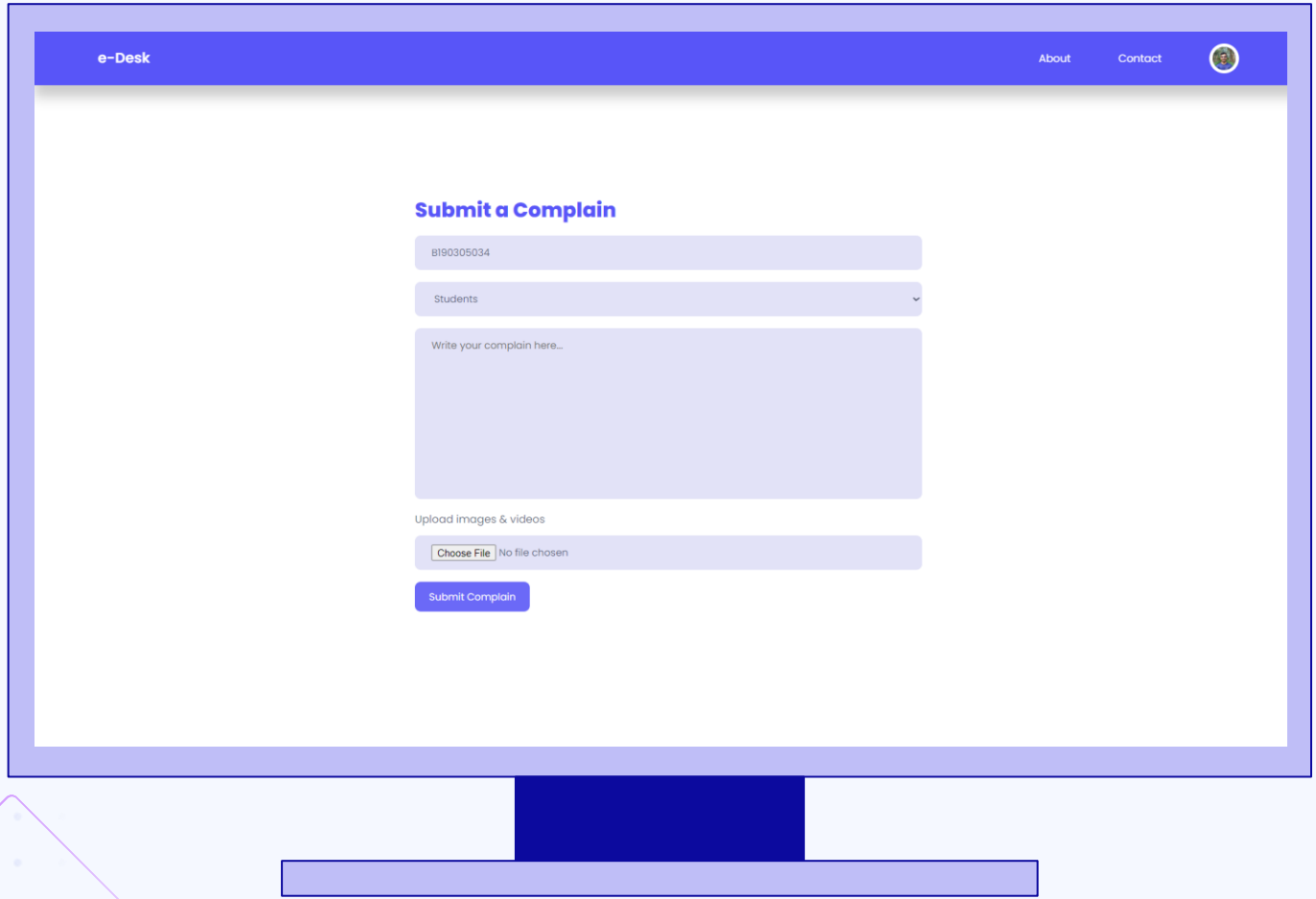
Admin Approval



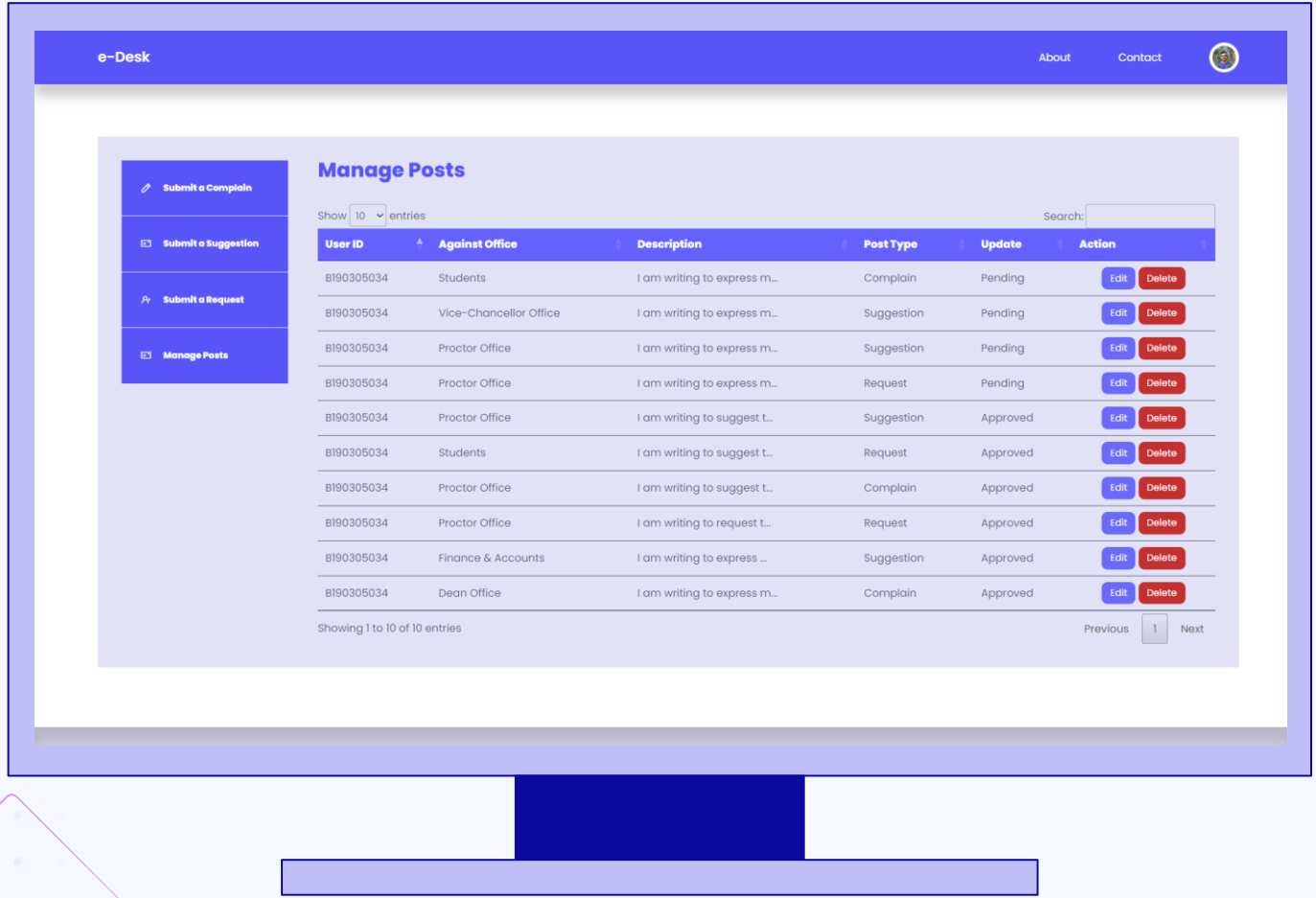
User Home Page



