

Organization Name : AICTE

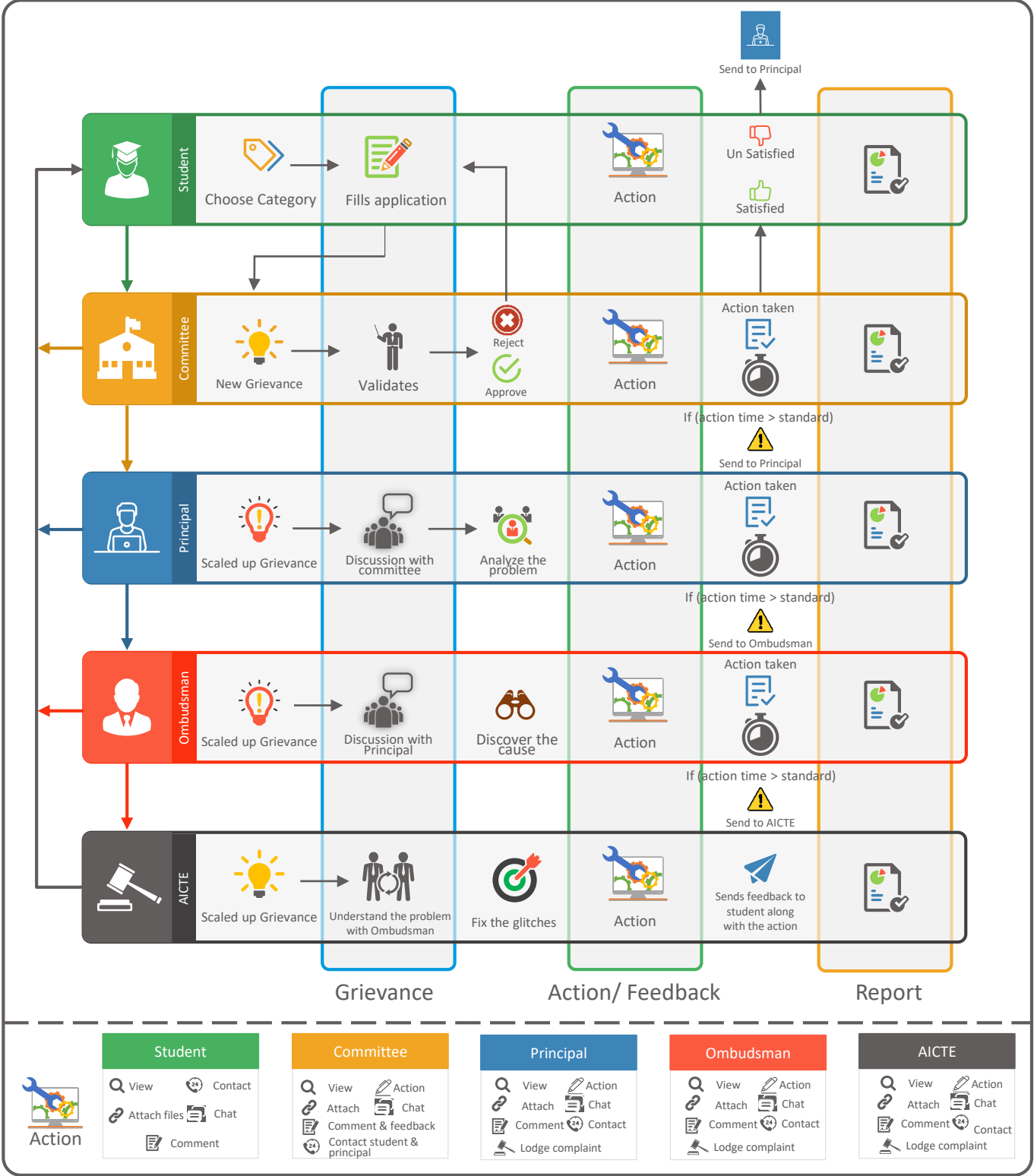
Problem Statement : Online Grievance Management System at Institute level

