



Grievance Redressal System

RAJ KUMAR GOEL INSTITUTE OF TECHNOLOGY, GHAZIABAD



Welcome to Presentation on Grievance Redressal System

Grievance Redressal System

Introduction

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

Problem Statement

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 a Student Grievance System that will address the students' issues & grievances. The students can lodge their complaints through this system which will be redressed by the institute. This grievance cell will also look into matters of harassment thus creating a protective environment for students.

Scope of GRC

- ❖ **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- ❖ **Financial Matters:** Related to dues and payments for various items from library, hostels etc.
- ❖ **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Objectives of GRC

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

Importance of Grievance Redressal System

- ❖ **Student Satisfaction and Well-being:** A Student Grievance Redressal System is crucial for ensuring the satisfaction and well-being of students within an educational institution. Addressing their concerns, whether related to academics, facilities, or interpersonal issues, contributes to a positive learning environment, fostering a sense of security and contentment among students.
- ❖ **Maintaining Academic Quality and Integrity:** An effective Grievance Redressal System helps uphold the academic quality and integrity of an institution. By promptly addressing grievances related to unfair grading, biased treatment, or other academic matters, the system ensures that the educational experience remains transparent, fair, and conducive to learning.
- ❖ **Building Trust and Accountability:** Implementing a transparent and responsive Grievance Redressal System builds trust between students and the educational institution. When students believe that their concerns are taken seriously and resolved fairly, it enhances the institution's credibility and accountability, fostering a positive relationship between the student body and the administration.

Functions

- ❖ The cases will be attended promptly on receipt of written grievances from the students.
- ❖ The cell formally will review all cases and will act accordingly as per the Management policy.
- ❖ The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for Lodging Complaint

- ❖ The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- ❖ The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- ❖ The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

System Requirements

Hardware Requirement

- ❖ I3 processor system or higher
- ❖ 4 GB RAM or higher
- ❖ 100 GB ROM or higher
- ❖ Minimum 350MB Hard Disk space for installation

Software Requirement

- ❖ Windows 7 or higher
- ❖ XAMP or WAMP Server
- ❖ PHP, MySQL, HTML5, CSS3, Java Script, Bootstrap
- ❖ IDE (Notepad++, Visual Studio Code, or Eclipse.)

Project Life Cycle

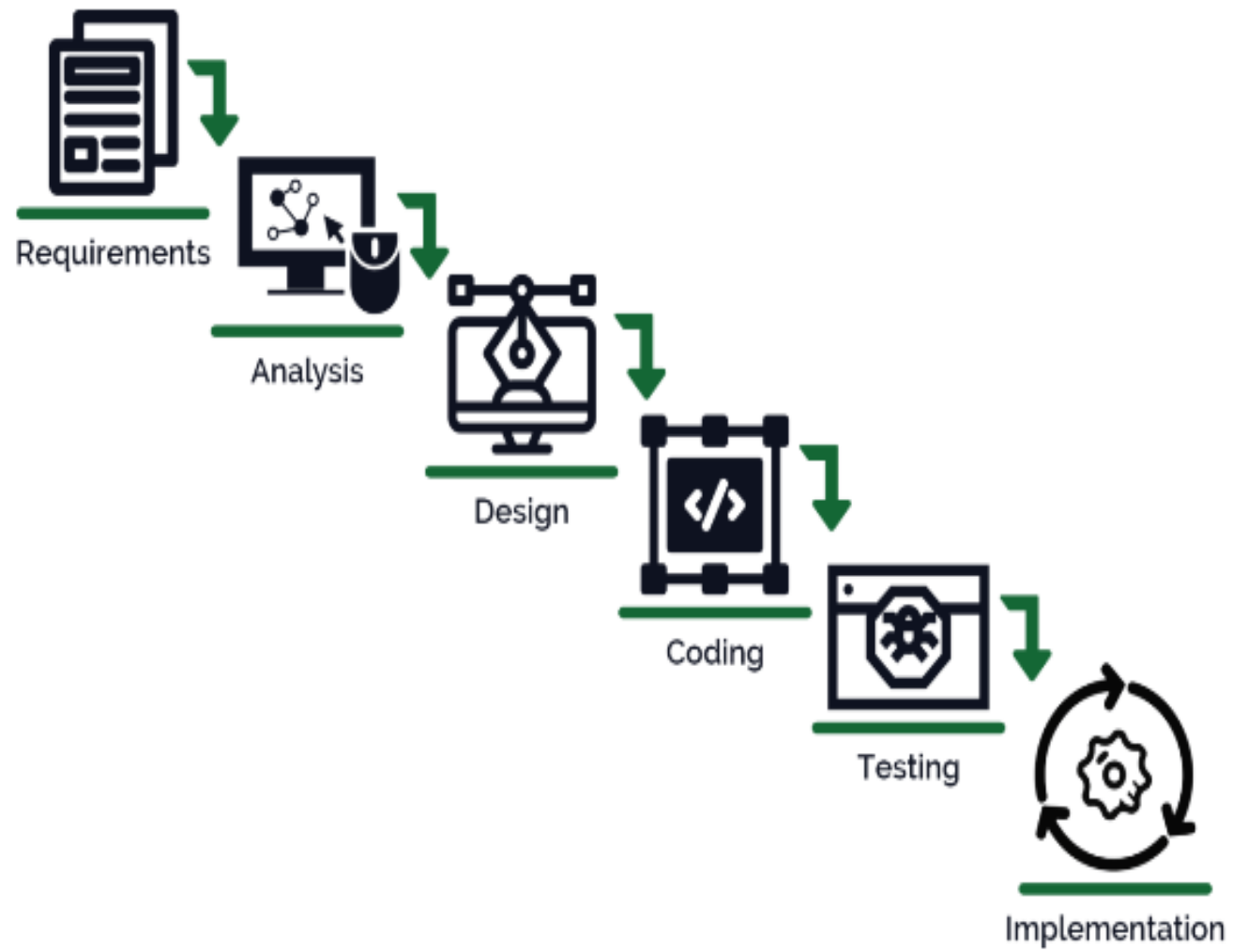
The waterfall model is a classical model used in system development life cycle to create a system with a linear and sequential approach. It is termed as waterfall because the model develops systematically from one phase to another in downward fashion. The waterfall approach does not define the process to go back to the previous phase to handle changes in requirement. The waterfall approach is the earliest approach that was used for software development.



The fundamental step used in **SDLC** process is based on the ISO 9001 guidelines. My aim was to follow the ISO guidelines and develop a perfect system.

