

1. Introduction

The Grievance Redressal Application allows users (students, nursing professionals, and institutes) to raise complaints and track their resolution. It ensures grievances are addressed in a timely and transparent manner, with escalation to higher authorities if needed.

2. Objectives

- **File and Track Grievances:** Allow users to submit complaints and check their progress.
 - **Resolve Grievances:** Assign grievances to officers for timely action.
 - **Escalate Unresolved Issues:** Automatically escalate grievances to higher authorities if not resolved.
 - **Monitor and Report:** Provide a dashboard for reporting and analysis of grievances.
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3. User Roles

1. **Grievance Submitter:** Any student, professional, or institute submitting a complaint.
 2. **Grievance Nodal Officer (L1):** The first person responsible for handling grievances.
 3. **BNRC Admin (L2):** The higher authority who handles grievances escalated by L1.
 4. **System Admin:** Manages the users and the system settings.
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4. Functional Requirements

4.1 User Registration and Login

- **Goal:** Let users sign up and log in securely.
- **Steps:**
 1. Users can create an account using their email, phone number, or existing BNRC credentials.
 2. A secure password will be required.
 3. On successful registration, an OTP (One-Time Password) will be sent via SMS/email to verify their identity.
 4. After logging in, users can access their dashboard.
- **Technical Notes:**
 - Store user data securely, encrypt passwords, and follow industry security practices.

4.2 Submit a Grievance

- **Goal:** Allow users to submit complaints online.
- **Steps:**
 1. User selects the "Submit Grievance" button from their dashboard.
 2. Fill in the following details:
 - **Category:** Select from predefined categories (e.g., registration, exam issues).
 - **Description:** Describe the issue in detail.
 - **Attachments:** Option to upload supporting documents (PDFs, images, etc.).
 3. Submit the form.
 4. On submission, the system generates a **unique grievance ID** for tracking.
 5. The user receives a confirmation message with the ID.
- **Technical Notes:**
 - Create a **grievance submission form** with validation (mandatory fields like category, description).
 - After submission, store the details in the **grievance database**.
 - Generate an email/SMS notification to the user with their grievance ID.

4.3 Assign Grievances to Officers (L1)

- **Goal:** Automatically assign grievances to the Grievance Nodal Officer (L1) based on category.
- **Steps:**
 1. The system checks the grievance category.
 2. Automatically assigns the grievance to the relevant **Grievance Nodal Officer (L1)**.
 3. The grievance appears on the L1 officer's dashboard under "Pending Grievances".
- **Technical Notes:**
 - Implement an **auto-assignment algorithm** that matches grievance categories to officers.
 - Use a **notification system** to inform L1 when a new grievance is assigned.

4.4 Tracking Grievance Status

- **Goal:** Allow users to track the status of their submitted grievance.
- **Steps:**
 1. User logs in and navigates to "My Grievances".
 2. They can see a list of grievances along with their current status:
 - **Submitted:** Grievance is filed but not reviewed yet.
 - **In Progress:** L1 officer is working on it.
 - **Escalated:** Grievance is escalated to L2 (Admin).
 - **Resolved:** Grievance has been addressed and closed.

3. Users receive real-time notifications whenever the status changes.
- **Technical Notes:**
 - Implement a **status tracker** that updates based on officer actions (e.g., resolved, escalated).
 - Use notifications (email/SMS) to inform users of status changes.

4.5 Grievance Resolution Workflow

- **Goal:** Help L1 officers resolve grievances and escalate unresolved issues.
- **Steps for L1 Officers:**
 1. The L1 officer sees assigned grievances under "Pending Grievances".
 2. The officer can add notes and mark the grievance as **Resolved** if the issue is fixed.
 3. If the grievance is unresolved after a certain time (e.g., 7 days), it is automatically **escalated** to L2 (BNRC Admin).
 4. L2 reviews the escalated grievance and takes necessary action.
- **Technical Notes:**
 - Implement a **timer function** for automatic escalation (e.g., if L1 doesn't resolve in 7 days, it moves to L2).
 - Provide a comment section for L1 officers to add their resolution notes.

4.6 Escalation Process

- **Goal:** Automatically escalate unresolved grievances to L2 (BNRC Admin).
- **Steps:**
 1. If a grievance is not resolved by the L1 officer in the set time frame (e.g., 7 days), the system escalates it to L2.
 2. The L2 officer receives a notification and sees the grievance in their "Escalated Grievances" list.
 3. L2 can then either resolve the grievance or assign it to another officer.
- **Technical Notes:**
 - Set up an automatic escalation rule with a time threshold.
 - Notify L2 via email/SMS when grievances are escalated.

4.7 Grievance Feedback & Closure

- **Goal:** Let users provide feedback after their grievance is resolved.
- **Steps:**
 1. After the grievance is marked **Resolved**, the user receives a notification.
 2. They can log in and provide feedback (e.g., satisfaction rating, comments).
 3. Once feedback is submitted, the grievance is officially **closed**.
- **Technical Notes:**
 - Create a **feedback form** linked to the grievance status.

- o Allow users to submit comments and ratings (1-5 stars).

4.8 Dashboard for Officers

- **Goal:** Provide officers with a dashboard to manage grievances.
- **Steps:**
 1. L1 officers can view grievances assigned to them, including:
 - Pending grievances.
 - Grievances resolved within the timeframe.
 - Grievances escalated to L2.
 2. L2 officers have an additional view of escalated grievances.
 3. Both officers can view statistics such as the number of grievances handled, pending, or resolved.
- **Technical Notes:**
 - o Use charts and filters to create an interactive dashboard.
 - o Integrate a **reporting tool** to generate summaries and performance statistics.

4.9 Reports & Analytics

- **Goal:** Generate reports for monitoring and analysis.
- **Steps:**
 1. Admin users can generate reports on:
 - Number of grievances by category.
 - Average resolution time.
 - Officer performance (grievances resolved vs pending).
 2. Reports can be exported in **Excel** or **PDF** formats.
- **Technical Notes:**
 - o Implement a **reporting engine** to create and export data.
 - o Use **filters** for date range, officer, and grievance category.