Team Name : CodeKids

Team Leader Name : Shashank Raj

College Code : 1-3517520220

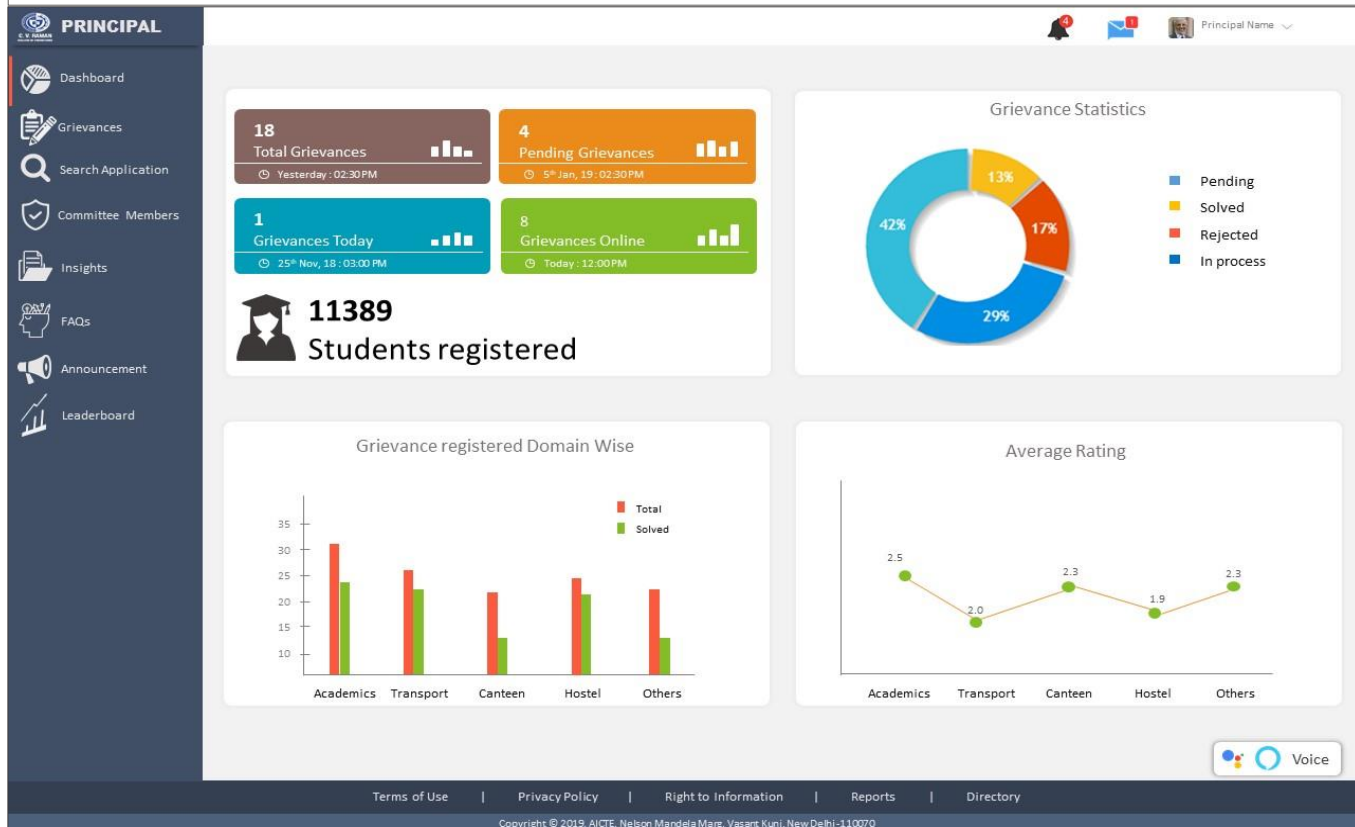
Idea of Approach



## For AICTE



## For Principal



**C.V. Raman College of Engineering**

23

Reported Grievances

Yesterday : 02:30 PM

14

Grievances Handled

5<sup>th</sup> Jan, 19: 02:30 PM

Lodge Grievance

←

Academics

Hostel

Transport

Others

→

REQUEST CALLBACK

FAQs

Terms of Use

Privacy Policy

Right to Information

Reports

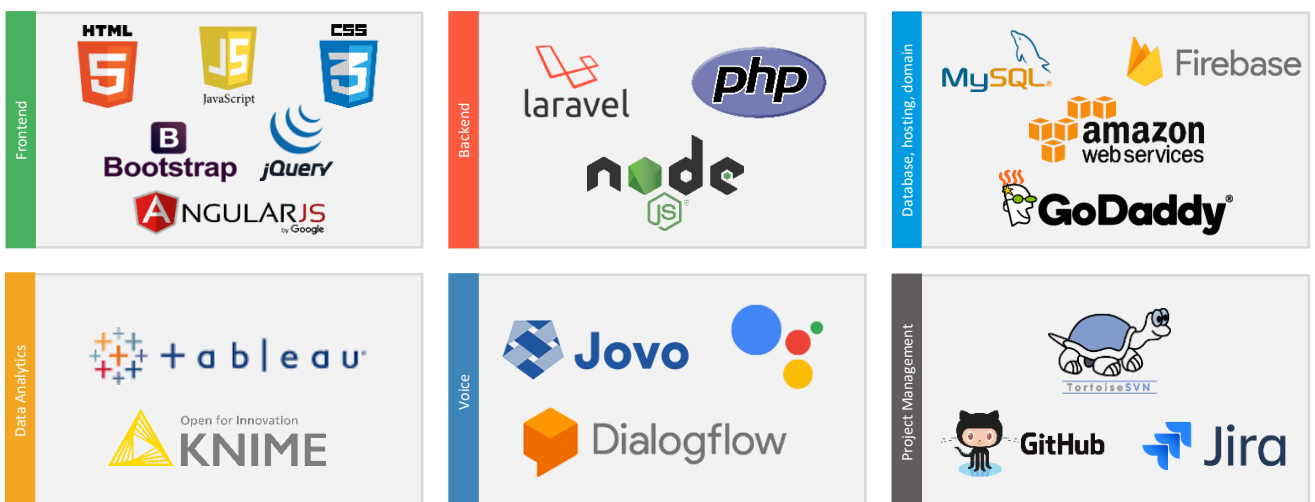
Directory

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## High Level Problem Understanding

- The application would allow students, colleges, and universities to raise their concerns.
- The grievances will be addressed to the immediate authority
- Committee members can accept or reject the application with proper comments.
- Contact Information for Point of contacts to be available to students.
- The application to assign ETA to grievances based on an prediction algorithm.
- System to capture satisfaction score of all stakeholders based on insights
- Grievance to escalate to next stakeholder in command on ETA expiration
- Principal to have access to insights generated by system to monitor the performance and form strategies
- System to suggest University/ AICTE to reward institutions based on the insights generated by system.
- An warning to be generate by system when the ETA is close to concerned stakeholder.

## Technology Stack



AICTE

Monitor & Analyze

Statistics around grievances filtered by area, university, year etc.

Analyzing trends and generate reports/insights.

Issue Warnings

Search applications

Manage University

Statistics about university performance, penalty for bad performance.

Providing registration credentials to university's point of contact

View university, institute and student affiliated

Monitor Ombudsman and institute

Response

Suggestion and implementation of preventive measures

Reassigning the grievances

Manage RTI, tenders

File complaint against institute/ university

Assistance

Chabot with voice interface for assistance

FAQ

Process of grievance raising

OMBUDSMAN

Monitor & Analyze

Info graphics about institute performance, institute rating, total grievances(new, pending, closed) etc.

View/ search applications

Reminders of pending grievances

Trends based on the types of applications filled

Reports generation

Manage Institute

Providing registration credentials to institute's point of contact

Most common lodged grievances among institutes

Notify principal about certain grievances

View institute and student affiliated

Monitor Ombudsman and institute

Response

Reply to grievances

File complain against institute