The system development was organized into 6 major parts:

1. Requirement Gathering
2. Analysis
3. Documentation/Design
4. Development/Coding
5. Testing
6. Implementation

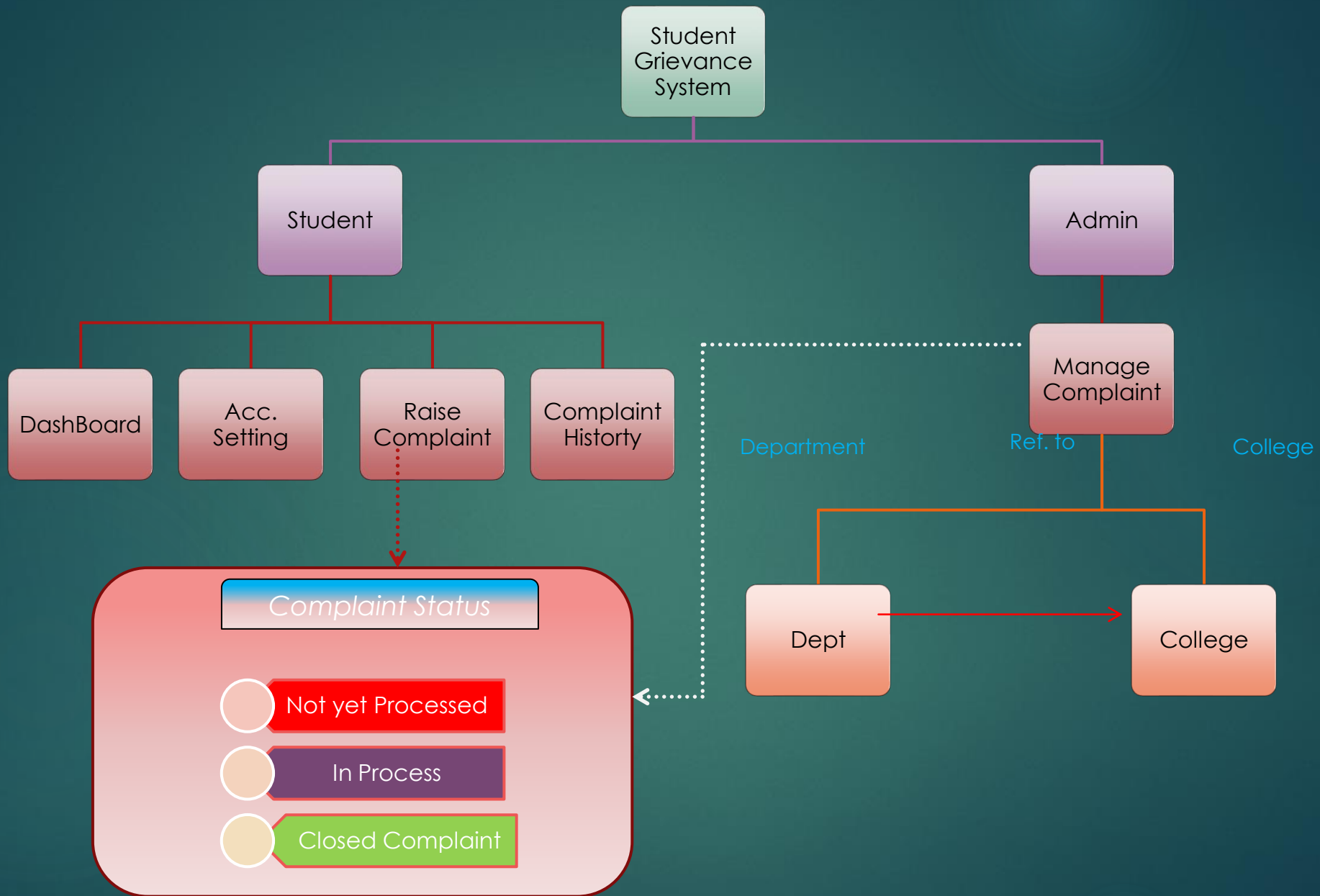


Working of the Project

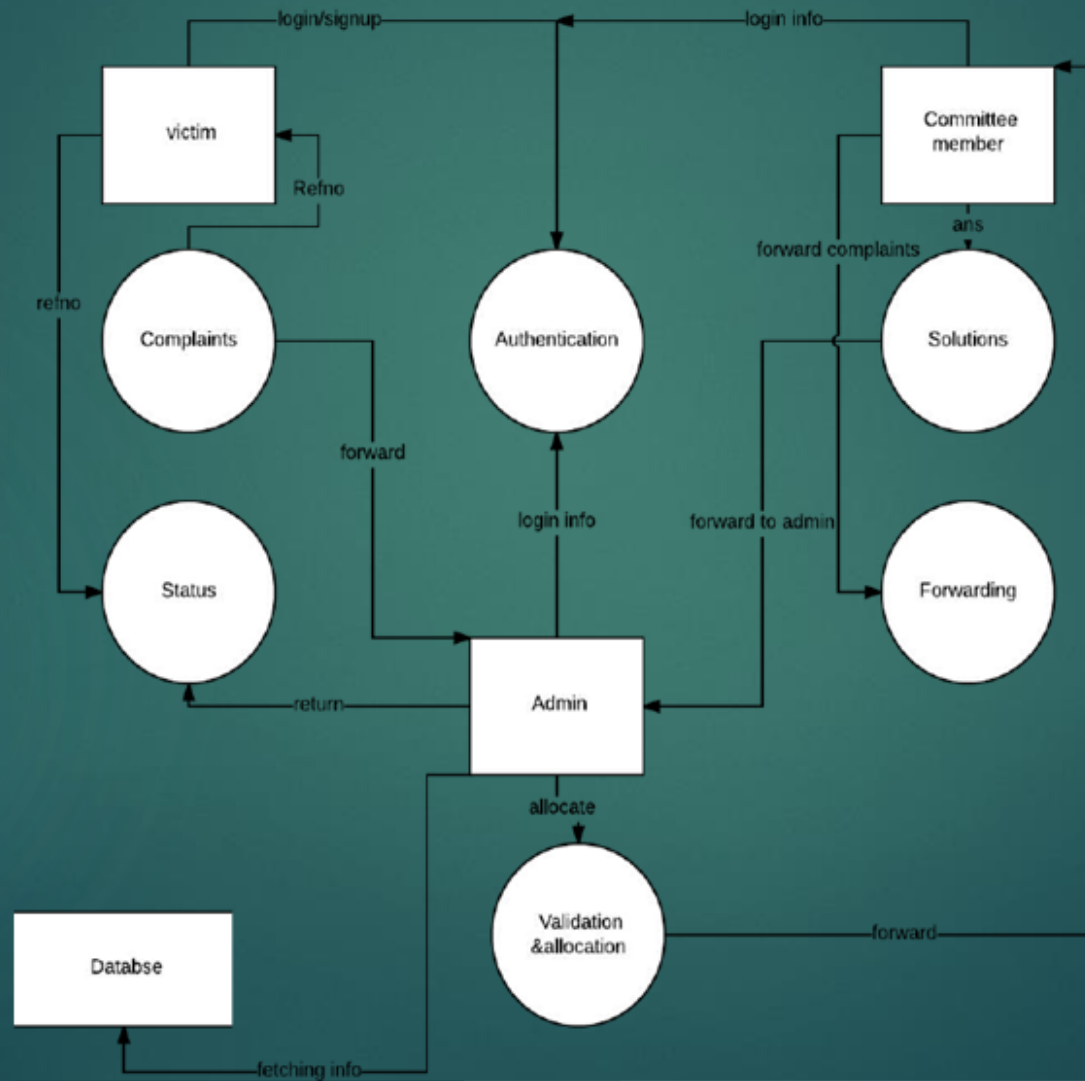
The system functions to look into the grievances lodged by any student. Students may approach the cell to voice their grievances regarding academic matters, health services, library and other services. Anyone with a genuine grievance may approach the Coordinator or member of the Student's Grievance cell, Grievance cell is formed in order to keep the healthy working atmosphere amongst staff and students, Admin can view the resolving status of all grievance.

