



**Department of Computer Science**  
**Gujarat University**  
**5 Year Integrated M.Sc.(Computer Science)**  
**Semester - VI**

# **Department Grievance Management**

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Under the Guidance of :  
Dr. Hiren Joshi



# Table of Content

- Project Profile
- Project Description
  - Introduction
  - Requirements
- System Architecture
  - System Design(Diagrams)
    - Use Case
    - Activity
    - Class Diagram
- Data Dictionary
- ScreenShots
- Future Work
- Bibliography



# Project Profile

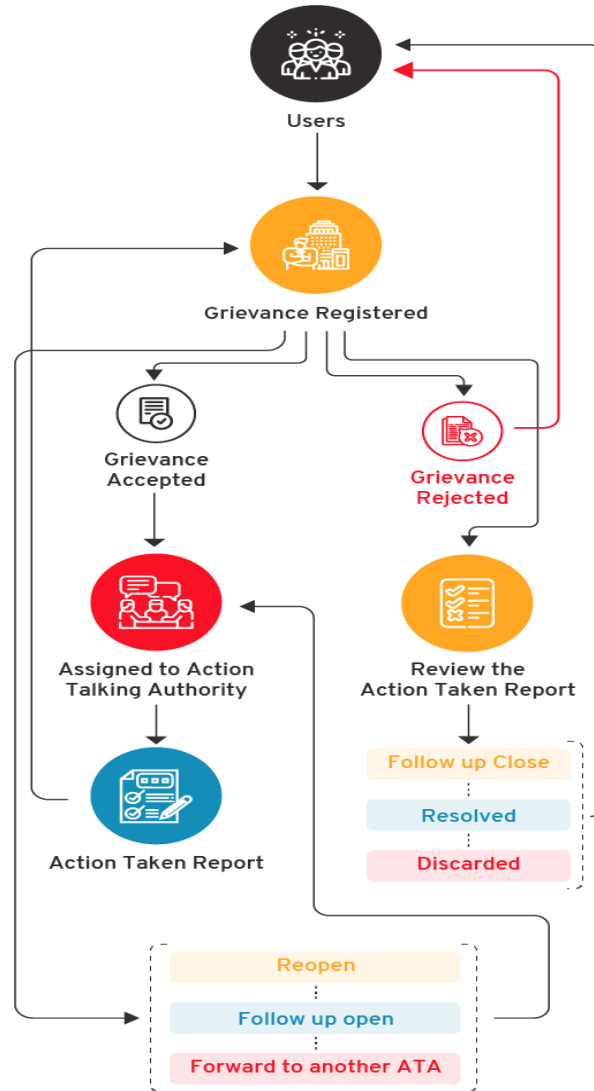
TITLE	DESCRIPTION
Project Title	Department Grievance Management
Aim of the Project	addressing concerns and complaints regarding various aspects of our department's facilities and services
Project duration	6 month
Team size	1 Member
Tools used	Visual Studio code
Technologies used	HTML,CSS,Javascript, AJAX
Software and hardware environment requirement to use for an application	Any modern web browser is compatible with HTML, CSS, and JavaScript.
Guide	Dr. Hiren Joshi

# Project Description



# Introduction

- Discusses concerns and complaints about department facilities and services.
- Simplifies the submission and resolution of grievances, fostering a welcoming and supportive environment.
- Allows students to easily lodge concerns about issues they encounter.





# Objectives

- Centralized Grievance Management
- Efficient Handling of Complaints
- Timely Resolution
- Improved Communication
- Transparency and Accountability
- Continuous Improvement



# Student Functionality

- Generates Complaint
- Upload photos /media required as attachment with the complaint
- View Status
- View Grievance





# Faculty Functionality

- View Grievance
- Update Status
- Handling the grievances according to the category.
- Delete Grievance
- Generate Reports



