



## Kamala Education Society's

PRATIBHA COLLEGE OF COMMERCE AND COMPUTER STUDIES

PUNE – 41101

For Academic Year 2021-2022

# CERTIFICATE

This is to certify that **Mr. Akash Chavan, Mr. Sumedh Acharya, Mr. Om Desai and Mr. Piyush Khade** are Students of this college. They have successfully completed their Project Report on “**Student grievance system**” as partial fulfillment of the Course T.Y B.Sc. (Computer Science) affiliated to Savitribai Phule Pune University during the academic year 2021-2022.

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(Principal)

Date:

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## **Abstract**

A Grievance is a dissatisfaction or argument that can arise at any level in an organization. If the organization is an educational institution, this issue becomes more sensitive and more important. Students are the most vulnerable entities in an educational institution. Students often fail to seek support for the problems they face from many levels. So, in the analysis, the current status of grievance redressal mechanisms in some of the areas of concerned colleges in Maharashtra, emerged as a revelation that none of them had-a fully developed grievance redress mechanism to address the problems in the lives of students. Because of the problem mentioned above as that is to say a grievance redressal system has been worked out which is possible effective compliance and provision of solutions to emerging student problems. In this paper, we focus on the development and implementation of the above, a system that can be integrated to meet the solution for student complaints. This paper puts a deeper understanding into compiling all those problem areas obtained on the basis of the analysis phase and any additionally required information.

The grievance can arise from any official faculty or staff action or decision deemed to be unjust or discriminatory by the student and is based upon violation of an institutional policy or written standard that protects every student. The goal of this process is to insure fair and equitable treatment of all students, to hold administrators, faculty and staff accountable for compliance with institutional policies and procedures. Resolution of student complaints, regardless of the outcome, also can improve a student's progress toward completion of a course or degree and ultimately success at the institution. The end user of this product is student where the website is hosted on the web and the administrator maintains the database.

## **Need of System**

Student grievance system provides a fair and speedy means of grievance handling. It saves time of student and faculties of institution. Students can lodge complaints in a discreet manner. It will provide greater confidentiality and transparency in grievance dealing procedure. It helps to build a harmonious atmosphere in the institution with openness and trust. This system automates the entire complaint process right from registration to closure.

### **Existing systems**

1. The current complaint box system is manual as all the work is done and kept in the form of paper.
2. As existing system needs to manually solve the complaints.
3. All the necessary information is in the form of hard copy.
4. So, it became much difficult for staffs to keep the records and understand the complaints from the specific students.

## **Scope of System**

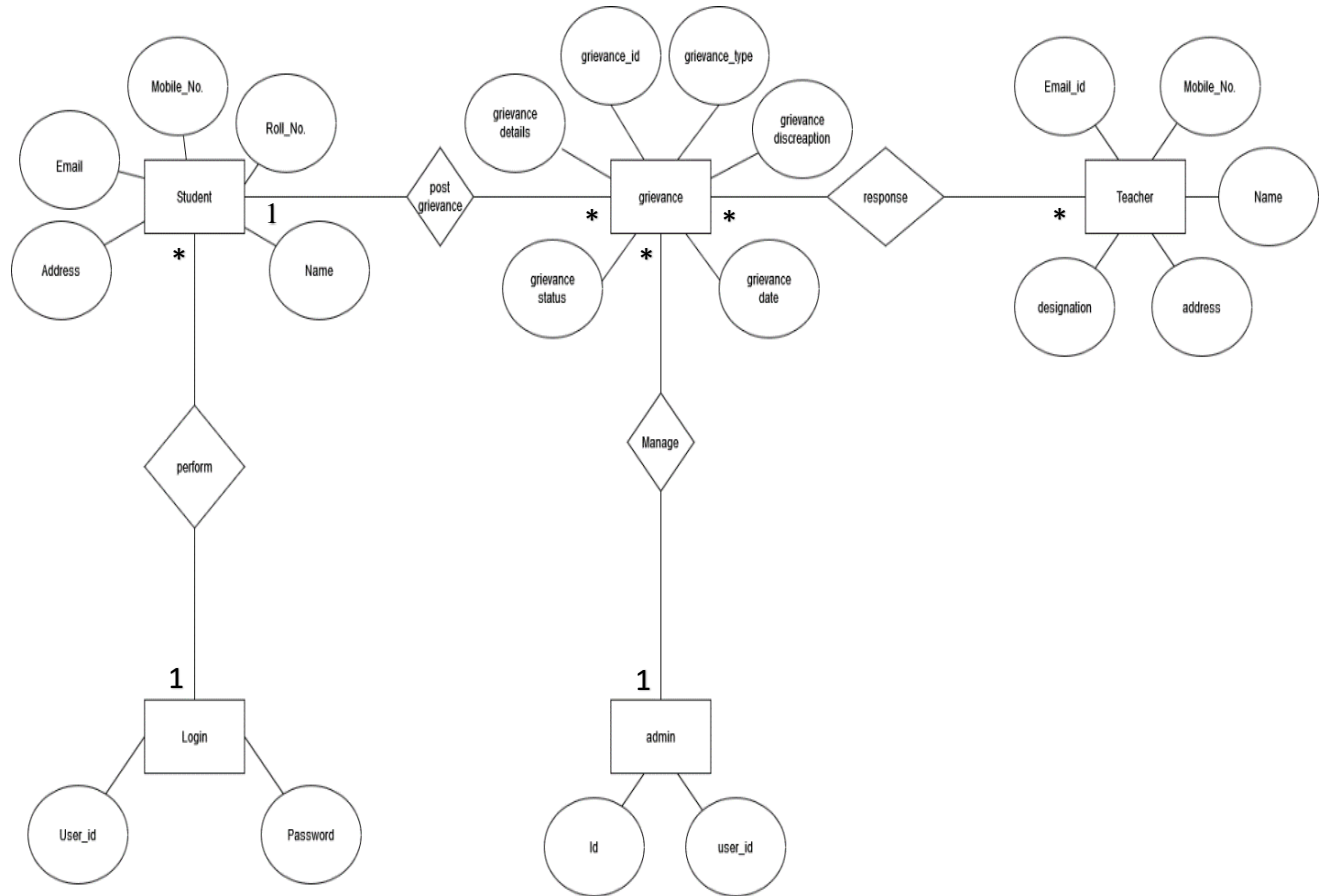
Grievance in regards to students refer to the situation in which students feel some kind of dissatisfaction regarding any of the services they are getting in the institute. Sometimes these complaints get justified not leading to mismanagement, relation, and communication gap among the faculty and students.