Modules of GRS

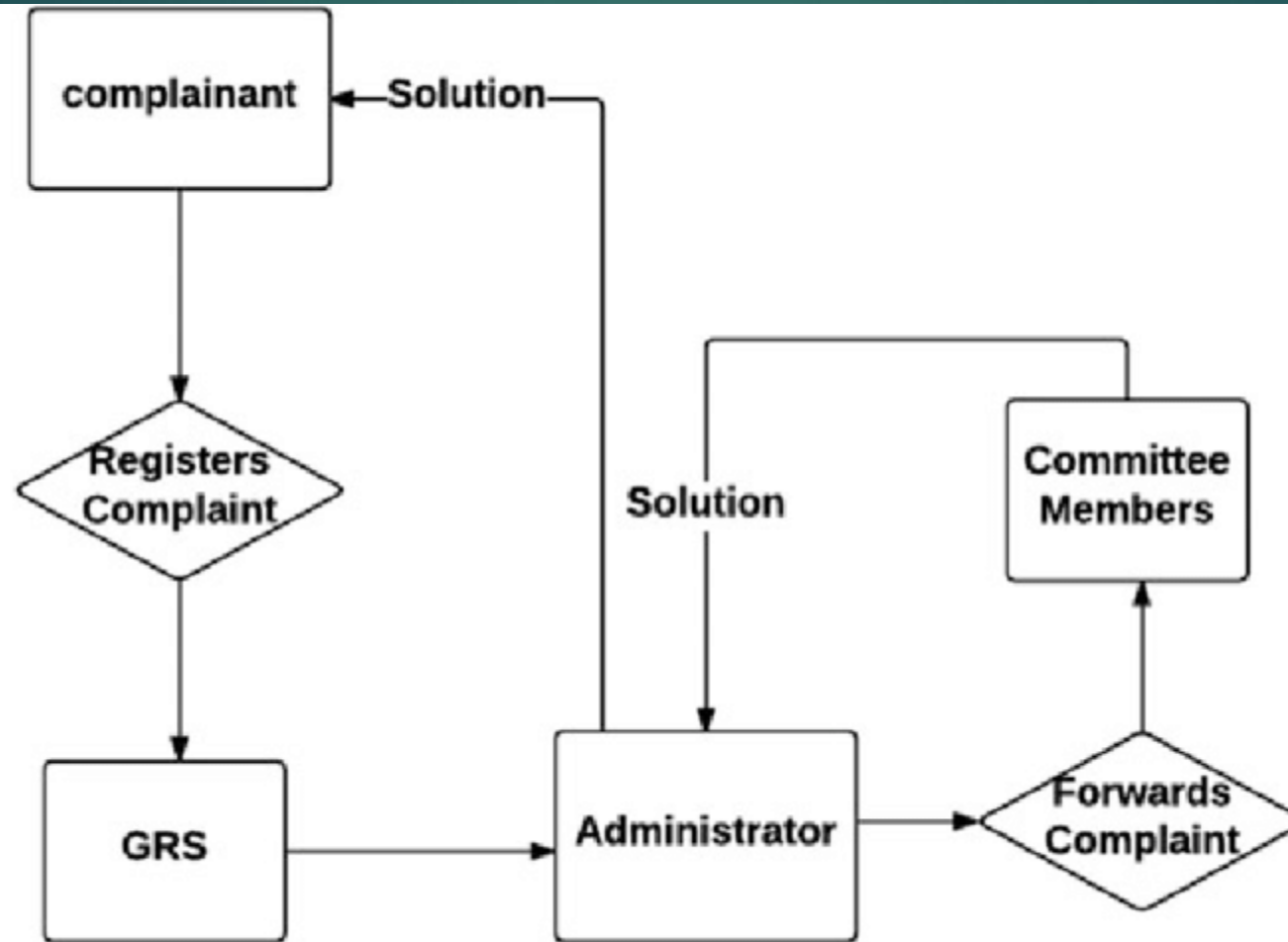
- ❖ Login Module
- ❖ Registration Module
- ❖ Student Complain Module
- ❖ Admin Login and Authentication
- ❖ Complain Progress Management
- ❖ Dashboard Management
- ❖ Final Report Management



