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A Web Portal for Student Grievance Support System

Jincy Denny[1], Ramya Chanda[2], Sweta Rani Lenka[3], A. Srija Reddy[4], Sahithya Vallabaneni[5]

[1]*Assistant Professor, Dept. of CSE, BIET, Mangalpally, Hyderabad, Telangana, India*
[2]*Student, Dept. of CSE, BIET, Mangalpally, Hyderabad, Telangana, India*
[3]*Student, Dept. of CSE, BIET, Mangalpally, Hyderabad, Telangana, India*
[4]*Student, Dept. of CSE, BIET, Mangalpally, Hyderabad, Telangana, India*
[5]*Student, Dept. of CSE, BIET, Mangalpally, Hyderabad, Telangana, India*

Abstract - *In pursuit of providing an optimized solution for the student grievance support system, the proposed model uses the mechanism of transforming manual to automation. By providing this mechanism student complaints are noted and verifies by presenting the model of web based system. By automating the grievance process, the proposed model will improve the relationship between student and management.*

Grievance system is an online platform of private or public institutions enabling prompt action on any issue raised by the student. The implementation of the Grievance redress portal will be helpful to address the grievance in a time-bound manner. This will ensure transparency and students will be more benefitted. Grievance system helps to pursue quick actions for solving the grievance, while maintaining affordability and ease to the users.

1. INTRODUCTION

1.1 WEB APPLICATION

WebApp development is designing application programming that reside on remote servers and are delivered to the user's device over the Internet. A web application need not to be downloaded and is instead accessed through a network. An end user or customer can access a web application through a web browser such as Google Chrome, Safari, or Mozilla Firefox. Most of the web applications can be written in JavaScript, Cascading Style Sheets(CSS), and HTML5.

Web application development will have a short development life-cycle lead by a small development team. Front-end development for an application is accomplished through client-side programming. Client refers to a application such as a web browser. Client-side programming will generally utilize HTML, CSS and JavaScript. HTML programming will instruct a web browser how to display the on-screen content of web pages, while CSS keeps displayed information in the correct format. JavaScript runs JavaScript code on a web page, making some of the content interactive Server-side programming powers the client-side programming and is used to create the scripts that web application use. Scripts can be written in various scripting languages such as Ruby, Java, and Python. Server-side scripting creates a custom interface for the end-user and will hide the source code that makes the interface.

A database such as MySQL or Mango DB can be used to store data in web app development

1.2 INTRODUCTION TO STUDENT GRIEVANCE SUPPORT SYSTEM

A "Grievance" is a feeling of dissatisfaction whether expressed or not, whether valid or not, arising out of anything that is connected with the organisation which a student thinks, or even feels to be unfair or inequitable. Some of the dissatisfaction is based upon genuine causes but some of them are not real and are created by the students only to blame others. This dissatisfaction is called "grievance".

Grievance system is an online platform of private or public institutions enabling prompt actions on any issue raised by them. The cell members deal with all types of grievances, received from students. The implementation of grievance system will be helpful to address all the grievances in a time-bound manner. This system helps to take quicker action on the grievance raised.

The proposed model uses the mechanism of transforming manual to automation. By providing this mechanism student grievances are noted and verified by presenting the model of web based system. By automating the grievance process, the proposed model will improve the relationship between student and management.

In the present scenario, everyone wants to be heard. Everybody wants a system where they can actively present there issues. They want a system to not only accept the complaints effectively, but also solve the issues with same effectiveness and efficiency.

Our project provides such system to the students. Our project ensures that every students issue will be heard, Considered and solved as soon as possible in a most efficient manner. It will also make the management well aware of its low points and thus will make it easier for the management to improve its infrastructure.

Many times, students hesitate to point out the problems they are facing, face to face. Sometimes they even are unable to speak up about the issues. Thus, our project provides complete confidentiality. This will ensure that the students can be confident enough to put out their problems and complaints regarding the management without any fear. The system will ensure the problem solving as soon as possible.

The students will just have to login and give the description of their complaints. The admin will take the further actions required.

2. LITERATURE REVIEW :

[1] Grievance is defined as an official statement of a complaint over something believed to be wrong or unfair. Our project focuses on developing a typical student grievance system which works and functions for registering student issues. These issues include complaints regarding college environment, faculty feedback and fee collection. Thus our project ensures a democratic campus environment, acquaints all the faculty and students about their rights, and also provides a qualitative and quantitative development of the university.

[2] We are developing an online management system for submitting complaints online. By using complaint management system, a user can upload his complaint from anywhere by using this website on his phone or PC online. User can submit his complaint by easily creating his/her own profile; also user can check current status of their complaints and view what kind of action is taken. It is based on centralize management and only admin can check or solve the complaint, admin also have authority to remove a user.