Student grievance system is a process in which students get a platform through which they can register their problem and have a track for the solution

## **Feasibility Study**

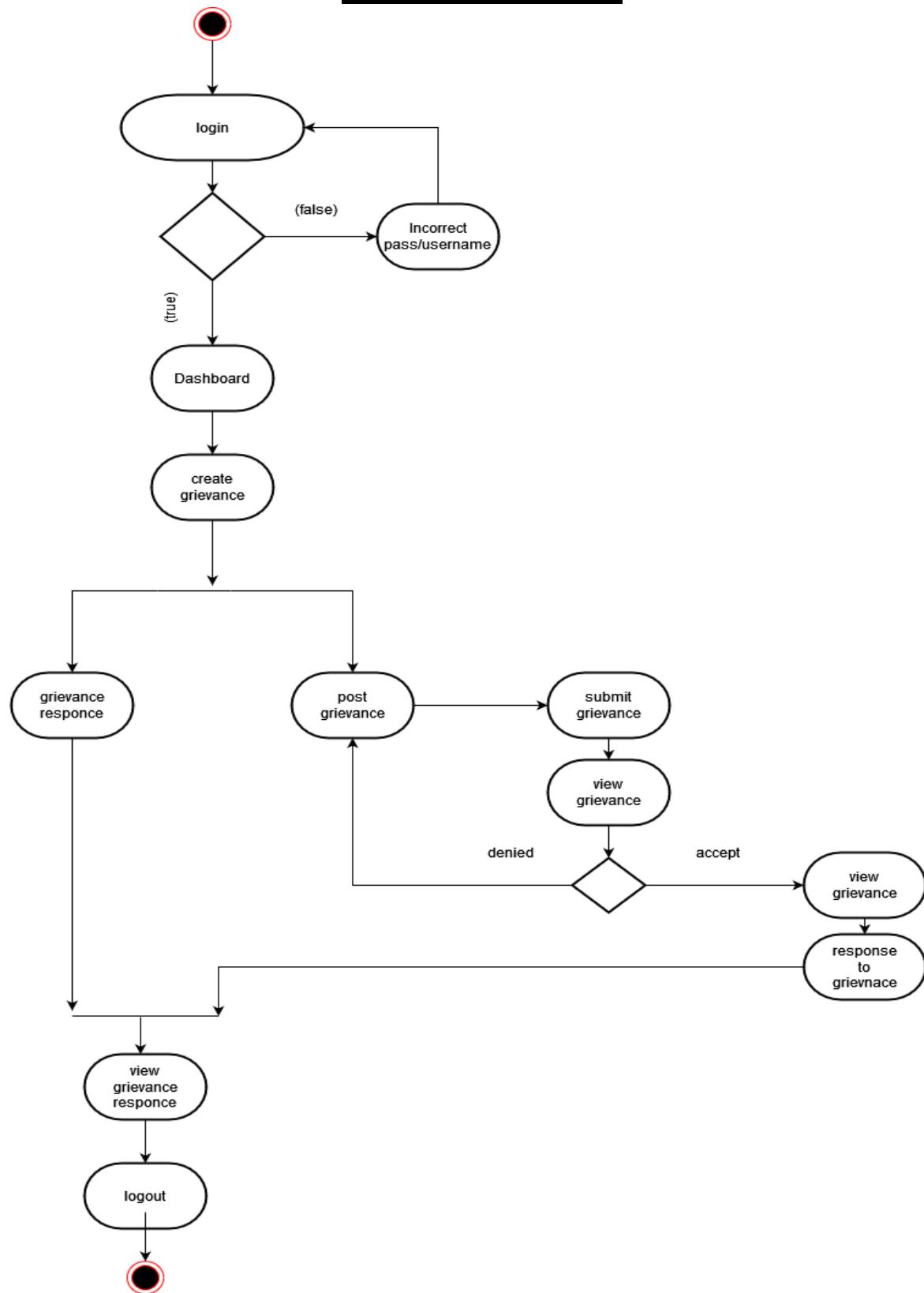
1. **Operational feasibility**: The system will be developed according to the user needs and will have all the specification demanded by the user. The user will already be familiar with the facility provided by any website. The features provided in the system are standard and extra feature of security which is provided with the system is unique.
2. **Technical feasibility**: The software is developed in Intel processor which is commonly available in the market can be used to implement in the system. The hardware and software requirements are minimal and no specialization or special training is required as the user is already familiar with the system. The size of database depends on use of user.
3. **Economical feasibility**: Since the system is Linux based and developed in PHP , the economic feasibility is unmatched to any other system in existence. The system configuration is also minimal. Thus the investment required is very less and output is as good as any other system.

