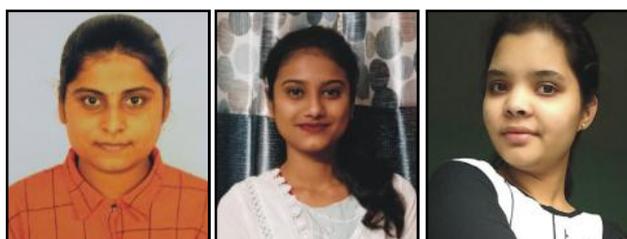




Online Student Grievance Support System

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Online Student Grievance Support System 1. Shailja Khare email: shailjakhare2@gmail.com 2. Sunidhi Soni email: ssoni27jan@gmail.com 3. V Aishwarya email: vaishwarya32a@gmail.com SHRI SHANKARACHARYA GROUP OF INSTITUTIONS, JUNWANI, BILAI Abstract: A Grievance is a dissatisfaction or argument that can arise at any level in an organization. If the organization is an educational institution, this issue becomes more sensitive and more important.

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ABSTRACT

A Grievance is a dissatisfaction or argument that can arise at any level in an organization. If the organization is an educational institution, this issue becomes more sensitive and more important. Students are the most vulnerable entities in an educational institutions. Students often fail to seek support for the problems they face from many levels. So, in the analysis, the current status of grievance redressal mechanisms in some of the areas of concerned colleges in Chhattisgarh, emerged as a revelation that none of them had a fully developed grievance redress mechanism to address the problems in the lives of students. Because of the problem mentioned above as that is to say, a grievance redressal system has been worked out which is possible effective compliance and provision of solutions to emerging student problems. In this paper, we focus on the development and implementation of the above, a prototype that can be integrated to meet the solution for student complaints. This paper puts a deeper understanding into compiling all those problem areas obtained on the basis of the analysis phase and any additionally required information.

KEY WORDS

Grievance, Prototype, The Grievance Redressal System (GRS).

INTRODUCTION

Grievance is a depressing state of affairs caused by any evil or hardship you are suffering from a person, which makes valid reasons for complaining as well the complaint requires remedial action. The grievance redressal system is part of standard equipment of any handling.

Complaint resolution is considered a parameter for measuring the effectiveness of an organization. No organization can be said to be responsive and easy to use unless established a comprehensive grievance / grievance redressal system. How to fix it will not lodge complaints not only for the refusal to return documents or confirms, any irregularities in the admission process, but also complaints about harassment that includes harassment. The standard grievance redressal system (GRS) is shown in Fig. 1, and it works activities for a number of purposes including securing a democratic institution , to inform all teachers and students of their rights and thus to ensure quality and capacity building of the organization. In addition, Considering the nature of the complaint and the magnitude of the complaint, a thorough investigation is conducted by members, followed by the imposition of a fine if anyone is found guilty.