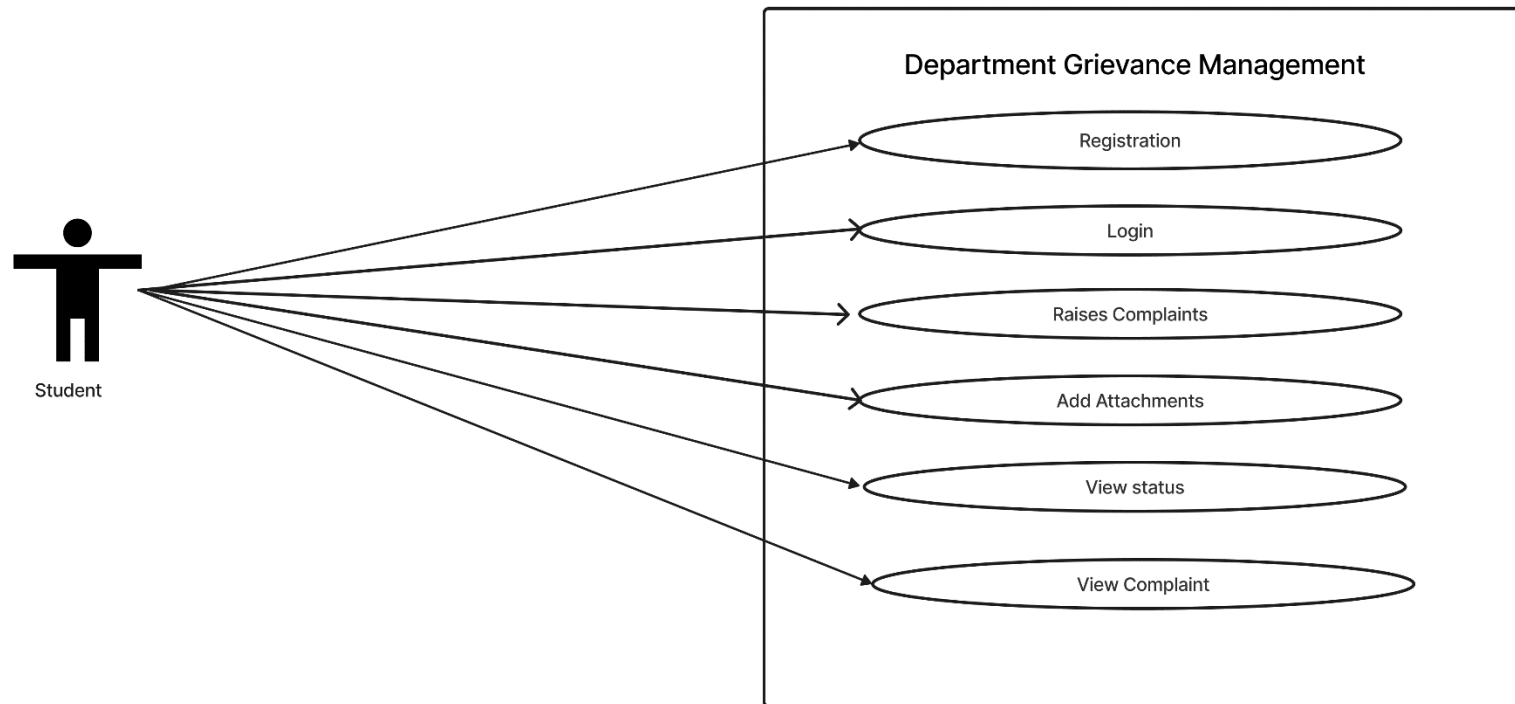
# Admin Functionality

- View Grievance
- Manages Users
- Manages Grievance
- Validate the grievance status
- Can Assign the faculty to the particular category or grievance
- Generates the report on the basis of the grievance received
  - such as number of grievances filed , categories of grievance and status of grievance

