**VISVESVARAYA TECHNOLOGICAL UNIVERSITY**

**Jnana Sangama, Belgaum-590018**



**An Internship Report on**

**STUDENT GRIEVANCE REPORT SYSTEM**

***Submitted By***

**Team 5**

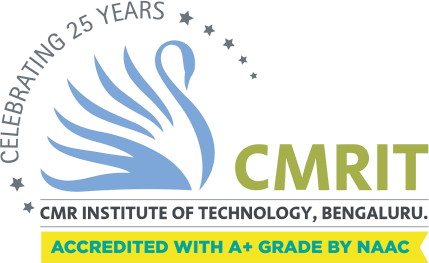
**Amisha Chandra: 1CR21EC014**

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***Under the Guidance of***

Mr. P Velrajkumar

Asst. Professor, Dept. of EEE



***Internship carried out at***

COE Intelligent Robotic Systems

DEPARTMENT OF ELECTRICAL AND ELECTRONICS ENGINEERING

CMR INSTITUTE OF TECHNOLOGY

#132, AECS LAYOUT, IT PARK ROAD, KUNDALAHALLI

**ABSTRACT**

**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.

**ACKNOWLEDGEMENT**

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](https://www.grepixit.com/online-grievance-redressal-system.html) 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:-**

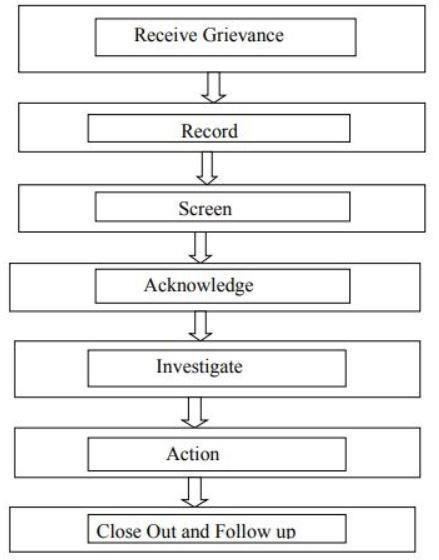
* According to the statement released by Minister for Human Resource Development in 2012, every higher education institution should have Grievance Redressal mechanisms to address the complaints of students and faculty members.
* The All-India Council for Technical Education (AICTE) has made it mandatory (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**



**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):**

<!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-](https://unpkg.com/%40lottiefiles/lottie-player%40latest/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/XRVoUu3IX4sGWtiC3MPpFnJvZNq7lVWDCa8LSqg 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;

}

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;

}

.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):**

<!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-](https://unpkg.com/%40lottiefiles/lottie-player%40latest/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-](https://unpkg.com/%40lottiefiles/lottie-player%40latest/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/XRVoUu3IX4sGWtiC3MPpFnJvZNq7lVWDCa8LSqg 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;

