



Anekant Education Society's
**Tuljaram Chaturchand College of Arts, Science and Commerce,
Baramati**
(Empowered Autonomous)

Department of Computer Science

A

PROJECT REPORT

ON

“Grievance System Regarding Hostel, Food, Library ”

Submitted to Savitribai Phule Pune University, Pune.

For T.Y.B.Sc.(Comp.Sci.)

By :

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UNDER THE GUIDANCE OF

Prof. Abhijeet Mankar

Academic Year : 2024 – 2025



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CERTIFICATE

This is to certify that the project entitled "**Grievance System Regarding Hostel, Food, Library**" submitted by **Pansare Yash Viraj** as a part of **UCSCO369 Laboratory Course-III** in partial fulfillment of the requirement of the award of degree B.Sc.(Comp.Sci.) to Savitribai Phule Pune University, Pune has been carried out by them under my guidance satisfactorily during the academic year 2024-2025.

Date:

Project Guide	Internal Examiner	External Examiner	Head Computer Science Dept.
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Problem Definition :

In many colleges, students face issues related to **hostel, food services, library facilities, and academic matters**. However, the traditional complaint-handling process is often **manual, slow, and lacks transparency**. Students find it difficult to track the status of their complaints, while administrators struggle with **organizing and resolving grievances efficiently**.

Key Problems:

- **Lack of a structured complaint system** – Students rely on verbal communication or paper-based complaints.
- **No real-time status updates** – Students don't know the progress of their complaints.
- **Delayed resolutions** – Without a centralized system, complaint resolution takes longer.
- **No proper record-keeping** – Tracking past complaints is difficult.

To solve these problems, we propose a **grievance system** where students can **submit complaints, track status, and receive real-time updates**, while administrators can efficiently **manage and resolve grievances**.

Scope of System:

- **Web-Based Complaint Management:** A digital platform for students to submit and track grievances related to **hostel, food, library, and academics**.
- **Real-Time Complaint Tracking:** Students can monitor the status of their complaints (**Pending, In Progress, Resolved**) with **email notifications**.
- **Admin Dashboard for Complaint Management:** Admins can **view, update, and resolve** complaints, ensuring efficient handling.
- **Search & Filter Complaints:** Users can search by **date, status, category, or keywords** for easy tracking.
- **Security & Role-Based Access:** Students and Admins have different access levels to maintain system integrity.
- **Email Notifications** – Get notified when a complaint status is updated, and when complaint is submitted.
- **Generate Reports** – View complaint trends and generate reports for analysis.

The **Grievance System** ensures **efficiency, transparency, and ease of complaint resolution**, making it a valuable tool for **students and administrators**.

System Requirement :

1. Hardware Requirements :

- **Processor:** Intel Core i3 (or equivalent)
- **RAM:** 2GB (Minimum)
- **Storage(SSD/HDD):** 200MB free space
- **Internet Connection:** Required for email notifications

2. Software Requirements :

- **Operating System:** Windows 7/8/10, Linux, macOS
- **Web Server:** XAMPP (Apache + MySQL)
- **Database:** MySQL 5.6 or MySQL 8+
- **Programming Languages:** PHP 7.0+
- **Frontend:** HTML, CSS, JavaScript
- **Email Service:** PHPMailer for SMTP-based email notifications
- **Browser Compatibility:** Google Chrome, Mozilla Firefox, Microsoft Edge

Feasibility Study :

1. Technical Feasibility :

- **Uses widely available technologies** – PHP, MySQL, JavaScript, and Apache.
- **Compatible with existing systems** – Works on Windows, Linux, and macOS.
- **Scalable architecture** – Can be expanded with additional features (AI chatbot, mobile app).
- **Low resource consumption** – Runs on basic hardware with minimal system requirements.

