

A  
Report  
On

## **Grievance Management System**

Submitted in partial fulfillment for

### **Mini-Project Project II**

Submitted by

**Padmanabhan Deokar (2020BTEIT00024)**

**Harshad Jagadale (2020BTEIT00025)**

**Vaibhav Done (2020BTEIT00028)**

Under the Guidance of

**Prof. Dr. S. P. Sonavane**

Information Technology, Dept,  
WCE, Sangli.



Department of Information Technology,  
**Walchand College of Engineering, Sangli.**  
Maharashtra, India. 416415

## Acknowledgement

I would like to express my sincere gratitude to **Prof. S. P. Sonavane** for her guidance and her continuous support, encouragement, help extended at every stage of this project work.

I express my gratitude and earnest thanks to **Prof. A. J. Umbarkar**, Head of the Information Technology Department, Walchand College of Engineering, Sangli for providing me all facilities throughout the project work.

Last, but not the least I extend my sincere thanks to other faculty members specially **Prof. B. S. Shetty, Prof. D. B. Kulkarni, Prof. M. G. Rathi, Prof. P. K. Kharat**, as well as non-teaching staff of Department of Information Technology and to my all friends for their valuable advice in every stage of this project report.

# Declaration

I, hereby declare that the dissertation report entitled “Go-Grievance” submitted by me to **Walchand College of Engineering, Sangli** in fulfillment of the requirement for the award of the degree of **B. Tech in Information Technology** is a record of bonafide project work carried out by me under the guidance of **Prof. S. P. Sonavane**.

I further declare that the work reported in this project has not been submitted and will not be submitted, either in part or in full, for the award of any other degree or diploma in this institute or any other institute or university. I declare that this dissertation report reflects my thoughts about the subject in my own words. I have sufficiently cited and referenced the original sources, referred or considered in this work, fabricated, or falsified any idea/data/fact/source in data/fact/source in this my submission. I understand any violation of the above will be cause for disciplinary action by the Institute.

Date:

6/12/2022

Place:

Sangli

## CERTIFICATE



This is to certify that the project/mini-project/dissertation work entitled

### **“Grievance Management System”**

submitted by:

**Harshad Jagadale (2020BTEIT00025)**

**Padmanabhan Deokar (2020BTEIT00024)**

**Vaibhav Done (2020BTEIT00028)**

*In partial fulfillment of the requirement for the degree of*

### **Bachelor of Technology**

in

### **INFORMATION TECHNOLOGY/COMPUTER SCIENCE AND INFORMATION TECHNOLOGY**

From

**Walchand College of Engineering, Sangli**

*(An Autonomous Institute)*

**Affiliated to Shivaji University, Kolhapur**

This project/mini-project/dissertation work is a record of student's own work carried out by him under my supervision and guidance during the session 2022.

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Guide

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HOD

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External Examiner

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## **2.Introduction**

- 1.Go-Grievance is web-based grievance management application.
- 2.Web application is for both administration and users.
- 3.Admin can analyse the grievances put by users.
- 4.Admin can maintain records according to grievances registered by users based on categories.

