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An Internship Report on

STUDENT GRIEVANCE REPORT SYSTEM

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Internship carried out at
COE Intelligent Robotic Systems

DEPARTMENT OF ELECTRICAL AND ELECTRONICS ENGINEERING
CMR INSTITUTE OF TECHNOLOGY
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<u>ABSTRACT</u>

Expectations from software solution/web application are:

- An easily accessible application for students and the respective members of Student Grievance Redressal Committee.

- Students would be able to post complaints under different categories which are Department Level, Institute/College Level and University Level. Again these categories would be divided into sub categories such as complaint/ queries/suggestion regarding admission, finance, examination, class time table, teaching methodology, paper re-evaluation, etc.

- Members of Students Grievance Redressal Committee would be able to sort complains based on keywords.

- The portal should link students with respective Department/Institution/College and University Students Grievance Redressal Committees.

- The main purpose of the website will be to connect every student directly to their professors or other higher authority of the institution and leave no student's voice unheard.

<u>ACKNOWLEDGEMENT</u>

The satisfaction and euphoria that accompany a successful completion of any task would be incomplete without the mention of people who made it possible, success is the epitome of hard work and perseverance, but steadfast of all is encouraging guidance.

So with gratitude I acknowledge all those whose guidance and encouragement served as beacon of light and crowned our effort with success.

I would like to thank **Dr. Sanjay Jain**, Principal, CMRIT, Bangalore for providing excellent academic environment in the college and his never-ending support for the Internship program.

I consider it a privilege and honor to express my sincere gratitude to my internal guide **Mr. P Velrajkumar**, Asst. Professor, Electrical and Electronics Engineering, CMRIT, Bangalore for their valuable guidance throughout the tenure of this project work.

I would also like to thank all the faculty members who have always been very Co-operative and generous. Conclusively, I also thank all the non-teaching staff and all others who have done immense help directly or indirectly during my project.

AMISHA CHANDRA
AYUSH CHAUHAN

INTRODUCTION

STUDENT GRIEVANCE REPORT SYSTEM

Student Grievance Support System is an online platform to receive and act on complaints reported by students of private or public institutions, enabling prompt actions on any issue raised by them and to avail services more effectively.

Grievance System can be handled directly by institutes through their own websites. Also the smart web portal for grievance processing connects students and action-takers directly through online platform. Grievance System helps to pursue quick action for solving the grievance, while maintaining affordability and ease to the users.

ONLINE GRIEVANCE REDRESSAL SYSTEM AICTE NORMS, PROVIDING AN ONLINE PLATFORM FOR INSTITUTIONS TO RECEIVE AND DISPOSE OF GRIEVANCES ONLINE:-
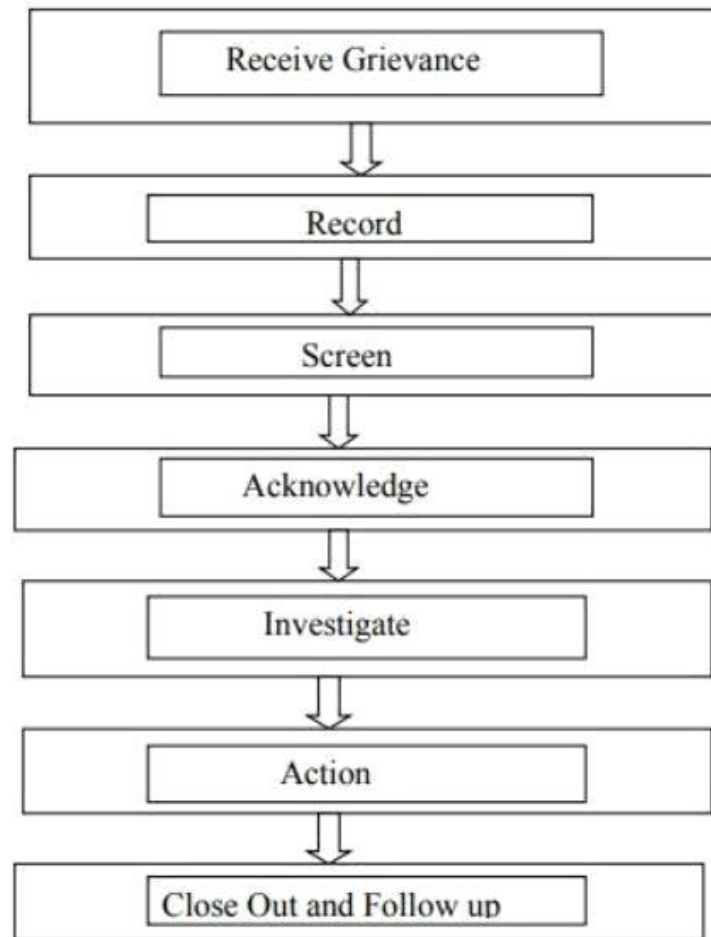
- According to the statement released by Minister for Human Resource Development in 2012, every higher education institution should have Grievance Redressal mechanisms to address the complaints of students and faculty members.