# System Architecture

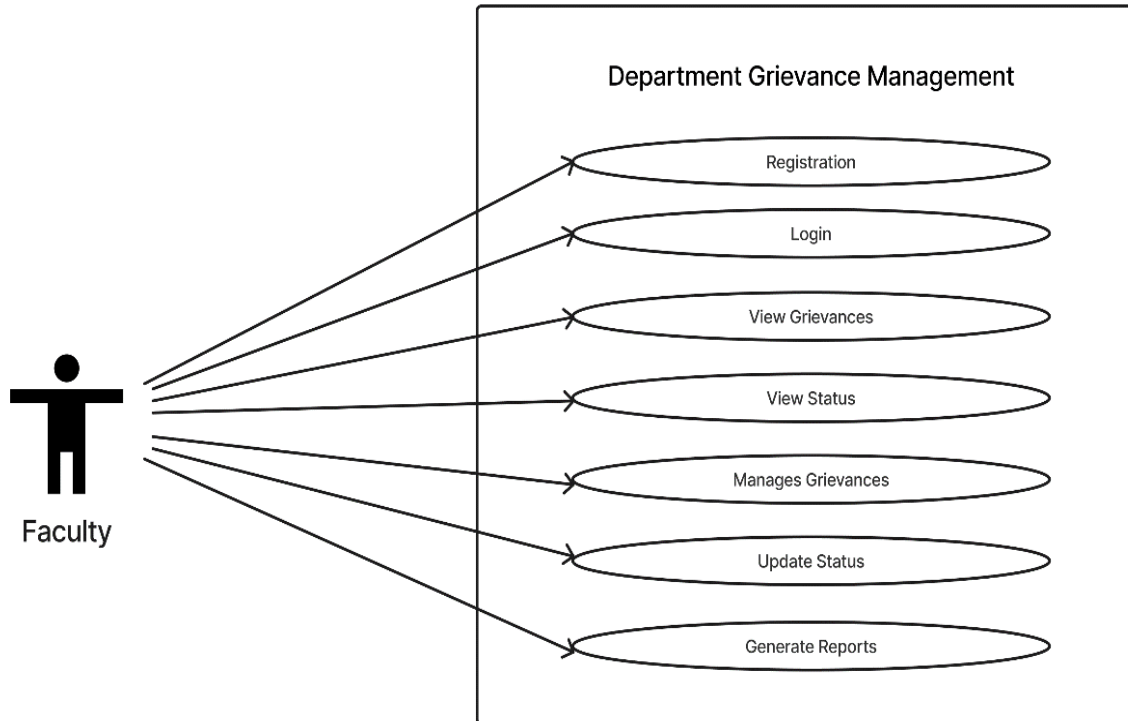


# Use Case Diagram of Student



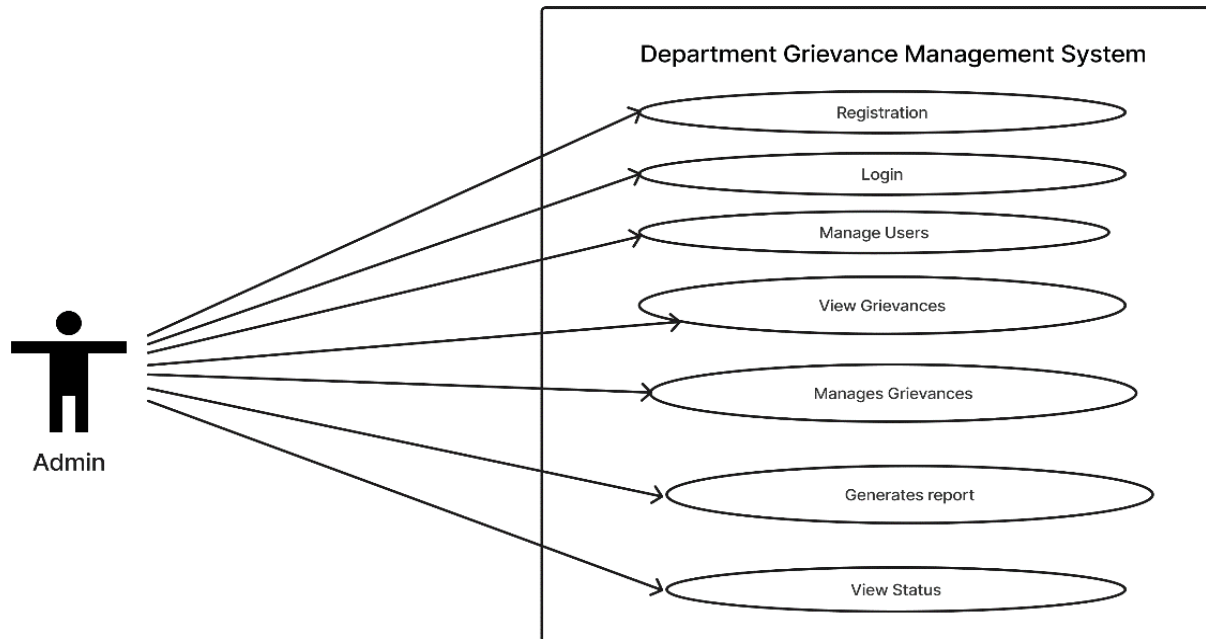


# Use Case Diagram of Faculty



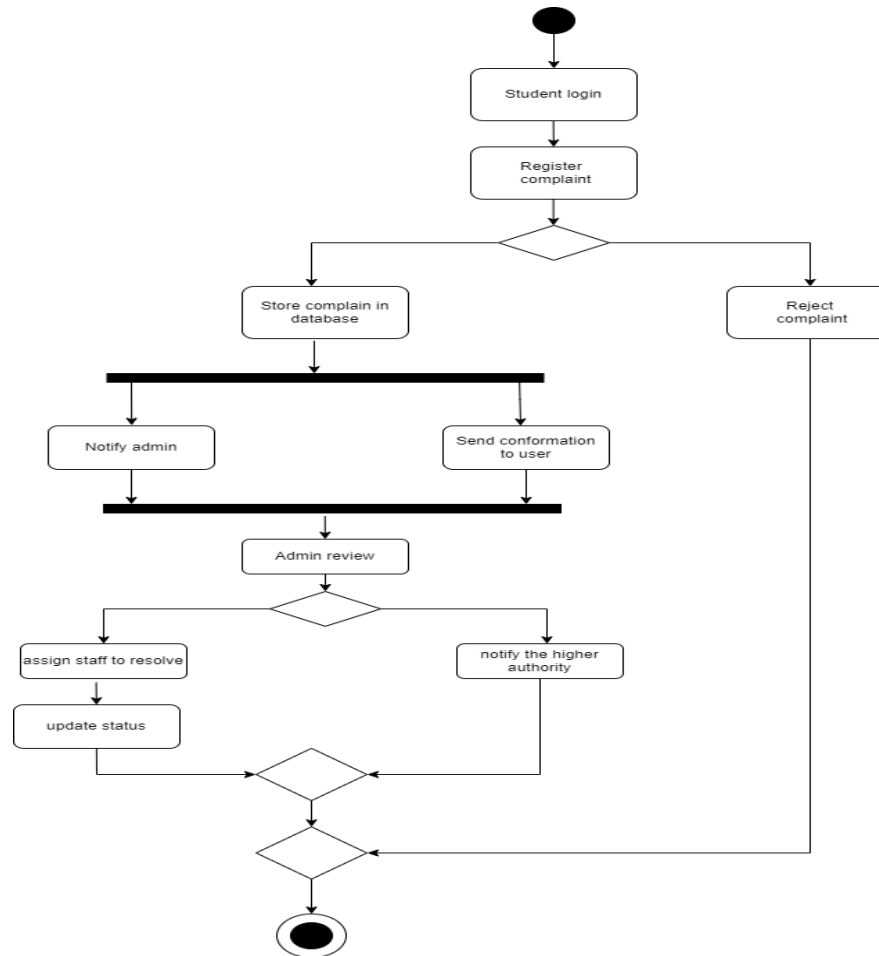


# Use Case Diagram of Admin



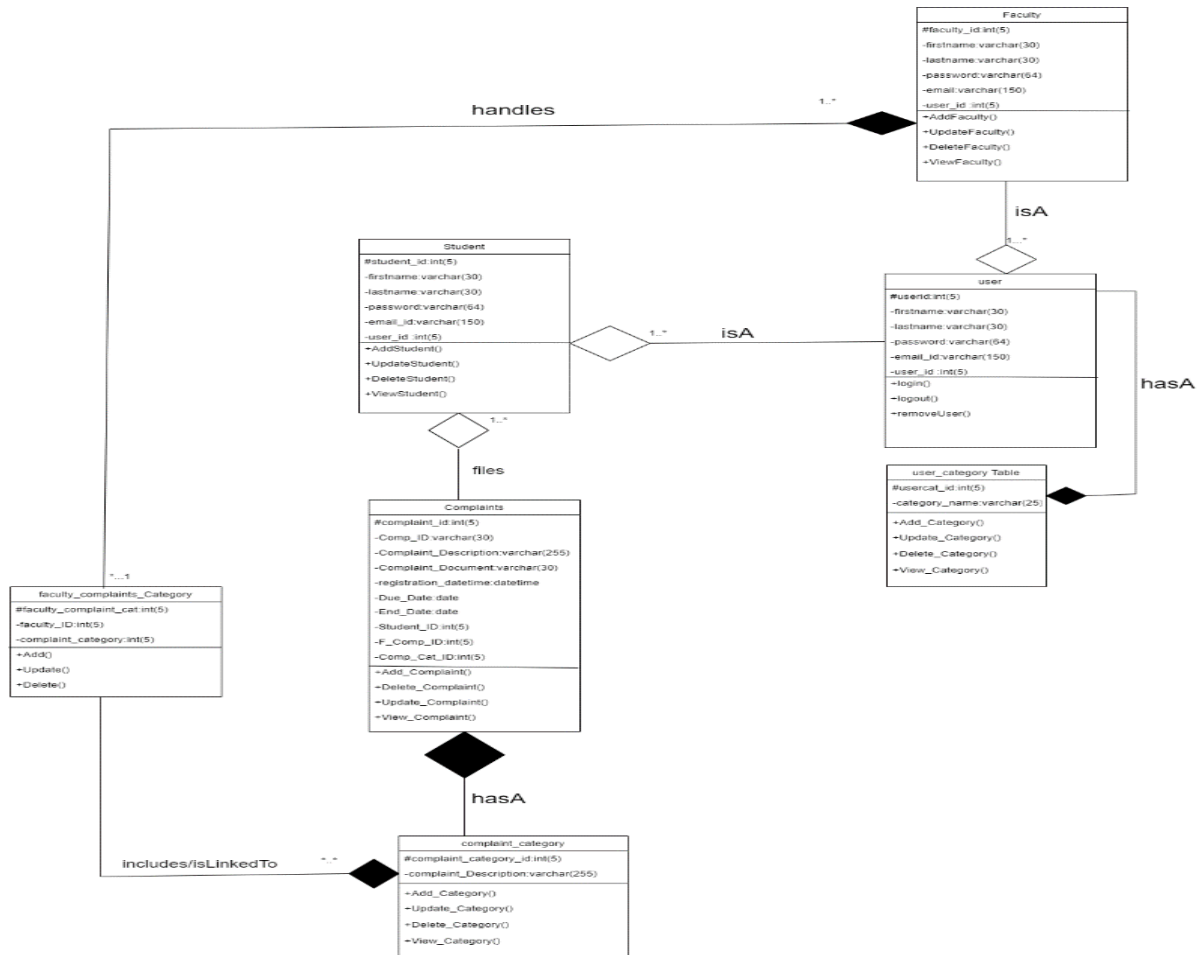


# Activity Diagram





# Class Diagram





# Data Dictionary



# User Table

SERIAL NO	FIELD NAME	TYPE	SIZE	CONSTRAINTS	SAMPLE DATA
1	userid	INT	5	Primary key	12
2	firstname	VARCHAR	30		Kathan
3	lastname	VARCHAR	30		Sharma
4	password	VARCHAR	30		
4	email_id	VARCHAR	50		kathan@email.com
5	user_category_id	INT	11		2



# User\_category Table

SERIAL NO	FIELD NAME	TYPE	SIZE	CONSTRAINTS	SAMPLE DATA
1	usercat_id	INT	5	Primary key	1
2	category_name	VARCHAR	25		Faculty



# Complaints Table



SERIAL NO	FIELD NAME	TYPE	SIZE	CONSTRAINTS	SAMPLE DATA
1	complaint_id	INT	5	Primary key	10
2	Comp_ID	VARCHAR	11		E-265533760
3	Complaint_Description	VARCHAR	255		System 116 in lab 3 not working.
