# Idea details

- **Organization Name** : Government of Andhra Pradesh

- **Problem Statement** : (KB220)

- We are looking for a Students Grievance Support System. Expectations from software solution/web app are: (1) It must be an easy access application, accessible to students, members of Student Grievance Redressal Committees, respective heads. (2) Students should be able to post complaints under different categories, Department Level, Institute/College Level and University Level. Again these categories would be sub-divided among sub categories such as Admission, Finance, Examination, Lecture Timetable/Learning, Paper Re-Evaluation, etc. (3) Members of Students Grievance Redressal Committee should be able to sort complains based on keywords. (4) The Portal should link students with respective Department/Institutions/College and University Students Grievance Redressal Committees.

- **Team Name :** Strikers_Team

- **Team Leader :** Ansari Shoaib K.

- **College Code :** 0356

- **College AICTE ID :** 1-3517435091

- **College AISHE No :** C-33885

Idea

- In colleges if anyone wants to raise complaint then one has to write on a paper and wait for the respond to whom it's addressed.

- Student has to signup/login and raise complain about the issues he finds.

- Admin has to login through his login id and can view the complaints that has been raised by the students.

- Based on the categories **Admin can filter** the complaints as *Department level, Institute Level or University level*. Further, **Admin can subcategorise** the complaints as for *Admission, Finance, Exams, Lecture, Timetable, Paper Re-evaluation, Others.*

- Later, Admin can **sort complaints** based on some priorities or keywords.

- 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.

- **After expiry of time the complaint gets promoted to Institute level and if moreover, the Institute takes no action then the same complaint gets promoted to University level wherein a mail is forwarded to University through a predefined mail. This makes it easier for the University to recognise that the complaint is came from the Grievance System.**

- 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.
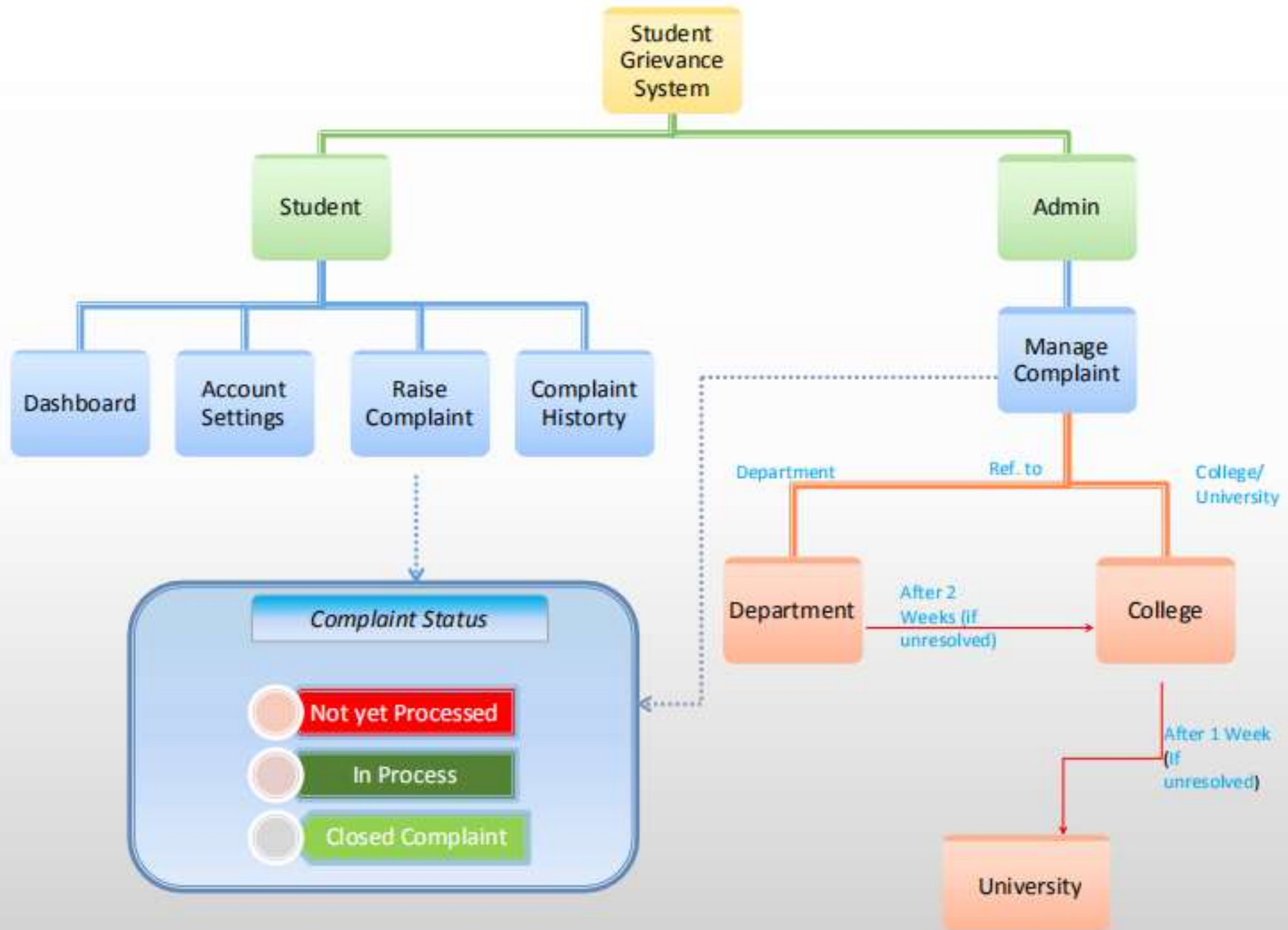
Technology Stack:

Server (eg. Xampp)
Database (eg. phpMyadmin)
Editor (eg. Visual Studio Code)

Use Cases :

The users involved in the mentioned grievance system are:

Student - The role of this user is to file various categories of complaints in the system.

Admin – The role of this user is to consider the grievance and take action within allotted time.

Dependencies/ Show Stopper :

• Good Internet connection required.

• Once submitted, a grievance cannot be updated.

• Students needs to login and check the status that his/her complaint has been processed or not.

• Inability of the system to spot fake grievances.