ONLINE STUDENT GRIEVANCE REDRESSAL SYSTEM

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Abstract:

A dispute that develops at any level of an organization is referred to as a grievance. A student's community is the most exposed entity in an educational organization. Many times, students are unable to state their issues and sometimes fail to seek out proper support for the problem they are having in a collegey. On analyzing the above mentioned problems we designed Grievance redressal cell to deal with the grievance and to seek the redressal. This cell is not only for the students but also for the staff members and clerks of our college. The web application builds a platform for the all members of the college to lodge the arising conflicts in their daily walk of lives. In the web application students can address their complaints which are forwarded to the Grievance Redressal Committee. The Committee will forward the valid complaints to the Institute or Department supporting the sensitivity. The Institute or Department will take action and update the status which can be viewed by the students. This project provides transparency to the students which can be incorporated to supply solutions to the students.

Keywords: Grievance, redressal, web application,Grievance redressal committee.

1. Introduction

The "Grievance Redressal Cell" is software designed to handle complaints, as the name implies. The number of educational institutions has been steadily rising during the lastfew years.This specific project addresses the issues with handling complaints and avoids the issues that arise when done manually. After identifying the shortcomings of the current system, a computerized system that is more user-friendly and GUI-oriented and will be compatible with the existing system is designed. The system's shortcomings canbe fixed by increasing the system's effectiveness.

We create online applications that are responsive, dynamic, and user-friendly. This project addresses all types of complaints, not only those involving racial and sexual 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 the web application, and the Redressal Committee, Institute, and Department can log in using the proper credentials. Students must have to register using PRN number only.The Student Grievance Support System serves many purposes, including maintaining a safe atmosphere and acquainting all professors and students with it. about their rights, which leads to the growth of the displayed in fig.1 are the organization.

Figure 1: Student Grievance Support System
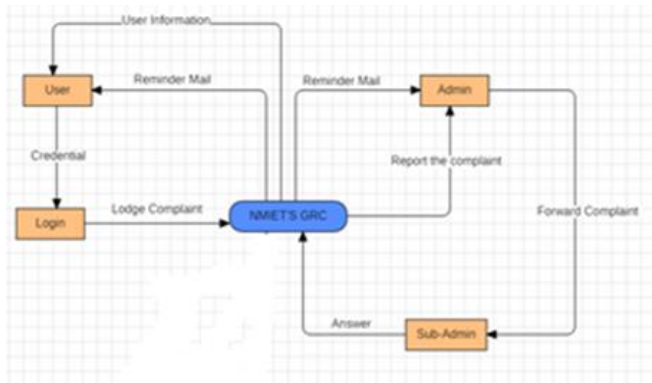
2. Existing System:

The students should see the management authorities in person or place their grievances in the complaint box under the current method. Students are unaware that the complaint has been addressed or that any additional actions have been taken with respect with the student-posted complaint. The current approach provides openings to the possibility of false complaints, and it makes it difficult to quickly and easily identify the students who filed them. The complaint papers can sometimes be ignored, and if the complaint is posted on an authority figure, they may be able to take advantage of the complaint paper. These procedures are all completed by hand. Records must be manually maintained. There is no expectation that the management staff will respond to the student who posted the complaint. It takes a lot of time and labor. The majority of the time, students are prohibited from meeting with management. Only the class representative may convene, and only once a year, or in situations where the administration fails to acknowledge and address student complaints. It might take a long time. There isn't a specific committee that just deals with concerns from students. Most of the time, if a student files a complaint with a department that must be submitted to management, the complaint never gets there. And for many concerns, nothing is done, which is still a problem in existing system.

3. Proposed System:

The primary goal of this project is to create a web application that will allow students 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 students file complaints. The task we are proposing is a web application that was created with PHP as the front end and MySQL as the back end. The student registers with this website by providing the necessary information, and to access all the features, they log in using their registration number (PRN number) and password. Students can file complaints about name, financial, and admission quota issues, as well as about re-

evaluation, schedule changes, and mark sheet modifications. A committee reviews all the complaints submitted by students, 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 student.

▪ **Admin Panel :**

1. **Admin:** Login Admin can login through login form.

2. **Dashboard:** In this section, admin can see all detail in brief like the total complaints, in process complaints and closed complaints. Admin can also view sub admin complaints status.

3. **Category:** Admin can manage categories (Add, update, delete)

4. **Sub category:** Admin can manage Subcategories (Add, update, delete)

5. **State:** Admin can manage states (Add, update, delete)

6. **Subadmin:** Admin can manage subadmins (Add, Update)

7. **Manage Complaints**: Access Complaint info, Change Complaint status and also forwarded complaints to the subamdmins.

8. **Manage the Users:** Admin can manage the all the Users Profile. Take a print out of all profiles.

9. **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.

10. **Users log:** Admin can also view user log info

11. **Profile:** Admin can update own profile.

12. **Change Password:** Admin can own password.

13. **Forgot Password:** In this section, Admin can recover own password.

▪ **Subadmin:**

1. **SubAdmin:** Login Sub-Admin can login through login form.

2. **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

3. **Manage Complaints:** In this section, sub admin can access the complaint details and change the status of the complaints.

4. **Profile:** In this section subadmin can update own

profile.

5. Change Password: In this section, subadmin can changeown password.

6. Forgot Password: In this section, subadmin can recoverown password.

▪ **User Panel:**

1. **User Registration:** User can register through user registration form

2. **User Login:** User can login through login form

3. **Forgot Password:** user can retrieve password through forgot password link

4. **User Dashboard:** Use to view sub admin complaint & closed the complaint.

5. **User Profile:** can manage own profile 6.Lodge Complaintser can Lodge his/her Complaint

7. **Complaint History:** User can view lodged complaint andstatus.

