

Online Grievance Management System at Institute level

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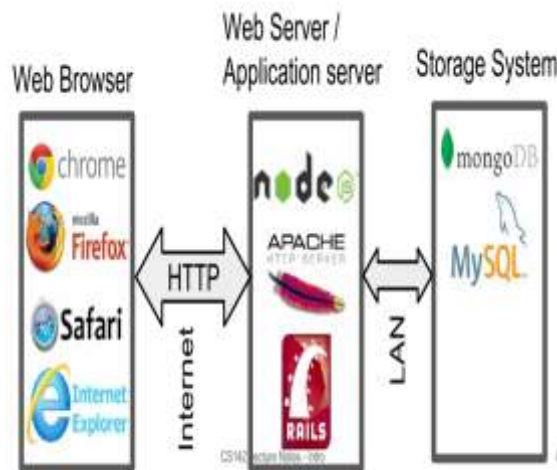
Abstract - The purpose of this project is to provide optimised solutions for the student grievances. The proposed model for the student complaint management system will have ability to minimize students dissatisfaction we try to improve the relationship between student and university by presenting the model of e-complaint web based system This system will give solution to the students grievances. The existing system has manual processing through committee, principal, concerned departments and AICTE. The proposed system had capable to complete the process automatically by using our application.

Key Words: Intel Pentium and above, WindowsXP and above, Minimum-1gb-ram, Minimum-8gb-hardisk, HTML, CSS, PHP, MYSQLXAMPP Server

1. INTRODUCTION

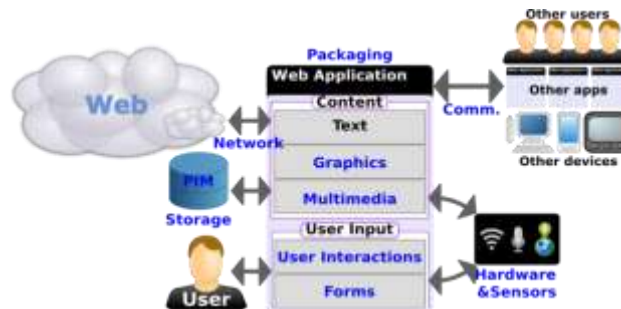
What is web application

A **Web application** (Web app) is an **application** program that is stored on a remote server and delivered over the **Internet** through a browser interface. **Web** services are **Web apps** by **definition** and many, although not all, websites contain **Web apps**..



Web application Hardware

Web hardware includes all the personal N usage devices such as: Personal computers Laptops, Tablets and Mobile devices



Web application software

Web application softwares are used to run the web application in the devices. These software connect the devices to the web server and databases via the internet. These softwares are used at the web server end. The user side is required of a web browser and a internet connection to access the web application.



2. WORKING ENVIRONMENT

2.1 HARDWARE REQUIREMENTS

All the hard physical materials used in any system are called hardware. These are the devices, which are made to perform specific functions and can do process only that works as instructed. They can be both electronic devices and mechanical systems:

2.2 SOFTWARE REQUIREMENTS

Software is a set of instructions that are used to command any system to perform any operation. Software has advantage to make decisions to deliver sensible results and in handling complex situations

2.3 SOFTWARE DESCRIPTION

A Software Requirement Specification is a requirements specification for a software system and is a complete description about the behavior of a system to be developed and may include a set of use-cases that describe interactions the users will have with the software. In addition, it also contains non-functional requirements. Non-functional requirements impose constraints on the structure or implementation. The requirements specified here are obtained from the client. All the phases of the software development life cycle such as designing, coding and testing are carried out according to the specification. The software requirements specified document enlists all necessary needs that are required for the project development. To prove the requirements, we need to have clear and thorough understanding of the products to be developed.

3. PROBLEM DEFINITION

3.1 Problem Definition and Description

In recent years, with the development of computer sciences, computer technology has been applied to comprehensive fields. Education is one the major fields in the world. The web application has brought major changes all over the world. We develop a web application which helps in providing the up-to-date information via internet. The present scenario describes a system which involves process to be carried out manually which is time consuming.

We implement an efficient and user friendly web application. Hence the application provides a solution through a simple interface which helps to overcome the time consuming process. The project is completely based on Grievance Management system maintained by the organization.

