A

Mini Project Report

on

GRIEVANCE SYSTEM FOR STUDENTS

Submitted in fulfilment of the requirements of University of Mumbai

for the

degree of

Bachelor of Engineering
By

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CERTIFICATE

This is to certify that the Mini Project entitled **“*Grievance System for Students*”** is a bonafide work of **Janhavi Gavhale(120CP1190B), Kshitija Kamble(120CP1039B), Ruchika Jinde(120IT1171B) and Anushka Kadam(120CP1153B)** submitted to the University of Mumbai in partial fulfilment of the requirement for the award of the degree of "Bachelor of Engineering" in Computer Engineering.

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PROJECT REPORT APPROVAL FOR TE

his Mini Project entitled **"*Grievance System for Students*"** by **Janhavi Gavhale(120CP1190B), Kshitija Kamble(120CP1039B), Ruchika Jinde(120IT1171B) and Anushka Kadam(120CP1153B)** is approved for the degree of "Bachelor of engineering" in Computer Engineering.

Examiners

1. _____

(Internal Examiner)

2. _____

(External Examiner)

Date:

Place: MGMCET, Kamothe.

ABSTRACT

The purpose of this project is to provide a platform for students to share their complaints with the institute authorities easily and to make the institute aware of the students' issues. Students have various complaints that they might not be able to convey to the faculty or the institute authorities. There will be an email id for each student, which they can use to login into the grievance system when they have a complaint to register. The team handling the complaint will have the facility to communicate with the student through the system. They can also view the history of their complaints where they can see the update of the status of their complaints.Grievance system is an online platform of private or public institutions enabling prompt action on any issue raised by the student. The implementation of the Grievance redress portal will be helpful to address the grievance in a time bound manner. This will ensure transparency and students will be more benefitted.

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Declaration

We declare that this written submission represents our ideas in our own words and where others' ideas or words have been included, we have adequately cited and referenced the original sources. We also declare that we have adhered to all principles of academic honesty and integrity and have not misrepresented or fabricated or falsified any idea/data/fact/source in my submission. We understand that any violation of the above will cause disciplinary action by the Institute and can also evoke penal action from the sources which have thus not been properly cited or from whom proper permission has not been taken when needed.

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Chapter 1

Introduction

Chapter 1

Introduction

Student satisfaction is a major concern for any educational institute. However, many times the students fail to express their concerns & issues or fail to reach out for proper support from the organisation. 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 student grievance cell will also look into matters of harassment thus creating a protective environment for students.

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 Co-ordinator 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 grievances**.**

Grievance system helps to pursue quick actions for solving the grievance, while maintaining affordability and ease to the users. Our project ensures that every student's issue will be heard, Considered and solved as soon as possible in the most efficient manner. It will also make the management well aware of its low points and thus will make it easier for the management to improve its infrastructure.

1.1 Existing System

The existing system is completely manual. In order to write the complaint, the student either visits the related department and registers his complaint in the respective complaint register, which is monitored by the respective Department heads. Existing system requires manual process (i.e., sending grievances from lower level to critical level requires manual process.)

The Grievance Handling System is not centralised so the communication between different branches is not fast enough and makes the system slower.

1.2 Proposed System

The objective of this study is to investigate the effect of independent variables understudied including procedural justice, ethical ideologies, individualism, collectivism culture, personality, training and experience on the selection of appropriate grievance handling styles. Based on the objective, this research is categorised as causal type of research and classified as correlational research. The idea is to automate the entire complaint process. Grievance can be lodged based on the level (i.e. university, college, course and department) and also based on the category (i.e. transportation, scholarship, lecture time table etc…).

Students are able to track the grievance once the complaint has been registered. Students and cell members are provided with a chat box where they can discuss grievances. Cell Members can track the pending and completed grievances.