- The All-India Council for Technical Education (AICTE) has made it mandatory (from February 20) for all its affiliated institutions to put grievance redressal mechanisms in place so that "each institute is able to receive and dispose of grievances online."

- According to AICTE, the implementation of grievance redress portal will be helpful to address all the grievances in a time-bound manner. This will ensure transparency and students will be more benefitted.
- Effective and timely redressal or settlement of the grievances makes grievance redressal system mandatory in higher education institute, according to the Ministry of Human Resource Development (MHRD), Government of India.

- Grievance Redressal cell member deals with all types of grievances, complaints including those received from Students, Faculty and other Stakeholders.

FOLLOWING ARE SOME BENEFITS OF GRIEVANCE REDRESSAL SOFTWARE:-

- Sudden way of SMS / Email alerts.

- With the establishment of Grievance Redressal System, grievances from students and others will be promptly addressed and provide timely succor to aggrieved students/teachers/parents or other staff in higher educational institutions.

- College Grievance Management System has mainly two interfaces. The fully automated system includes a user interface for students and admin/ grievance cell member's interface for managing the entire system.

BLOCK DIAGRAM

GRIEVANCE REGISTERING PROCESS

```
┌─────────────────────────────────┐
│    ┌───────────────────────┐    │
│    │   Receive Grievance   │    │
│    └───────────────────────┘    │
└─────────────────────────────────┘
               ⇓
┌─────────────────────────────────┐
│      ┌───────────────────┐      │
│      │      Record       │      │
│      └───────────────────┘      │
└─────────────────────────────────┘
               ⇓
┌─────────────────────────────────┐
│      ┌───────────────────┐      │
│      │      Screen       │      │
│      └───────────────────┘      │
└─────────────────────────────────┘
               ⇓
┌─────────────────────────────────┐
│      ┌───────────────────┐      │
│      │    Acknowledge    │      │
│      └───────────────────┘      │
└─────────────────────────────────┘
               ⇓
┌─────────────────────────────────┐
│      ┌───────────────────┐      │
│      │    Investigate    │      │
│      └───────────────────┘      │
└─────────────────────────────────┘
               ⇓
┌─────────────────────────────────┐
│      ┌───────────────────┐      │
│      │      Action       │      │
│      └───────────────────┘      │
└─────────────────────────────────┘
               ⇓
┌─────────────────────────────────┐
│   ┌─────────────────────────┐   │
│   │ Close Out and Follow up │   │
│   └─────────────────────────┘   │
└─────────────────────────────────┘
```

REQUIREMENTS

SOFTWARE REQUIREMENTS SPECIFICATIONS

Since this is a web application, we will be using the following technologies:

Front-end: HTML, CSS, Javascript.

Back-end: Any Back-end framework (PHP, Python, Node, Ruby on Rails etc)

Database: MySQL

Hosting: Any hosting website which is free.

