

A Mini Project Synopsis on

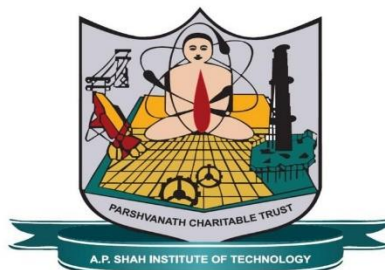
# GRIEVANCE HANDLING SYSTEM

S.E – I.T Engineering

## Submitted By

JEMIN BHANUSHALI	20104109
VISHNUKANT MULE	20104065
PRATHAMESH NAIK	20104061
AVINASH ANDHALE	20104138

Under The Guidance of Prof. Nahid Shaikh



DEPARTMENT OF INFORMATION TECHNOLOGY

A.P SHAH INSTITUTE OF TECHNOLOGY

G.B Road, Kasarvadavali, Thane(W), Mumbai-400615

UNIVERSITY OF MUMBAI

Academic year: 2021-22



## CERTIFICATE

This is to certify that the Mini Project report on Grievance Handling System has been submitted by VISHNUKANT MULE (20104065), PRATHAMESH NAIK (20104061), AVINASH ANDHALE (20104138) and JEMIN BHANUSHALI (20104109), who are a Bonafide students of A.P. Shah Institute of Technology, Thane, Mumbai, as a part fulfilment of the requirement for the degree in Information Technology, during the academic year 2020-2021 in the satisfactory manner as per the curriculum laid down by University of Mumbai.

**Mrs. Nahid shaikh**  
Guide

**Dr. Uttam D. Kolekar**  
Principal

**Prof. Kiran Deshpande**  
Head Department of Information Technology

**External Examiner's**

- 1.
- 2.

**Place: A.P. Shah Institute of Technology, Thane**

**Date:**

# **CHAPTER: 1**

## **INTRODUCTION**

Everything you need to know about grievance handling system. Students are, often, bombarded with grievances of various kinds almost on a daily basis.

Grievances may be real or imaginary, valid, or invalid, genuine or false. They might look silly and completely baseless at times.

A grievance handling system like Institute use 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, computation of their Grade Point Average (GPA) and hall of residence complaints and thereby enhances the response time for the appropriate unit to resolve the addressed complaints.

## **PURPOSE:**

- 1. To enable the employee to air their grievance.*
- 2. To clarify the nature of the grievance.*
- 3. To investigate the reasons for dissatisfaction.*
- 4. To obtain, where possible, a speedy resolution to the problem.*
- 5. To inform the students of their right to take the grievance to the next stage of the procedure, in the event of an unsuccessful resolution.*
- 6. To encourages students to raise concerns without fear of reprisal.*
- 7. To provides a fair and speedy means of dealing with complaints.*
- 8. To saves students time and money as solutions are found for workplace problems. It helps to build an organizational climate based on openness and trust*

## **OBJECTIVES:**

- 1. To provide a healthy environment for students where they can freely keep their grievance any time without any hesitations.*
- 2. Main motive is to clarify much grievance as possible.*
- 3. To keep every grievance detail's safe and secure.*

## **SCOPE:**

*The scopes of the study are as follows.*

- *This study deals with the analysis of the effectiveness of the grievance handling system of the college.*
- *It also identifies the student opinion towards the existing grievance handling system in the college.*