Notify lower authority about issues and solution of any grievance

Appraisal for better performance

Assistance

Chabot with voice interface for assistance

FAQ

Mechanism and redressal flow

PRINCIPAL

Monitor & Analyze

Info graphics about all grievances, frequently lodged, other institutes performance.

Analysing trends and generate reports

View/ search grievances

Monitoring infographics

Search applications

Manage University

Info graphics about committee rating, committee performance, no of grievance per committee

Add committee members and assign categories

Monitor the working of committee

Response

Forward or reassign grievances to committee members

Add new grievance type

Reply to grievances

Chabot with voice interface for assistance

FAQs

Assistance

Chabot with voice interface for assistance

Contact detail of other committee members

Mechanism and redressal flow

FAQ

## COMMITTEE MEMBERS

### Monitor & Analyze

Info graphics about their contribution in solved grievance, feedback, other institute performance in leaderboard.

Generate report/insights.

Trends of application based on inputs

View/ search applications

View scaled up complaints from principal

### Response

Approval and rejection of applications

View Reminder about pending grievances

Reply or Forward grievances

Forward grievances to higher level in hierarchy

Set ETA based on problem severity

Closing grievances with appropriate comment

Reopen an application

### Assistance

Chabot with voice interface for assistance

FAQ

Mechanism and redressal flow

Contact detail of other committee members

## STUDENT

### Grievances

Lodge a grievance

Track grievances

Send Clarification

Track status

Send reminder

Request call back

View and send reply

Reopen an application

View notification from grievance cell

Feedback

Most frequent problems raised by students

### Assistance

Chabot with voice interface for assistance

Mechanism and redressal flow

Guidelines/User manual

About and benefit of portal

FAQs

Contact details of committee members

## Dependencies

### On-boarding Stakeholders on application:

- Profiles of all the users except student will be created by the stakeholder one level higher
- Contact Details for University, Ombudsman, Principal will be available to AICTE

### Information:

- Information regarding standard ETA time for a grievance resolution to be fed into system for proper functioning
- Information regarding parameters to validate a raised grievance by student should be fed into application for proper functioning of application
- All the formats of reports generated to be provided before hand for application to run properly

### Infrastructure:

- All the colleges have basic IT infrastructure to run the web application