DFD of GRS



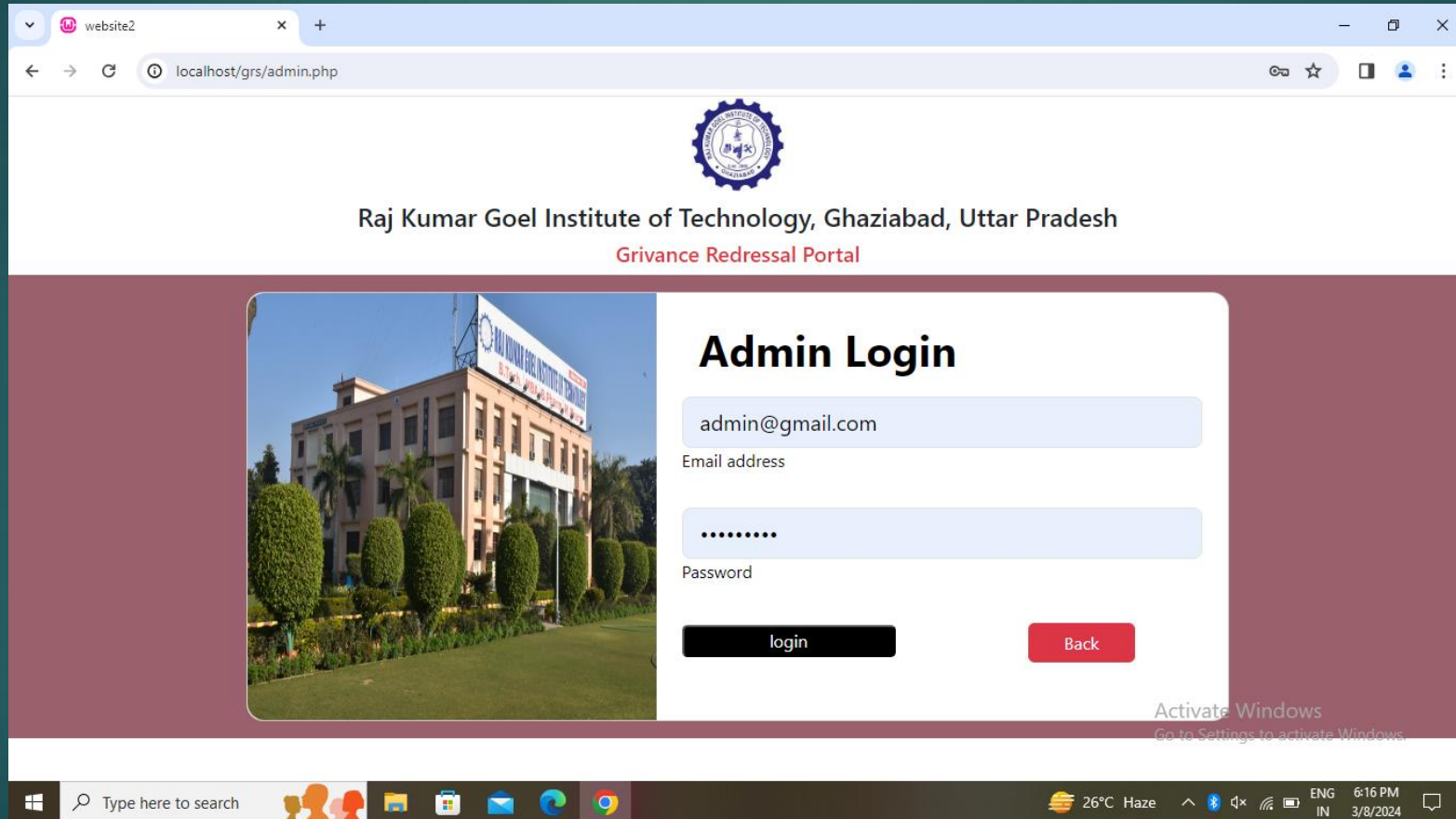
Prototype of the GRS



PROJECT SNAPSHOTS




ADMIN LOGIN




website2

localhost/grs/admin.php



Raj Kumar Goel Institute of Technology, Ghaziabad, Uttar Pradesh

Grivance Redressal Portal



Admin Login

admin@gmail.com

Email address

.....

Password

login

Back

Activate Windows
Go to Settings to activate Windows.

Type here to search

26°C Haze

ENG IN 6:16 PM 3/8/2024

ADMIN DASHBOARD

The screenshot displays a web browser window with the address bar showing `localhost/grs/admin/dashboard.php`. The dashboard has a dark red sidebar on the left with a user profile icon and the name "Admin". The sidebar menu includes: Dashboard, Course Management, Session Management, Complain Type, Complain Manage (with a dropdown arrow), User Management, Discussion Forum, Change Password, and Logout.

The main content area features a top header with "Admin Dashboard" on the left and the date "08/03/24" and email "admin@gmail.com" on the right, accompanied by a user icon. Below the header are four green summary cards:

- Not process**: Shows a red hourglass icon and the number "1". Below it, the text reads "Total Not Process Complain Here".
- Pending Complaint**: Shows a black hourglass icon and the number "0". Below it, the text reads "Total Pending Complain Here".
- Close Complaint**: Shows a yellow trophy icon and the number "1". Below it, the text reads "Total Close Complain Here".
- Total Students**: Shows a green hourglass icon and the number "1". Below it, the text reads "Total Student Here".

At the bottom right of the dashboard, there is a message: "Activate Windows Go to Settings to activate Windows." The Windows taskbar at the very bottom shows the search bar, task icons, and system tray information including "26°C Haze", "ENG IN", and the time "4:52 PM 3/8/2024".

COURSE MANAGEMENT

The screenshot displays a web browser window with the address bar showing 'localhost/grs/admin/course.php'. The page features a sidebar on the left with a user profile 'Admin' and a list of navigation links: Dashboard, Course Management, Session Management, Complain Type, Complain Manage (with a dropdown arrow), User Management, Discussion Forum, Change Password, and Logout. The main content area has a header with 'Admin Dashboard' and a user session indicator '08/03/24 admin@gmail.com' with a profile icon. Below the header is a red 'Add Course' button with a white 'Add Course' label and a white 'Add' button. Underneath is a table with the following data:

S.No	Variouse courses	Date of Creation	Created By
1	B. Tech	08/03/24	Admin
2	B. Pharma	08/03/24	Admin
3	M. Tech	08/03/24	Admin
4	M. Pharma	08/03/24	Admin
5	MBA	08/03/24	Admin

At the bottom right of the main content area, there is a message: 'Activate Windows Go to Settings to activate Windows.' The Windows taskbar at the bottom shows the search bar, task view button, and several application icons. The system tray on the right indicates the date and time as '3/8/2024 4:52 PM' and the language as 'ENG IN'.

