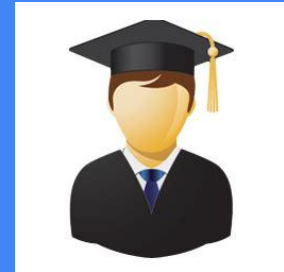


Student Grievance Redressal Portal

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19DCS054 Dev Kotak

Subject : Software group project - III



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Introduction

- Student grievance redressal portal is an online web portal which helps institute to establish a way to solve all grievances which are raised by students.
- Using an efficient grievance redressal system, every educational institution can claim to be accountable, responsive and user-friendly in terms of the services it provides.
- The grievance Redressal System can be handled directly by institutes through their own websites. Also, the smart web portal for grievance processing connects students and action-takers directly through an online platform. The grievance System helps to pursue quick action to solve the grievance while maintaining affordability and ease for the users.

Problem statement

- It is online platform to receive and solve the complaints reported by students.
- This platform will accept grievances in subcategories like admission , accounts , exams, lectures and timetables , labs , others.
- Admin (faculty) can sign up and resolve the problem online on the portal or offline(depending on the gravity of problem)
- Students can login and view status of their complaint.

- In this system, the admin can view the complaint details and takes further actions required accordingly. Each complaint will have a definite time limit associated with it.
- The student gets the notification whether the complaint is IN PROCESS or it has been CLOSED by the Admin ON Dashboard.
- Student needs to check the complaint status whereas Admin needs to check the complaint regularly to see whether new complaint has been filed or not.

Current System

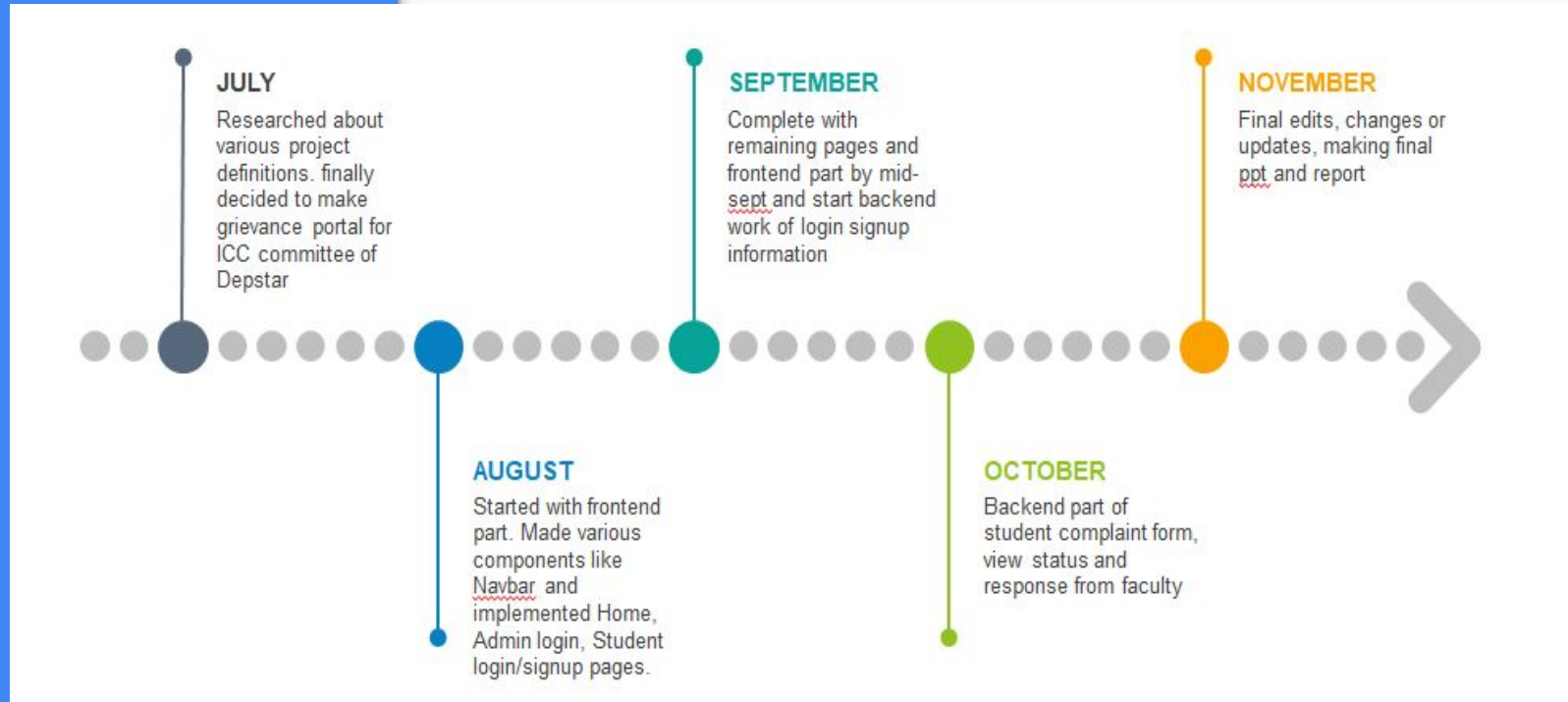
- We have observed that current system consist of student and staff module.
- Apart from this two module it has nodal officer role which has full visibility to the system and manage grievance of entire institution.
- Principal super admin role
- (a) Has full visibility of the system
- (b) Manage Courses (Add / Edit / Delete)