## Entity Relation Diagram

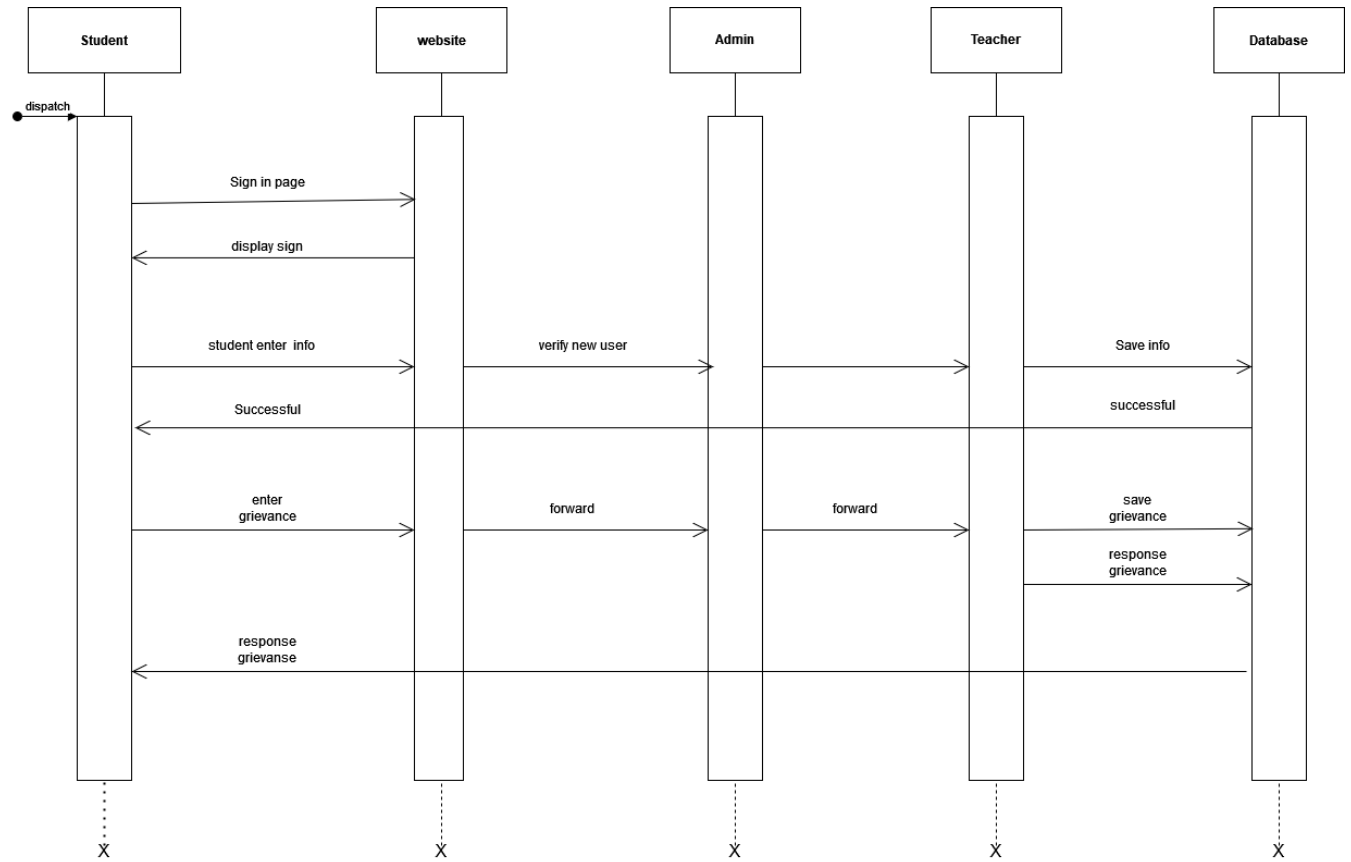




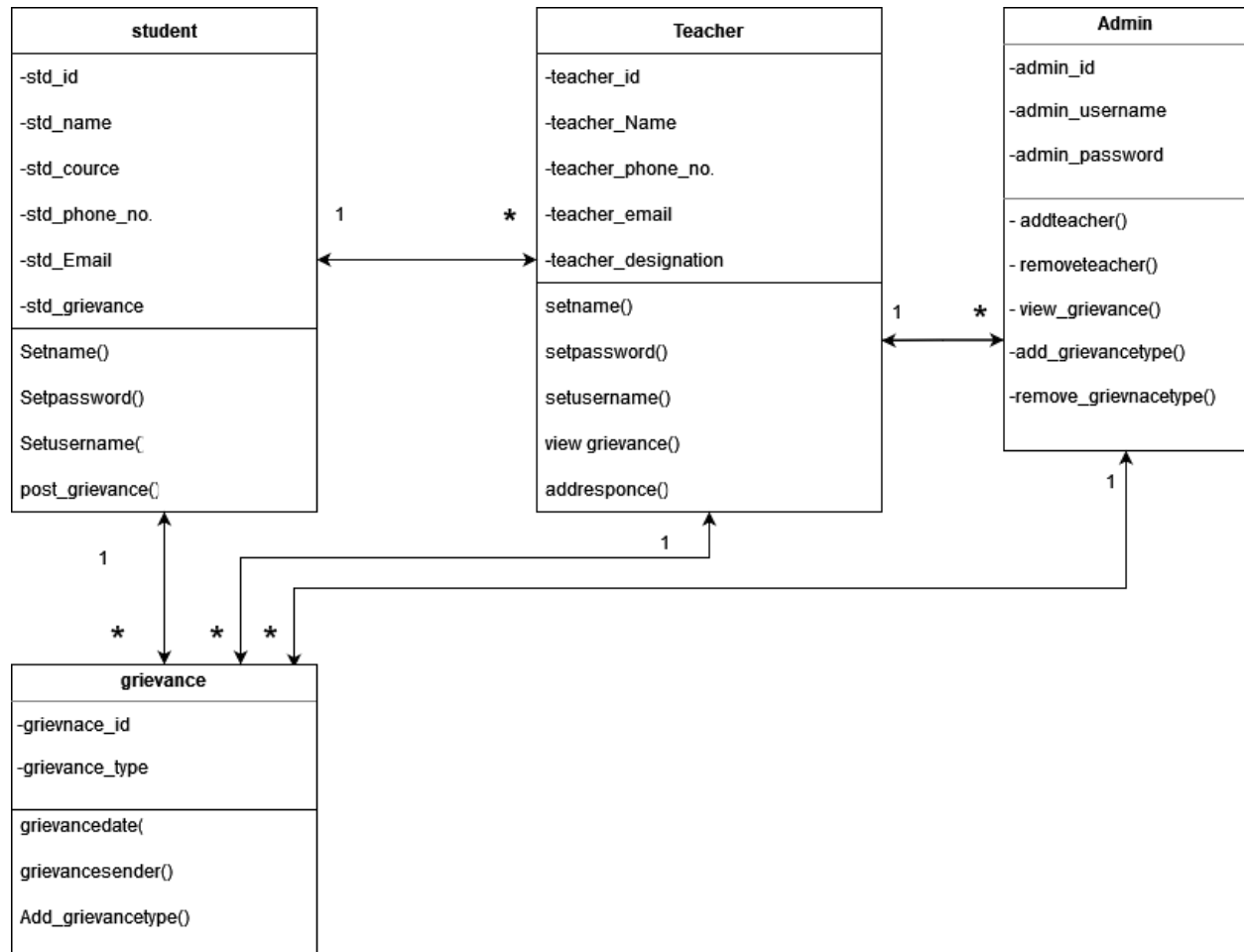
## Activity Diagram



## Sequence Diagram



## Class Diagram



## Use case diagram



## **Data base design**

### **Student registration**

<b>columns</b>	<b>Data type</b>	<b>constrain</b>
1. User_id	int	Primary key
2. User_name	varchar	Not null
3. Name	varchar	Not null
4. Course	varchar	Not null
5. Mobile_No.	int	Not null
6. Roll_no.	int	Not null
7. Password	varchar	Not null
8. Email_id	varchar	Not null

### **Post grievance**

<b>columns</b>	<b>Data type</b>	<b>constrain</b>
1. gr_id	int	Primary key
2. gr_type	varchar	Not null
3. gr_subject	varchar	Not null
4. Gr_details	varchar	Not null
5. Std_user	varchar	Not null
6. status	varchar	
7. G_date	int	Not null

8. Gr_mem_details	varchar	Not null
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### **teacher registration**

columns	Data type	constrain
9. id	int	Primary key
10.mem_name	varchar	Not null
11.Mem-mobile	int	Not null
12.Mem_desg	varchar	Not null
13.Mem_email	varchar	Not null
14.Mem_username	varchar	Not null
15.Mem_pass	varchar	Not null

### **Admin login**

columns	Data type	constrain
Admin_id	int	Primary key
Admin_username	varchar	Not null
Admin_pass	varchar	Not null

### **Grievance:**

columns	Data type	constrain
16.g_id	int	Primary key
17.g_type	varchar	

## **Software and hardware specification**

<b>S/W specification</b>
Sublime Text
Fire fox
PGadmin4

<b>H/W specification</b>
Processor: i5
Hard Disk: 500GB
RAM: 4GB

<b>Front-end</b>
Html
CSS

<b>Back-end</b>
PHP
PostgreSQL

# User interfaces

The image displays two screenshots of a web browser showing the 'Student Grievance System' user interface. The browser is Firefox Web Browser, and the address bar shows the URL `localhost/sgs/stud_registration.php` for the top screenshot and `localhost/sgs/stud_login.php` for the bottom screenshot. The date and time in the browser's status bar are May 16 21:29.

**Top Screenshot: Registration form**

The top screenshot shows the 'Registration form' page. The page has a blue header with the title 'Student Grievance System'. Below the header, there are five navigation buttons: 'Home', 'Registration', 'Student Login', 'Teacher Login', and 'Admin Login'. The 'Registration' button is highlighted. The main content area contains a registration form with the following fields:

- Name:
- Course:
- Year:
- Roll No:
- Mobile:
- Email Address:
- User Name:
- Password:

At the bottom of the form is a blue 'Submit' button.