2. Economic Feasibility :

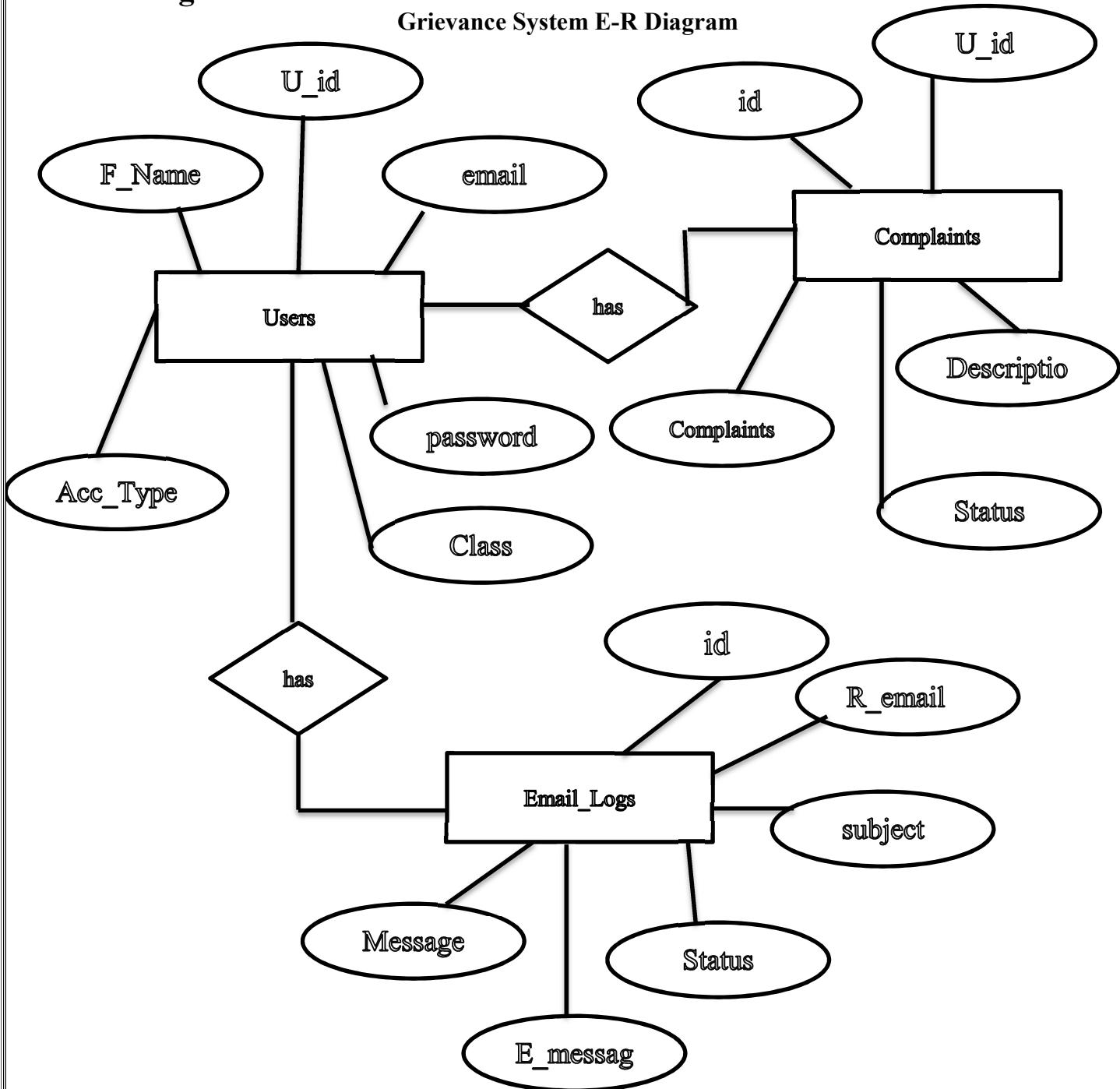
- **Cost-effective solution** – Uses open-source technologies (PHP, MySQL,).
- **No licensing fees** – No additional cost for software like XAMPP, PHPMailer.
- **Reduces manual workload** – Automates complaint tracking, reducing administrative costs.
- **Long-term savings** – Eliminates paperwork, ensuring efficient resource management.

3. Operational Feasibility :

- **Easy-to-use interface** – Students can submit and track complaints with minimal training.
- **Efficient complaint handling** – Admins can manage complaints easily through a centralized dashboard
- **Faster response time** – Real-time email notifications improve communication.
- **Role-based access** – Ensures security and structured complaint management.