IMPLEMENTATION

CODING PART:-

LOGIN PAGE CODE (using html):

```html
<!DOCTYPE HTML>
<html lang="en" >
<html>
<head>
<title>Grievance | Login</title>
<meta name="viewport" content="width=device-width, initial-scale=1.0">
<meta charset="utf-8">
<link rel="stylesheet" type="text/css" href="login_style.css">
<link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/4.7.0/css/font-awesome.min.css">
<link href='https://fonts.googleapis.com/css?family=Titillium+Web:400,300,600'
rel='stylesh eet' type='text/css'>
<link href='https://fonts.googleapis.com/css?family=Titillium+Web:400,300,600'
rel='stylesh eet' type='text/css'>
<script src="https://unpkg.com/@lottiefiles/lottie-player@latest/dist/lottie-
player.js"></script>
</head>

<body class="body">

<div class="login-page">
<div class="form">

<form>
<lottie-
player
src="https://assets4.lottiefiles.com/datafiles/XRVoUu3IX4sGWtiC3MPpFnJvZNq7lVWDC
a8LSqg S/profile.json" background="transparent" speed="1"
  style="justify-
content: center;" loop autoplay></lottie-player>
<input type="text" id="username" placeholder="&#xf007; username"
value="" required/>
<input type="password" id="password" placeholder="&#xf023; password"
value="" required
/>
<button type="button" id="btn">LOGIN</button>
<p class="message"></p>
</form>
<form class="login-form">
<b>New Here? Sign Up.</b><br><br>
<button type="button" onclick="window.location.href='signup.html'">SIGN
UP</button>
</form>
```

```
<hr><a  href="admin_login.html"  style="text- decoration:  none;  color:
black;">Admin  Login</a>
</div>
</div>

<script>
//let dat = [];
// example {id:1592304983049, title: 'Deadpool', year: 2015} const addSome
= (ev)=>{
var  authList  =  JSON.parse(localStorage.getItem('AuthenticationList'))  ||
[]; var  usernameInput  =  document.getElementById('username').value;
var  passwordInput  =  document.getElementById('password').value; var
flag=true;

for  (var  i  =  0;  i  <  authList.length;  i++){ var  obj  =  authList[i];


var  username  =  obj.username; var  password  =  obj.password;
if(username==usernameInput)
{
if(password  ==  passwordInput)
{
break;
}
else
{
flag=false;
alert("Invalid  Username  or  Password"); break;
}
}
};
if(flag==false)
{
document.getElementById('username').value  =  "";
document.getElementById('password').value  =  "";
}
else location.href="grievance_form.html"

}
document.addEventListener('DOMContentLoaded',  ()=>{
document.getElementById('btn').addEventListener('click',  addSome);
});
</script>

</body>
</html>
```

LOGIN PAGE STYLING (using CSS):

```
@import  url(https://fonts.googleapis.com/css?family=Roboto:300);

.body{
background-image:  url('https://htmlcolorcodes.com/assets/images/html-color-
codes-color- tutorials-hero.jpg');
background-repeat:  no-repeat; background-size:  cover;
}
```

```css
hr{
height: 1px;
background-color:  rgba(49,  44,  44,  0.842); border:  none;
}

.login-page { width:  360px; padding:  8%  0  0; margin:  auto;

}
.form {
position:  relative; z-index:  1; background: #48c9b0; max-width:  350px;
margin:  0  auto 100px; padding:  45px;
text-align: center;
box-shadow:  0  0  20px  0  rgba(0,  0,  0,  0.2),  0  5px  5px  0  rgba(0,  0,
0,  0.24);

}
.form input {
font-family:  FontAwesome,  "Roboto",  sans-serif; outline:  0;
background: #f2f2f2; width:  100%;
border:  0;
margin: 0 0 15px; padding:  15px;
box-sizing: border-box; font-size: 14px;
border-radius:10px;
}
.form button {
font-family:  "Titillium  Web",  sans-serif; font-size: 14px;
font-weight: bold; letter-spacing:  .1em; outline:  0; background: #17a589;
width:  100%;
border:  0; border-radius:30px;
margin: 0px 0px 8px; padding:  15px; color:  #FFFFFF;
-webkit-transition:  all  0.3  ease; transition: all 0.3 ease;
cursor:  pointer; transition:  all  0.2s;


}
.form  button:hover,.form  button:focus  { background: #148f77;
box-shadow:  0  5px  10px  rgba(0,  0,  0,  0.2); transform:  translateY(-4px);
}
.form  button:active  { transform:  translateY(2px);
box-shadow:  0  2.5px  5px  rgba(0,  0,  0,  0.2);
}

.form  .message  {

margin: 6px 6px; color:  #808080; font-size: 11px; text-align: center; font-
weight: bold; font-style: normal;
}
.form  .message  a  { color:  #FFFFFF;
text-decoration:  none; font-size: 13px;
}
.form  .register-form  { display:  none;
}

.container { position:  relative; z-index:  1;
max-width:  300px; margin:  0  auto;
}
.container:before,  .container:after  { content: "";
display:  block; clear:  both;
}
```

```css
.container .info { margin: 50px auto; text-align: center;
}
.container .info h1 { margin: 0 0 15px;
padding: 0;
font-size: 36px; font-weight: 300; color: #1a1a1a;
}
.container .info span { color: #4d4d4d;
font-size: 12px;
}
.container .info span a { color: #000000;
text-decoration: none;
}
.container .info span .fa { color: #EF3B3A;
}
body {
background: #76b852; /* fallback for old browsers */ background: -
webkit-linear-gradient(right, #76b852, #8DC26F); background: -moz-linear-
gradient(right, #76b852, #8DC26F); background: -o-linear-gradient(right,
#76b852, #8DC26F); background: linear-gradient(to left, #76b852, #8DC26F);
font-family: "Roboto", sans-serif;
-webkit-font-smoothing: antialiased;
-moz-osx-font-smoothing: grayscale;
}
```