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 {

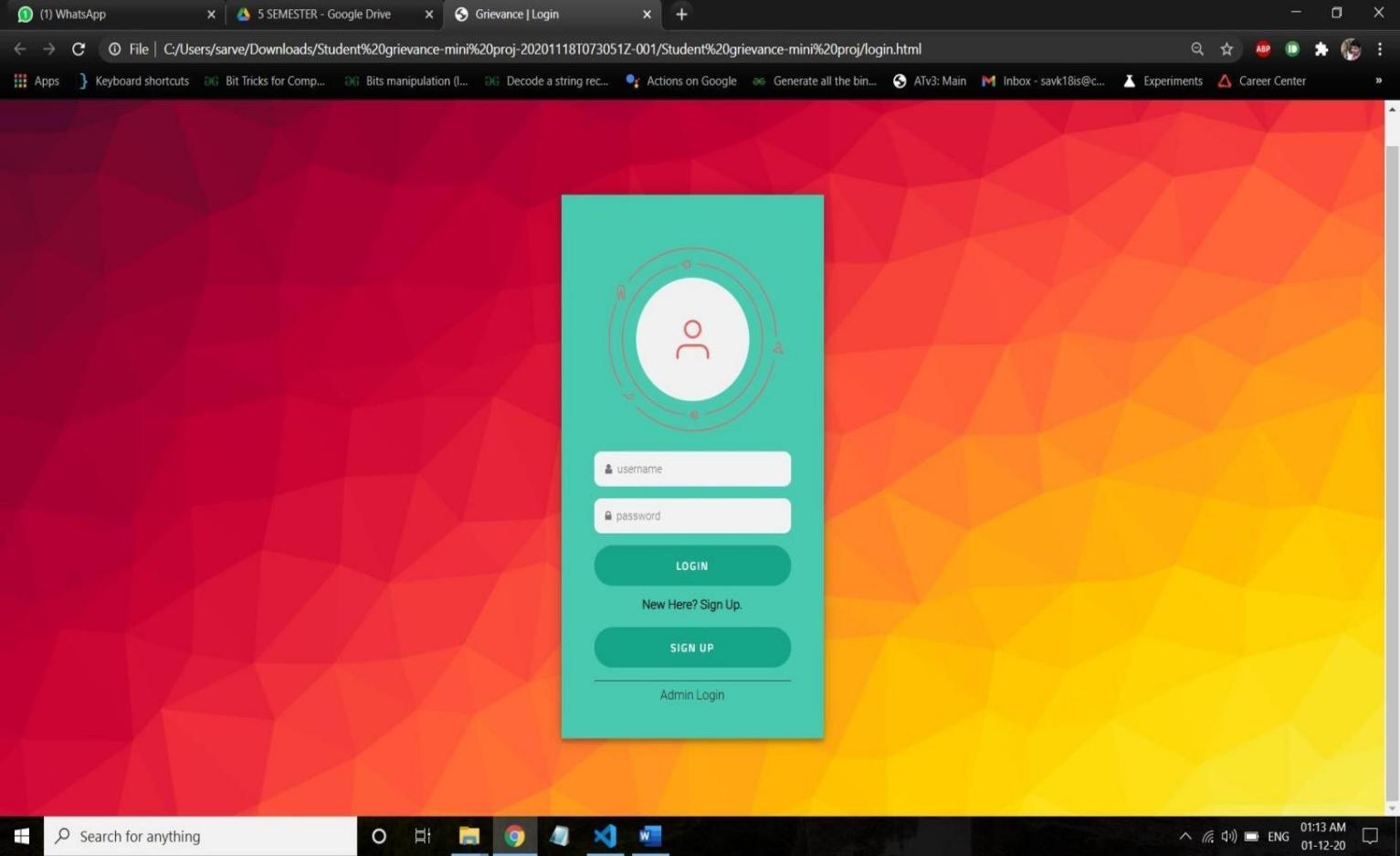
transform: translateY(2px);

box-shadow: 0 2.5px 5px rgba(0, 0, 0, 0.2);