4	Complaint_Document	VARCHAR	100		./uploads/complaint.pdf
5	registration_time	DATETIME			2024-05-04 21:02:57
6	Status	ENUM			Pending ,Processing, Resolved
7	Due_Date	Date			2024-05-04
8	End_Date	Date			2024-05-19
9	Student_ID	INT	5	Foreign key	1
10	F_Comp_ID	INT	5	Foreign key	3
11	Complaint_Cate_ID	INT	5	Foreign key	10



# Complaint\_category Table

SERIAL NO	FIELD NAME	TYPE	SIZE	CONSTRAINTS	SAMPLE DATA
1	complaint_category_id	INT	5	Primary key	11
2	category_description	VARCHAR	30		Cleaning and management



# Student Table

SERIAL NO	FIELD NAME	TYPE	SIZE	CONSTRAINTS	SAMPLE DATA
1	student_id	INT	5	Primary key	11
2	firstname	VARCHAR	30		Janvi
3	lastname	VARCHAR	30		Chauhan
4	password	VARCHAR	30		
5	email	VARCHAR	50		janvi@gmail.com
6	user_id	INT	5	Foreign key	43



# Faculty Table

SERIAL NO	FIELD NAME	TYPE	SIZE	CONSTRAINTS	SAMPLE DATA
1	faculty_id	INT	5	Primary key	14
2	firstname	VARCHAR	30		Hiren
3	lastname	VARCHAR	30		Joshi
4	password	VARCHAR	30		
5	Email	VARCHAR	50		hiren@gmail.com
6	user_id	INT	5	Foreign key	17





# Faculty\_complaint category Table

SERIAL NO	FIELD NAME	TYPE	SIZE	CONSTRAINTS	SAMPLE DATA
1	Faculty_complaint_cat	INT	5	Primary key	1
2	Faculty_ID	INT	5	Foreign key	8
3	Complaint_Category_ID	INT	5	Foreign key	1

# SCREENSHOTS



# Registration Form

## Sign Up

First Name

Tej

Last Name

Doshi

Email

tej@gmail.com

Password

•••

User Category

Student

Register

Already a member? [Sign In](#)



# Registration Form

This email is used, please try another one.

[Go Back](#)



# Registration Form

## Sign Up

First Name

Aryan

Last Name

Hirpara

Email

aryan@gmail.com

Password

•••••

User Category

Student

Register

Already a member? [Sign In](#)



# Login Form

## Login

Email

aryan@gmail.com

Password

•••••

Login

Don't have an account? [Sign up](#) [Home](#)



# Grievance Homepage

## Grievance Management System

[Home](#)[Your Grievances](#)[Edit Profile](#)[Logout](#)

Welcome, tirth!