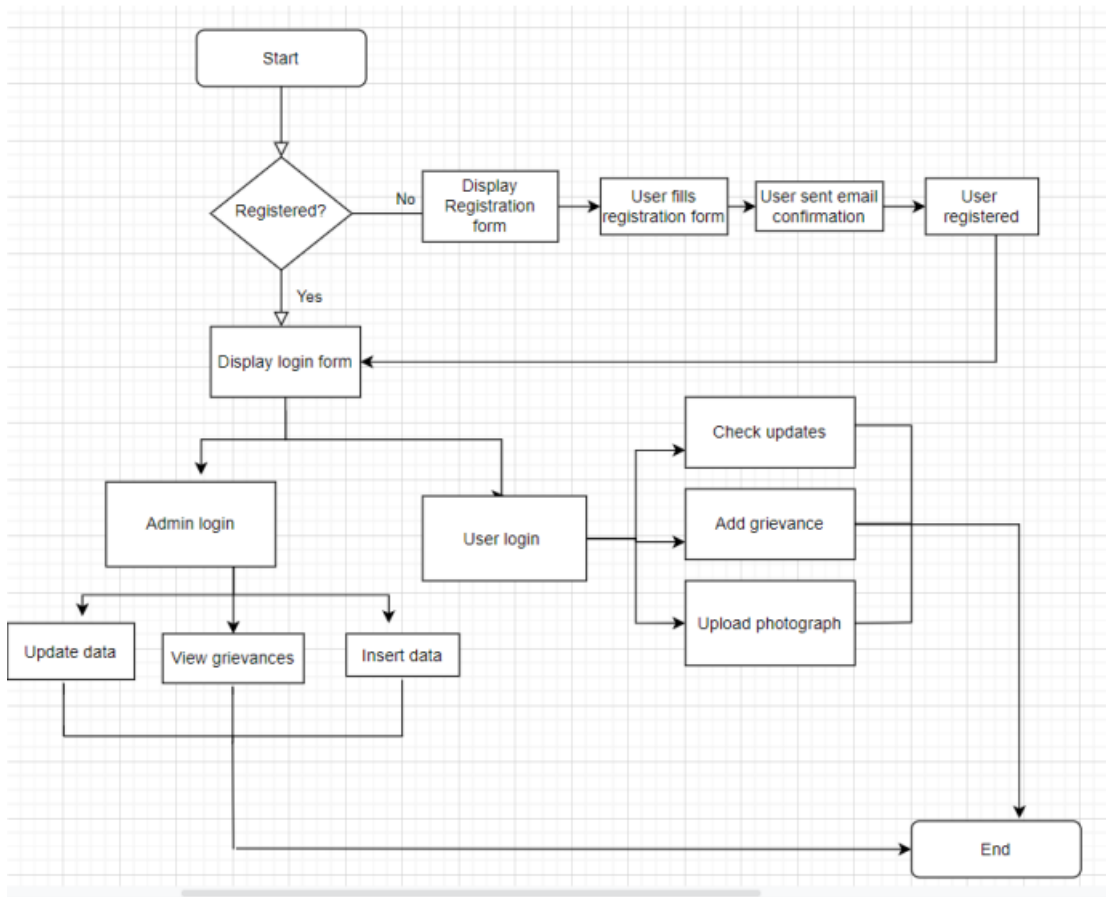
## **3.Problem statement:**

1. To develop web base portal to handle grievance system.
- 2.To access and retrieve data from database.

## **4.Objectives:**

- 1) To create interface for receiving grievances
- 2) To manage data(grievances) from users and store them in MySQL database.
- 3) To categories grievances according to requirement

## 5.Flowchart:



## 7. Software Specifications:

For Frontend:



For Backend:



Database:



Project Management:



Platform:



Local Server:






# Demo:

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GRIEVANCE MANAGEMENT SYSTEM



vaibhav

Dashboard

Account Setting

Lodge Grievance

Grievance History

> Change Password

> User Change Password

Current Password

New Password


Confirm Password

Submit

≡

GRIEVANCE MANAGEMENT SYSTEM

Logout



vaibhav

Dashboard

Account Setting

Lodge Grievance

Grievance History

> Register Grievance

Category

Select Category

▼

Grievance Type

Grievance

▼

State

Select State

▼

Nature of Grievance

Grievance Details (max 2000 words)

Grievance Related Doc(if any)

Choose File

No file chosen

Submit

Login/Logout

Welcome To Admin Dashbord

Login/Logout



Update View Insert Notify

## **10.References:**

[1] Mohan, P. Poorna Chandra, E. Vijay, M. Logesh; “Online Grievance Management System at Institute level” Mar. Vol. 6 Issue.03|Mar 2019

[2] Elijah E.O and Abdullahi U; “Imperatives of Customer Relationship Management in Nigeria Banking Industry” Kuwait chapter of Arabian Journal of Business and Management Review. Vol. 2 No.1 pp 60.62. 2012

**Annexure A****1. Minutes of meeting with mentor (For MP-2Only)**

<b>Sr.No</b>	<b>Day, Date and time of meeting</b>	<b>Discussion regarding (SRS, implementation, testing, problems during implementation, progress review etc.)</b>	<b>Meeting Summary</b>
<b>1</b>			
<b>2</b>			
<b>3</b>			
<b>4</b>			
<b>5</b>			

**2. Final acceptance received from mentor on implemented product (Email screenshot)**