

ONLINE GRIEVANCE REDRESSAL SYSTEM (OGRS) USING PHP and MYSQL

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Abstract:

Our Online Grievance Redressal System is a vital tool in modernizing the resolution of users' concerns within educational institutions. With a user-friendly interface, user can easily submit grievances, track progress, and engage with administrators responsible for resolving issues. This platform fosters transparency, efficiency, and fairness, ensuring that everyone's voice is heard and every problem is addressed promptly. By embracing digital solutions, we aim to create a supportive learning environment where students and everyone feel empowered to advocate for their rights and contribute to continuous improvement. Join us in revolutionizing the grievance redressal process and cultivating a culture of trust and accountability within educational institutions. Together, we can build a brighter future for students by prioritizing their well-being and ensuring their voices are heard.

Keywords: Grievance, redressal, Grievance redressal committee, OGRS, PHP, MYSQL

1. Introduction:

The "Online Grievance Redressal System(OGRS)" is software designed to handle complaints, as the name implies. The number of educational institutions has been steadily rising during the last few years. This specific system addresses the issues with handling complaints and avoids the issues that arise when executed manually. After identifying the shortcomings of the current manual Grievance redressal system, a computerized Grievance redressal system is developed. This OGRS is more user- friendly and GUI-oriented and is compatible with the existing system.

This online Grievance redressal system (OGRS) is more responsive, dynamic, and user-friendly. This System addresses all types of complaints, not only those involving racial and harassment but also grievances involving admission irregularities process, financial (payment for services), timetable, migration process Revaluations, any name and/or grade sheet discrepancies, and also other difficulties that the pupils experienced. The goal of the initiative is to address issues without consumption of time. No company can guarantee speedy easy to use and quick to answer. It has developed a seasoned framework for grievance complaints and their resolution issues like a poor reception to the return of any abnormalities within the right of any documents or certificates entrance procedure, as well as reports of harassment and victimization.

Registered students can access this application system ,the Redressal Committee members. Institute admin and Departmental official can log in using the proper credentials. Students must have to register using PRN number only. The OGRS serves many purposes, including maintaining a safe atmosphere and acquainting all professors and students with it.

presents several challenges and limitations from both the perspectives of staff and students. From the staff's standpoint, the manual handling of complaints proves to be time-consuming and labor-intensive, adding to the workload and potentially causing delays in addressing issues[3]. Moreover, the absence of a systematic approach to tracking and responding to complaints may lead to a lack of accountability among staff members, hindering prompt and effective resolution of student concerns. Without a centralized system, identifying valid complaints becomes difficult, increasing the risk of resources being wasted on non-genuine grievances[9]. Additionally, the lack of expectation for management staff to respond to student complaints hampers effective communication between staff and students, potentially eroding trust and exacerbating grievances[3].

From the students perspective, the current system's lack of transparency leaves them unaware of the status of their complaints and any actions taken to address their concerns[2]. This opacity can breed frustration and disillusionment with the institution's responsiveness. Moreover, students posting complaints directly on authority figures may fear retaliation or retribution, deterring them from raising legitimate concerns and perpetuating a culture of silence. Restrictions on student meetings with management and reliance on class representatives further marginalize students' voices in decision-making processes, undermining their confidence in the institution's commitment to addressing their needs. The perception that many concerns go unaddressed despite being brought to the administration's attention can erode trust and discourage students from engaging with the grievance process[2]. Additionally, the inconsistency in how complaints are handled, with many not reaching management or resulting in no action, can create a sense of injustice among students, negatively impacting campus climate and morale[1].