Tools and technologies used

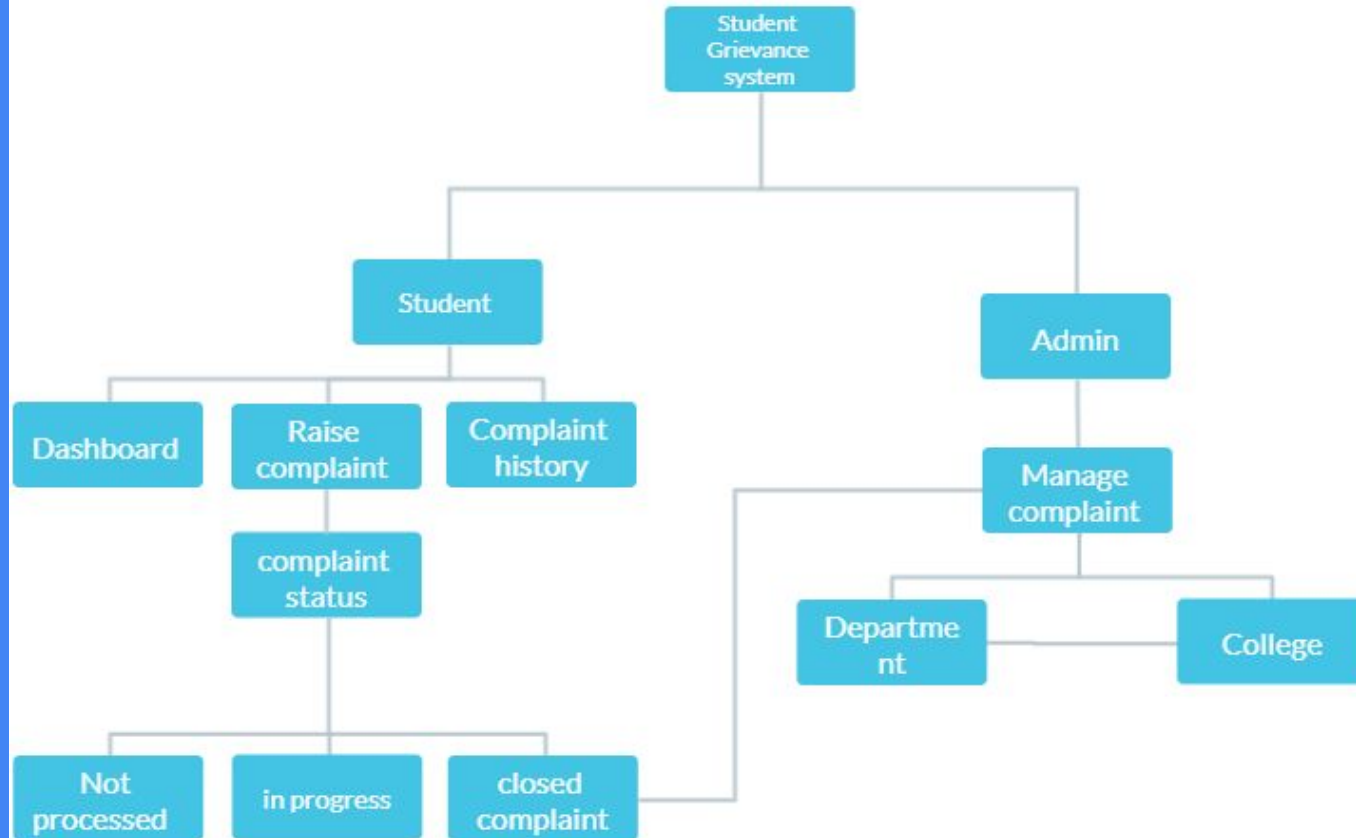
- HTML
- CSS3 , Bootstrap
- ReactJs
- NodeJs
- ExpressJs
- Database - MongoDB
- Editor - Visual Studio Code