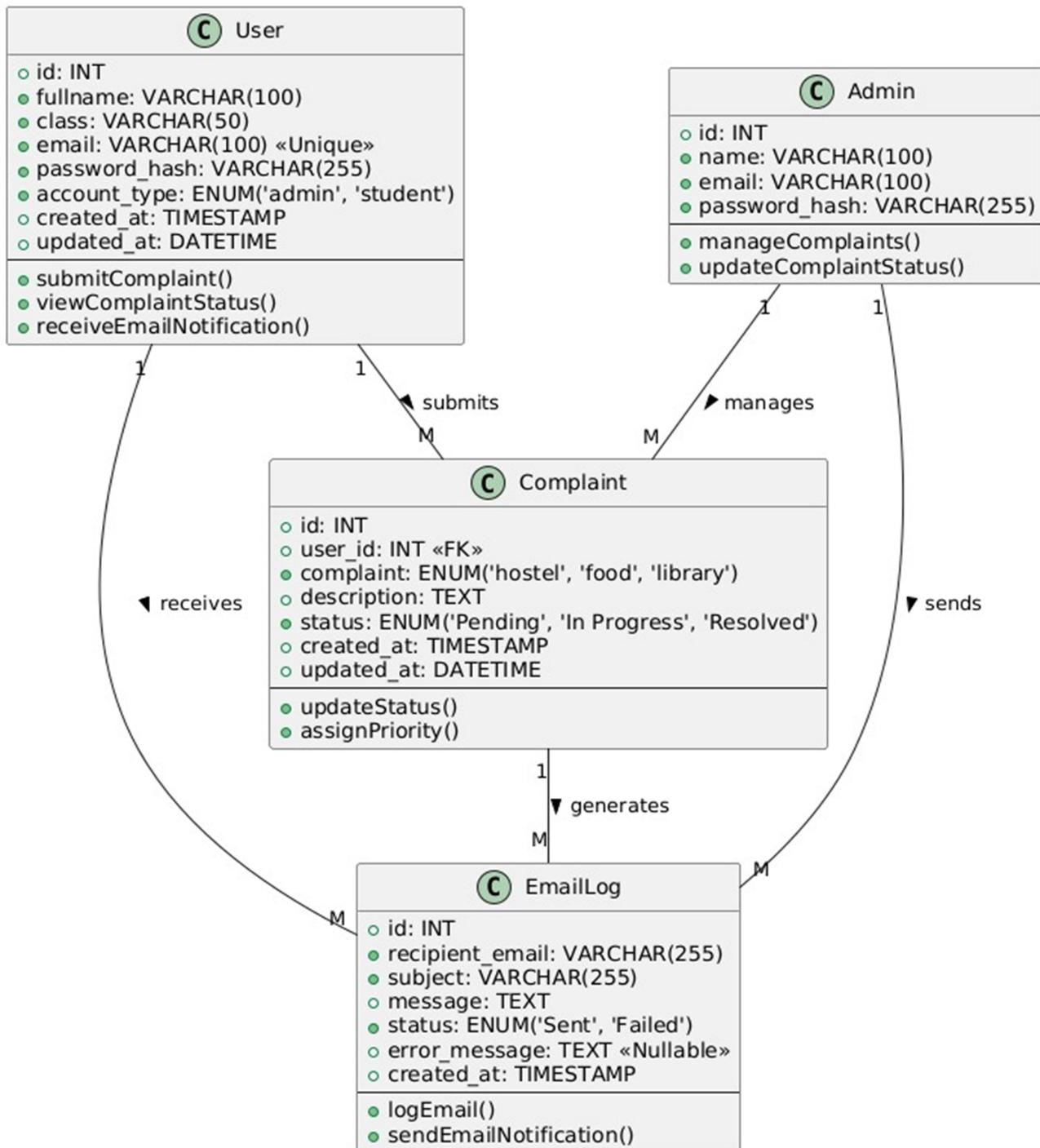
E-R Diagram :