2. Existing System:

The existing grievance handling system, as described,

Sr.No.	Paper No.	Author Name	Year	Technology	Result
1	Web Portal for Effective Student Grievance Support System	K.Aravindhan, K. Periyakaruppan, Aswini.K, Vaishnavi.S, Yamin.L	2020	PHP, MySql	The proposed system helps the students to post their complaints in various categories. Students can also delete their complaints.
2	Smart Complaint Management System	Pattamaporn Kormpho, Panida Liawsomboon, Narut Phongoen, Siripen Pongpaichet	2018	Machine Learning	SCMS was developed to enhance the current complaint management system by using the mobile application and web application.
3	Process Computing of Complaint service Management in Reverse Logistics	Yi He, Zhixue Liu	2017	Artificial Intelligence	CSMRL can help company build the customer loyalty, find the new value-added and so on.
4	An Analysis Of Online Customer Complaints: Implications for Web Complaint Management	Yooncheong Cho, Roxanne Hiltz, Jerry Fjermestad	2002		The results also suggest that e-businesses should employ product category-dependent strategies.
5	Impact of Grievance, redressal system in banks in india on customer satisfaction with special reference to punjab	charu saxena, DR. vishwajit kaur	2017		The success of the bank mainly depends on its customers. Being a service industry, all banks should aim at satisfying the customers' needs by providing maximum features in their services including grievance redressal services.
6	State-Level Students Grievance Support System	Satheeswaran Venkatesan, Arjun R, Nidhin A, Pranav C.	2020	HTML and CSS, PHP, JQuery and SQL.	The e-complaint system brings more flexibility for complaint departments to change their complaint services.

3. Proposed System:

The primary goal of this system is to create a web application that will allow user to file complaints under several categories and track their progress. The Redressal Committee and the relevant heads must have access to the web application that enable file complaints. The task we are proposing is a system that was created with PHP as the front end and MySQL as the back end. The user registers with this system by providing the necessary information, and to access all the features, they log in using their registration number (PRN or EMP ID number) and password. User can file complaints about financial, and admission quota issues, as well as about re-evaluation, schedule changes, and mark sheet modifications or others.

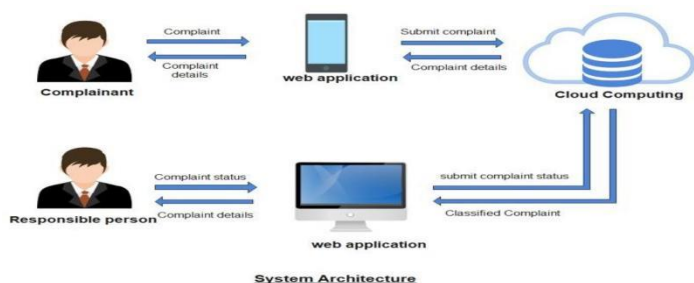


Figure 1: OGRS Architecture

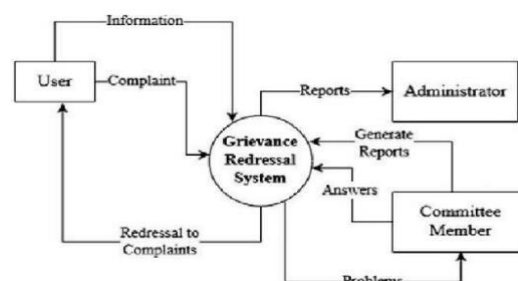


Figure 2: OGRS Data-flow Diagram

A committee reviews all the complaints submitted by users, and depending on the complaints, the committee check that whether the complaint is valid or not if yes then the committee will pass that complaint to sub-admin according to the type of complaint, Institutional and departmental logins are separate. When a complaint is resolved by the institution or department after receiving it, the status of the complaint is updated and made available to the user.

4. System Modules:

Admin Panel :-

- ◆ **Admin Login:** Admin can login through login form.