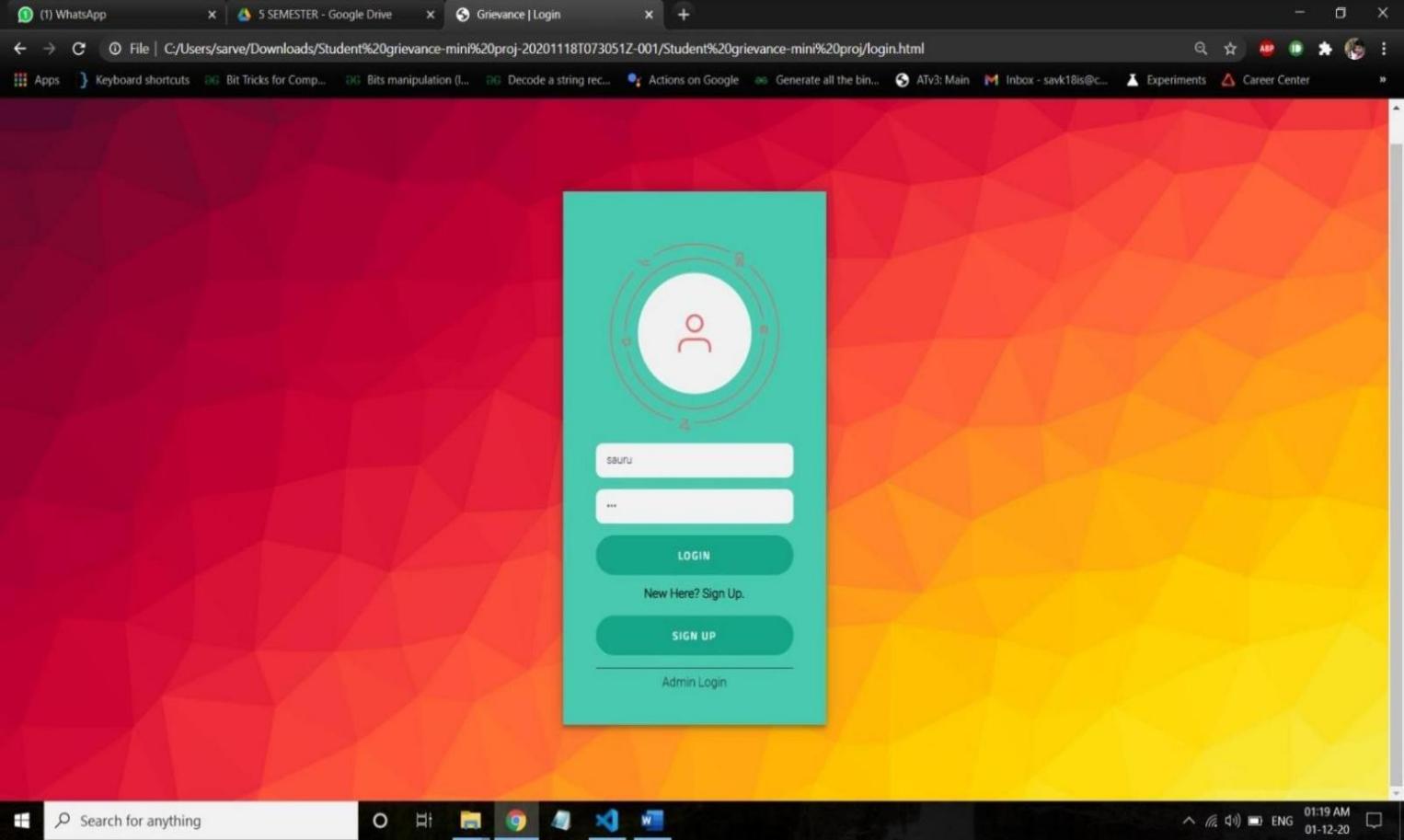
}

**OUR WEBSITE**

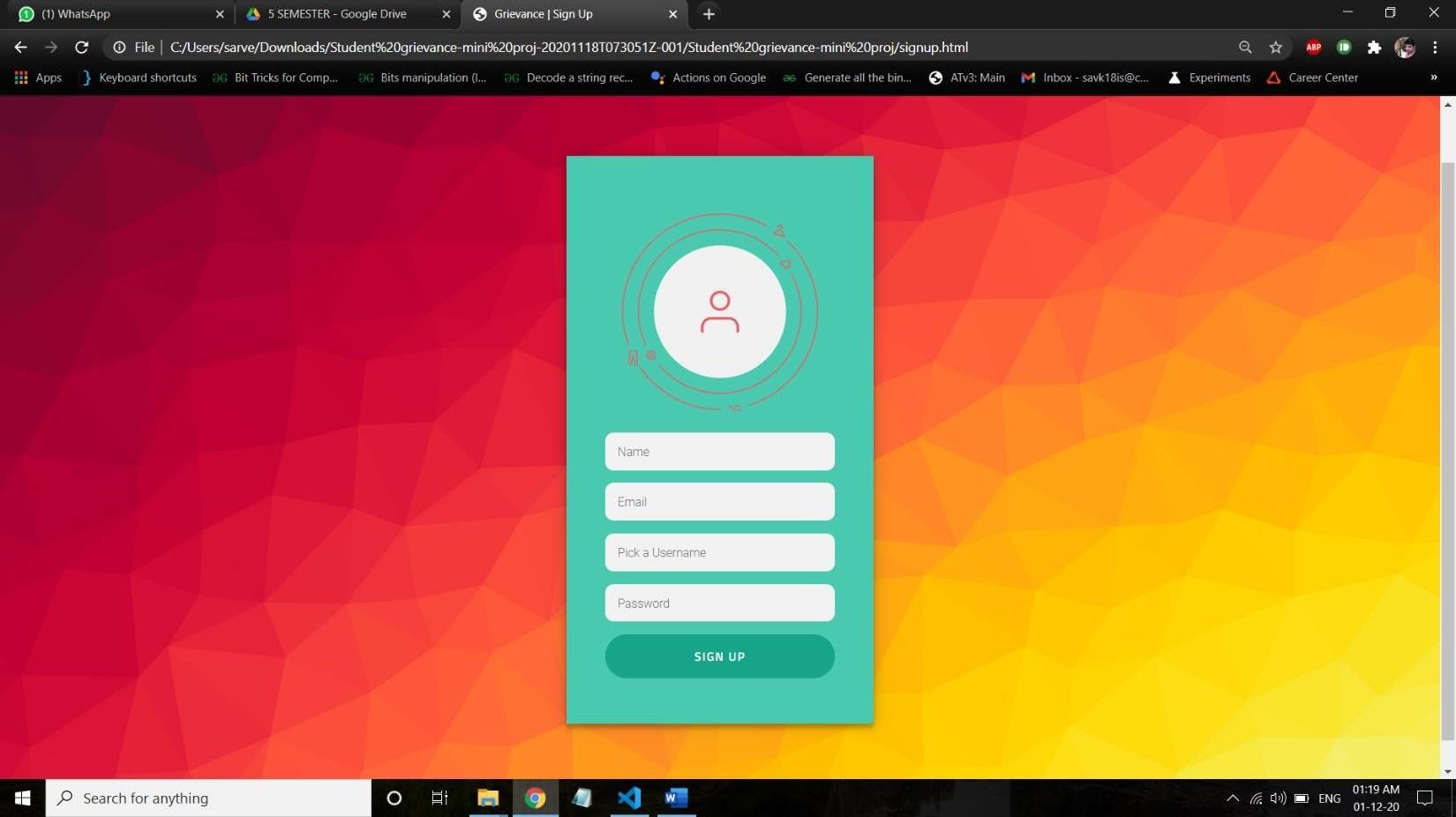
**LOGIN PAGE:-**