REGISTRATION

Registration Form

Name

Father's Name

Gender ☐ Male ☐ Female

Email

Password

Mobile

DOB

Address

City

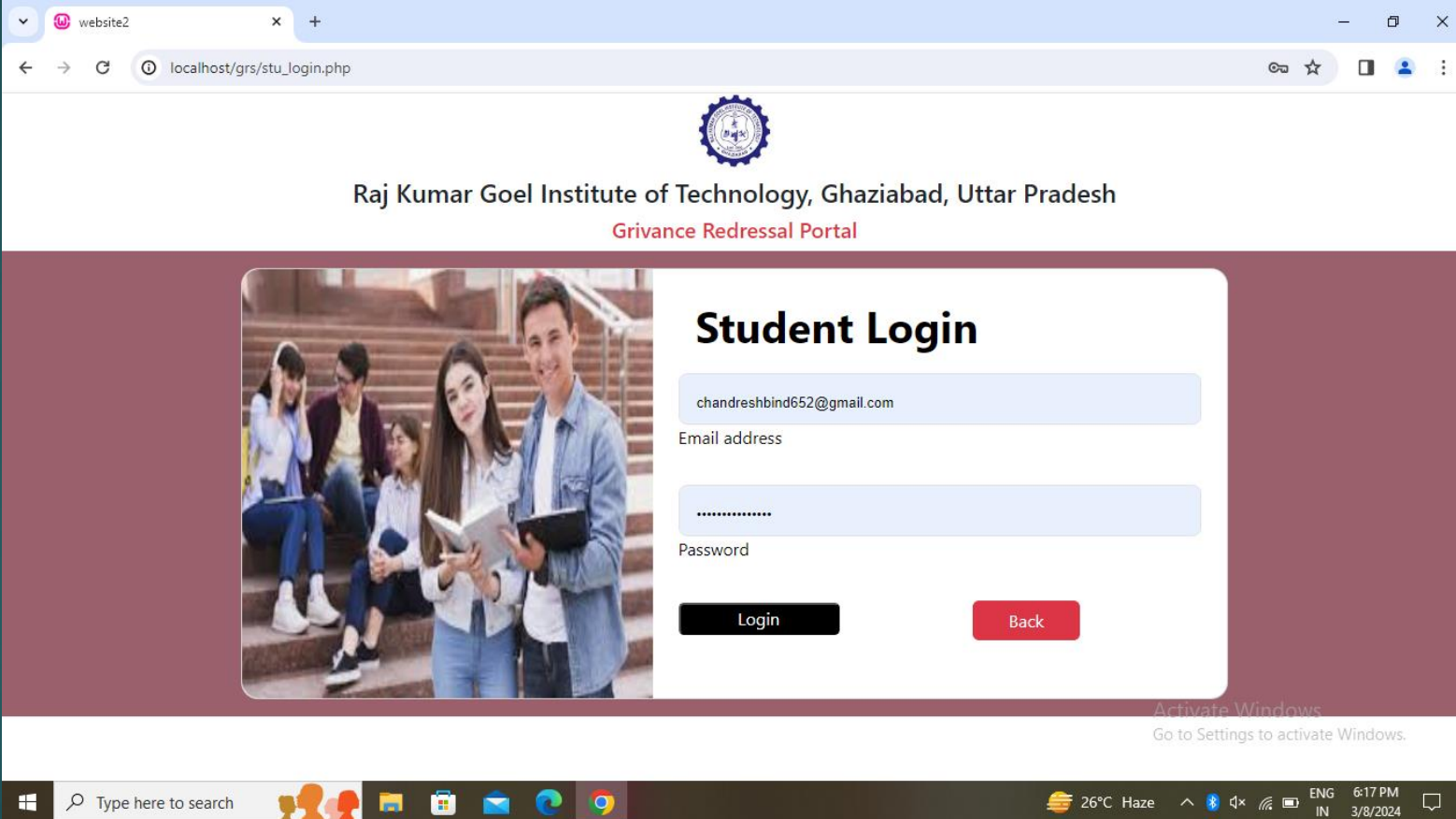
Pincode

Session

Course

Windows taskbar: Type here to search, 26°C Haze, 4:51 PM, 3/8/2024


STUDENT LOGIN



The screenshot shows a web browser window with the address bar displaying 'localhost/grs/stu_login.php'. The page features the institute's logo and name, followed by a login form. The form includes an email address field with the text 'chandreshbind652@gmail.com', a password field with masked characters, and 'Login' and 'Back' buttons. A watermark image of students is visible on the left side of the form. The Windows taskbar at the bottom shows the search bar, application icons, and system tray information including temperature, time, and date.


website2

localhost/grs/stu_login.php



Raj Kumar Goel Institute of Technology, Ghaziabad, Uttar Pradesh

Grivance Redressal Portal



Student Login

chandreshbind652@gmail.com

Email address

.....