GRIEVANCE FORM CODE (using HTML):

```html
<!DOCTYPE html>

<html>
<head>
<title>Grievance Form</title>
<meta name="viewport" content="width=device-width, initial-scale=1.0">
<meta charset="utf-8">
<link rel="stylesheet" type="text/css" href="grievance_login_style.css">
<link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/4.7.0/css/font-awesome.min.css">
<link href='https://fonts.googleapis.com/css?family=Titillium+Web:400,300,600'
rel='s tylesheet' type='text/css'>
<script src="https://unpkg.com/@lottiefiles/lottie-player@latest/dist/lottie-
player.js"></script>
</head>
<body class="body">
<div class="form-page">
<div class="form">
<p style="font-size: large;"><b>Register a Grievance</b></p><br><br>
<input id="name" type="text" placeholder="Name"/>
<input id="usn" type="text" placeholder="USN"/>
<input id="sem" type="text" placeholder="Semester"/>
<select class="drop" id="dropdown">
<option value="Complain/Suggestion Level">Complain/Suggestion Level</opti
on>

<option value="University">University</option>
<option value="College">College</option>
<option value="Departmental">Departmental</option>
</select>
<input type="text" id="subj" placeholder="Subject"/>
<textarea class="drop" id="textinp"type="textarea" placeholder="Your
```

```
Grievanc
e/Suggestion"  style="height:200px"></textarea>
<form>
<a  href="submitted.html"><button  id="btn"  type="button">SUBMIT</button></a><b
r>
</form>
</div>
</div>
<script>
//let  dat  =  [];
//  example  {id:1592304983049, title: 'Deadpool', year: 2015} const
addSome  =  (ev)=>{
var  oldItems = JSON.parse(localStorage.getItem('GrievanceList')) || [];
ev.preventDefault();//to  stop  the  form  submitting
let  Studata  =  {
Name:  document.getElementById('name').value, USN:
document.getElementById('usn').value,
ComplainLevel:  document.getElementById('dropdown').value, Subject:
document.getElementById('subj').value, GrievanceOrComplain  :
document.getElementById('textinp').value,
}
oldItems.push(Studata);
//  to  clear  the  form  for  the  next  entries
document.querySelector('form').reset();

//saving  to  localStorage
localStorage.setItem('GrievanceList',  JSON.stringify(oldItems) );
location.href="submitted.html"
}
document.addEventListener('DOMContentLoaded',  ()=>{
document.getElementById('btn').addEventListener('click',  addSome);
});
</script>
</body>
</html>
```

SIGN UP PAGE CODE (using HTML):

```
<!DOCTYPE HTML>
<html lang="en" >
<head>
<title>Grievance  |  Sign  Up</title>
<meta  name="viewport"  content="width=device-width,  initial-scale=1.0">
<meta  charset="utf-8">
<link  rel="stylesheet"  type="text/css"  href="signup_style.css">
<link  rel="stylesheet"  href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/4.7.0/css/font-awesome.min.css">
<link href='https://fonts.googleapis.com/css?family=Titillium+Web:400,300,600'
rel='stylesh eet'  type='text/css'>
<script  src="https://unpkg.com/@lottiefiles/lottie-player@latest/dist/lottie-
player.js"></script>
</head>

<body class="body">

<div  class="login-page">
<div class="form">
<form>
```

```
<lottie-
player
src="https://assets4.lottiefiles.com/datafiles/XRVoUu3IX4sGWtiC3MPpFnJvZNq7lVWDC
a8LSqg S/profile.json"       background="transparent"        speed="1"
  style="justify-
content: center;" loop autoplay></lottie-player>
<input type="text" placeholder="Name"/>
<input type="text" placeholder="Email"/>
<input type="text" id="username" placeholder="Pick a Username"/>
<input type="password" id="password" placeholder="Password"/>

</form>
<form class="login-form">
<button type="button" id='btn'>SIGN UP</button>
</form>
</div>
</div>

<script>
//let dat = [];
// example {id:1592304983049, title: 'Deadpool', year: 2015} const addSome
= (ev)=>{
var authList = JSON.parse(localStorage.getItem('AuthenticationList')) ||
[]; ev.preventDefault(); //to stop the form submitting
let userdata = {
username: document.getElementById('username').value, password:
document.getElementById('password').value
}
authList.push(userdata);
// to clear the form for the next entries
document.querySelector('form').reset();

//saving to localStorage
localStorage.setItem('AuthenticationList', JSON.stringify(authList) );
location.href="login.html"
}
document.addEventListener('DOMContentLoaded', ()=>{
document.getElementById('btn').addEventListener('click', addSome);
});
</script>
</body>
</html>
```