Chapter 2

Literature Review

Chapter 2

2.1 Literature Review

1. All India Grievance Redressal App
Author: Viral Patel, Daanyaal Kapadia, Deval Ghevariya, Shiburaj Pappu

Citizens of India face civic problems in their day-to-day lives. They resort to the one of many ways provided by the government to file their complaints. The grievance registration systems have evolved in many ways with the advancement in technologies to simplify the task. This paper presents the architecture of a Grievance redresser Application where the civilians can address any kind of complaint which they are facing. The main focus of the project is about the pothole related complaints. One of the most difficult tasks for the government officials to estimate the total time and material required to fill the pothole of widely spaced roads, this is one of the major problems faced by government authorities which leads to delaying in repairing the pothole and increasing the cost to fill a particular pothole. This Application will give easy access to people to put their complaints towards the government.

2. Web Portal for Effective Student Grievance Support System
Author: Yamini L, K. Aravindhan, Vaishnavi S, Aswini.K, K. Periyakaruppan

A Grievance is the dispute that arises at any level of organisation. In an education organisation, a student's community is the most vulnerable entity. In many circumstances students fail to state their issues and sometimes fail to seek out proper support for the issue they are facing in an organisation. On analysing the above mentioned problems we designed Student Grievance support system to deal with the grievance and to seek the redressal. The web application builds a platform for the students to lodge the arising conflicts in their daily walk of lives. In the web application students can address their complaints which are forwarded to the Grievance Redressal

Committee. The Committee will forward the valid complaints to the Institute or Department supporting the sensitivity of the matter. The Institute or Department will take action and update the status which can be viewed by the students.

2.1 Base Paper

Sr no.	Author	Year	Research Paper	Published by
1	Yamini L Vaishnavi S	2020	Student Grievance Support System	International Conference on Advanced Computing and Communication System
2	Daanyaal Kapadia Shiburaj Pappu		All Indian Grievance Redressal App	Journal of Information Technology & Digital World

Chapter 3

System Analysis

Chapter 3

System Analysis

3.1 Problem Statement & Objectives

The system functions to look into the grievances lodged by students. 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 co-ordinator 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 grievances.

3.1.1 Objective

1. The primary objective of this study is to find the effectiveness of the grievance handling procedure of the student.

2. To ensure that all student complaints are heard, addressed, and resolved in a timely and effective manner.

3. To maintain a protective environment for students and establish a conflict-free atmosphere by promoting good student-institute relationships.

4. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimised.

3.2 Survey of Existing System

3.2.1 Limitations of existing system

- Here in the existing system the student needs to visit the Grievance cell.

- The current system is very slow in access.

- The complete current system is a manual system and it will not provide any kind of Guarantee of resolving the complaint.

3.3 Proposed System

The present system is prone to some problems as a result of the method used in processing and managing student's complaints. The proposed system will improve efficiency by reducing the time consumed in handling students' complaints. The analysis of the proposed system is discussed under two functional modules in the system. These modules are:

1. A web-based application used by complainants (students) to lay complaints, view their complaints history, make changes to their profile, and monitor how their complaints are being managed.

2. A terminal used by the system administrator to manage and process complaints, manage users, add new categories of complaints, view user logins, and respond to students' complaints.

Chapter 4

Requirement Analysis

Chapter 4

Requirement Analysis

4.1 Software & Hardware Requirements

4.1.1 Hardware required

Intel(R) Core (TM) i3-1005G1 CPU @ 1.20GHz 1.19 GHz with 4.00 GB (3.70 GB usable) installed RAM.

4.1.2 Software required

Front end: HTML, CSS, JavaScript

HTML: HTML is used to create and save web documents. E.g., Notepad/Notepad++

CSS: (Cascading Style Sheets) Create attractive Layout

JavaScript: it is a programming language, commonly use with web browsers.

Back end: MySQL

MySQL: MySQL is a database, widely used for accessing, querying, updating, and managing data in databases.