The utility and main objective of the project is to add automation to the process in an institution. This is an online based application so it can provide efficiency to acquire, store and process. Each individual student will be provided with their respective details. This web application involves five types of individuals, student, Committee, Principal, University and AICTE. Each of them has to register with their respective employee id and password out of which the password can be changed by the particular user.

4. SYSTEM ANALYSIS

4.1 EXISTING SYSTEM

The existing system is completely manual. In order to write the complaint, the student either

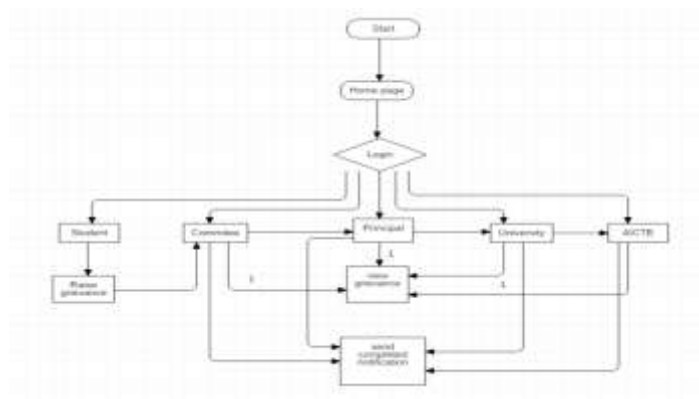
- Visits the related department and registers his complaint in the respective complaint register, which is monitored by the respective Department heads
- Existing system requires manual process (i.e sending grievance from lower level to critical level requires manual process.)

4.2 PROPOSED SYSTEM

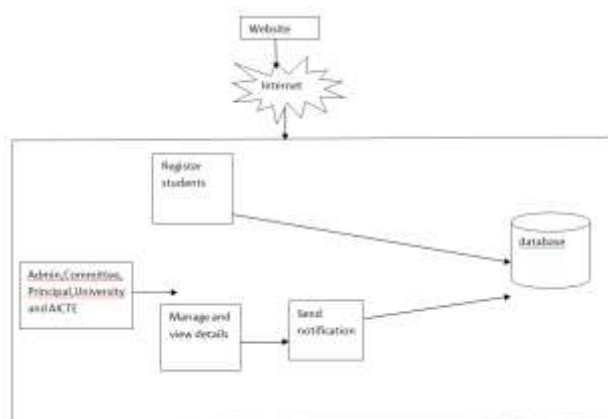
- The idea is to automate the entire complaint process.
- Sending grievance from lower level to critical level is done automatically.
- Students can able to track the grievance once the complaint has been registered.

5. SYSTEM DESIGN

5.1 DATA FLOW DIAGRAM



5.2 ARCHITECTURE DIAGRAM

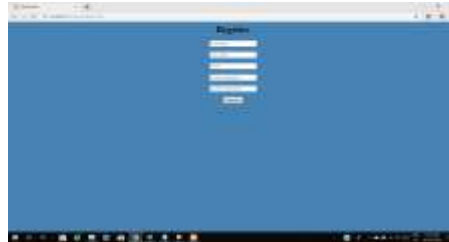


5.3 MODULES

- Module 1: Registration module
- Module 2: Student Grievances Raising module

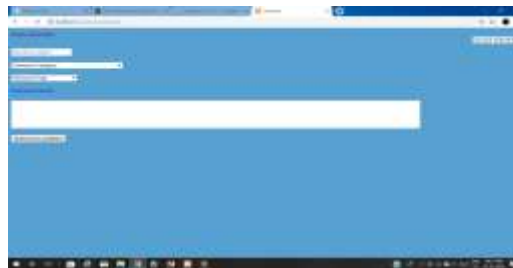
MODULE 1

Students would register their details to get a separate login so that they can perform their assigned their login. The student can login their account using their user id and password any number of times for completing all their tasks.



MODULE 2

Students can raise their grievance



Committee people should login their portal to see the grievances registered by the student



6. REFERENCES

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7. CONCLUSION

This research work addressed Students' grievance management system at in institute, It was affirmed in this study that organizational complaints are inevitable. A grievance management system like Institute use to receive various complaints from students. Complaints lodged range from Academic, Administrative, social and other issues relating to the student. This platform allows for complaints to be lodged remotely by students with issues relating to their registration, examination, examination result, computation of their Grade Point Average (GPA) and hall of residence complaints and thereby enhances the response time for the appropriate unit to resolve the addressed complaints.