SIGN UP PAGE STYLING (using CSS):

```
@import url(https://fonts.googleapis.com/css?family=Roboto:300);

.body{
background-image: url('https://htmlcolorcodes.com/assets/images/html-color-
codes-color- tutorials-hero.jpg');
background-repeat: no-repeat; background-size: cover;
.login-page { width: 360px; padding: 8% 0 0; margin: auto;

}
.form {
position: relative; z-index: 1; background: #48c9b0; max-width: 360px;
margin: 0 auto 100px; padding: 45px;
```

```css
            text-align: center;
            box-shadow:  0  0  20px  0  rgba(0,  0,  0,  0.2),  0  5px  5px  0  rgba(0,  0,
            0,  0.24);

}
.form input {
font-family:  FontAwesome,  "Roboto",  sans-serif; outline:  0;
background: #f2f2f2; width:  100%;
border:  0;
margin: 0 0 15px; padding:  15px;
box-sizing: border-box; font-size: 14px;
border-radius:10px;

}
.form button {
font-family:  "Titillium  Web",  sans-serif; font-size: 14px;
font-weight: bold; letter-spacing:  .1em; outline:  0; background:  #17a589;
width:  100%;
border:  0; border-radius:30px;
margin: 0px 0px 8px; padding:  15px; color:
}
#FFFFFF;
-webkit-transition:  all  0.3  ease; transition: all 0.3 ease;
cursor:  pointer; transition:  all  0.2s;}
.form  button:hover,.form  button:focus  { background: #148f77;
box-shadow:  0  5px  10px  rgba(0,  0,  0,  0.2); transform:  translateY(-4px);
}
.form  button:active  { transform:  translateY(2px);
box-shadow:  0  2.5px  5px  rgba(0,  0,  0,  0.2);
}

.form  .message  {

margin: 6px 6px; color:  #808080; font-size: 11px; text-align: center; font-
weight: bold; font-style: normal;

}
.form  .message  a  { color:  #FFFFFF;
text-decoration:  none; font-size: 13px;
}
.form  .register-form  { display:  none;
}
.container { position:  relative; z-index:  1;
max-width:  300px; margin:  0  auto;
}
.container:before,  .container:after  { content: "";
display:  block; clear:  both;
}
.container  .info  { margin: 50px auto; text-align: center;
}
.container  .info  h1  { margin: 0 0 15px;
padding:  0;
font-size: 36px;

font-weight:  300; color:  #1a1a1a;
}
.container  .info  span  { color:  #4d4d4d;
font-size: 12px;
```

```
}
.container .info span a { color: #000000;
text-decoration: none;
}
.container .info span .fa { color: #EF3B3A;
}
body {
background: #76b852; /* fallback for old browsers */ background: -
webkit-linear-gradient(right, #76b852, #8DC26F); background: -moz-linear-
gradient(right, #76b852, #8DC26F); background: -o-linear-gradient(right,
#76b852, #8DC26F); background: linear-gradient(to left, #76b852, #8DC26F);
font-family: "Roboto", sans-serif;
-webkit-font-smoothing: antialiased;
-moz-osx-font-smoothing: grayscale;
}
```

SUBMIT FORM CODE (using HTML):

```
<!DOCTYPE html>
<html>
<head>
<title>Grievance | Submitted</title>
<meta name="viewport" content="width=device-width, initial-scale=1.0">
<meta charset="utf-8">
<link rel="stylesheet" type="text/css" href="submitted_style.css">
<link href='https://fonts.googleapis.com/css?family=Titillium+Web:400,300,600'
rel='s tylesheet' type='text/css'>
<link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/4.7.0/css/font-awesome.min.css">
</head>
<body class="body">
<center><b>THANK YOU FOR SUBMITTING YOUR FEEDBACK!</b></center>
<button type="button"
onclick="window.location.href='grievance_form.html'">SUBMIT ANOTHER
FEEDBACK</button>
<br><button type="button"
onclick="window.location.href='login.html'">LOGOUT</but
ton>
</center>

</body>
</html>
```