Password

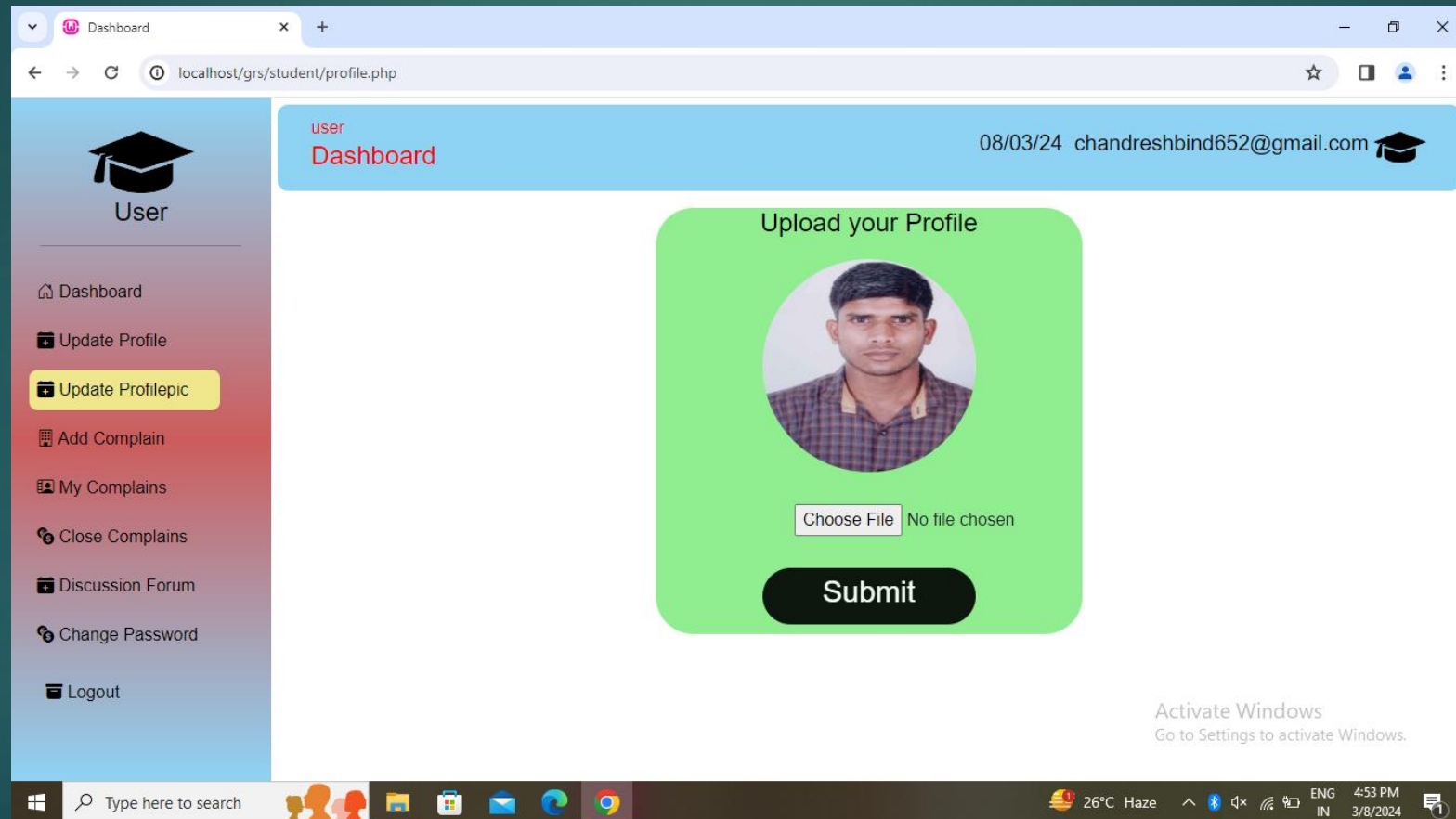
Login Back

Activate Windows
Go to Settings to activate Windows.

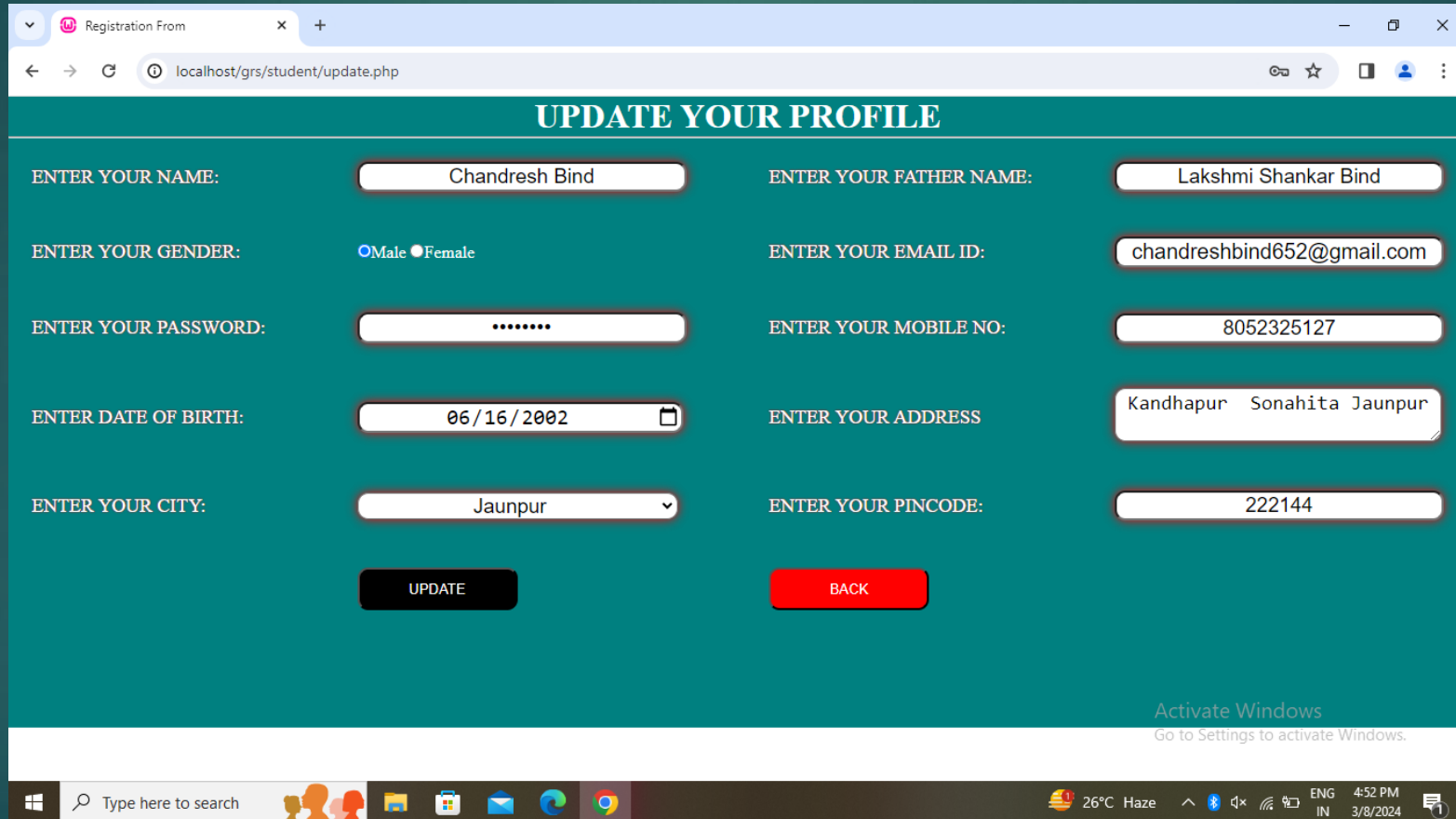
Type here to search

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USER DASHBOARD



UPDATE PROFILE



The screenshot shows a web browser window with a single tab titled "Registration From". The address bar displays "localhost/grs/student/update.php". The page has a teal background and is titled "UPDATE YOUR PROFILE". It contains a form with the following fields and values:

Field Label	Value
ENTER YOUR NAME:	Chandresh Bind
ENTER YOUR GENDER:	<input checked="" type="radio"/> Male <input type="radio"/> Female
ENTER YOUR PASSWORD:
ENTER DATE OF BIRTH:	06/16/2002
ENTER YOUR CITY:	Jaunpur
ENTER YOUR FATHER NAME:	Lakshmi Shankar Bind
ENTER YOUR EMAIL ID:	chandreshbind652@gmail.com
ENTER YOUR MOBILE NO:	8052325127
ENTER YOUR ADDRESS:	Kandhapur Sonahita Jaunpur
ENTER YOUR PINCODE:	222144

At the bottom of the form are two buttons: "UPDATE" (black) and "BACK" (red). A Windows watermark is visible in the bottom right corner of the page.