Project Planning



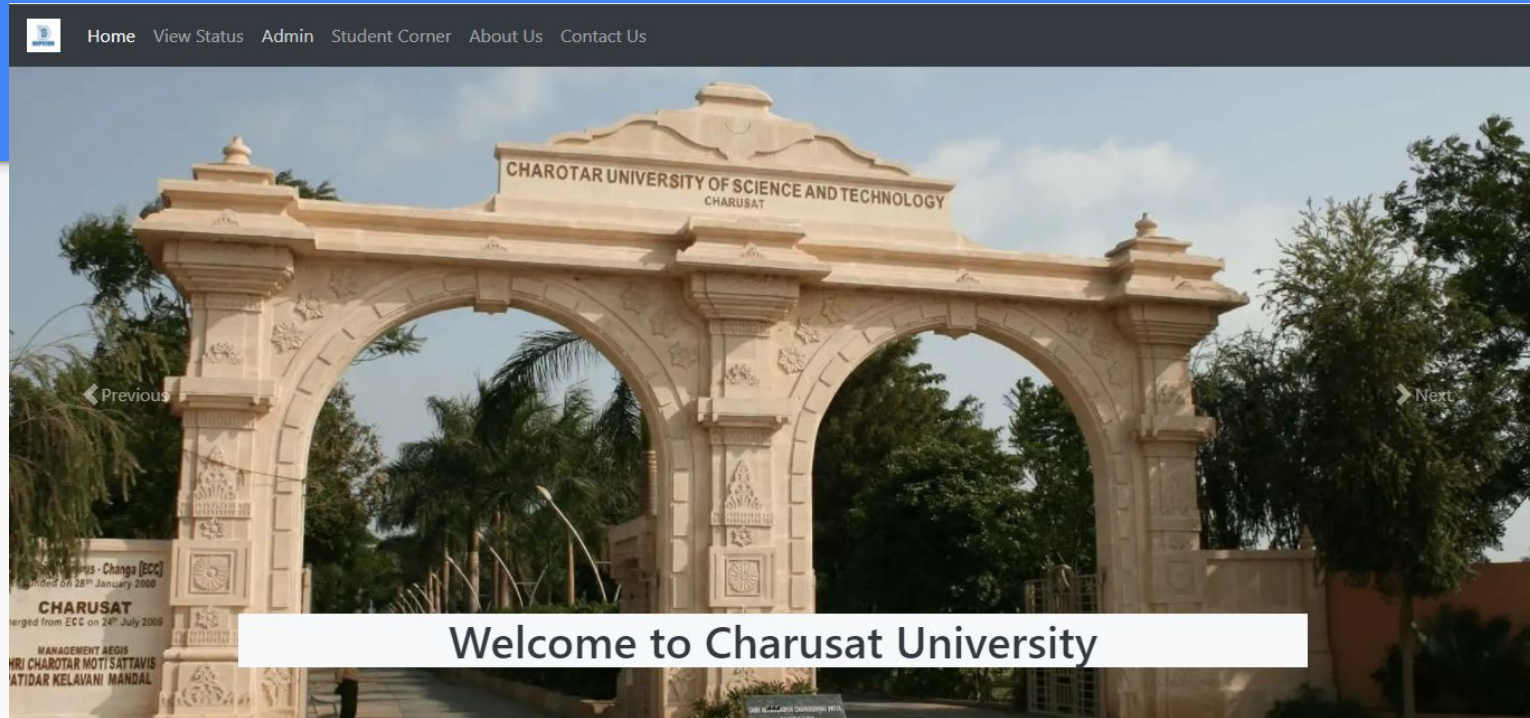
System flowchart



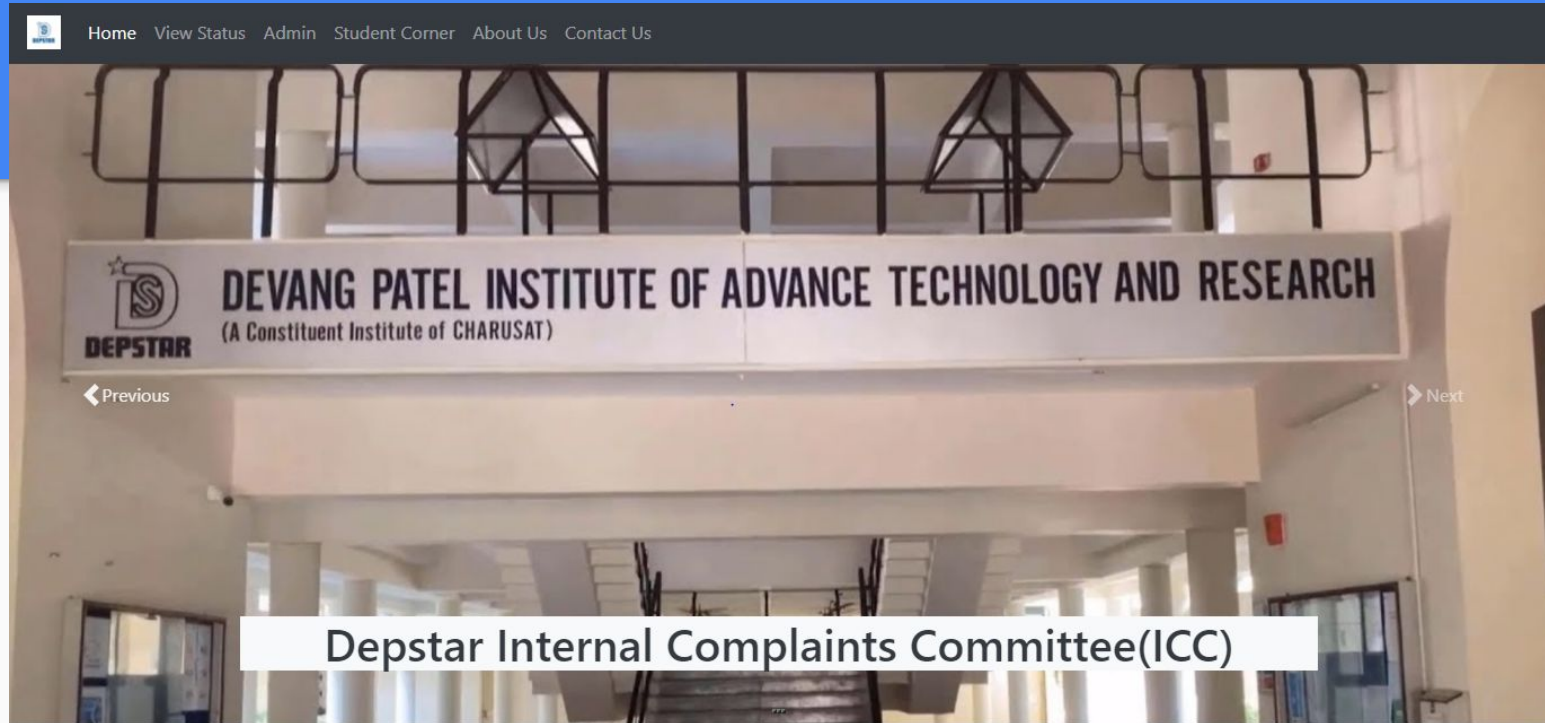
Hardware & Software

- Hardware
 - 4 GB RAM
 - Processor Intel i3
- Software
 - VS Code editor with VS Code JavaScript (ES6) snippets, ES7 React/Redux/React-Native snippets Extension
 - Web Browser
 - NodeJS