Grievance System E-R Diagram

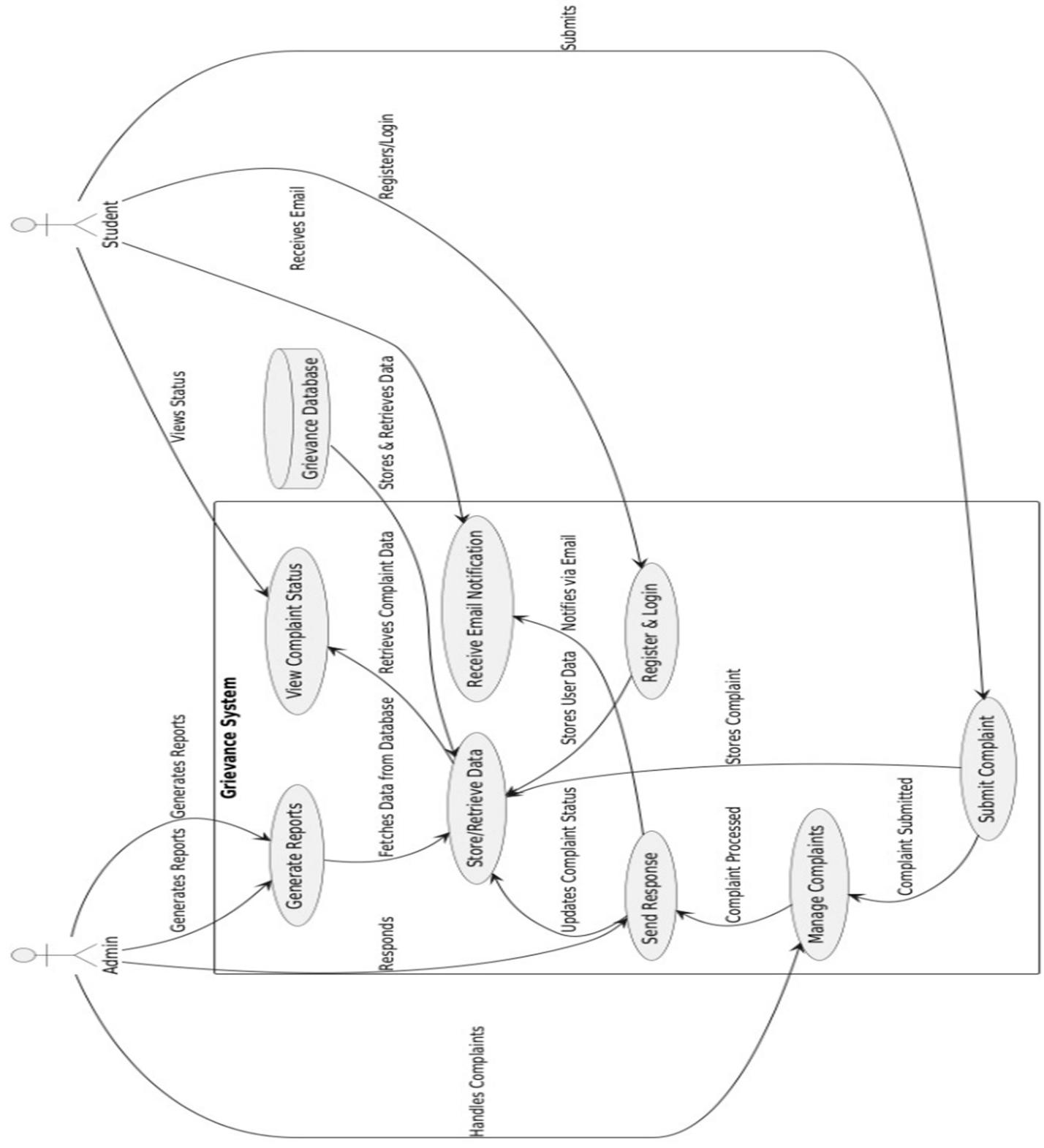


Class Diagram :

