



CSD0603

MINOR PROJECT II

ON

Student Grievance Redressal System

ABSTRACT

The Student Grievance Redressal System is a web-based application developed to streamline the process of handling and resolving grievances faced by students within educational institutions. This project aims to provide an efficient platform for students to submit their grievances and for administrators to manage and resolve them effectively.

The system is built using Python programming language and Django web framework, ensuring robustness, scalability, and security. It offers functionalities such as user authentication, grievance submission, admin dashboard for grievance management, and automatic email notifications.

Through this project, we address the critical need for a transparent and structured mechanism for addressing student grievances, thereby fostering a conducive learning environment. Future enhancements could include role-based access control, advanced search and filtering options, and a feedback system to further improve the grievance resolution process.

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INTRODUCTION

The Student Grievance Redressal System is a web-based platform designed to address issues faced by students in colleges. It plays a crucial role in providing a formal channel for students to voice their concerns and seek resolution. Often, colleges face challenges in managing student grievances efficiently, leading to dissatisfaction and unrest among students. This system aims to tackle such problems by offering a structured approach to grievance handling, thereby fostering a more conducive and harmonious learning environment for all stakeholders.



OBJECTIVES

Provide a user-friendly platform for students to submit grievances, ensuring transparency and accessibility in the grievance redressal process.

Enable administrators to efficiently manage and resolve grievances, promoting accountability and timely resolution of student concerns.

Enhance communication and trust between students and college authorities, fostering a positive and conducive learning environment for all.

CURRENT SYSTEM

The student needs to visit the appropriate department in their college that deals with their particular concern

The next step for the student is to write an application stating their grievances and submit it to the office of the departmental clerk of the respective department

After submitting a grievance, there is a delay period where the clerk investigates the problem and devises an appropriate course of action.

Then the student is required to visit the department again for a response to their grievances.

BENEFITS OF OUR SYSTEM

1

Students, from wherever they are, can immediately submit their complaints.

2

Secondly, the system provides secure storage of complaints and enables them to be retrieved at any time

3

Administrators may group complaints by date, time and category in order to make the management of complaints easier

4

Students may check their email alerts or visit this website to see what is happening with their submitted forms.

5

If a student accidentally files an incorrect application, they are able to update it on their own.

FUNCTIONALITIES.

● User Registration/Login:

Students and administrators can register and log in securely.

● Grievance Submission:

Students can submit their grievances with necessary details.

● Admin Dashboard:

Administrators can view, manage, and resolve grievances.

● Email Notifications:

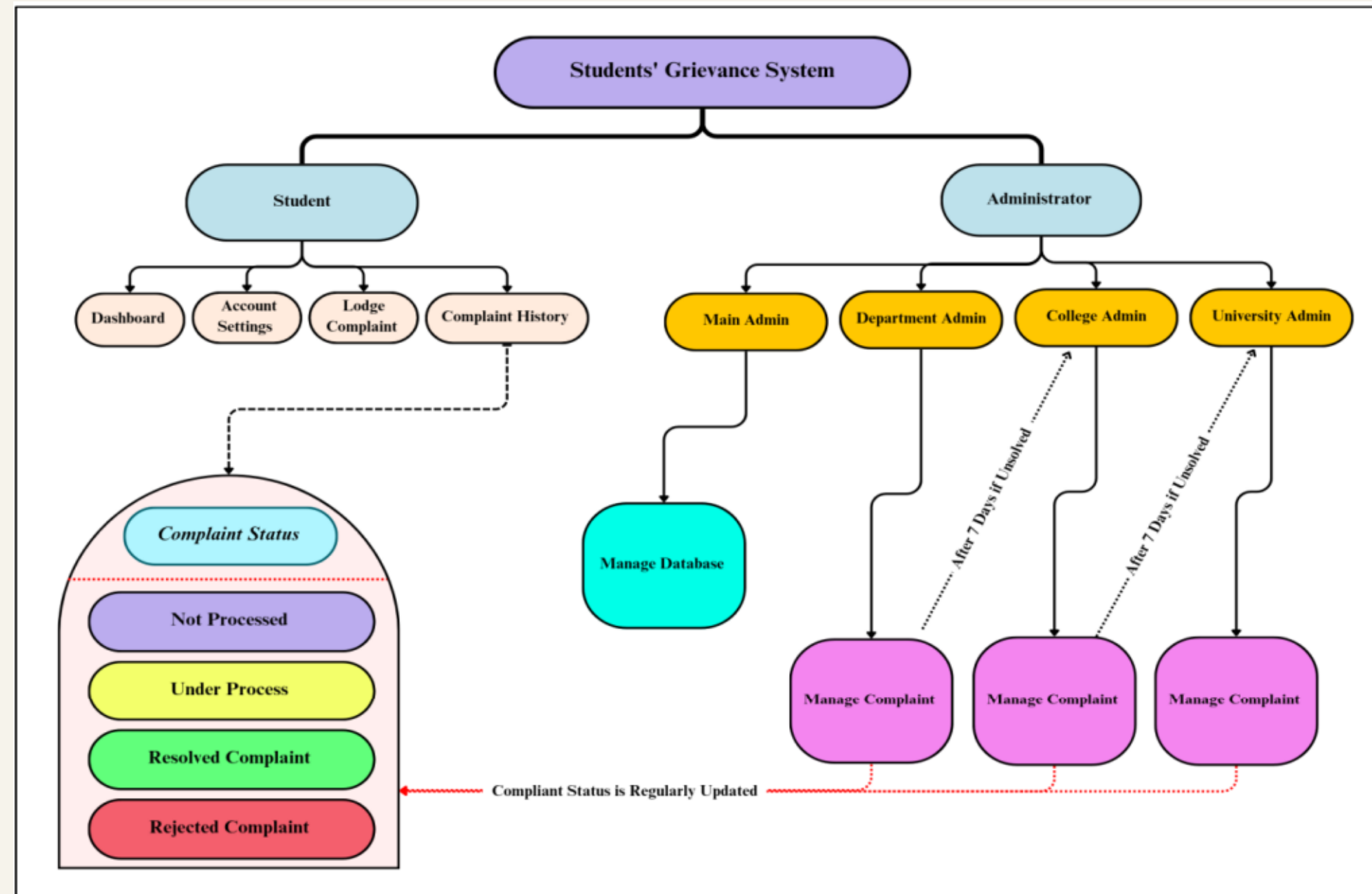
Automatic email notifications for grievance submission and resolution.

TECHNOLOGY USED

- **Python:** Backend programming language.
- **Django:** High-level Python web framework.
- **HTML/CSS/JavaScript:** Frontend development.
- **PGAdmin:** Database management system.
- **SMTP Protocol:** For sending email notifications.



FRAMEWORK OF OUR SYSTEM



WORKFLOW

User Registration/Login:

- Users register with their email and password.
- Upon registration, they can log in using their credentials.

Admin Dashboard:

- Administrators can log in to access the dashboard.
- They can view all grievances, mark them as resolved, or escalate them if necessary.

Grievance Submission:

- Authenticated users can submit grievances through the web interface.
- They provide details such as grievance type, description, etc.

RESULT

The implementation of the Student Grievance Redressal System yields tangible results in fostering a harmonious educational environment. By providing a structured platform for grievance submission and resolution, it significantly reduces student dissatisfaction and unrest. Enhanced communication and timely resolution of issues cultivate trust between students and college authorities, ultimately promoting a positive learning atmosphere.



CONCLUSION

The Student Grievance Redressal System stands as a pivotal tool in fostering transparency, trust, and accountability within educational institutions. By addressing student grievances efficiently, it contributes to a more conducive learning environment. Continued refinement and implementation of such systems are essential for promoting student welfare and institutional excellence.





THANK YOU

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