

A
Synopsis
on

Grievance Management System

Submitted in partial fulfillment for

Mini-Project II

Submitted by

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Under the guidance of

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Format of synopsis

1. Name of students with PRN No.

Padmanabhan Deokar	2020BTEIT00024
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2. Title of Project: Go-Grievance

3. 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.

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2. Relevance/Importance of proposed work :

To manage grievance registered by users.

To categories grievances into various categories.

3. Scope of the work/Problem formulation:

This study deals with the analysis of the effectiveness of the grievance handling system of the organization.

It also identifies the user's opinion towards the existing grievance handling system in the company.

The effectiveness of the present grievance handling system will be analyzed and suitable measures to improve the same may be suggested

4. Problem statement:

To design web-based interface or grievance handling.

5. Objectives:

- i. To design web-based interface or grievance handling.
- ii. To categories grievances for admin convenience.
- iii. To manage grievances .

6. Technology Required:

For Frontend:



For Backend:



Database:



Project Management:



Platform:



Local Server:



7.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

Name and Signature

1. Padmanbhan(2020BT EIT00025)
2. Harshad(PRN)
3. Vaibhav(PRN)

Name and Signature
Guide

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Panel Member

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