**Grievance Management System**

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**Introduction:**

Grievance system is a set of procedures used in organizations to address complaints and resolve disputes. Conflict management channels and systems have evolved from a major focus on employees, professional staff, students, trainees, vendors, donors, customers, etc., Computerization of all complaints will make it easy to ensure uniformity and efficiency of records, retrieve information and keep track of all complaints of the college. This software takes care of collection; collation of complaints information and provides a user-friendly approach for Insert/ update/ delete and view of basic records. It helps in decision making activities to be more practical and result oriented.

**Existing System:**

Organization deals with many day-to-day activities that take place generally in any system. In the existing manual system huge expenditure and a lot of time is spent in communicating the information across different branches. So, there is a need for an integrated automated system, which has some centralized control over the entire process. The drawback of the existing system emphasize the need for computerization of the grievance Management system which includes Convention system, which makes use of huge amount of recording issues, secrecy in unionized places. People those who are working under this should maintain all information regarding complaints in the form of records. Even during the uploading period they need to present more no. of records to be uploaded which consumes much time of the operators. The organization has various departments, so that the operators must maintain different records for each in every department.

**Proposed System:**

We are planning to develop a new system i.e., computerization of the Complaints. By developing this mobile application we can fulfill all the previous problems. In this application we can provide more ease and security for users and the one operating it. We can keep our entire data in a centralized database. Our application will give more flexibility to the organization. By using this application the disputes can be resolved by higher authority without any negotiations. The major activities of Grievance Handling Module are to receive various types of grievances from students, staff to facilitate for speedy processing of Grievances received, Updating the status of Grievances as and when required, informing the complainer about the action taken by the Authority and Management. The information will be sent to the authority by means of SMS in twilio an app by IBM and in this they specify that an complaint is being posted and warns them for every three days if complaint is not taken into action and complaint goes to higher authority. There will be logins for complainer and as well for authority.

**Software Requirements:**

Operating System : Windows XP, Android

User Interface : HTML, CSS

Client-side Scripting : JavaScript

Programming Language : Java

Web Applications : JDBC, JNDI, Servlets, JSP

Database : MySQL 5.1

Server Deployment : Apache Tomcat 8.0, eclipse (mars)

**Hardware Requirements:**

Processor : Pentium IV

Hard Disk : 120 GB

RAM : 512 MB