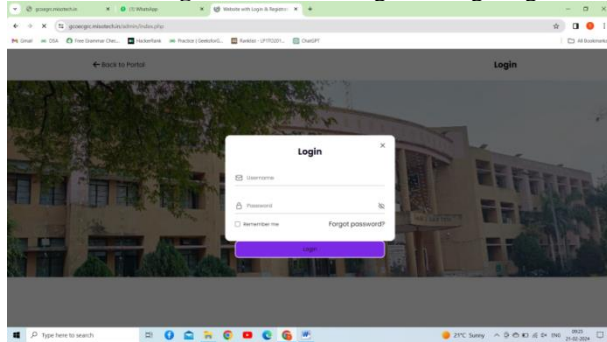


Figure 3: Admin Login

Upon accessing admin accounts, administrators review lodged complaints and subsequently assign them to sub-administrators based on their respective departments. Sub-administrators, functioning as department heads, endeavor to resolve the issues presented in the complaints.

- ◆ **Dashboard:**

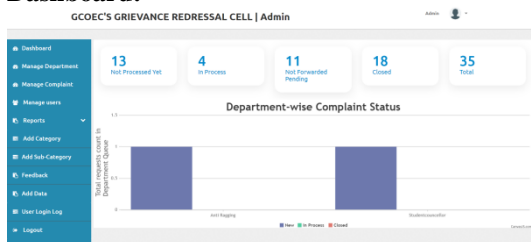


Figure 4:- Admin Dashboard

In this section, admin can review all detail in brief like the total complaints, in process complaints and closed complaints. Admin can also view sub admin complaints status.

- ◆ **Category:** Admin can manage categories (Add, update, delete)
- ◆ **Sub category:** Admin can manage Subcategories (Add, update, delete)
- ◆ **Sub-admin:** Admin can manage sub-admins (Add, Update)
- ◆ **Manage Complaints:** Access Complaint info, Change Complaint status and also forwarded complaints to the sub-admins.
- ◆ **Manage the Users:** Admin can manage the all the Users
- ◆ **View Profile:** Take a print out of all profiles.
- ◆ **Reports:** In this section, admin can generate two types of report. One is between dates report and another is sub admin report between dates reports.
- ◆ **Users log:** Admin can also view user log info
- ◆ **Profile:** Admin can update own profile.
- ◆ **Change Password:** Admin can own password.
- ◆ **Forgot Password:** In this section, Admin can recover own password. Via. Existing mail id

Sub-admin:-

- ◆ **Sub-Admin:** Login Sub-Admin can login through login form.

- ◆ **Dashboard:**

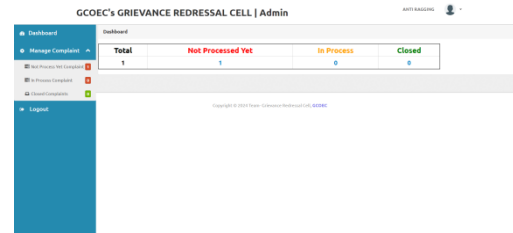


Figure 5:- Sub-admin Dashboard

In this section, Sub admin can see all detail in brief like the total complaints, in process complaints and closed complaints assign to him

- ◆ **Manage Complaints:** In this section, sub admin can access the complaint details and change the status of the complaints.
- ◆ **Profile:** In this section sub-admin can update own profile.
- ◆ **Change Password:** In this section, sub-admin can change own password.
- ◆ **Forgot Password:** In this section, sub-admin can recover own password.

User Panel:-

- ◆ **User Login:** User can login through login form

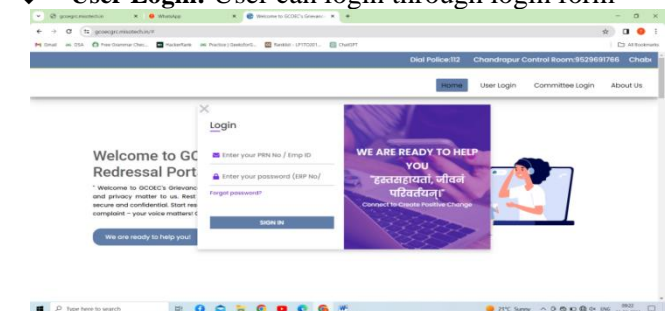


Figure 6: Login Page for OGRS

In this module, the User registers with this system by providing their College PRN or EMP ID number and password. These details are stored into a database to authenticate at the time of login shown in figure 6.