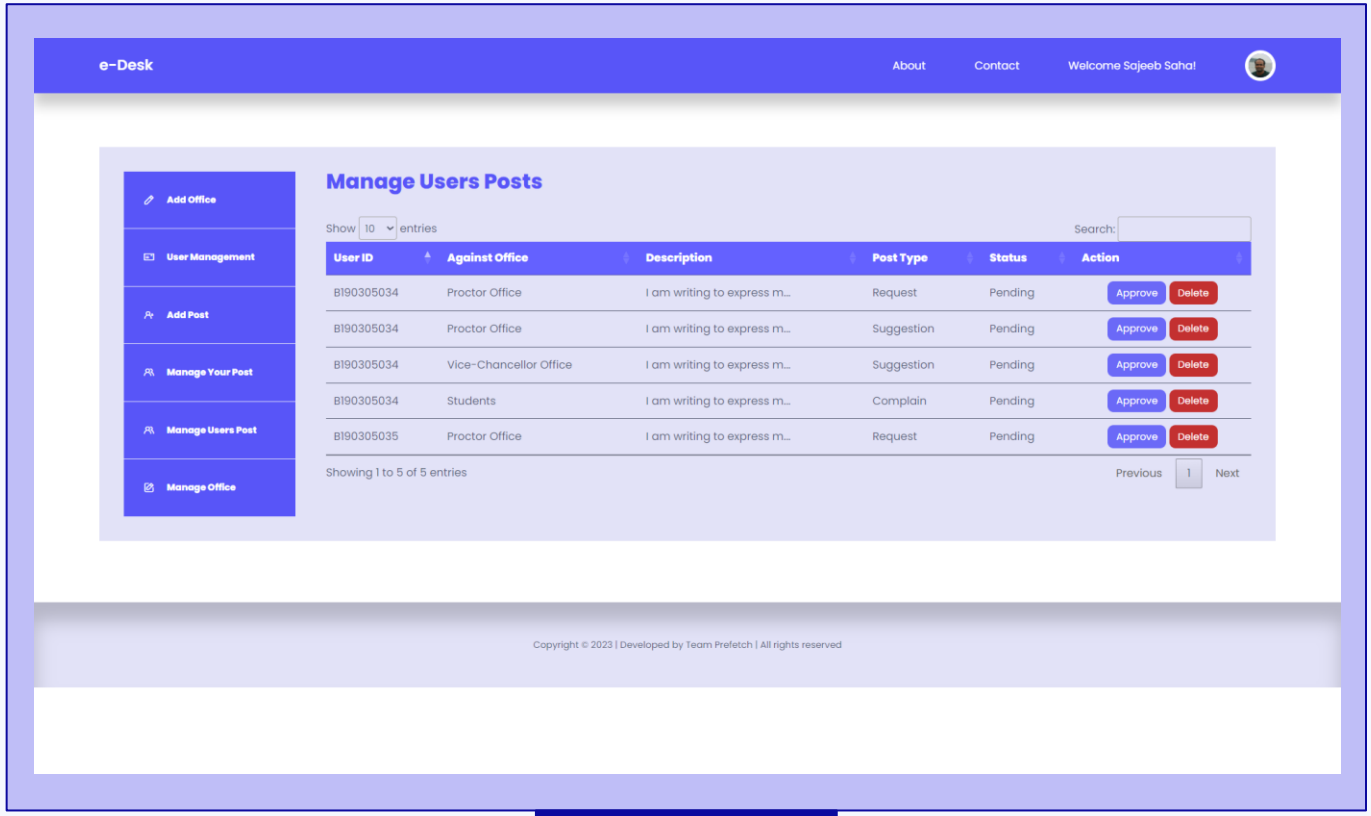
User – Submit a Complain



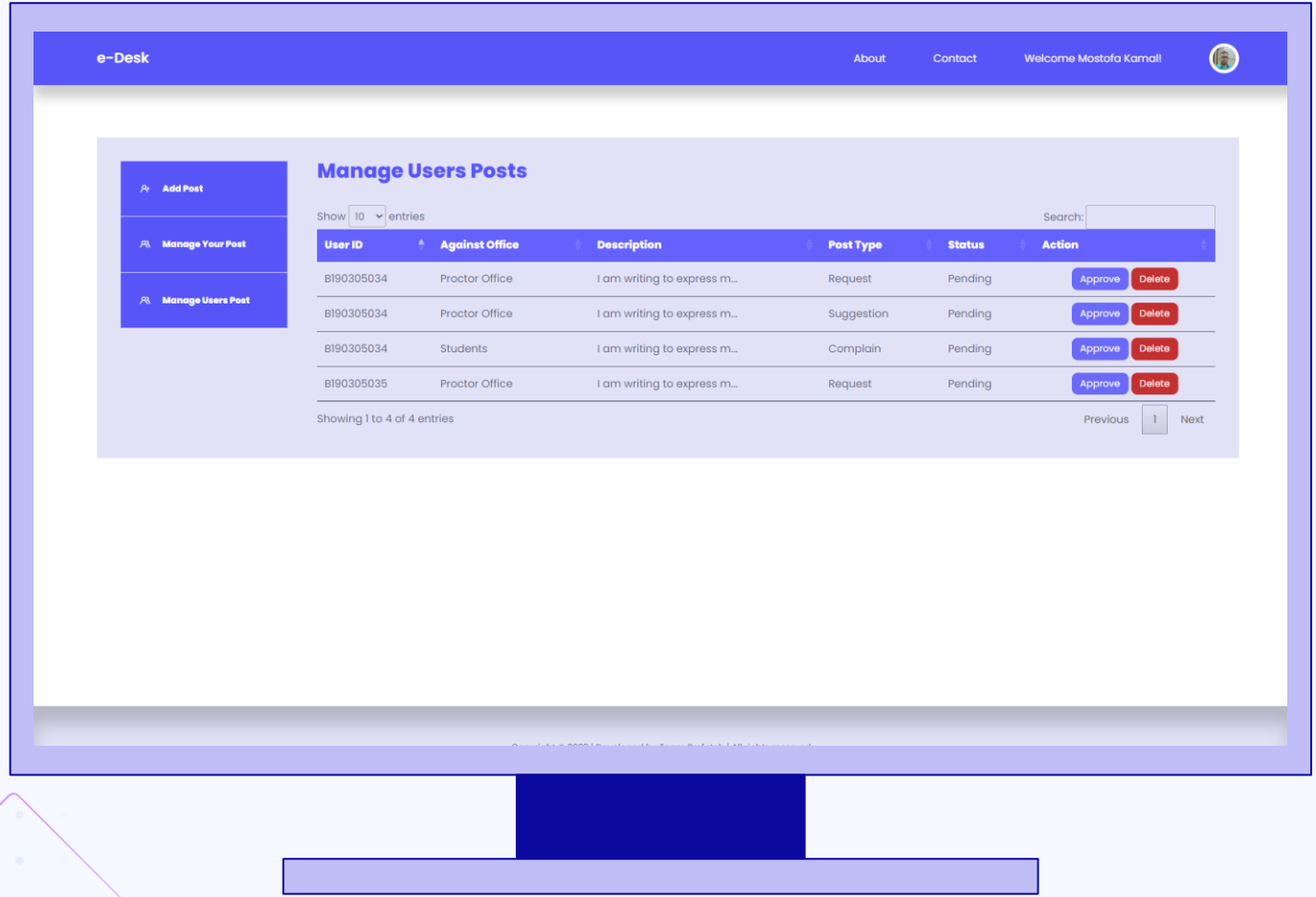