### Welcome to our Grievance Management System!

If you have any grievances or complaints, please click the button below to submit them.

[Submit a Grievance](#)



# Edit Profile

[Home](#)  
[Log Out](#)

### Change Profile

Firstname:

Lastname:

Email

[Update](#)





# Grievance Form

## Complaint Submission Form

**Complaint ID:**

C-270624111523199

**Complaint Category**

Cleaning and Management

**Complaint Description:**

This is the issue regarding the cleaning and management of the class

**Complaint Document (PDF):**

Choose File complaint.pdf

Submit Complaint



# Your grievance

## Complaint Details

**Complaint ID:** C-270624145554227

**Status:** Processing

**Complaint Description:** cleaning

**Registration Date:** 2024-06-27 11:26:41

---

**Complaint ID:** E-270624135822205

**Status:** Pending

**Complaint Description:** exam

**Registration Date:** 2024-06-27 10:28:32

---

**Complaint ID:** C-270624111523199

**Status:** Pending

**Complaint Description:** This is the issue regarding the cleaning and management of the class



# Faculty Dashboard

Screenshot of a web browser displaying the Faculty Dashboard at `localhost/grievance/faculty/facultydashboard.php`.

The dashboard features a sidebar menu with the following items: Jay, Updates, Grievances, Log Out, and Edit.

The main content area displays four summary cards:

- Complaints: 6
- Total Pending: 2
- Total In Process: 2
- Total Resolved: 2

Below the summary cards is a section titled "All Complaints" with search filters:

- Start Date: dd-mm-yyyy
- End Date: dd-mm-yyyy
- Status: Select Status
- Category: Select Category

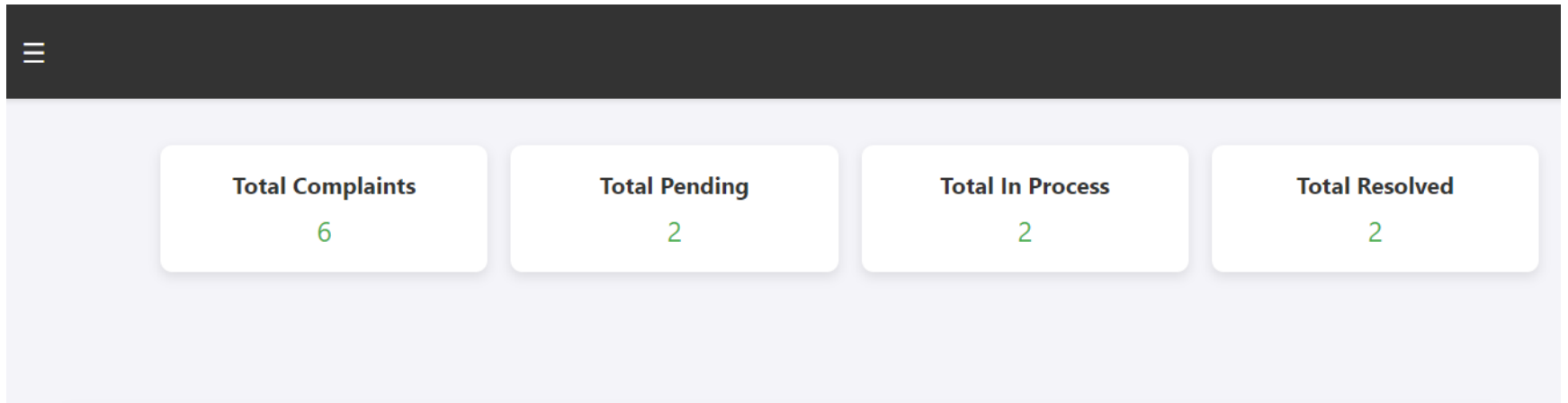
The table below shows the list of complaints with the following headers:

	Due Date	End Date	Status	Complaint Category

The Windows taskbar at the bottom shows the system time as 11:30 on 27-06-2024, with a temperature of 33°C.