◆ Forgot Password:

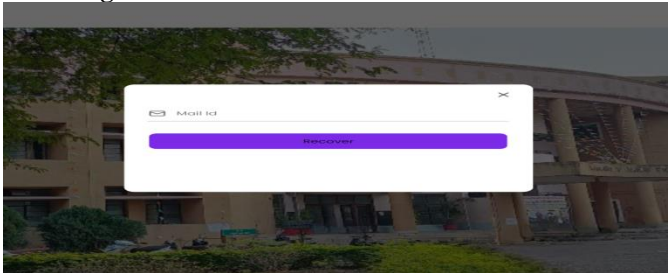


Figure 7:- Forget password

user can retrieve password through forgot password via mail

◆ User Dashboard:

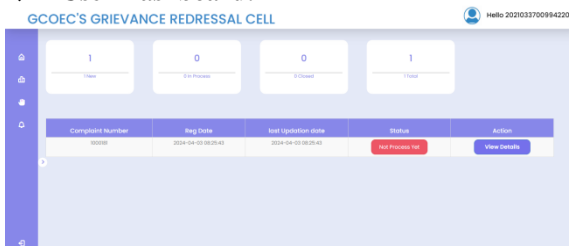


Figure 8:- User's Dashboard

Use to view sub admin complaint & closed the complaint.

◆ User Profile:

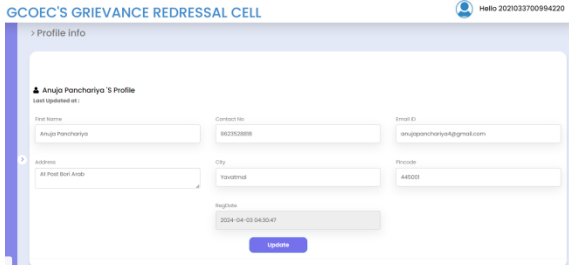


Figure 9:- User's Profile

User can manage own profile

◆ Complaint History: User can view lodged complaint and status.

◆ Change Password:

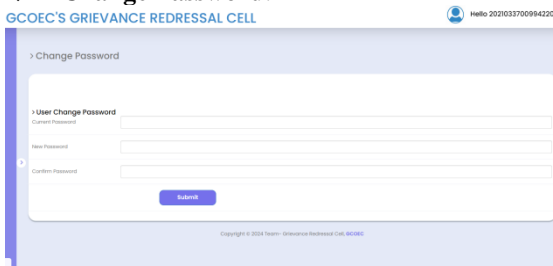


Figure 10:- Change Password

User Can change own password:

◆ Lodge Complaints:

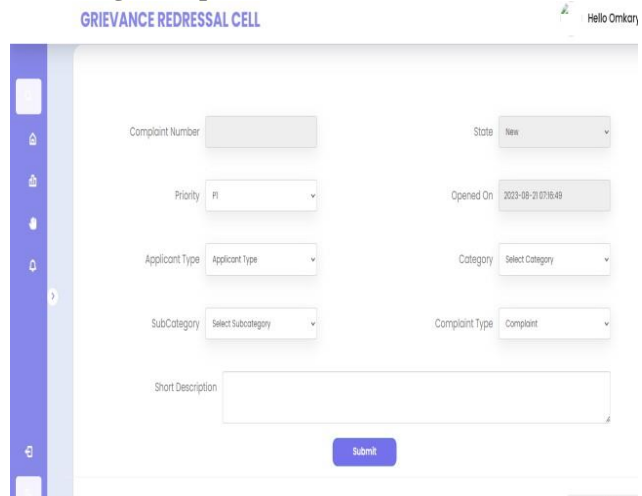


Figure 11: Lodge complaints

Students can log in and post their complaints after registering. Changes in name, finances (fees), admission, re-evaluation, timetable, migration, mark sheet problems are only a few of the areas under which complaints can be made. If there are any more concerns, the student may select others. A database is used to store these.