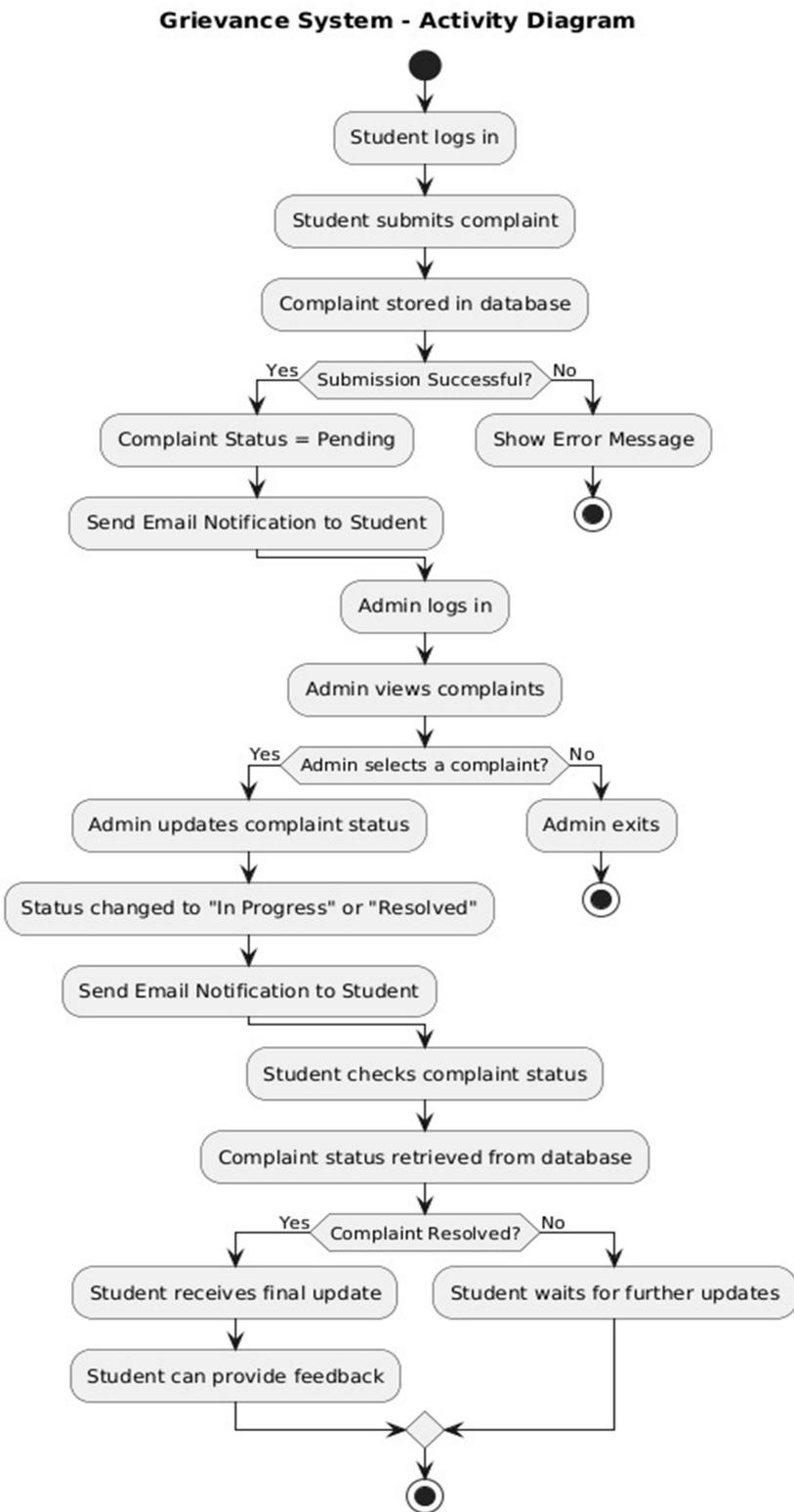
Grievance System - Class Diagram



Grievance System - Use Case Diagram



Activity Diagram :



Input Output Screens :

Registration

Sign Up

Full Name
Anmol Kumbhar

Department
Computer Science

Email
anu0602kum@gmail.com

Password
....

Confirm Password
....

Account Type
Student

Sign Up

Already have an account? [Login](#)

This image shows a mobile-style registration form titled "Sign Up". The form has a purple header and a white body. It contains six input fields: "Full Name" (Anmol Kumbhar), "Department" (Computer Science), "Email" (anu0602kum@gmail.com), "Password" (represented by four dots), "Confirm Password" (represented by four dots), and "Account Type" (Student). Below the form is a large purple "Sign Up" button and a link "Already have an account? Login".