# Faculty Dashboard





# Faculty Dashboard

## All Complaints

Due Date:

dd-mm-yyyy



End Date:

dd-mm-yyyy



Status:

Select Status



Category:

Select Category



Filter

Export to Excel

Complaint ID	Due Date	End Date	Status	Complaint Category
C-060524110353894	2024-05-06	2024-05-21	Pending	7
C-080524215009468	2024-05-08	2024-05-23	Resolved	7
C-240624182824409	2024-06-24	2024-07-09	Processing	7
C-260624155344270	2024-06-26	2024-07-11	Processing	7
C-260624163555757	2024-06-26	2024-07-11	Resolved	7
C-270624111523199	2024-06-27	2024-07-12	Pending	7



# Faculty Dashboard

A	B	C	D	E	F
Complaints Export Report					
Export Date:	2024-06-29 07:26:29				
Complaint ID	Due Date	End Date	Status	Complaint Category	
C-060524110353894	2024-05-06	2024-05-21	Pending	Cleaning and Management	
C-080524215009468	2024-05-08	2024-05-23	Resolved	Cleaning and Management	
C-240624182824409	2024-06-24	2024-07-09	Processing	Cleaning and Management	
C-260624155344270	2024-06-26	2024-07-11	Processing	Cleaning and Management	
C-260624163555757	2024-06-26	2024-07-11	Resolved	Cleaning and Management	
C-270624111523199	2024-06-27	2024-07-12	Pending	Cleaning and Management	
C-270624145554227	2024-06-27	2024-07-12	Resolved	Cleaning and Management	
C-290624094532917	2024-06-29	2024-07-14	Processing	Cleaning and Management	



# Grievances Assigned List

Faculty Dashboard

### Complaints Assigned to You

Welcome, Jay!

**Complaint ID: C-060524110353894**

**Registration Date:** 2024-05-06 07:34:12

**Status:** Pending

OpenDelete

**Complaint ID: C-080524215009468**

**Registration Date:** 2024-05-08 18:20:28

**Status:** Resolved

OpenDelete



# Grievances Assigned List

**Complaint ID:** C-270624111523199

**Due Date:** 2024-06-27

**End Date:** 2024-07-12

**Status:** Pending ▼

**Complaint Description:** This is the issue regarding the cleaning and management of the class

**Student Name:** tirth mehta

[View Document](#)

[Back](#)

[Delete](#)





# Grievances Status

**Complaint ID:** C-270624114942036

**Due Date:** 2024-06-27

**End Date:** 2024-07-12

**Status:**

- Pending
- Pending
- Processing
- Resolved

**Complaint Description:** cleaning

**Student Name:** tirth mehta

[View Document](#)

[Back](#)

[Delete](#)



# Grievances Assigned List

**Complaint ID:** C-270624114942036

**Due Date:** 2024-06-27

**End Date:** 2024-07-12

**Status:** Processing ▼

**Complaint Description:** cleaning

**Student Name:** tirth mehta

[View Document](#)

[Back](#) [Delete](#)



# Grievances Status

## Complaint Details

**Complaint ID:** C-270624114942036

**Status:** Processing

**Complaint Description:** cleaning

**Registration Date:** 2024-06-27 08:19:50

Delete Complaint



# Complaint Document

PDF viewer interface showing a document titled "C-270624114942036.pdf". The document is displayed in a two-page view. The left sidebar shows a thumbnail of the first page, which contains a letterhead and a table. The right pane shows the content of the first page, which is a complaint letter.

From,  
Tirth Mehta,  
Msc(cs)-6

To,  
Hod Mam  
Department of Computer Science

Subject: Complaint Regarding Cleanliness and Management Issues in Classrooms

Respected Mam,

I hope this letter finds you in good health and spirits. I am writing to formally lodge a complaint regarding the cleanliness and management issues in the



# Admin Dashboard



## Department Grievance Admin Dashboard

Number of Users

28

Number of Faculty

7

Total Complaints

18

Resolved Complaints

4

Processing Complaints

8

Pending Complaints

6



# User Data

## User Data

Aagam Jain	aagam@gmail.com	Student	Delete
janvi chauhan	janvi.chuahan	Student	Delete
Ankit Yadav	ankit@gmail.com	Student	Delete
Ansh Yadav	ansh@gmail.com	Student	Delete
Aryan Hirpara	aryan@gmail.com	Student	Delete

[< Prev](#)[1](#)[2](#)[3](#)[4](#)[5](#)[6](#)[Next >](#)



