A

Project Report

On

**“Vehicle Distribution System”**

Submitted in partial fulfillment of

the requirements for the 6th Semester Sessional Examination of

BACHELOR OF COMPUTER APPLICATION

By

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**CERTIFICATE**

**This is to certify that the project work entitled “VEHICLE DISTRIBUTION SYSTEM” is done by ANIKET CHOUDHURY , SIMADRI DEBANANDA ACHARY in partial fulfillment of the requirements for the 6th Semester Sessional Examination of Bachelor of computer application in Computer Science and Engineering during the academic year 2022-23. This work is submitted to the department as a part of evaluation of 6th Semester Project.**

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**Abstract:**

Student satisfaction is a major concern for any educational institute. However, many a time the students fail to express their concerns & issues or fail to reach out for proper support from the organization. Neither is there any system to address the conflicts or issues faced by the students.

This eventually leads to students' dissatisfaction. Hence, to maintain the dignity of the college or institute by ensuring a conflict-free atmosphere by promoting good student-teacher relationships we have developed an Android-based student grievance app that will address the students' issues & grievances. The students can report their complaints through this system which will be redressed by the institute.

The system functions to look into the grievances reported by any student. Grievance System is formed in order to keep the healthy working atmosphere amongst staff and students. Admin can view the resolving status of all grievance. This Application software uses Programming languages like Java and XML for front-end, Firebase as back-end, we have used Figma for constructing UI of this application.

In pursuit of providing an optimized solution for the student grievance support system, the proposed model uses the mechanism of transforming manual to automation. By providing this mechanism student complaints are noted and verifies by presenting the model of application system. By automating the grievance process, the proposed model will improve the relationship between student and management.

Grievance system is an online platform of private or public institutions enabling

prompt action on any issue raised by the student. The implementation of the

Grievance redress portal will be helpful to address the grievance in a timebound

manner. This will ensure transparency and students will be more benefitted. Grievance

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1. **Introduction**

Student satisfaction is a major concern for any educational institute. However, many a time

the students fail to express their concerns & issues or fail to reach out for proper support from

the organization. Neither is there any system to address the conflicts or issues faced by the

students

A “Grievance” is a feeling of dissatisfaction whether expressed or not, whether valid or not, arising out of anything that is connected with the organization which a student thinks, or even feels to be unfair or inequitable. Some of the dissatisfaction is based upon genuine causes but some of them are not real and are created by the students only to blame others. This dissatisfaction is called “grievance”.

Grievance system is an online platform of private or public institutions enabling prompt actions on any issue raised by them. The cell members deal with all types of grievances, received from students. The implementation of grievance system will be helpful to address all the grievances in a time-bound manner. This system helps to take quicker action on the grievance raised.

In the present scenario, everyone wants to be heard. Everybody wants a system where they can actively present their issues. They want a system to not only accept the complaints effectively, but also solve the issues with same effectiveness and efficiency.

Our project provides such system to the students. Our project ensures that every student’s issue will be heard, Considered and solved as soon as possible in a most efficient manner. It will also make the management well aware of its low points and thus will make it easier for the management to improve its infrastructure. Many times, students hesitate to point out the problems they are facing, face to face. Sometimes they even are unable to speak up about the issues. This will ensure that the students can be confident enough to put out their problems and complaints regarding the management without any fear.

* 1. **What is a Grievance Management System?**

Grievance in regards to students refers to the situation in which students feel some kind of dissatisfaction regarding any of the services they are getting in the institute. Sometimes these complaints get justified not leading to mismanagement, relation, and communication gap among the faculty and students.

Using student grievance management, students are given a platform through which they can register their problems and get updates on their progress.

* 1. **What are the benefits of a Grievance Management System for educational institutions?**
     1. **Balanced relationship among faculty and students**

An institution can only function properly if faculty and students have a well-managed, maintained, and closely related relationship. Sometimes, it is difficult for students to open up about their problems directly to faculty and other authorities in institutions.

It gives a platform to students to which they can register their problem regarding anything in the institution and the institution manages it easily without harming or damaging the relationship among the faculty and students.