Windows watermark: Activate Windows. Go to Settings to activate Windows.

Windows taskbar: Search bar, taskbar icons, system tray showing 26°C Haze, 4:52 PM, 3/8/2024.

ADD COMPLAIN

localhost/grs/student/form.php

ADD COMPLAIN AND REASON FOR COMPLAIN

Complain Type

Enter Your Complain Reason

Activate Windows
Go to Settings to activate Windows.

Type here to search

26°C Haze 4:53 PM 3/8/2024

MY COMPLAINS

localhost/grs/student/mycompl

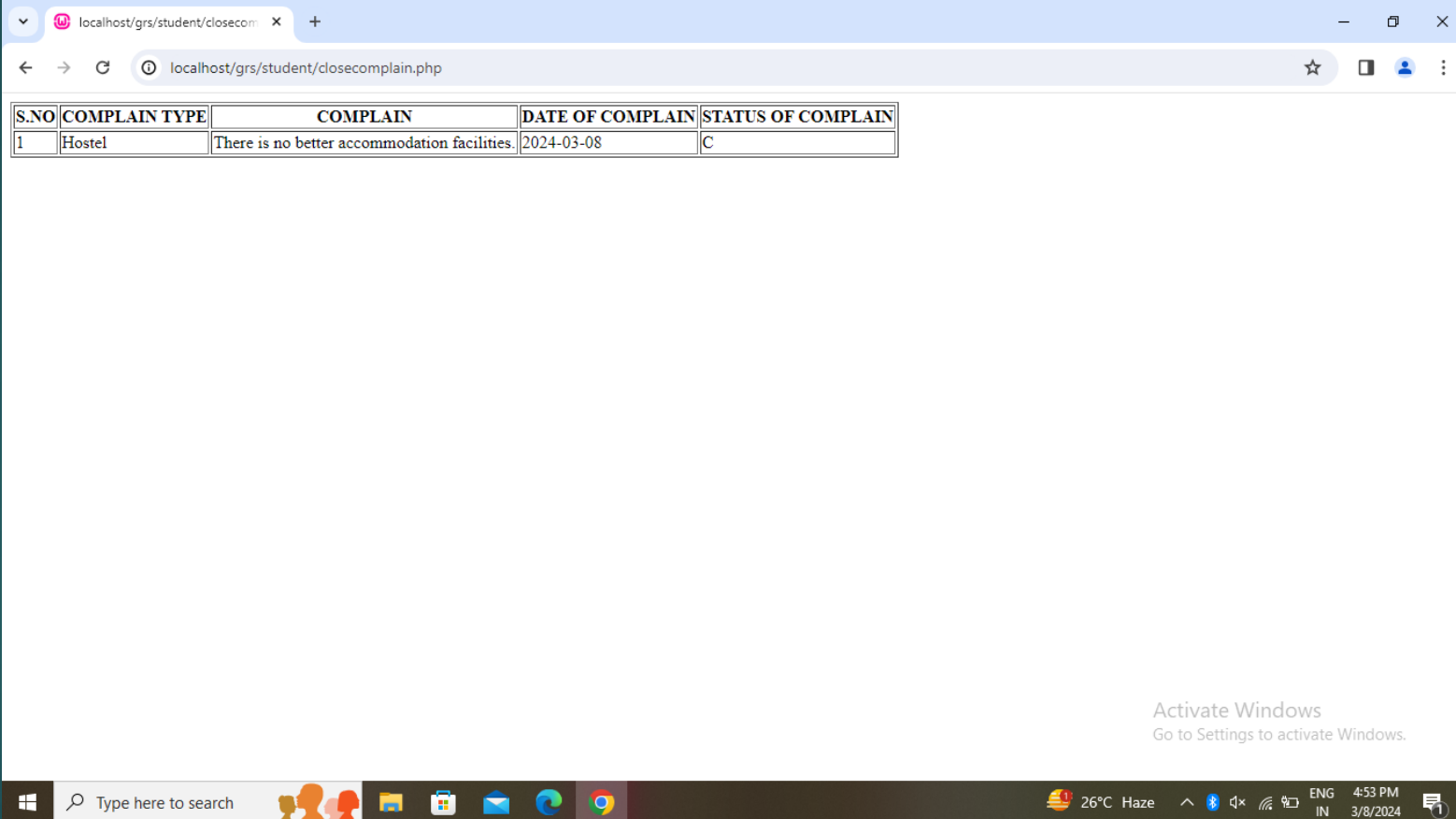
localhost/grs/student/mycomplain.php

S.NO	COMPLAIN TYPE	COMPLAIN	DATE OF COMPLAIN	STATUS OF COMPLAIN
1	Hostel	There is no better accommodation facilities.	2024-03-08	C
2	Fees	To The Dean Raj Kumar Goel Institute of Technology, Ghaziabad, Uttar Pradesh – 201003 Date: 08/03/2024 Subject: Request for a fees concession Dear Sir, I, Chandresh Bind, a student in the CSE department of your university. My roll number is 2000330100082. I am writing this for requesting a concession on my fees. Actually, my family is facing a very difficult time after the pandemic. Furthermore, my father has lost his job, and he is the only one working in the family. However, I have also started a part-time job but that's not enough. Hence, I request you to give me a concession on my final semester fees. It will help me a lot. I have been getting good marks all semester. Therefore I am sure that I'll not let you down in the final semester as well. If this cannot be possible, then I'll have to drop out of the university. Hence, please consider my request. Hope to hear from you soon. Thank you. Yours sincerely, Chandresh Bind	2024-03-08	N

Activate Windows
Go to Settings to activate Windows.

Type here to search26°C HazeENG IN4:53 PM3/8/2024

CLOSED COMPLAINS



The screenshot shows a web browser window with a single tab titled 'localhost/grs/student/closecom'. The address bar shows the URL 'localhost/grs/student/closecomplain.php'. The main content area displays a table with five columns: S.NO, COMPLAIN TYPE, COMPLAIN, DATE OF COMPLAIN, and STATUS OF COMPLAIN. There is one row of data. The Windows taskbar is visible at the bottom, showing the search bar, task view button, and several application icons. The system tray on the right shows the date and time as 4:53 PM on 3/8/2024, along with various system icons.