User Dashboard



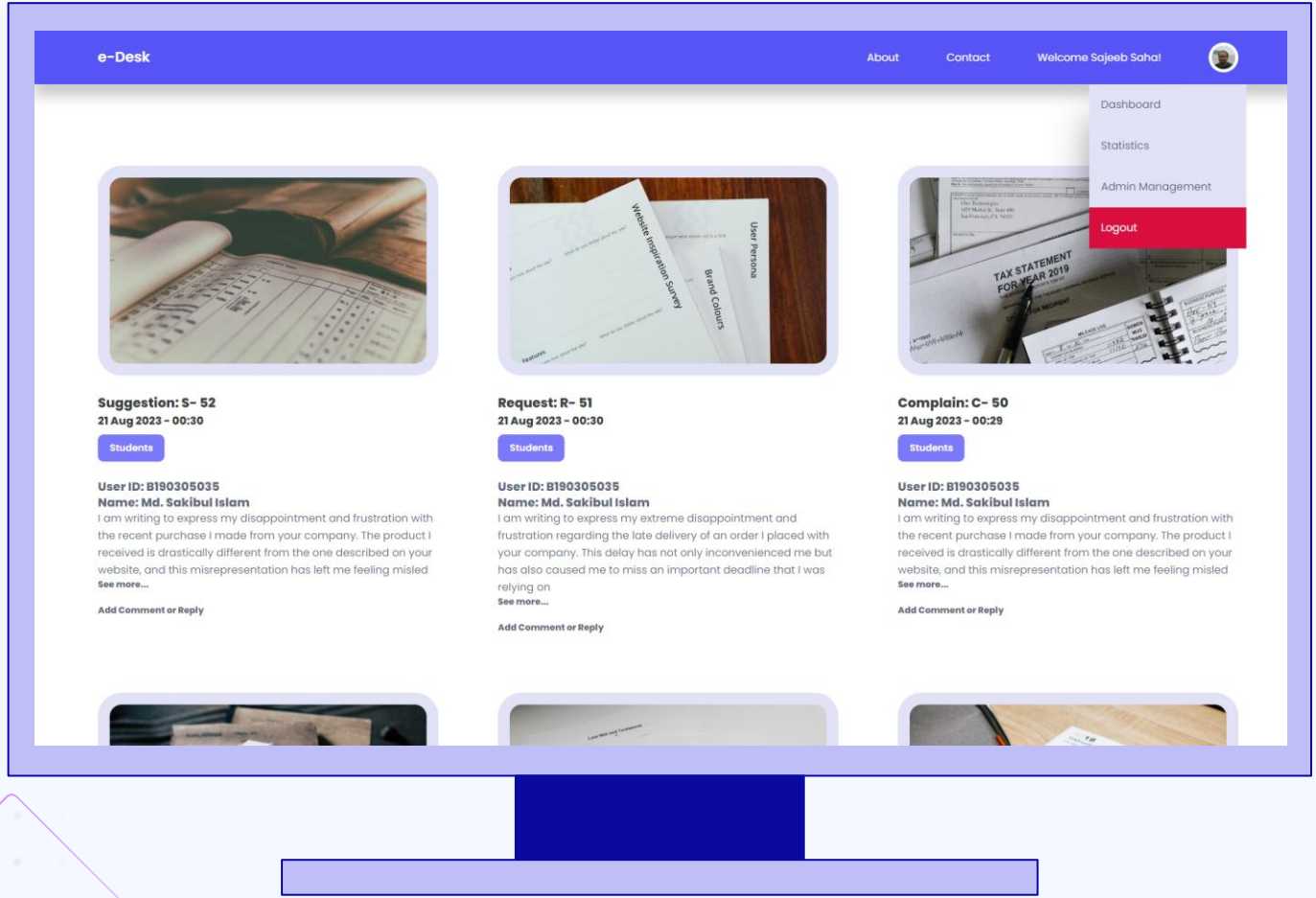
Super Admin - Dashboard



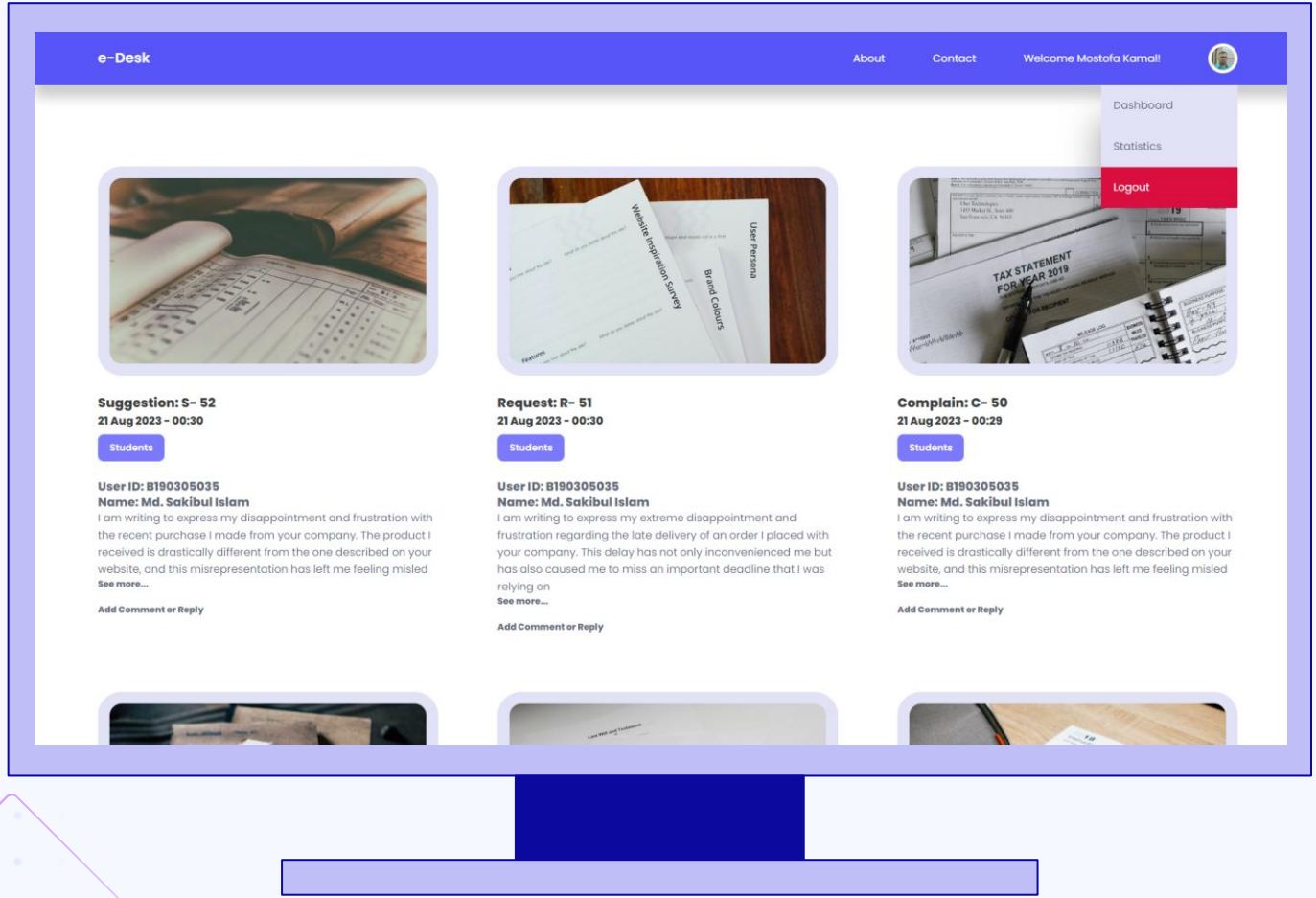