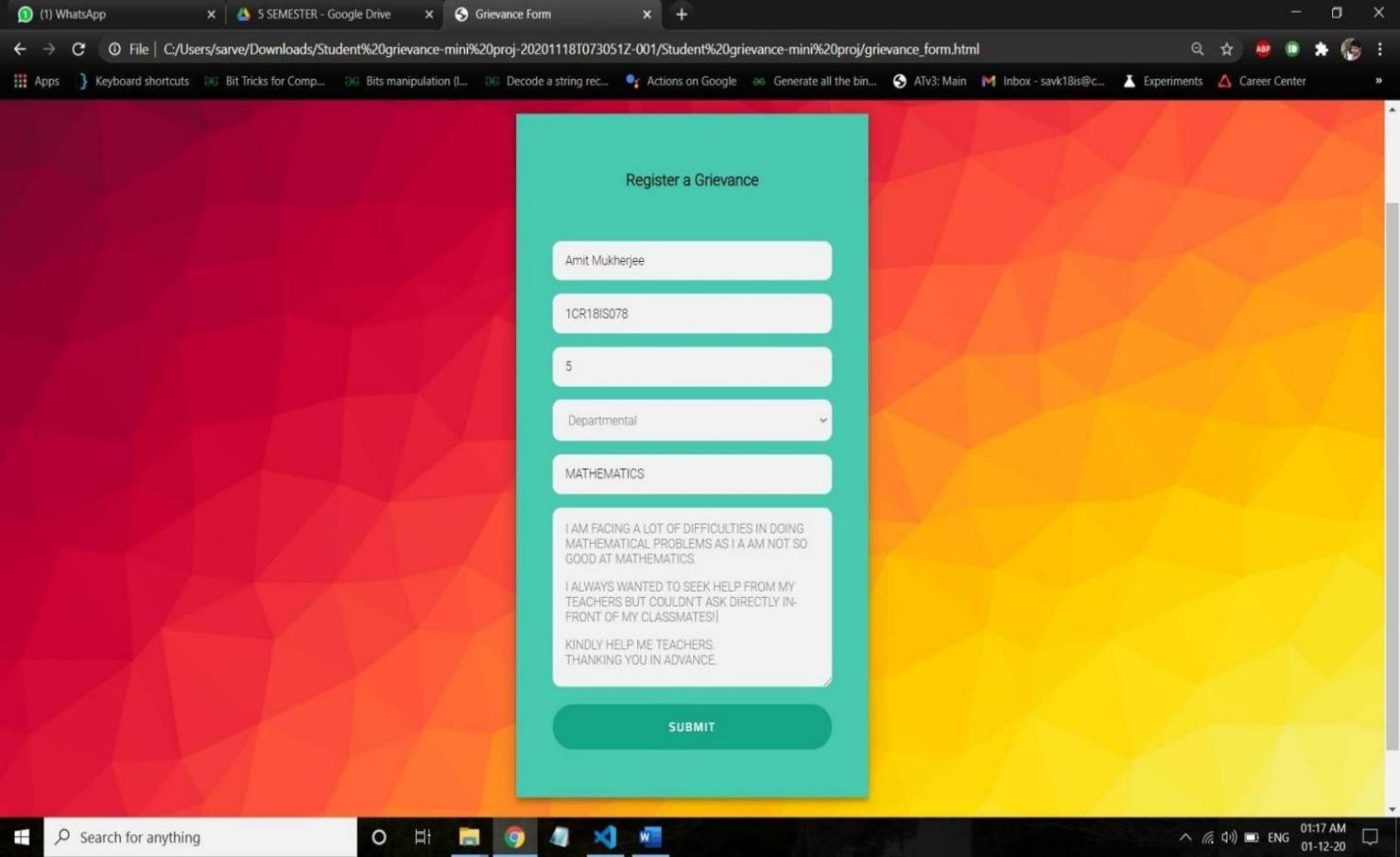
**SAMPLE LOGIN:-**



**SIGN-UP PAGE:-**



**REGISTERING YOUR GRIEVANCE PAGE:-**



**THANK YOU PAGE:-**