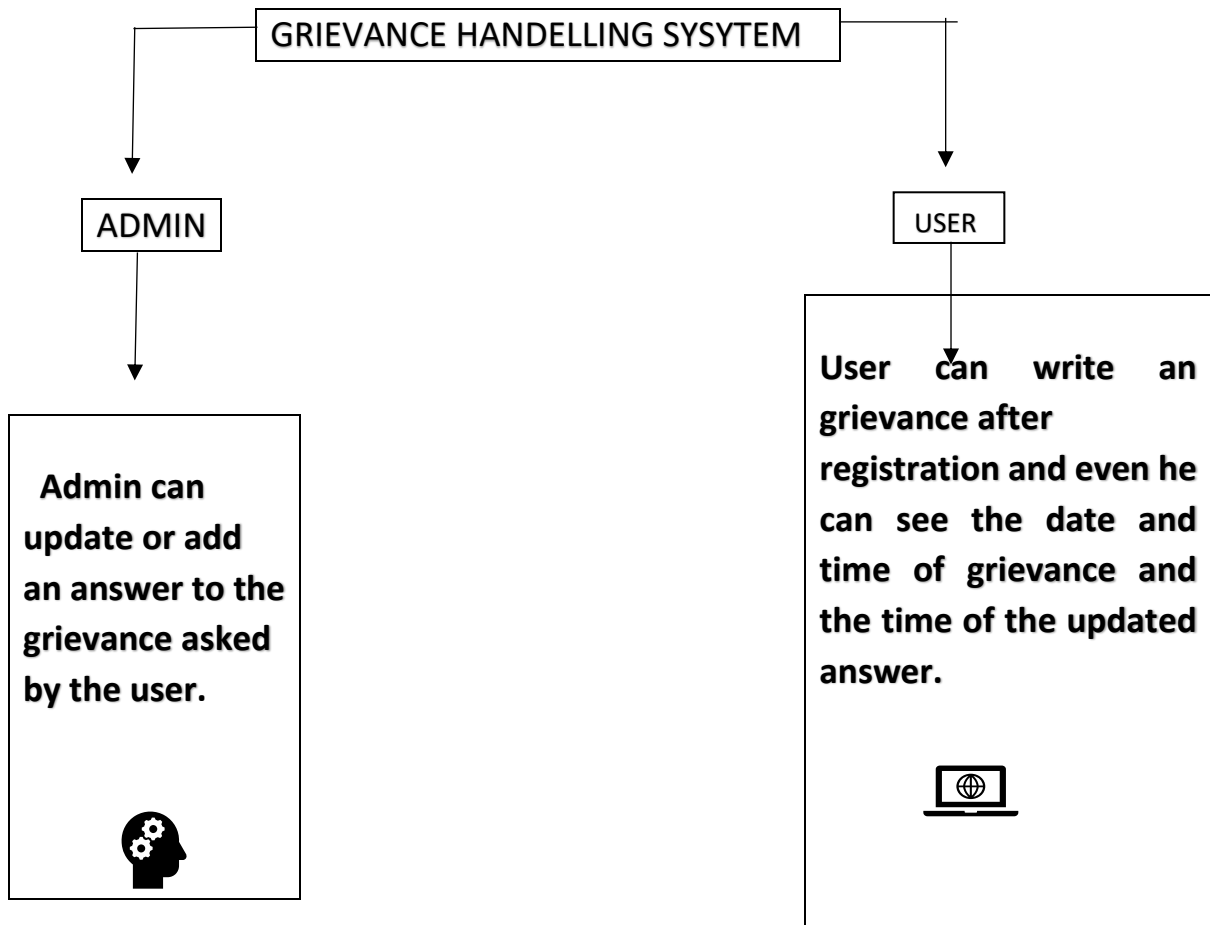
*The effectiveness of the present grievance handling system will be analyzed and suitable measures to improve the same may be suggested*

## ***CHAPTER: 2***

### **PROPOSED SYSTE<sup>1</sup>M:**

*The aim of proposed system is to develop a system of improved facilities. The system provides proper security and reduce the efforts.*

- *Security of data.*
- *Ensure questions are answered in time.*
- *Greater efficiency.*
- *Better service.*



## ***CHAPTER: 3***

### ***FEATURES AND FUNCTIONALITY:***

- You can see the added grievance time and date.
- Instant and safest way to add your problems any time without any worries.

### ***PROJECT OUTCOMES:***

- ❖ *USER CAN LOG IN THROUGH THERE ID AND PASSWORD.*
- ❖ *USER CAN CHECK THEIRE GRIVENCE STATUS.*
- ❖ *USER CAN CHECK THE TIME BETWEEN QUESTION ASKES AND ANSWERED.*

## ***CHAPTER :4***

### ***SOFTWARE REQUIREMENT:***

- *Front End: JAVA FX, SCENE BUILDER.*
- *Back End: MYSQL, WAMP SERVER.*



## ***CHAPTER: 5***











### **PROJECT SCHEDULING TEMPLATE:**

<b>Sr no.</b>	<b>Group member</b>	<b>Time duration</b>	<b>Work to be done</b>
<b>1.</b>	JEMIN BHANUSHALI	<b>3<sup>rd</sup> week of September</b>	<b>Dash board User registration User registration database</b>
<b>2.</b>	PRATHAMESH NAIK	<b>4<sup>th</sup> week of September</b>	<b>User login User dashboard User login database</b>
<b>3.</b>	VISHNUKANT MULE	<b>1<sup>st</sup> to 4<sup>th</sup> week of October</b>	<b>Admin login Admin dashboard Admin login database</b>
<b>4.</b>	AVINASH ANDHALE	<b>1<sup>st</sup> to 4<sup>th</sup> week of November</b>	<b>Add grievance Check grievance status Grievance database</b>


## ***CHAPTER: 6***

### ***PROJECT DESIGN:***

*In this phase a logical system is built which fulfils the requirements. Design phase of software development deals with transforming the student's requirements into a logically working system. Normally design performed in the following three steps.*