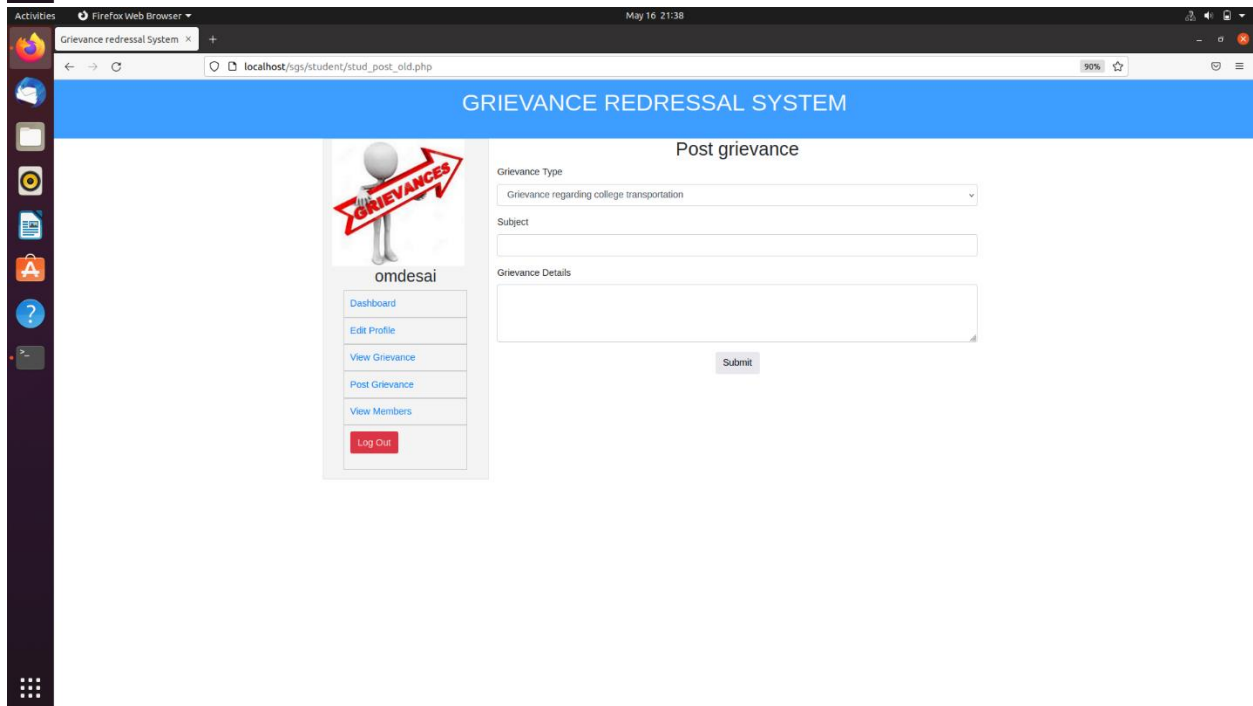
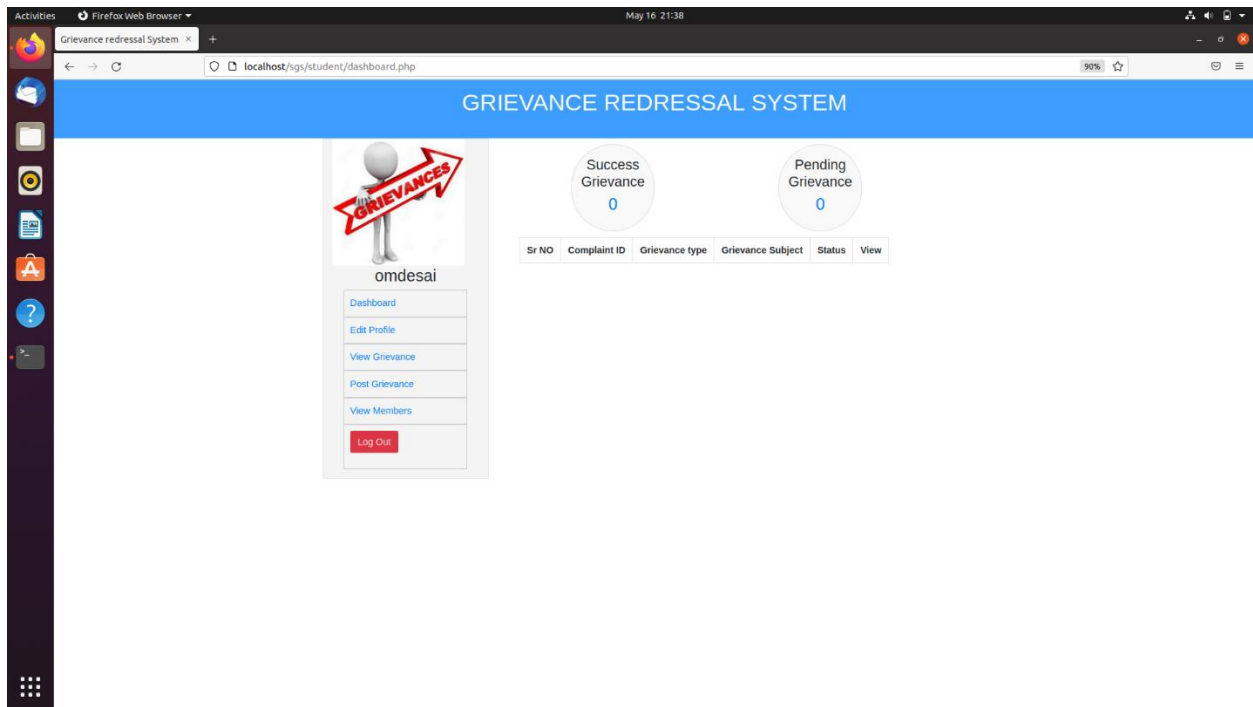
**Bottom Screenshot: Student Login**