8. **Change Password:** User Can change own password

4. Algorithm:

A priority-based algorithm is a system that assigns different levels of importance or urgency to tasks, requests, or complaints. In the context of a grievance redressal cell website, the priority-based algorithm helps in efficiently managing and addressing user complaints based on their severity or impact. Here are some key aspects to consider when implementing a priority-based algorithm:

*Definition of Priorities:

Clearly   define   the   priorities   and theircorresponding 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.

a.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.

b.Communication and Notification:

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

c.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.

d.Integration with Workflow:

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

e.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.

f.Security and Privacy:

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

g.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.

5. Related Work:

a)   Login Page for the web portal: In this module,the Student registers with this website by providing theTheir College PRN number and password. These details are stored into a database to authenticate at the time of login shown in figure 2:
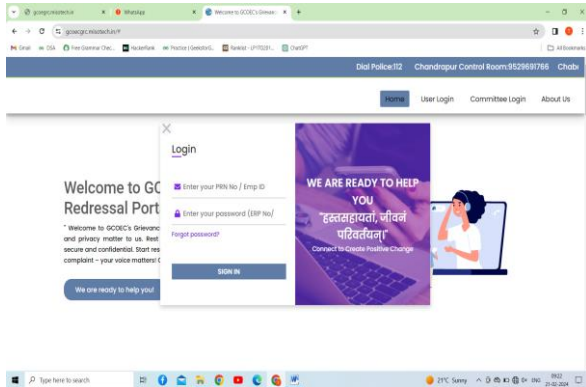

Figure 2: Login Page for Effective StudentGrievance Redressal cell

b)   Guest Login: Guest login is for those who just wantlodge their complaints and hide their personal details from the Admin. Here they can lodge the complaints like Sexual harassment, ragging etc.
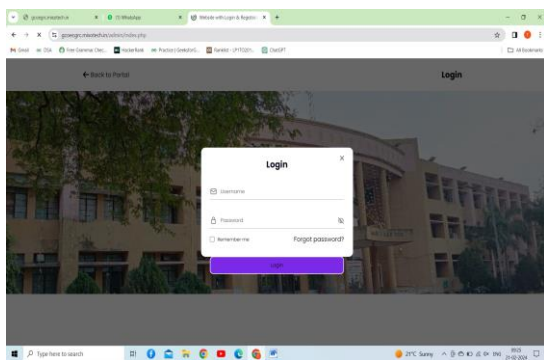

Figure 3: Guest Account

c)   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.

Figure 4: Personal Details to lodge complaints
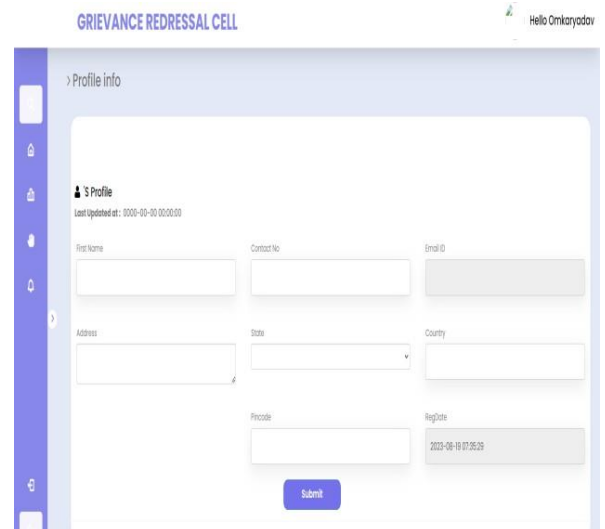
As you can see in figure 5 We have provided one option of priority (P1,P2,P3,P4….). Which means that if user select the Priority 1(P1) which showsthat their complaint is very serious so, their complaints solve within one day. Likewise.
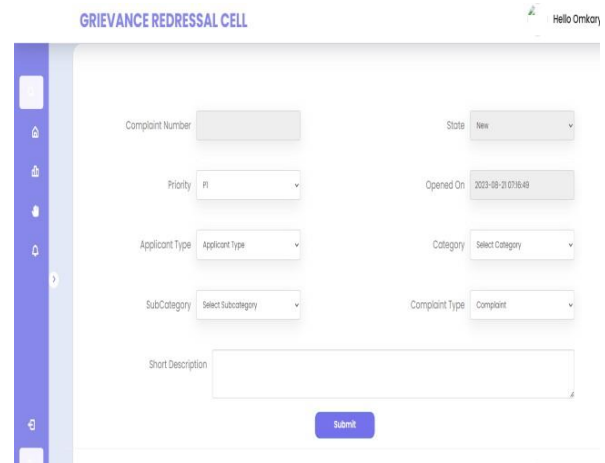

Figure 5: Priority for Complaint

6. Literature survey:

First, we evaluated the current mechanism for gathering complaints in colleges and met with the principal to gather their requirements. Then we looked at several websites that offered some useful features

Sr. No	Paper Name	Author Name	Year	Language	Result
1	Web Portalfor Effective Student Grievance Support System	K. Aravindhan, K. Periyakaruppan, Aswini.K, V aishnavi.S, Yamini.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 , Nar ut 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	Artificiasl 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 systemin banks in indiaon 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.

7. Conclusion:

We have greatly enjoyed working on this unique and such a difficult topic.This project worked out well for us because it introduced us how to write in real-world PHP and MySQL web applications. Additionally, it offers information on client server technology, which will be in high demand in the future, and the most recent technology employed in creating web- enabled applications. This will offer better chances and direction for independent project development in the future.

8. Acknowledgement:

We would like thank to acknowledge the support of department of computer engineering providing me facilities. Further I would like to especially thanks to my guide.

9. Reference:

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