Login

Login

Email
anu0602kum@gmail.com

Password
....

Login Type
Student

Login

Don't have an account? [Sign up](#)

📣 College Grievance Redressal System

Your voice matters! Submit and track complaints regarding hostel, food, library, and more.

[Submit a Complaint](#)

Student_dashboard

✉️ Library Services

Report problems with library facilities or request new resources.

🍴 Food Services

Share feedback or report issues with the food services provided.

↳ Hostel Issues

Submit complaints about hostel maintenance, cleanliness, and more.

Quick Links

Complaint System
Providing a platform for students to submit and manage their complaints effectively.

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View_Complaint

Complaint System

[Home](#) [Submit Complaint](#) [View Complaints](#) [Logout](#)

My Complaints

ID	Type	Description	Status	Created At	Updated At
8	Food	clean kitchen well	In Progress	2025-03-03 18:30:58	2025-03-05 07:53:48
12	Hostel	dgtfhkib	Resolved	2025-03-03 18:54:02	2025-03-05 07:54:19
13	Food	tifi	Pending	2025-03-03 20:33:36	2025-03-03 20:33:36

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Complaint Form

Complaint:

Description:

[Submit Complaint](#)

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Complaints

Welcome to the Complaint System YASH VIRAJ PANSARE

Your platform to voice concerns about hostel, food, library, and more.

[View Complaints](#)

Hostel Issues

Submit complaints about hostel maintenance, cleanliness, and more

Food Services

Share feedback or report issues with the food services provided.

Library Services

Report problems with library facilities or request new resources.

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Providing a platform for students to submit and manage their complaints effectively.

Quick Links

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Admin_Dashboard

Complaint Management

Search complaints...

All Status ▼

Filter

ID	Type	Description	Status	Created At	Updated At	Actions
2	Rohit Sudar	extend the library hour	In Progress	2025-02-18 07:48:45	2025-03-03 20:09:52	In Progress ▼ Update
3	Sarthi Pansare	Add Some Salt in Food	Resolved	2025-02-19 16:15:27	2025-02-19 16:19:35	Resolved ▼ Update
4	Ajay Khatke	Replace the Toilet Brush	Resolved	2025-02-19 16:16:39	2025-02-19 16:36:43	Resolved ▼ Update
5	Avinash Bansode	maintain the silence in library	In Progress	2025-02-19 16:17:51	2025-03-03 18:32:18	In Progress ▼ Update
6	Abhishek Chavan	Clean the Plates neatly	In Progress	2025-02-19 16:32:07	2025-03-01 11:32:53	In Progress ▼ Update
7	Ajay Khatke	Add the New Chairs First ones are broken	Pending	2025-02-19 16:35:22	2025-02-19 16:35:22	Pending ▼ Update
8	Shrawani Bhandare	clean kitchen well	In Progress	2025-03-03 18:30:56	2025-03-05 07:53:48	In Progress ▼ Update

UpdateStatus

Email Notification Logs

ID	Recipient Email	Subject	Message	Status	Error Message
9	anu602kum@gmail.com	Complaint Submitted Successfully	Your complaint regarding library has been submitted successfully.	Sent	N/A
8	lejasbandar123@gmail.com	Complaint Submitted Successfully	Your complaint regarding library has been submitted successfully.	Sent	N/A
7	lejasbandar123@gmail.com	Complaint Submitted Successfully	Your complaint regarding hostel has been submitted successfully.	Sent	N/A
6	avinasbansode9@gmail.com	Complaint Submitted Successfully	Your complaint regarding hostel has been submitted successfully.	Sent	N/A
5	shrawanbihandare8@gmail.com	Complaint Submitted Successfully	Your complaint regarding food has been submitted successfully.	Sent	N/A
4	shrawanbihandare8@gmail.com	Complaint Submitted Successfully	Your complaint regarding hostel has been submitted successfully.	Sent	N/A
3	ashishalavihe@gmail.com	Complaint Submitted Successfully	Your complaint regarding food has been submitted successfully.	Sent	N/A
2	ashishalavihe@gmail.com	Complaint Submitted Successfully	Your complaint regarding hostel has been submitted successfully.	Failed	SMTP Error: Could not authenticate.
1	ashishalavihe@gmail.com	Complaint Submitted Successfully	Your complaint regarding hostel has been submitted successfully.	Failed	SMTP Error: Could not authenticate.

