"AN ONLINE GRIEVANCE REDRESSAL SYSTEM"

Mukesh Buldak[1], Shrikant Pandhekar[2], Afzal Gigani[3], Amreshsinh Kachwah[4], Kundan Patil[5]
Poonam Polshetwar[6], Pradeep Jadhav[7]

[1,2,3,4,5]*Diploma Students, MGM's Polytechnic, Aurangabad*
[6]*Lecturer, MGM's Polytechnic, Aurangabad*
[7]*HOD, MGM's Polytechnic, Aurangabad*

---***---

Abstract:-*In colleges if anyone wants to complaint about something we need to write it down on a paper and submit it in complaint box. So for solving this problem we are creating a Online Complaint Management System for Student Grievances. Here anyone related to collage or any other person can just easily login and submit his complaint. This complaint letter will be solved by respective Principal or Admin of this system. In this system the facility of managing User and their data related to their Complaints and their profile is also easy managed. This data can be easily viewed and modified whenever required. This Complaint Management System also provides the functionality of providing a monthly report which will used to maintain information about how many complaints are solved in a particular month. It also provides the validation of Users.*

Keywords: *Validation, Student Grievance, Profile, User.*

I INTRODUCTION

We are developing an online complaint Management System for submitting complaints online by using complaint Management System a user can upload/post his complaint from anywhere by using this website on his phone or PC Online. Complaint Box is easy and secure way as compare to other previous methods. Due to an online compliant box manual effort and wastage of paper is decrease. User can submit his complaint by easily creating his/her own profile also User can check the current status of their complaints and can view that what kind of action is taken of his/her complaint. Online complaint Management System shows the current status of the complaint that whether it is in processes or closed. It is based on centralize management only the admin can check or solve the complaint. Admin having the authority toremove a User. Centralized management for checking current status of complaint and updating status of complaints. Admin can generate a report of this system in between selected date of his own choice.

II OBJECTIVES

The objectives of the website are-

➤ To reduce paperwork.
➤ Reduced operational time.
➤ Increased accuracy and reliability.
➤ Reducing human efforts.
➤ Easy maintains of Data.
➤ Data security.

III LITERATURE SURVEY

Firstly, we have studied the current system available for complaint collection in college and also meet the principal of college for collecting there requirements.

Then we also studied various website which were providing some relevant features.

We also met the SwapnilPalaskar, who has created a complaint management system for for their company named as kWays they told us that which are main aspects in a complaint management system.

Following is the list of some systems which are available for review

1. Previous Work, The researcher found out that the most appropriate to the research topic handling customer grievance using Android Architecture was tried to improve relation between Citizens and Government by presenting a new model based on Service Oriented Architecture (SOA). it will involve user in decision making and other it will help the authority in reducing the people problems and dissatisfaction

2. E-Complaint Each organization has its own definition for grievance. They define grievance related to the services they provide for users. The value of complaints, both as a contact device and as a means of giving them a chance to turn a dissatisfied customer into a satisfied and loyal customer. Customer complaining behavior can be defined as the consequences of customer dissatisfaction. On the other hand, customer satisfaction is not an absolute scenario, but very much depends on interactions, feedback, praise, and complaints. Complaint Redresser System is a system that we accept the user complaint and it will make sure that the user complaint are properly solved and managed by the appropriate department to which complaint belongs.
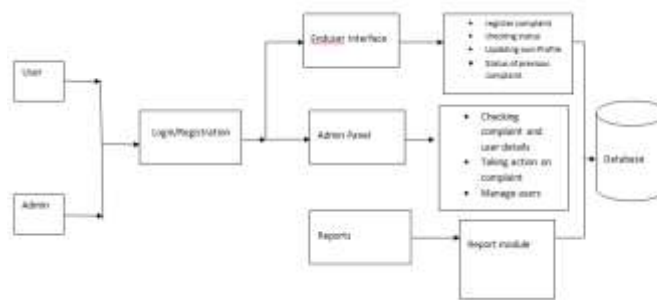
IV SYSTEM ARCHITECTURE

Figure 4.1 System Architecture

This website can be readily used by non-programming personal avoiding human handled chance of error. It is a easiest and secure way of submitting an complaint. This project includes two modules.

1. User
2. Admin

*   User can create their accounts and can complaint there problems and also can see action taken on their complaint. User can check the status of current and also previous complaints. User can submit his or her complaint by an easy registration. Existing user can submit complaint by using their registered user id and password.
*   Admin can check the complaints also can take action on it. Admin also having the authority to remove the user. Admin can check the monthly report generated by system. New features can be added as per requirements.

V SCREENSHOTS

Admin can control all the data and also it can generate report of monthly or datewise. Some screenshots are shown below

Screenshot no 5.1 Managing Users

This screenshot shows all the details of user and admin can take any action on the user.

Screenshot no 5.2 Admin Dashboard

This screenshot shows detail about pending, processing, completed complaints.

Scrrenshot no.5.3 User Complaint History

In the above screenshot it will show all the history about user complaint.

Screenshot no 5.4 User Profile

Above screenshot shows about user profile

VI PROPOSED WORK

The purpose Complaint Management System provides the service to the Users to view their previous Complaints and also they are able to see the remark given on every stage of their complaint. As per the security concern this system requires a email validation which means only one email can be used by one use.

For Admin the extra facilities provided are that he can easily track the User and it also shows the attempts taken by user to login into system and also it gives the Email notification to the Admin on his/her Email about every new Complaint.

VII CONCLUSION

This was a brief overview of Complaint Management System for College. This website is mainly designed to reduce the manual efforts and receive all complaints about college and also for providing the current status of complaints and managing data of complaints and make the work easier for users and the complaint solvers.

ACKNOWLEDGEMENT

VIII REFERENCES

[1]A Model forComplaint Redressal Systemusing Android Architecture: journal in ijcsmc

[2]A book byVamsi Krishna Mummaneni for sql server

[3] https://www.w3schools.com/php/

[4] https://www.techopedia.com/definition/1243/sql-server

BIOGRAPHY

Mukesh Buldak (Diploma 3rd year student) Department of Computer Engineering.

MGM's Polytechnic, N-6 CIDCO, Aurangabad. 431003

Shrikant Pandhekar (Diploma 3rd year student) Department of Computer Engineering.

MGM's Polytechnic, N-6 CIDCO, Aurangabad. 431003

Afzal Gigani (Diploma 3rd year student) Department of Computer Engineering.

MGM's Polytechnic, N-6 CIDCO, Aurangabad. 431003

Amreshsinh Kachwah (Diploma 3rd year student) Department of Computer Engineering.

MGM's Polytechnic, N-6 CIDCO, Aurangabad. 431003

Kundan Patil (Diploma 3rd year student) Department of Computer Engineering.

MGM's Polytechnic, N-6 CIDCO, Aurangabad. 431003