Categorized Admin – Dashboard



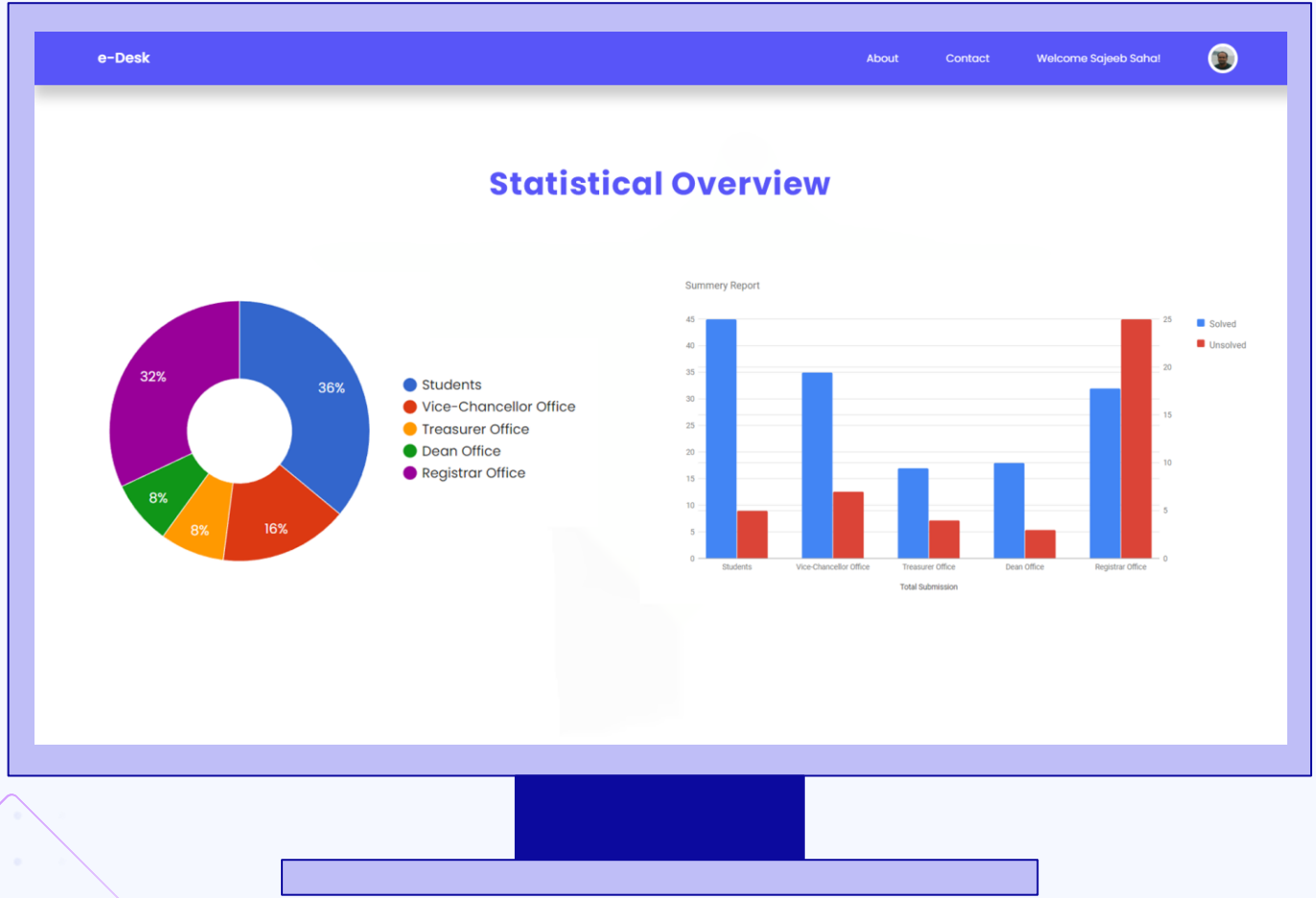
Super Admin – Home Page



Categorized Admin – Home Page



Statistical Overview



Tools and Technologies

Front-End

HTML, CSS, JavaScript

Back-End

PHP

Database

MySQL, Azure Cloud

Tools

Visual Studio Code,
XAMPP, Azure Data Studio

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Thank You

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