4.2 Functionalities

ADMIN

- Admin can create a category and also manage the category.
- Admin can create Subcategory and also manage the Subcategory.
- Admin can create state and also manage the state.
- Manage users.
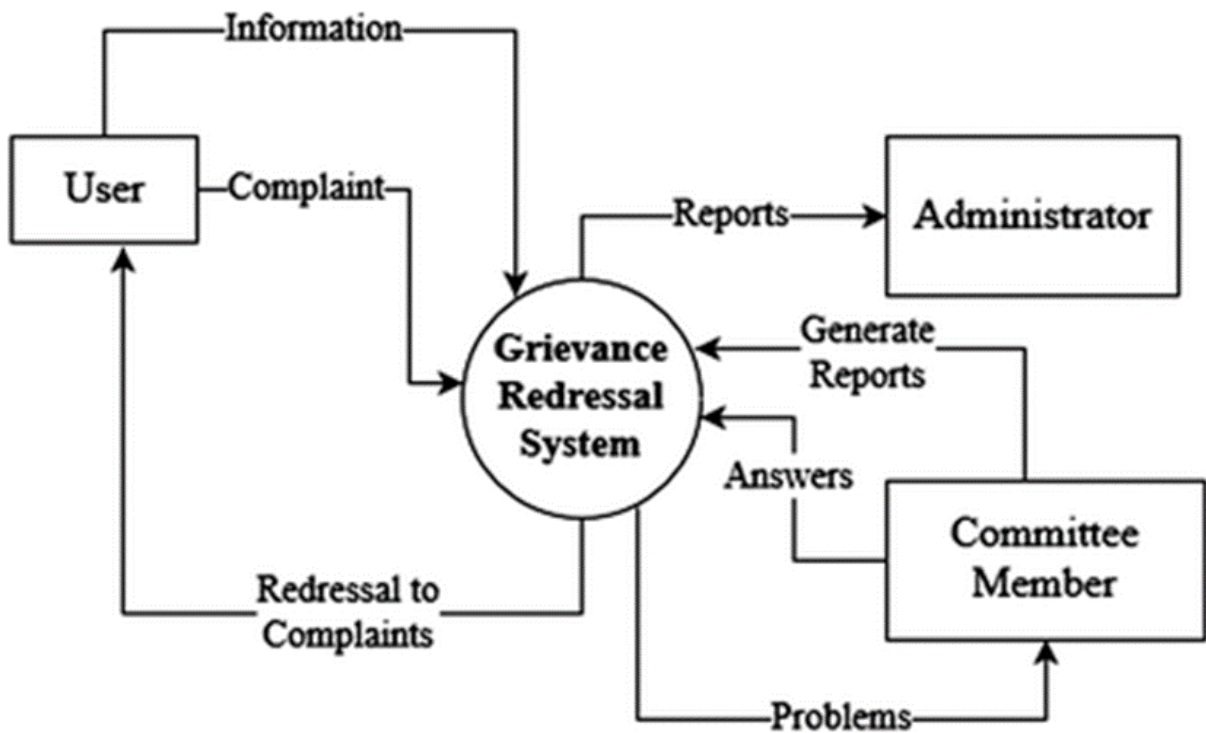- Admin can check user logs.

USERS

- User Registration.
- User forgot Password.
- After login, users can lodge a complaint.
- Complaint History.
- Profile Management.
- Change Password.
- Dashboard.

Chapter 5

System Design

Chapter 5

System Design

Fig 5.1 System flow Diagram

Chapter 6

Conclusion

A grievance management system like the Institute used to receive various complaints from students. Complaints lodged range from Academic, Administrative, social and other issues relating to the student. This platform allows for complaints to be lodged remotely by students with issues relating to their registration, examination, examination result, and hall of residence complaints and thereby enhances the response time for the appropriate unit to resolve the addressed complaints. The study concluded that effective student grievance management is vital for effective harmonious management-student relationship which helps to enhance organisational performance.

Chapter 7

Future Scope

In future, we would like to extend this project by adding different features which will make the website more interactive and user friendly. In this we used an SMS system which will further extend as an email notification system and forwarding system where the grievances will be forwarded as a document to others. Also, we would like to add the monthly reports which will help in analysing the grievance redressal rate. By using charts and graphs we will produce the reports.

Chapter 8

References

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