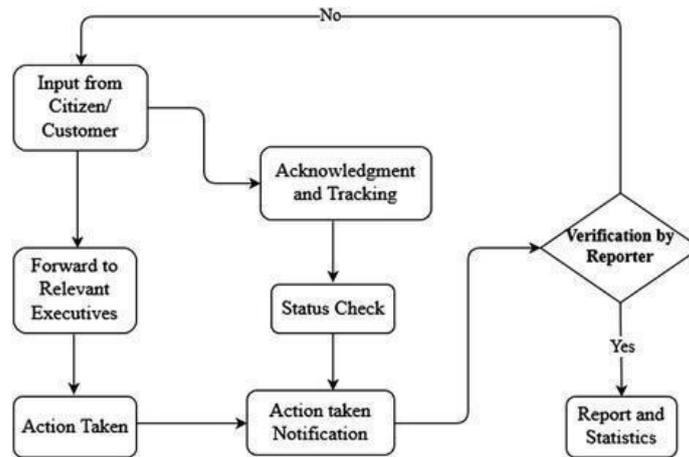


Fig 1: Typical Grievance Redressal System

Related Work

In the literature, periodic reporting is available on the need for and use of GRS for various domains such as e-governance, public administration, Municipality Company, harassment cases in the student community, and sexual harassment in the area organization. Important comments during the literature review are listed below. In [1], to analyze the various online services offered, especially the four Indians provinces, also introduced the importance of online grievance redressal mechanisms. It is highlighted in the fight against corruption in the empire. Various metrics GRS related factors have been considered, and estimates have been made. Provincial performance is measured on a scale. Dipankar [2] evaluates the implementation of the petition registration system in India. Afraid of revealing your identity makes the complainant anonymous or false. It is a difficult task for the authorities to know the plaintiff's authenticity. Therefore, a solution was presented so that the plaintiffs could complain brave, at the same time allowing the authorities to investigate the emergence of complaints. In [3], corrective processes are considered essential for basic bias. Active job-system suspension is possible if both the demand and the supply side are working properly. It also reveals that grievances are addressed in terms of basic needs, delivery is not sufficiently developed in most countries and deserves more analysis, investigation, and subsistence.

Success in the electronic governance system, the online public grievance redressal system (OPGRS), in the opinion of Indian citizens [4] is assessed using an integrated IS success model. The model incorporates features such as system quality, information quality, service quality, thought-provoking, easy-to-use function, perceived satisfaction, perceived risk, and ethical purpose. It is therefore emphasized as a useful tool for a transparent and corruption-free world. Research in [5] shows that the role of insurance ombudsman complaint is very important and the continued increase in the number of complaints received by various ombudsmen throughout India shows that policyholders are benefiting

their self-confidence and their reliance on the Insurance Mediator institution. The research shown in [6] expands on the recommendations and outcomes of response strategies and open criticism related to the services provided and managed.

Designed to make government-citizen relationships work better and more visible to parents, the effects described in [7] that the new GRS models lead to divisions based on those who use new grievance redressal mechanisms to improve quality service delivery and incorrect installation of those still working in 'negotiated areas' to obtain a basic level of service delivery. In [8], there is an emphasis on developing a work culture based on value in educational institutions. Also, there are suggested ways to develop a prevention measure and appropriate process to promote a better and more reliable organizational culture in non-problem-related educational institutions related to sexual harassment and exploitation.

The challenges related to the automation of non-profit organizations (NPOs) and non-governmental organizations (NGOs) are addressed in [9] and the automation guidelines. In [10], the practice of burglary in South Asian educational institutions and the risk of burglary have been explored. Similarly in [11], there is a study of sexual harassment of college women and rational assessment is given. Our work incorporates ideas expressed in the papers in one way or another. We have used them and redesigned them according to the needs of Indian educational institutions.

We analyzed the current system performance, what services are provided to students, and how their grievances are addressed at various educational institutions and find out where they are lagging behind or what they are lagging behind. Using analyzed facts and information, we suggest some additional features and attributes to fill the hole in the current system. There has been a variety of research done and papers available in the GRS but they are all owned by state- owned companies, municipal companies, and e-governance systems or contain only one or two problems facing students in educational institutions but not in them. include each domain of student-related complaints.

In addition, many systems fail to deliver complaints in a timely manner so that they can be resolved in a timely and understandable manner. There is also a need for transparency and proven solutions. Proper tracking means a systematic approach or process of appealing complaints by categorizing them by their nature, intensity, and urgency and by referring them to the relevant authorities. No work has been done directly in the context of the problems that students face in educational institutions, especially in India. Therefore, there is a need to create a strong, transparent, fair system that allows for quick and reliable solutions to all the problems students face.

Therefore, a communication gap between students and the system may be created by the GRS automated system, where students are often unaware of their rights and therefore do not know what to do and what steps to take in times of difficulty or difficulty. This lack of knowledge and ignorance of students is simply due to the vague approach. Sometimes, students do not want to disclose their identity because of the magnitude of the complaint or fear of harm, and no such arrangement is available in the current programs of various educational institutions in India.