-  *Dash Board*
-  *Registration page for user*
-  *Login Page for User*
-  *User Dash Board*
-  *Personal Details*
-  *Add New Grievance*
-  *User Grievance History*
-  *Admin Login*
-  *Admin Dash Board*
-  *User Grievance*
-  *Admin History*

LOGIN HERE



USER ID

PASSWORD


PASSWORD

LOGIN

DONT HAVE ACCOUNT THEN REGISTER HERE

REGISTER

ADMIN DASHBORD



ADMIN NAME

USER GRIEVANCES

HISTORY

REGISTER HERE

PERSONAL DETAILS

FIRST NAME

enter your name

MIDDLE NAME

enter your father name

LAST NAME

enter your surname

☐ male

☐ female

MOBILE NUMBER

enter your mobile number

EMAIL ID

enter your email id

DATE OF BIRTH

yyyy-mm-dd

MAKE A PASSWORD

PASSWORD

create password

REENTER PASSWORD

re-enter password

ADDRESS

FLAT NO

flat no/rom no

BUILDING NAME

building/society

AREA NAME

village/area

CITY

your city name

DISTRICT

distict

PIN CODE

enter your 6 digit pin code

STATE

state

CREATE

user name

date of birth

email id

mobile number

id number

ADDRESS

ROOM NO

rn

BUILDING NAME

soc

AREA

area

CITY

city

DISTRICT

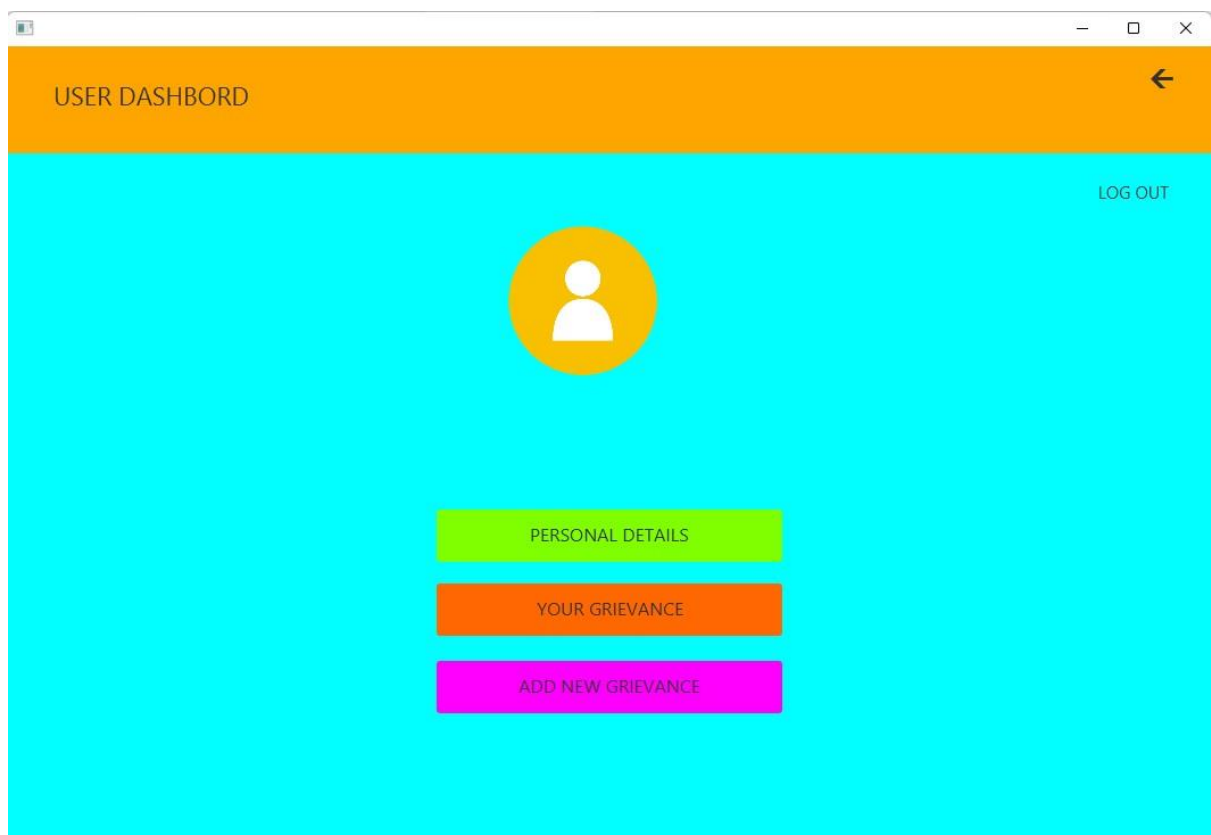
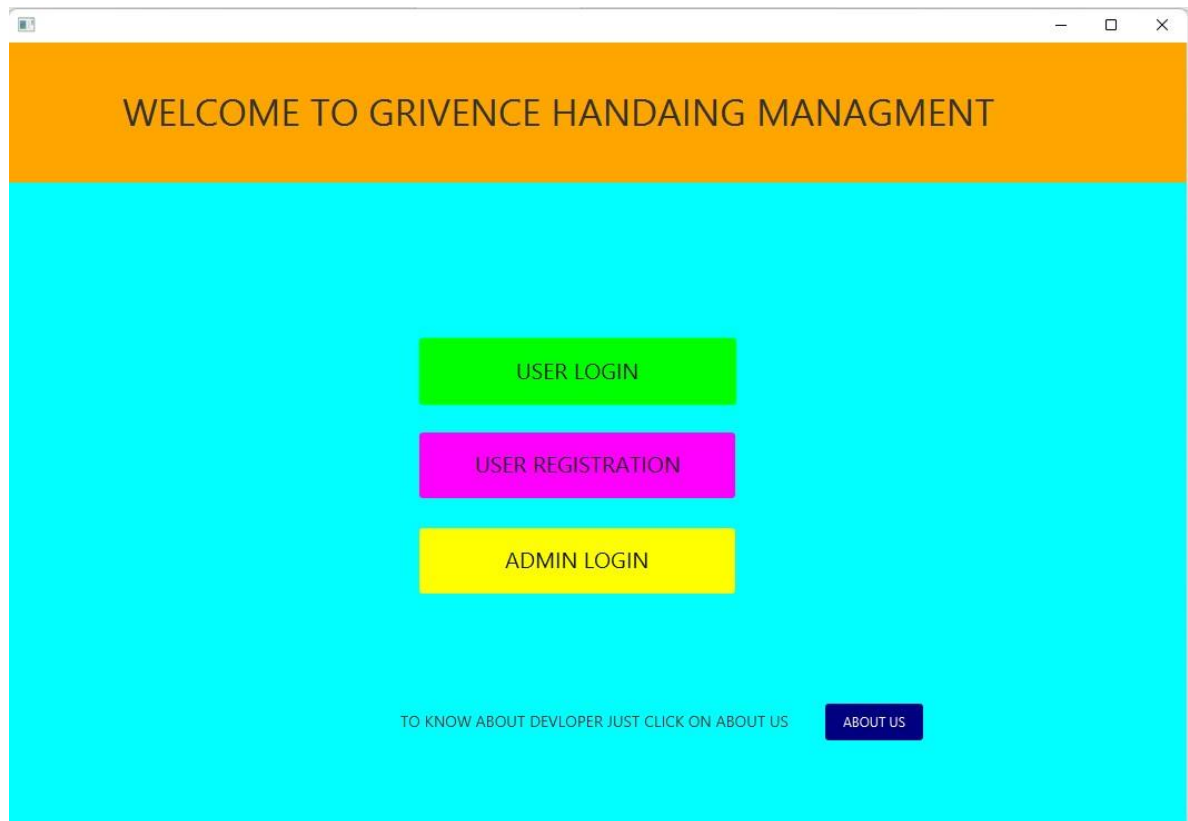
dis