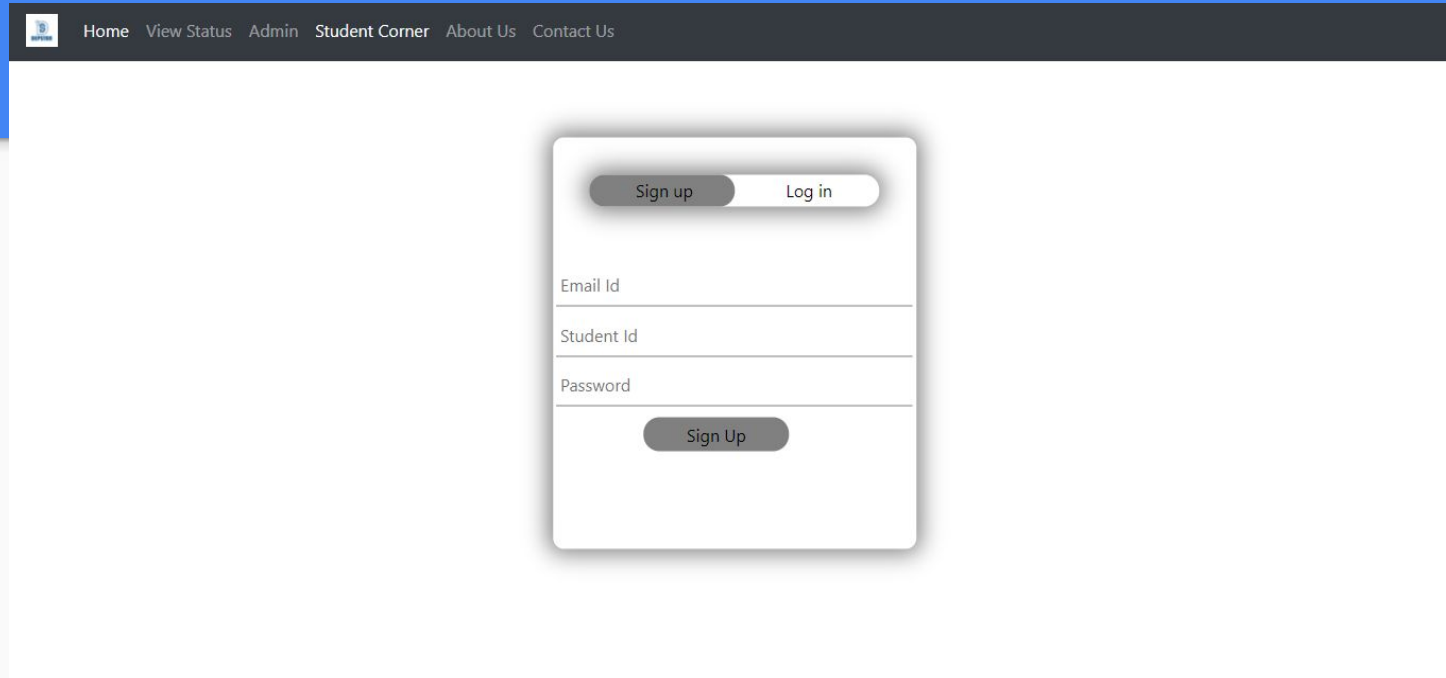
Implementation Screenshot - Home Page



Implementation Screenshot - Home Page



Implementation Screenshot - login/signup



The screenshot displays a web application interface with a dark blue header bar. The header contains a logo on the left and a navigation menu with the following items: Home, View Status, Admin, Student Corner, About Us, and Contact Us. The main content area is white and features a centered, light gray login/signup form with rounded corners and a subtle shadow. The form has a toggle at the top with 'Sign up' (active) and 'Log in'. Below this are three input fields labeled 'Email Id', 'Student Id', and 'Password'. At the bottom of the form is a 'Sign Up' button.

Home View Status Admin **Student Corner** About Us Contact Us

Sign up Log in

Email Id

Student Id

Password

Sign Up

Future enhancements

We can hide details of the person from faculty.

Privacy of the person who is filling the grievance



Thank you!