The bottom screenshot shows the 'Student Login' page. The page has the same blue header and navigation buttons as the top screenshot. The 'Student Login' button is highlighted. The main content area contains a login form with the following fields:

- Enter User Name:
- Enter Password:

Below the password field, there is a black error message box that says 'Please fill out this field.' At the bottom of the form is a blue 'Login' button.






Activities Firefox Web Browser May 16 21:38

Grievance redressal System x +

localhost/sgs/student/member\_view\_old.php 90%

## GRIEVANCE REDRESSAL SYSTEM



omdesai

- Dashboard
- Edit Profile
- View Grievance
- Post Grievance
- View Members
- Log Out

### Member List

Sr No	Name	Designation	Email ID	Mobile Number
1	om kiran desai	professor	omdesai123@gmail.com	9271504005
2	meghana gurav	professor	meghana123@gmail.com	9876543210

Activities Firefox Web Browser May 16 21:29

Student Grievance System x +

localhost/sgs/mem\_login.php 90%

## Student Grievance System

[Home](#)
[Registration](#)
[Student Login](#)
[Teacher Login](#)
[Admin Login](#)

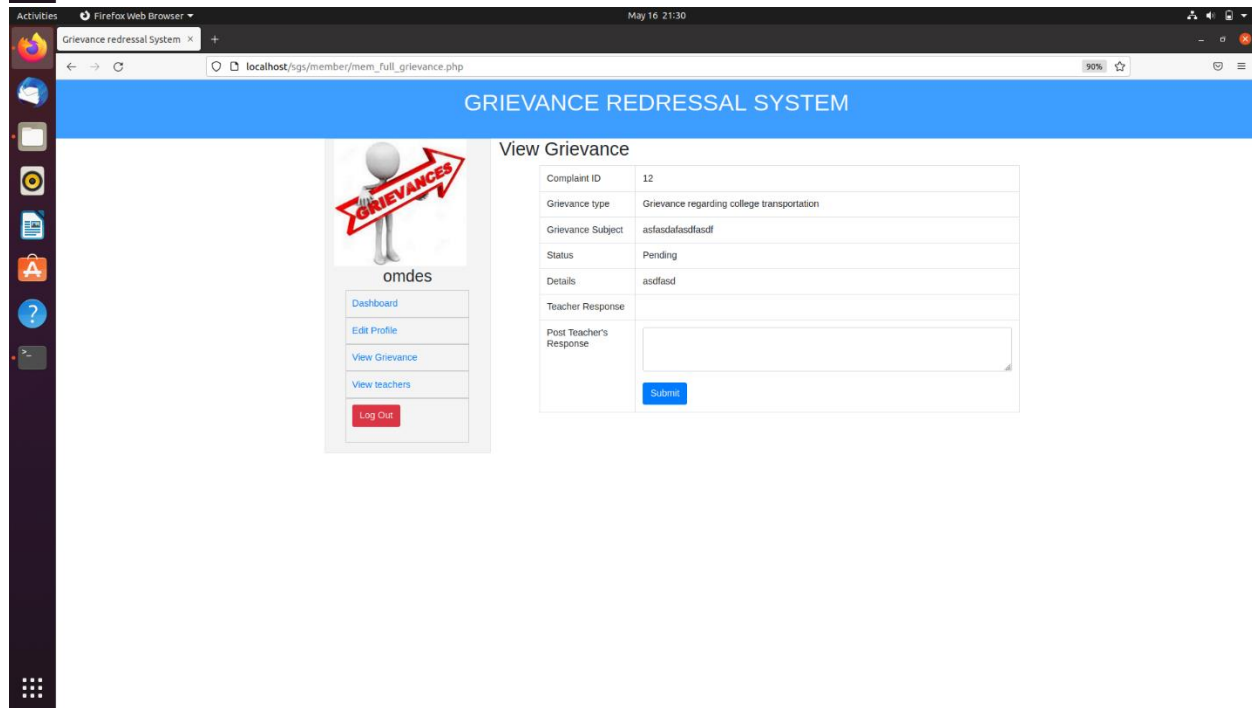
### Teacher Login

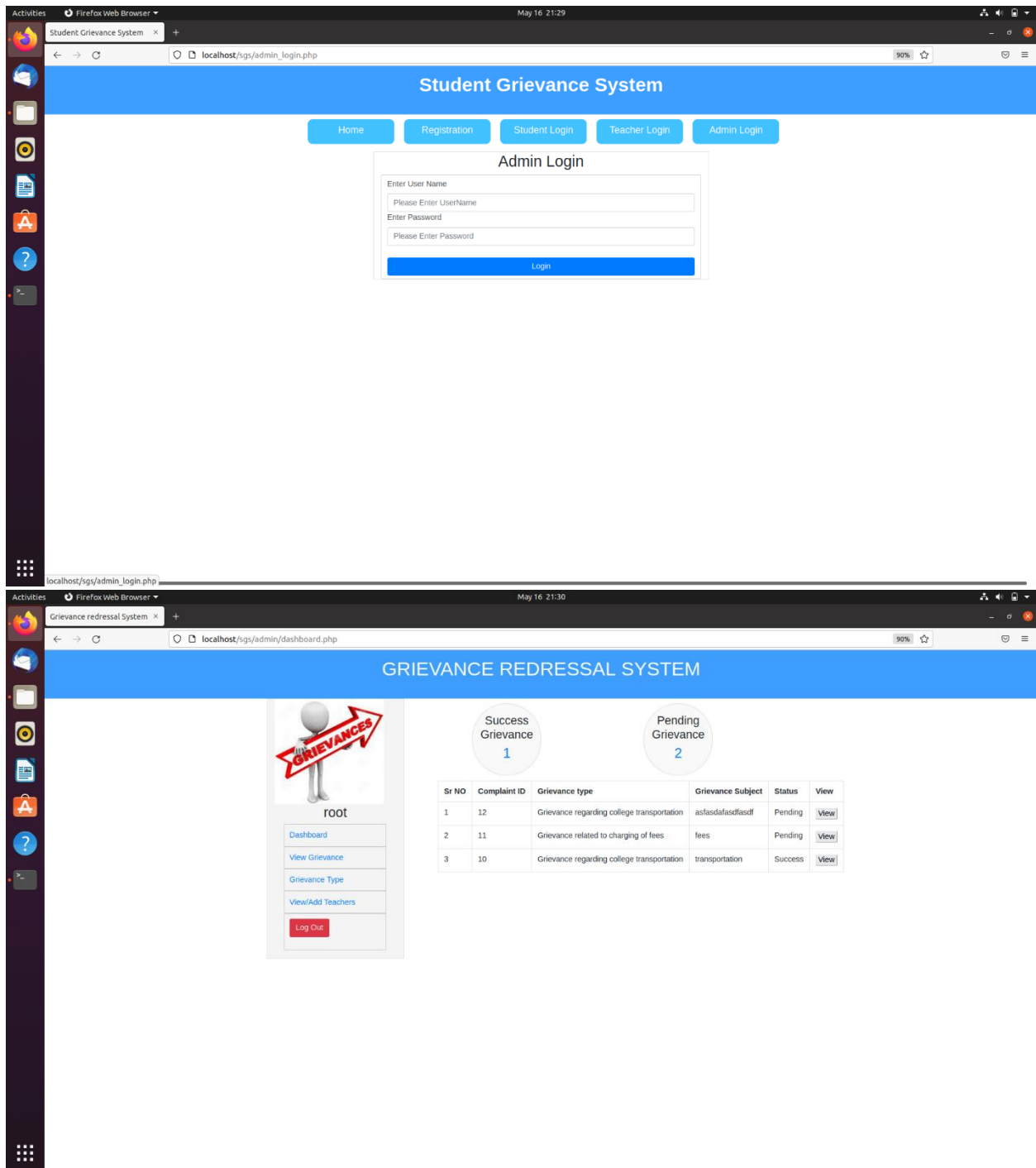
Enter User Name:

Enter Password:

Log In

localhost/sgs/mem\_login.php