SUBMIT FORM STYLING (using CSS):

```
body {
background-image: url('https://htmlcolorcodes.com/assets/images/html-color-
codes-color- tutorials-hero.jpg');
background-repeat: no-repeat; background-size: cover;
font-family: "Titillium Web"; height: 100px;
width: 400px; color: white; font-size:50px;
position: absolute; top: 30%;
left: 50%;
margin-top: -100px; margin-left: -200px;
}
button{
```

```
font-family:  "Titillium  Web",  sans-serif; font-size: 14px;
font-weight: bold; letter-spacing:  .1em; outline:  0; background:  #17a589;
width:  100%;
border:  0; border-radius:30px;
margin: 0px 0px 8px; padding:  15px; color:  #FFFFFF;
-webkit-transition:  all  0.3  ease; transition: all 0.3 ease;
cursor:  pointer; transition:  all  0.2s;
}
button:hover,button:focus { background: #148f77;
box-shadow:  0  5px  10px  rgba(0,  0,  0,

0.2); transform:  translateY(-4px);
}

button:active {
transform:  translateY(2px);
box-shadow:  0  2.5px  5px  rgba(0,  0,  0,  0.2);
}
```
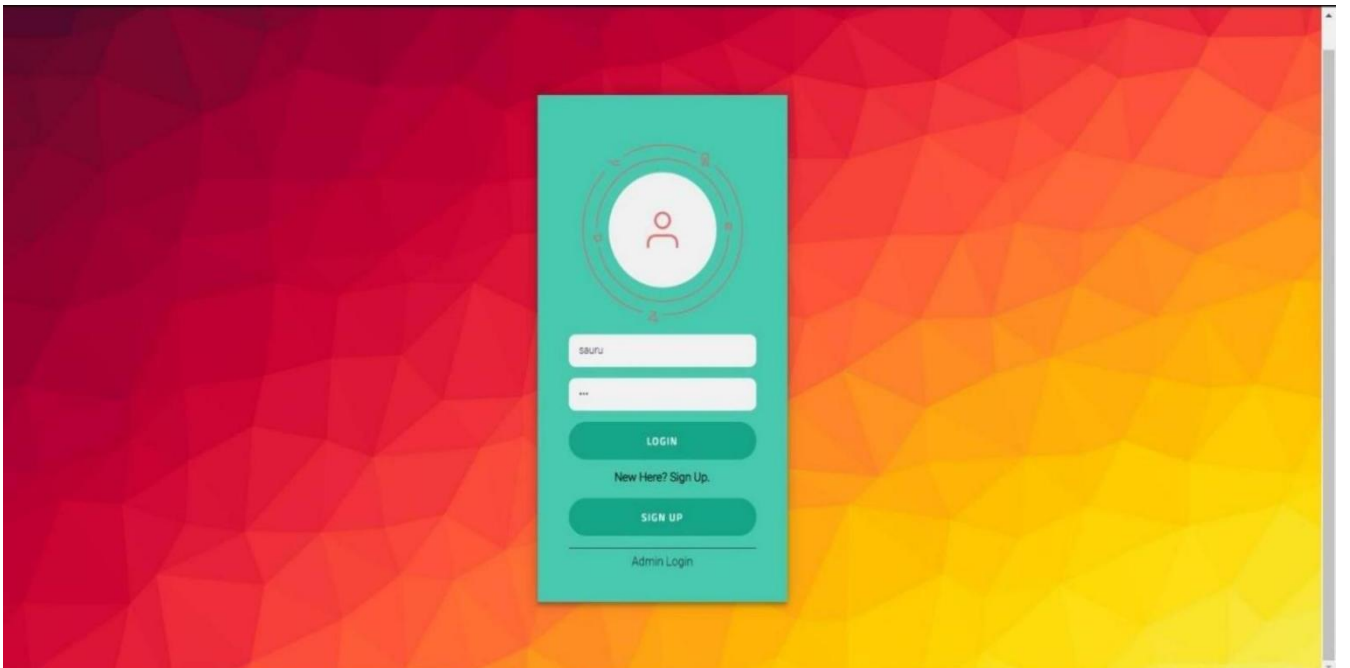
OUR WEBSITE
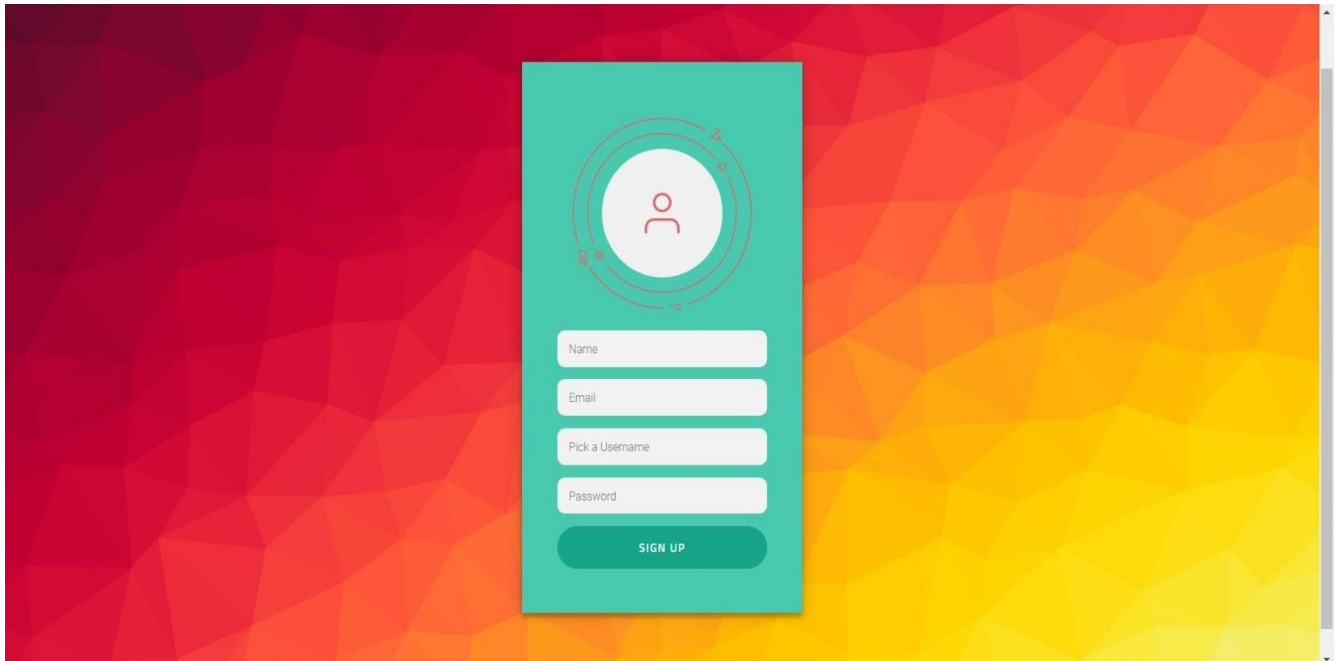
LOGIN PAGE:-
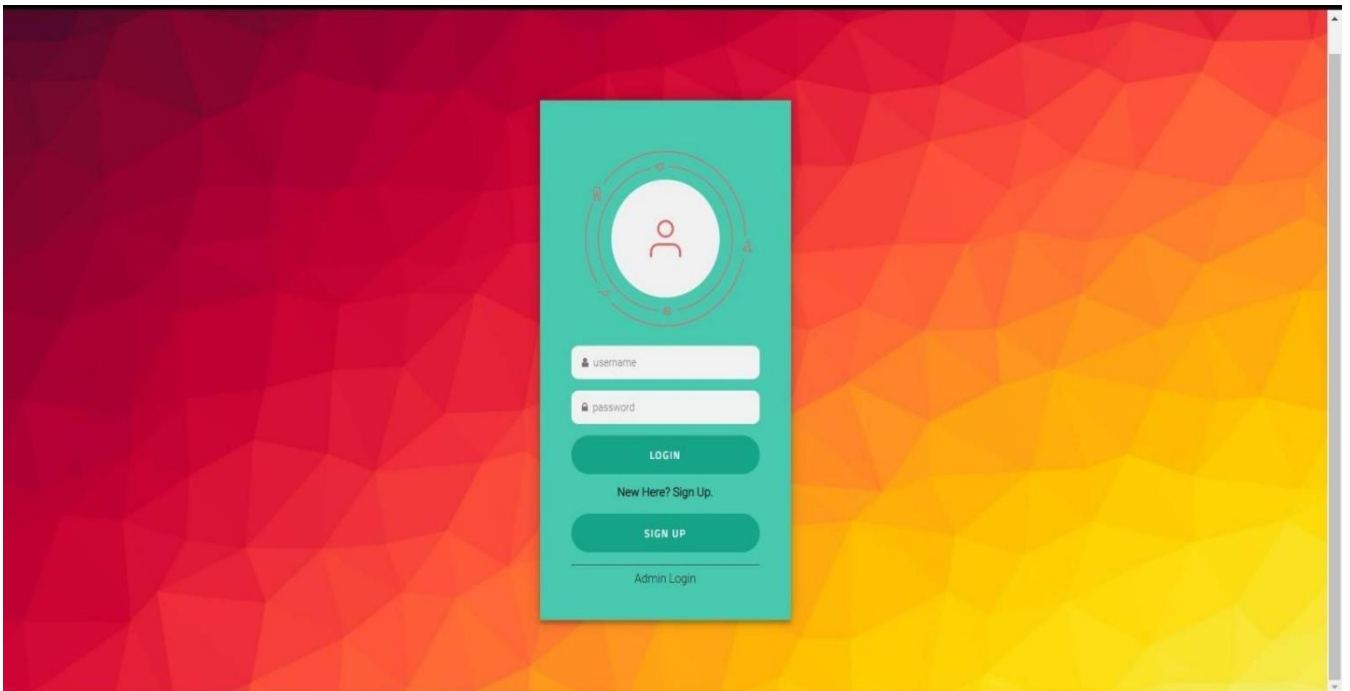
SAMPLE LOGIN:-