Different Priorities:

Clearly define the priorities and their corresponding meanings. For example:

P1: Critical - Requires immediate attention, resolution within 1 day.

P2: High - Significant impact, resolution within 3 days.

P3: Medium - Moderate impact, resolution within 5 days.

P4: Low - Minor impact, resolution within 7 days.

◆ Criteria for Priority Assignment:

Determine the criteria that will be used to assign priorities. This could include factors such as the nature of the complaint, potential impact on individuals or the institution, legal or compliance considerations, etc.

User Input and Automation:

Consider whether the priority will be assigned manually by users when submitting a complaint or if there are automated processes to determine priority based on certain parameters.

Escalation Rules:

Define rules for escalating priorities if an issue is not resolved within the specified time frame. For example, a P2 issue might automatically escalate to P1 if not resolved within 3 days.

◆ Communication and Notification:

Implement a system for notifying users and stakeholders about the assigned priority and expected resolution time. This keeps everyone informed about the progress.

◆ Monitoring and Reporting:

Implement monitoring tools to track the status of complaints and their resolutions. Generate reports to analyze the efficiency of the grievance redressal process and identify areas for improvement.

◆ Integration with Workflow:

Integrate the priority-based algorithm with the overall workflow of the grievance redressal system. Ensure that the prioritization aligns with the available resources and the capacity of the resolution team.

◆ Continuous Improvement:

Regularly review the performance of the priority-based algorithm and make adjustments as needed. Solicit feedback from users to understand their satisfaction and areas for improvement.

◆ Security and Privacy:

Consider security and privacy implications when handling complaints with different priorities, especially if they involve sensitive information.

◆ Training and Awareness:

Ensure that the staff and users are aware of the priority system and understand its implications. Provide training to the grievance redressal team on how to handle different priority levels.

We also extend our appreciation to our peers and colleagues for their collaborative spirit and constructive input, which enriched the development process. Their contributions were instrumental in overcoming challenges and refining the final outcome.

Furthermore, we would like to express our gratitude to the [GOVERNMENT COLLEGE OF ENGINEERING] for providing the necessary resources and facilities that facilitated the execution of this system. This system would not have been possible without the collective efforts and support of all those involved, and for that, we are truly thankful.

5. Results:-

The online grievance redressal system demonstrates notable improvements in transparency, accessibility, and accountability by providing a centralized platform for users to submit grievances. This eliminates the need for direct interaction with individuals or committees, thereby streamlining the process and reducing paperwork.

The system implements a priority-based complaint categorization mechanism, allowing for dynamic adjustments based on predefined conditions or inactivity periods. Additionally, it features automated email notifications to sub-administrators upon receiving forwarded complaints from the main administrator, ensuring timely awareness and action on pending grievances.

6. Conclusion:

Through this system, we've acquired hands-on experience in crafting real-world PHP and MySQL web applications, while also delving into the nuances of client-server architecture—a fundamental concept in contemporary computing landscapes. The exploration of the latest technologies employed in web-enabled applications has not only broadened our technical repertoire but also positioned us strategically for forthcoming independent system endeavors. This experience serves as a pivotal stepping stone, providing us with the requisite skills and insights to navigate and thrive in the dynamic realm of the system.

7. Acknowledgement:

We extend our heartfelt gratitude to all those who contributed to the realization of this system. Special thanks to our Project Guide, H.O.D. sir, Teaching staff, Assistant staff and other staff members for their invaluable guidance, unwavering support, and insightful feedback throughout the duration of this endeavor. We are immensely grateful for their expertise and mentor-ship, which played a pivotal role in shaping the success of this system.

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