Walchand College of Engineering, Sangli
Department of Information Technology
Third Year - Mini-Project 3
The year 2022-23 SEMESTER I

Project Group No: G-11
Project Group members: 1. Harshad Jagadale   (Group leader)
                                                   2 . Padmanabhan Deokar
                                                   3 .Vaibhav Done
Project Title: (Go Grievance)
Broad Domain :   Database management
Specific Domain :   Algorithm
Platform: Apache Netbeans IDE 12.6

Abstract:
        The presented Grievance Handling System project will make the system centralized to increase the speed of the communication between each department of the college; . The user can check the status of their grievances and raise the problem from the system. The system will be available for each person just they need to register first .While the information will be stored in the Grievance Handling System which can be used by entering the login credentials .The received grievances will be sorted and searched category wise due to implementation of searching and sorting algorithm.

 Methodology:
   Go Grievance is a web based application for management and collection of grievances registered by the users.It consists of two types of credentials ,user login and admin login.
 This application consists of database management and computer algorithm both.For collecting and organizing grievances details ,database management is used and for sorting and searching of the grievances registered by the users,algorithms can be implemented.
Prototype will focus on collection of grievances(data),sorting and merging them in appropriate categories so that the administrator.

 Software requirements:
 Front-end development : HTML +CSS
 Backend development :Hypertext preprocessor(PHP)
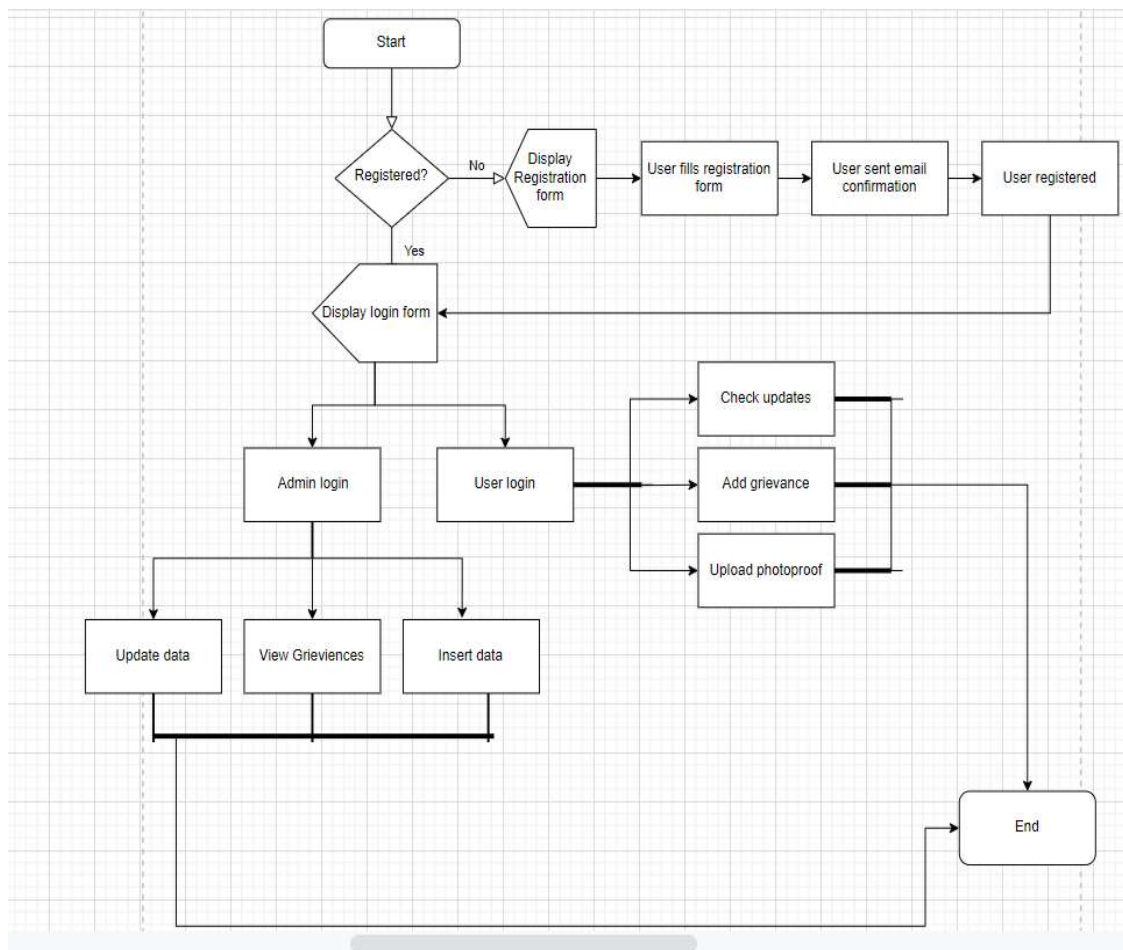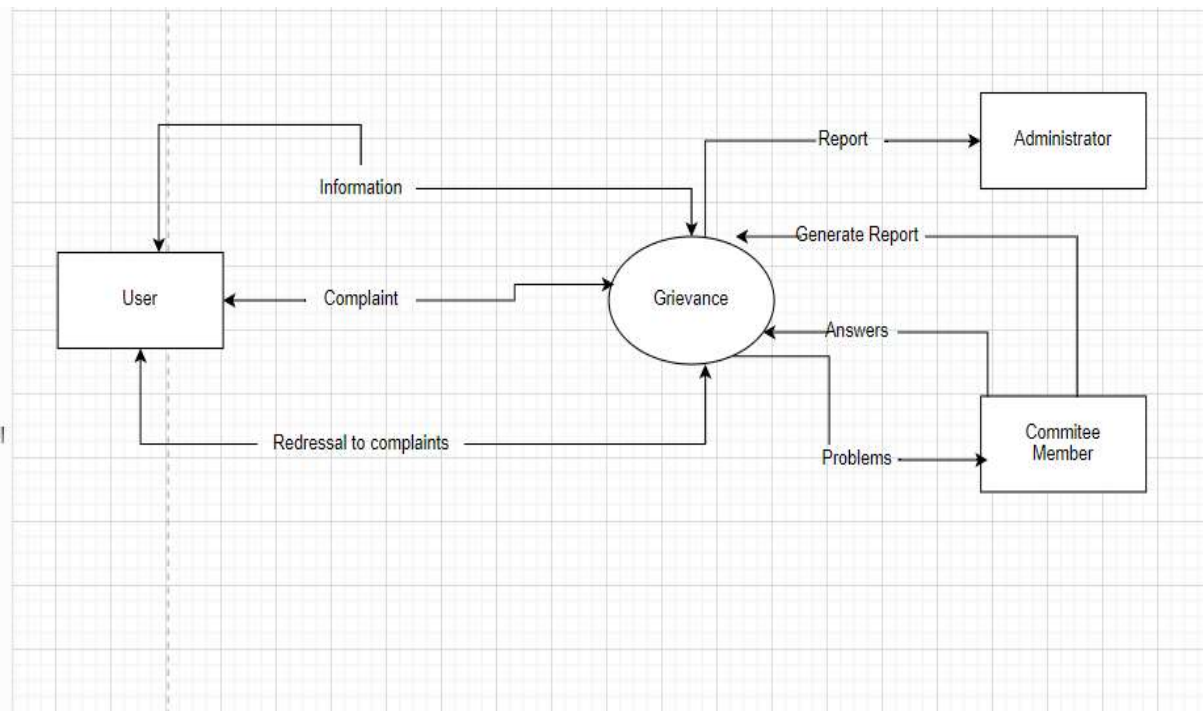 Database:MySQL
 Project management:Github
 Platform:Apache Netbeans
 Local server:XAMPP control panel
 Algorithm:Searching and sorting algorithms

Tentative Block diagram/Flowchart:

Application view:

Application Area:

        1. Various authorities can use this application for the grievance redressal system.

        2. Applications can make various grievances easy to coordinate, monitor, track and resolve, and provide companies with an effective tool to identify and target problem areas.

3. It can be used to monitor complaints, handle performance and make business improvements.

4. This prototype is a management technique for assessing,analyzing and responding to user grievances.

5. Admin can sort the grievances based on type of grievance and user category.

6.Admin can set priorities to the grievances .

7.User can give feedback to their grievances and can upload photo proof related to that grievance.

8.User can select the category of grievance ,respective department and then upload the grievances.

9.Admin can also check grievance category wise and department wise and can take suitable action.

Reference :

1.Website/s

For SQL:

[MySQL Documentation](#)

For PHP:

[PHP: Documentation](#)