Activities Firefox Web Browser May 16 21:30

Grievance redressal System x +

localhost/hgs/admin/add\_grievance\_type.php 90%

## GRIEVANCE REDRESSAL SYSTEM



root

- Dashboard
- View Grievance
- Grievance Type
- View/Add Teachers
- Log Out

### Grievance Type


Sr No	Grievance Type	Delete
1	Grievance regarding college transportation	Delete
2	Grievance related to Victimization	Delete
3	Grievance related to charging of fees	Delete
4	Grievance regarding non-transparent or unfair evaluation process	Delete
5	Non-observation of AICTE norms and standards	Delete
6	Grievance related to harassment by students or teachers	Delete
7	Grievance related to provision of student amenities and quality education as promised or required to	Delete
8	Non-payment or Delay in payment of scholarships	Delete
9	Grievance on discrimination by students from SC/ST/Minority/Women /Disabled Categories	Delete
10	College timing	Delete
11	Grievance related to transportation	Delete
12	sdfsdf	Delete
13	<input type="text"/>	Add

Activities Firefox Web Browser May 16 21:31

Grievance redressal System x +

localhost/hgs/admin/add\_member.php 90%

## GRIEVANCE REDRESSAL SYSTEM



root

- Dashboard
- View Grievance
- Grievance Type
- View/Add Teachers
- Log Out

### Add Teachers

Name:

Mobile No:

Designation:

Email ID:

User ID:

Password:

Submit

## Test cases

Project name:- Student grievance system

Module Name:- logins

Created by:- Om desai

Test case Id	Test case objective	Prerequisites	Steps	Test data	Expected results	Actual result	Status
Student login							
TC-01	Verify the login functionality of student login page	Valid url	Enter username and password Click on login	Valid Username = omdes Valid Password = root	Successful login	Successful login	pass
TC-02	Verify the login functionality of student login page	Valid url	Enter username and password Click on login	Invalid Username = xyz invalid Password = xxx	Pop up msg Entered Username of password is wrong	pop up acquired	fail
TC-03	Verify the login functionality of student login page	Valid url	Enter username and password Click on login	Valid Username = omdes Invalid Password = xxx	Pop up msg Entered Username of password is wrong	pop up acquired	fail
TC-04	Verify the login functionality of student login page	Valid url	Enter username and password Click on login	Invalid Username = xyz Valid Password = root	Pop up msg Entered Username of password is wrong	pop up acquired	fail

Teacher login							
TC-01	Verify the login functionality of Teacher login page	Valid url	Enter username and password Click on login	Valid Username = omde Valid Password = root	Successful login	Successful login	Pass
TC-02	Verify the login functionality of Teacher login page	Valid url	Enter username and password Click on login	invalid Username = xyz Invalid Password = xxx	Pop up msg Entered Username of password is wrong	pop up acquired	fail
TC-03	Verify the login functionality of Teacher login page	Valid url	Enter username and password Click on login	Invalid Username = xyz Valid Password = root	Pop up msg Entered Username of password is wrong	pop up acquired	fail
TC-04	Verify the login functionality of Teacher login page	Valid url	Enter username and password Click on login	Valid Username = omde Invalid Password = xxx	Pop up msg Entered Username of password is wrong	pop up acquired	fail
Admin login							
TC-01	Verify the login functionality of Admin login page	Valid url	Enter username and password Click on login	Valid Username = omde Valid Password = root	Successful login	Successful login	pass
TC-02	Verify the login	Valid url	Enter username	Invalid Username	Pop up msg Entered	pop up acquired	fail

	functionality of admin login page		and password Click on login	= xyz Invalid Password = xxx	Username of password is wrong		
TC-03	Verify the login functionality of Admin login page	Valid url	Enter username and password Click on login	Invalid Username = xyz Valid Password = root	Pop up msg Entered Username of password is wrong		fail
TC-04	Verify the login functionality of Admin login page	Valid url	Enter username and password Click on login	Valid Username = omde Invalid Password = xxx	Pop up msg Entered Username of password is wrong		fail

Module Name:- update profile

Created by:- Om desai

Test case Id	Test case objective	Prerequisites	Steps	Test data	Expected results	Actual result	Status
Student update profile							
TC-01	Verify functionality of updating student profile	Valid url	Click on update profile & enter valid details	All Registration info	Profile updated successful	Profile updated successful	pass
Teacher update profile							



TC-01	Verify functionality of updating teacher profile	Valid url	Click on update profile & enter valid details	All Registration info	Profile updated successful	Profile updated successful	pass
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Module Name :- Student Post grievance

Created by :- Om desai

Test case Id	Test case objective	Prerequisites	Steps	Test data	Expected results	Actual result	Status
TC-01	Verify functionality of Student post grievance	Valid url	Login in student profile click on post grievance add grievance	Grievance = change in college timing	Grievance posted successfully	Grievance posted successfully	pass

Module Name :- Teacher response to grievance

Created by :- Om desai

Test case Id	Test case objective	Prerequisites	Steps	Test data	Expected results	Actual result	Status
TC-01	Verify functionality of Teacher response to grievance	Valid url	Login in Teacher profile click on response	Response = we will try to change	Response added successfully	Response added successfully	pass

			grievance write responce	the timetable			
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## **Advantages**

- Students do not need go directly to the grievance consultants to register complaints
- Encourages students to raise grievances without fear
- Provides a fair and speedy means of grievance handling
- Save the time of aggrieved person and cell members
- Greater confidentiality and transparency in grievance dealing procedure
- Helps to build a harmonious atmosphere on campus with openness and trust
- Automates entire complaint process right from registration to closure
- The advantage over paper-based systems as a grievance redressal portal can alert users immediately on the grievance, action take

## **Limitations**

- Visual effect of product during manually purchasing the product is different from viewing the site on your device
- Some type of grievances may take time to resolve because of manual work needed in the process
- Grievance are rarely upheld at least not if up holding a complaint would form the basis of a legal claim and so matters escalate further

## **Conclusion**

This project is developed for convenience of student and staff members by reducing manual work. It provides all necessary information to the management as well as the student with the use of this system; the user can simply sit in front of the system and monitor all the activities without any physical movement of the file. Management can service the customer's request best in time.

The system provides quick and valuable information. These modules have been integrated for effective use of the management for future forecasting and for the current need.

## **Future Enhancement**

GRS works on the grounds for resolving student grievances and currently serves as a Web application between various members as well the intended audience. To expand this to meet various needs, the following enhancements are suggested:

1. Although many future improvements to the operating system are possible, The main focus includes the development of mobile application to increasing application mobility as the future separates the use of mobile applications and as it seems mobile devices are ubiquitous which will make it easier to get all the notifications in the cell call by members and students associated with the application also increase the reliability of the system and the level of problem solving.
2. The mobile application is intended to enhance user experience by providing the user with additional features for uploading images in the form of audio or video files, which may improve the ability to resolve cases especially in such cases at high cost of firmness.
3. A toll-free hotline can be obtained 24\*7 on the basis of victims to lodge emergency complaints or to seek legal advice in the event of a disaster.
4. Above all, the tracker can be added as part of future ideas to track the performance of the various committee members involved in the system on the basis of the provided aspect of the report production.

## **Bibliography**

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