S.NO	COMPLAIN TYPE	COMPLAIN	DATE OF COMPLAIN	STATUS OF COMPLAIN
1	Hostel	There is no better accommodation facilities.	2024-03-08	C

Activate Windows
Go to Settings to activate Windows.

DISCUSSION FORUM

localhost/grs/student/discuss.php

localhost/grs/student/discuss.php

ADD QUESTION

ADD QUESTION

BACK

S.NO	QUESTION	POST ANSWER	VIEW ANSWER	DELETE
1	What is the highest package offered in RKGIT?	Post	View	delete
2	What is the fee structure of Raj Kumar Goel Institute of Technology, Ghaziabad?	Post	View	delete

Activate Windows
Go to Settings to activate Windows.

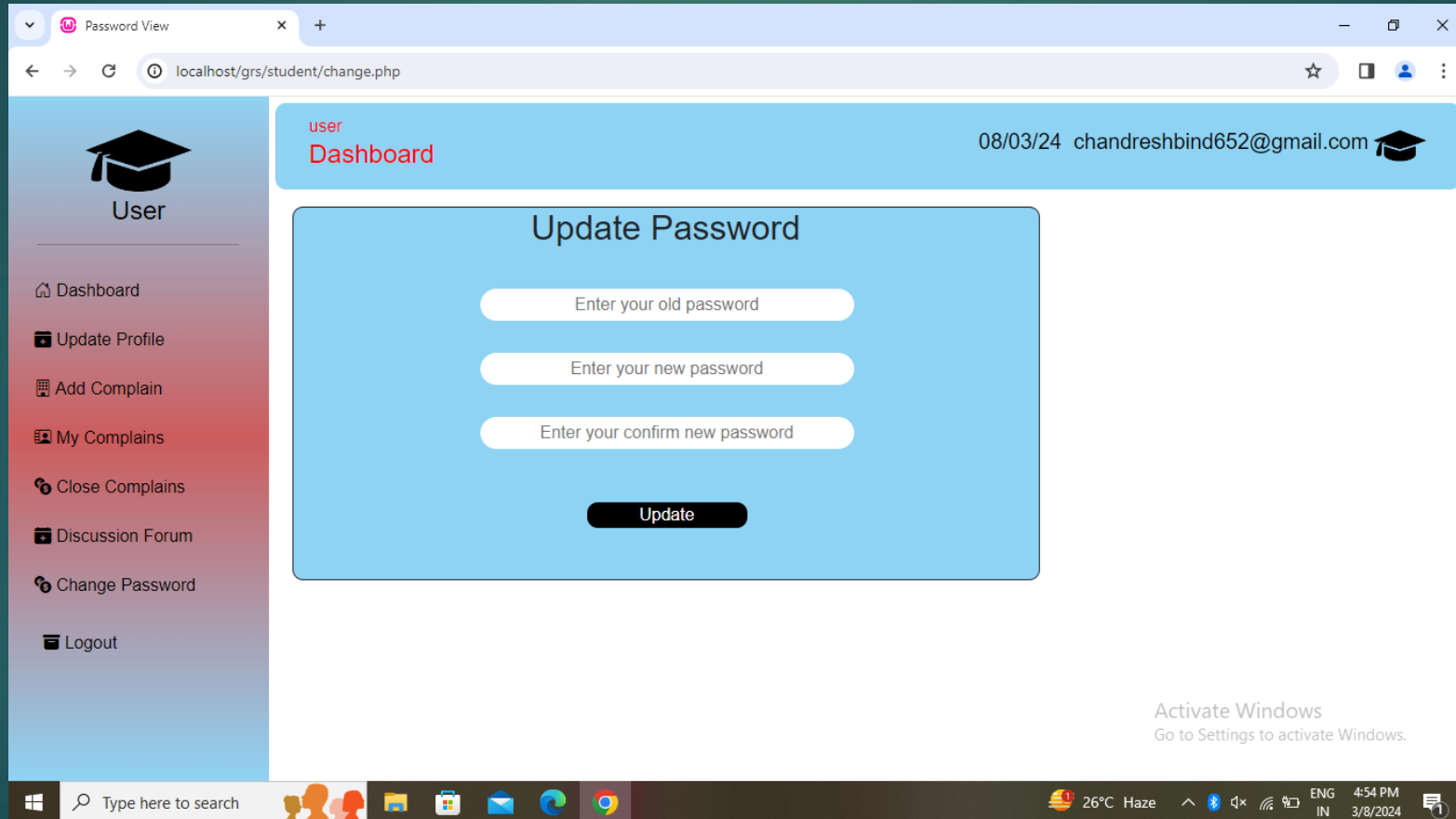
Type here to search

26°C Haze

ENG IN

4:54 PM 3/8/2024

UPDATE PASSWORD



user
Dashboard

08/03/24 chandreshbind652@gmail.com

Update Password

Enter your old password

Enter your new password

Enter your confirm new password

Update

Activate Windows
Go to Settings to activate Windows.

Type here to search

26°C Haze 4:54 PM 3/8/2024

Advantages

- ❖ It tracks all the information of various types of complains.
- ❖ Manages the information of complainant.
- ❖ Shows the information and description of the various complains and their solutions.
- ❖ To increase efficiency of managing the university rules and regulations.
- ❖ It deals with monitoring the information and feedbacks.
- ❖ Adding, Editing, and updating of records is improved which results in proper data management of online complain system data.
- ❖ It provides a fair and speedy means of grievance handling.
- ❖ Builds harmonious education atmosphere in campus.

Conclusion

This **Grievance Redressal System** is an attempt to highlight the fact that there are hardly such systems prevailing curtailing to the complaint redressed for students enrolled in numerous organizations. This paper has demonstrated a proposed GRS system for the grievance redressed of students covering various domains of complaints which could be lodged easily and thus leading to easy and sure solutions or redressed to the problems being faced by a student on a regular basis. The technologies used comprise of HTML and CSS to design a user-friendly graphical user interface, PHP, and SQL to keep track of the records at the back end. This system would be suitable for any organization for the resolution of complaints and thus lead to a qualitative and quantitative development of the organization.

In future it is planned to develop our own web server to host the web application.

Building Android Application for the system is also one of the future scope's of this project.