SIGN-UP PAGE:-
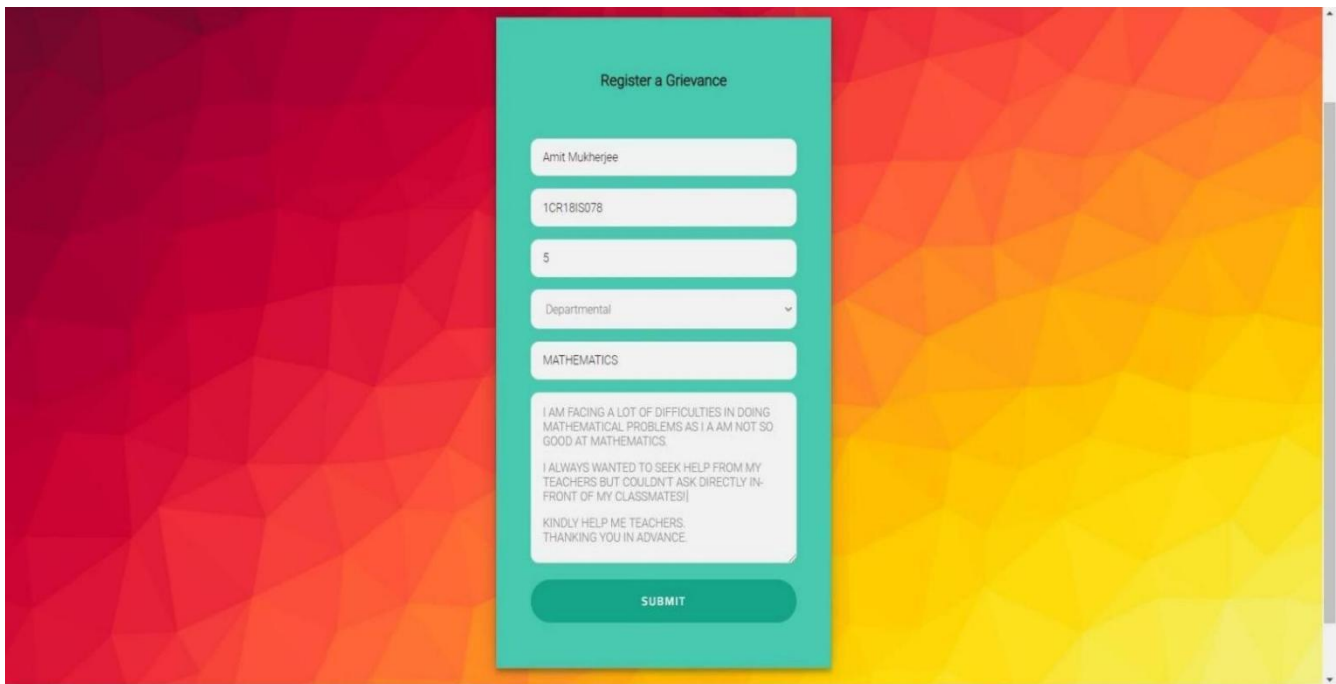
REGISTERING YOUR GRIEVANCE PAGE:-

THANK YOU PAGE:-