[3] The main objective of the complaints management system is to make complaints easier to resolve and to target problem areas. It is used to record, resolve and respond to customer complaints.

3. 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.)

DISADVANTAGES OF EXISTING SYSTEM:

- Grievance paper might be replaced.
- Modifications can be done.
- Management might neglect the complaint raised by the student.

PROPOSED SYSTEM:

- The idea is to automate the entire complaint process.
- Grievance can be lodged based on the level (i.e., university, college, course and department) and also based on the category (i.e., transportation, scholarship, lecture time table etc…).
- Students can able to track the grievance once the complaint has been registered.
- Students and cell members are provided with a chat box where they can discuss regarding the grievance.
- Student can provide any document as a proof, which makes the complaint strong.
- Cell Member can track the pending and completed grievances.

ADVANTAGES OF PROPOSED SYSTEM

- Less paper work.
- Security and satisfaction of the student.
- Increased accuracy and reliability
- Easy maintenance of data.

4. DESIGN METHODOLOGY

System architecture is the conceptual model that defines the structure, behaviour, and more views of a system. An architecture description is a formal description and representation of a system, organized in a way that support reasoning about the structures and behaviours of the system.

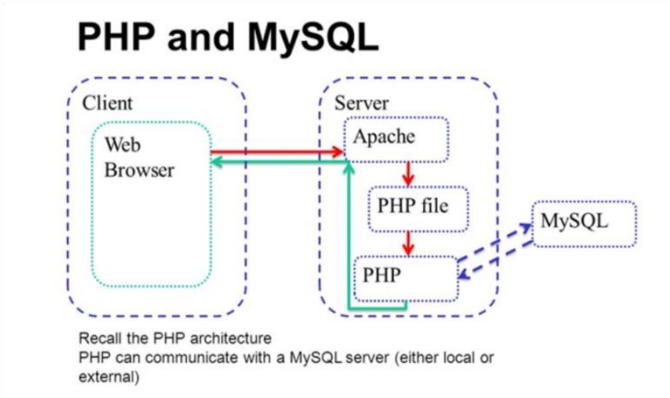


Fig 4: System Architecture

- It is three-tier architecture.
- Students and Cell members can access Grievance services through the online application.

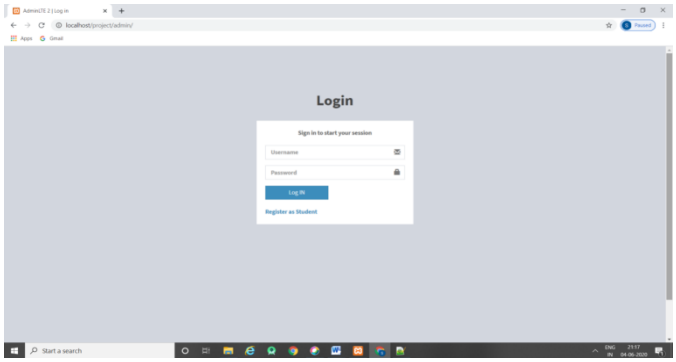
- Valid users can login to the application for accessing the services like posting grievance and viewing the grievance.
- Grievance posted by the students will be stored in the database.
- Cell members can view the Grievances through this application on retrieval from database.

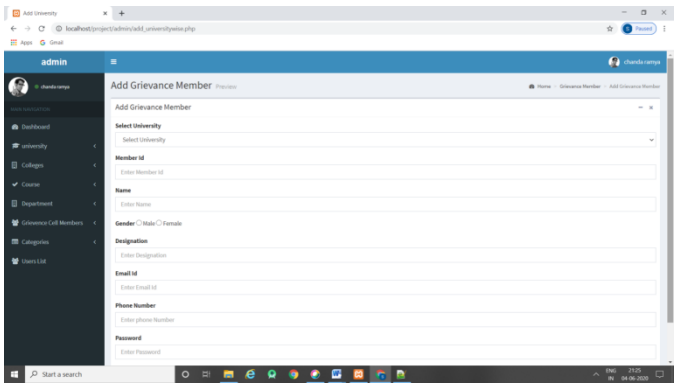
5. CONCLUSIONS

The project "STUDENT GRIEVANCE SUPPORT SYSTEM" is designed in order to reduce the burden of maintaining bulk of records of all students grievance details of who study in Educational Institution. Maintaining the project and database is also easy and manageable. The fact that there are hardly such systems prevailing curtailing to the complaint redressed for students enrolled in numerous organizations. This project has demonstrated a proposed Grievance system for the grievance redressed of students covering various domains of complaints which could be lodged easily and thus leading to easy and sure solutions to the problems being faced by a student on a regular basis.

Inserting, Retrieving, Updating the details of all users are easy. "Finally, online student grievance system comes out as better, quicker, simpler management analyser".

6. REULTS AND DISCUSSIONS:





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