PIN CODE

pin

STATE

state



YOUR GRIEVANCE

DATE	SUBJECT	BODY	ANSWER	VIEW
No content in table				



USER GRIEVANCES

←

Email	FirstName	LastName	MobileNumber	Subject	Body	Time	
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## ***CHAPTER :7***

### ***USER INTERFACE DESIGN:***

- ✓ *The system user should always know about the grievance they are typing about.*
- ✓ *The User should always remember their password as there is no option of changing password.*
- ✓ *The user should always check their grievance is answered or not.*
- ✓ *A user should not be allowed to proceed without correcting error.*



## **CHAPTER: 8**

### **CONCLUSION:**

*Our project is only a humble venture to satisfy the needs to manage their project work. Several user-friendly coding has also adopted. This package shall prove to be a powerful package in satisfying all the requirements of the school. The objective of software planning is to provide a frame work that enables the Teacher's to make reasonable estimates made within a limited time frame at the beginning of the software project.*

### **REFERENCE:**

- ✓ JAVA FX FOR DUMMIES (BARRY BURD)
- ✓ STACK OVERFLOW.COM

### **ACKNOWLEDGEMENT:**

This project would not have come to fruition without the invaluable help of our guide **Prof. Nahid shaikh**. Expressing gratitude towards our HOD, **Prof. Kiran Deshpande**, and the Department of Information Technology for providing us with the opportunity as well as the support required to pursue this project. We would also like to thank our teacher Ms. Rujata Chaudhari who gave us her valuable suggestions and ideas when we were in need of them. We would also like to thank our peers for their helpful suggestions.

**THANK YOU**