* + 1. **Easy Collaboration**

It is important to note that students are the real stakeholders of any institution, they need to get the best and modern education without any problem or dissatisfaction. Sometimes students get it difficult to ask or tell their complaints directly to the faculty leading to difficulty in collaboration. So it becomes necessary that there should be some direct source available that can trigger students to submit their grievances, it promotes easy collaboration, communication, and satisfaction at both hands.

Traditional techniques of grievance management include complaint register in or complaint box in which students submit their complaints or grievances but it takes weeks and months to solve the issue which tends to decrease the morale of the student resulting in inefficiency in studies and other activities.

Modern students need advanced ways for everything as they expect an instant solution to their problems and complaints in any way. So educational institutions must adopt technologies like ERP that will help them inefficient grievance management. It provides portals and mobile applications through which students can submit their grievances along with getting its solution as soon as possible.

* + 1. **Transparency**

Multiple tasks need to be managed by higher authorities in an institution, so they must get each information from the student’s end to make every seamless and transparent in the institution, student grievance management system helps in creating transparency about the internal disputes among the students and faculty, it gives them the authority to manage and solve any situation of dissatisfaction and disagreement.

* + 1. **Seamless flow of academic and administrative operations**

Academic and administrative smoothness and efficiency lead to the overall success of the institution, it needs to be perfect in any case, every operation starting from admission to alumni includes various processes which sometimes dissatisfy students. So having grievance management system institutions gets feedback on every single problem of students regarding anything in the institution that ultimately channels the seamless flow of all the operations with happy faces of students, faculty, and ultimately higher authorities.

* 1. **Type of grievances**

The following issues of the students will be considered-

1. Academic related issues
2. Admission related issues
3. Fees related issues
4. Hostel related issues
5. Exam related issues
6. Bus related issues
7. **LITERATURE REVIEW**

Grievance is defined as an official statement of a complaint over something believed to be wrong or unfair. Our project focuses on developing a typical student grievance system which works and functions for registering student issues. These issues include complaints regarding college environment, faculty feedback and fee collection. Thus, our project ensures a democratic campus environment, acquaints all the faculty and students about their rights, and also provides a qualitative and quantitative development of the university.

We are developing an online management system for submitting complaints online. By using complaint management system, a user can upload his complaint from anywhere by using this application on his phone online. User can submit his complaint by easily creating his/her own profile; also, user can check current status of their complaints and view what kind of action is taken. It is based on centralize management and only admin can check or solve the complaint, admin also have authority to remove a user.

The main objective of the complaints management system is to make complaints easier to resolve and to target problem areas. It is used to record, resolve and respond to customer complaints.

1. **Requirements**

Student grievance system is an application that was designed to make the process of resolving complaints made by students in the university environment easy. Using the software, the university management would be able to maintain an effective, timely, and equitable complaints handling system that is easily accessible by the students.

* 1. **Some features of the software**

1. **Student**  
   1. Registration  
   2. Submit Complaints  
   3. View Resolved/Unresolved Complaints
2. **Admin**
3. View Complaints
4. Respond to Complaints
5. Setup Profile
6. Activate/Deactivate Desk Officers
7. View Complaints
8. View Resolved Complaints
9. Delete Users
10. **Hardware Requirements**  
    1.   
    2. Disk capacity of at least 100mb free space.  
    **Software Requirements**  
    1. A minimum API 22.  
    2.  
    3.
11. **EXISTING SYSTEM:**

The existing system is completely manual. In order to write the complaint, the student either

* Visits the related department and registers his complaint in the respective complaint register, which is monitored by the respective Department heads.
* Existing system requires manual process (i.e., sending grievance from lower level to critical level requires manual process.).
  1. **DISADVANTAGES OF EXISTING SYSTEM**:
* Grievance paper might be replaced.
* Modifications can be done.
* Management might neglect the complaint raised by the student.

1. **PROPOSED SYSTEM:**

• The idea is to automate the entire complaint process.

• Grievance can be lodged based on the level (i.e., university, college, course and department) and also based on the category (i.e., transportation, scholarship, lecture time table etc.…).

* 1. **ADVANTAGES OF PROPOSED SYSTEM**

• Less paper work.

• Security and satisfaction of the student.

• Increased accuracy and reliability

• Easy maintenance of data.