Back To Dashboard

Complaint Reports

Choose a Report: [Pending Complaints](#) [From: 02/12/2025](#) [To: 03/14/2025](#) [View Report](#)

Report from 2025-02-12 to 2025-03-14

ID	Fullname	Class	Email	Complaint	Description	Status	Created at	Updated at
7	Ajay Khatke	SY	ajaykhatke7837@gmail.com	library	Add the New Chairs First ones are broken	Pending	2025-02-19 16:35:22	2025-02-19 16:35:22
9	Aishata Lathe	TY	aishtatalathe@gmail.com	hostel	increase the Library Hours	Pending	2025-03-03 18:43:26	2025-03-03 18:43:26
10	Aishata Lathe	TY	aishtatalathe@gmail.com	hostel	iyjudgfmh	Pending	2025-03-03 18:44:55	2025-03-03 18:44:55
11	Aishata Lathe	TY	aishtatalathe@gmail.com	food	rttijgjh	Pending	2025-03-03 18:47:31	2025-03-03 18:47:31
13	Shravani Bhandare	SY	shravani.bhandare8@gmail.com	food	ifif	Pending	2025-03-03 20:33:36	2025-03-03 20:33:36
14	Avinash Bansode	fy	avinashbansode75@gmail.com	hostel	clean the fans properly	Pending	2025-03-03 20:51:48	2025-03-03 20:51:48
15	Tejas Bandal	fy	tejasbandal123@gmail.com	hostel	sued tenisid	Pending	2025-03-04 15:30:54	2025-03-04 15:30:54
16	Tejas Bandal	fy	tejasbandal123@gmail.com	library	test	Pending	2025-03-04 15:35:00	2025-03-04 15:35:00
17	Amol Kumbhar	Computer Science	amol602um@gmail.com	library	test lmpya	Pending	2025-03-05 07:52:07	2025-03-05 07:52:07

[Print Report](#)

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Complaint Reports

Choose a Report

Complaints by User

From:

02/12/2025

To:

03/14/2025

View Report

Select Report --

General Reports

Total Complaints

Complaints by Type

Complaints by Status

Complaints by User

Recent Complaints

Status Reports

Pending Complaints

In Progress Complaints

Resolved Complaints

Type Reports

Hostel Complaints

Food Complaints

Library Complaints

Report from 2025-02-12 to 2025-03-14

Fullname

Rohit Sudam Jathar

Sandhi Pansare

Ajay Khatke

Avinash Bansode

Abhishek Chavhan

Shravani Bhandare

Akshata Lavhe

Tejas Bandal

Anmol Kumbhar

Print Report

Future Enhancements :

Here are some possible improvements and additional features that can be integrated into the system in the future:

- **AI Chatbot Integration** :Implement an AI-powered chatbot to assist students in lodging complaints and tracking status.
- **Advanced Data Analytics & Reports** :Use data visualization tools to analyze complaints and generate detailed reports with graphs.
- **SMS & Push Notifications** :Notify students and admins via SMS or mobile push notifications about complaint updates.
- **Document Upload Support** :Allow students to attach images/documents as proof while submitting complaints.
- **Multi-Language Support** :Enable users to access the system in different languages for better usability.
- **Two-Factor Authentication (2FA)** :Enhance security by implementing 2FA for user logins.

Conclusion :

The **Grievance System for College Students** provides an efficient, user-friendly, and transparent platform for students to register and track their complaints related to hostel, food, and library services. The system eliminates the need for manual complaint handling by automating the process, ensuring faster resolution and better communication between students and the administration.

By integrating real-time status updates,& filter functionalities, the platform enhances user experience and ensures that grievances are addressed effectively. Additionally, the system can be further improved with future enhancements like AI-driven complaint categorization and advanced analytics.

Overall, this project contributes to creating a structured and accountable environment where students' concerns are addressed promptly, ultimately improving campus life quality.

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