# Faculty Data

## Faculty

Bhumika Shah

bhumika@gmail.com

Delete

Jinali Shah

jinali@gmail.com

Delete

Jyotsana Mam

jyotsana@gmail.com

Delete

Mehul Shah

mehul@gmail.com

Delete

Hardik Joshi

hardik@gmail.com

Delete

< Prev

1

2

Next >



# Student Users

## Students

Aagam Jain

aagam@gmail.com

Delete

Ankit Yadav

ankit@gmail.com

Delete

Ansh Yadav

ansh@gmail.com

Delete

Aryan Hirpara

aryan@gmail.com

Delete

Riya Patel

riya@gmail.com

Delete

Next

< Prev 1 2 3 Next >





# Complaints Data

## User Complaints

C-270624114525675	2024-06-27	2024-07-12	Pending	<a href="#">Open</a>	<a href="#">Delete</a>
C-270624111523199	2024-06-27	2024-07-12	Pending	<a href="#">Open</a>	<a href="#">Delete</a>
C-260624163555757	2024-06-26	2024-07-11	Resolved	<a href="#">Open</a>	<a href="#">Delete</a>
E-260624162852952	2024-06-26	2024-07-11	Processing	<a href="#">Open</a>	<a href="#">Delete</a>
C-260624155344270	2024-06-26	2024-07-11	Processing	<a href="#">Open</a>	<a href="#">Delete</a>

[< Prev](#)[1](#)[2](#)[3](#)[4](#)[5](#)[Next >](#)



# Filter Reports

## All Complaints

Due Date:

dd-mm-yyyy



End Date:

dd-mm-yyyy



Status:

Select Status

Category:

Select Category

Faculty:

Select Faculty

Filter

Export to Excel

Complaint ID	Due Date	End Date	Status	Complaint Category	Assigned Faculty
L-060524001635525	2024-05-05	2024-05-20	Processing	Laboratory	Jinali
E-050524233751409	2024-05-05	2024-05-20	Pending	Exam Cell	Mehul
E-060524115815436	2024-05-06	2024-05-21	Resolved	Exam Cell	Mehul
E-260624162852952	2024-06-26	2024-07-11	Processing	Exam Cell	Mehul
E-270624135822205	2024-06-27	2024-07-12	Pending	Exam Cell	Mehul
Ac-240624195433834	2024-06-24	2024-07-09	Resolved	Academics	Bhumika
Li-060524105033115	2024-05-06	2024-05-21	Pending	Library	Jyotsana
AB-060524062903858	2024-05-06	2024-05-21	Pending	Accounts and Billing	Mehul
AB-250624171323917	2024-06-25	2024-07-10	Processing	Accounts and Billing	Mehul



# Excel Sheet

A1					Complaint ID		
	A	B	C	D	E	F	G
1	Complaint ID	Due Date	End Date	Status	Complaint Category		
2	E-050524233751409	2024-05-05	2024-05-20	Pending	Exam Cell		
3	L-060524001635525	2024-05-05	2024-05-20	Processing	Laboratory		
4	AB-060524062903858	2024-05-06	2024-05-21	Pending	Accounts and Billing		
5	S-060524101048245	2024-05-06	2024-05-21	Pending	Safety and Security		
6	Li-060524105033115	2024-05-06	2024-05-21	Pending	Library		
7	S-060524105558602	2024-05-06	2024-05-21	Processing	Safety and Security		
8	C-060524110353894	2024-05-06	2024-05-21	Pending	Cleaning and Management		
9	T-060524114244380	2024-05-06	2024-05-21	Processing	Technical issues		
10	E-060524115815436	2024-05-06	2024-05-21	Resolved	Exam Cell		
11	C-080524215009468	2024-05-08	2024-05-23	Resolved	Cleaning and Management		
12	C-240624182824409	2024-06-24	2024-07-09	Processing	Cleaning and Management		
13	Ac-240624195433834	2024-06-24	2024-07-09	Resolved	Academics		
14	AB-250624171323917	2024-06-25	2024-07-10	Processing	Accounts and Billing		
15	C-260624155344270	2024-06-26	2024-07-11	Processing	Cleaning and Management		
16	E-260624162852952	2024-06-26	2024-07-11	Processing	Exam Cell		
17	C-260624163555757	2024-06-26	2024-07-11	Resolved	Cleaning and Management		
18	C-270624111523199	2024-06-27	2024-07-12	Pending	Cleaning and Management		
19	E-270624135822205	2024-06-27	2024-07-12	Pending	Exam Cell		
20	C-270624145554227	2024-06-27	2024-07-12	Resolved	Cleaning and Management		
21	C-290624094532917	2024-06-29	2024-07-14	Processing	Cleaning and Management		
22							
23	Exported on: 2024-06-29 07:25:24						



# Future Work

- Mail notification (Admin, Faculty)
- Improved administrative functionality and dynamic handling.
- Admin should be allowed to assign grievances to faculty members rather than the default category.
- Grievance period: 15 days. If the issue is not fixed within that time frame, the status will be disabled, and the student will be notified.



# Bibliography

- <https://epfigms.gov.in/grievance/grievancemaster>
- <https://www.w3schools.com/>
- <https://pgportal.gov.in/>