Approach for Handling The Presented Issue

To design and implement GRS, the whole process is divided into a reading and analysis phase and a design phase. The previous section includes the compilation of a questionnaire designed to identify the resources and problems that the student encounters in the various institutions. In the design phase, business identification and relationships are performed as well as designing multiple UML drawings of the proposed system. A sensible model of the system is built, accustomed to relationships. A data flow diagram for the entire system has been created. The flow chart for each DFD process is designed for better data flow and verification (included in the project report). The proposed model is a visual system design that defines software and hardware requirements.

The coding phase can be considered as the feed phase of the GRS. System design is done with real code. Proper data validation is used. Proper validation in key areas is provided. The user does not need to have knowledge of the code, and the output is described as easy to use. The test phase can be tracked in a variety of test situations and data set. Testing can be done by taking different use cases. The record is updated every time a student enters the information. Review if appeal is registered. Records are kept when the student assesses the nature of the complaint.

Modeling of Grievance Redressal System

Modeling of the proposed GRS system requires a completely automatic system, thus helping the user to retrieve information as quickly as possible. Support systems are provided in the form of a website that helps avoid data in disaster situations. Therefore, the system is reliable to perform in extreme cases. The system is scalable and can be expanded and customized to meet the needs of the firms to be implemented. In addition, the program provides an easy-to-use interface with a realistic view.

The pronded purpose of the GRS (prototype in Fig. 2) is to address problems in the current system, to implement assurance strategies (with relevant stakeholders, as shown in Fig. 3) that will help reduce the limit of error in operation, providing adequate data support services to ensure that the system restarts even after a disaster and ensures consistency. It is a mindless program that mimics and replaces the current hands-on system.

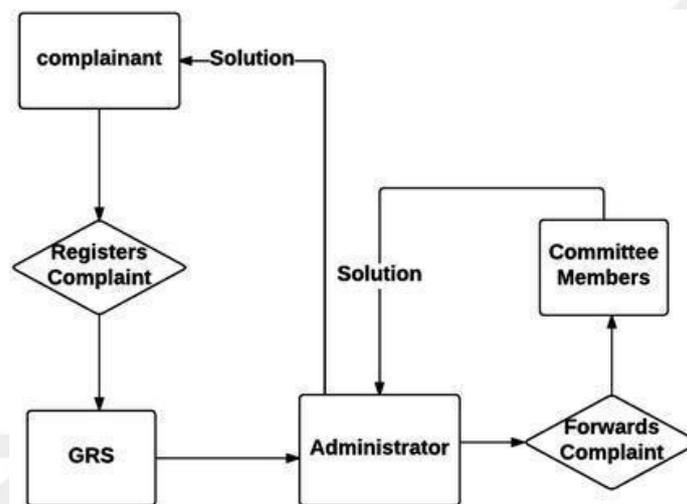


Fig 2: Prototype of Proposed System

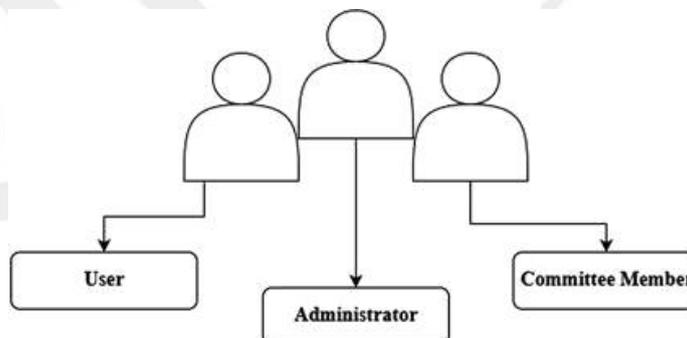


Fig 3: Stakeholders involved in GRS

Conceptual Flow of Data in GRS

To make the effective GRS, data flow from one part of the system to another is demonstrated by Fig. 4.

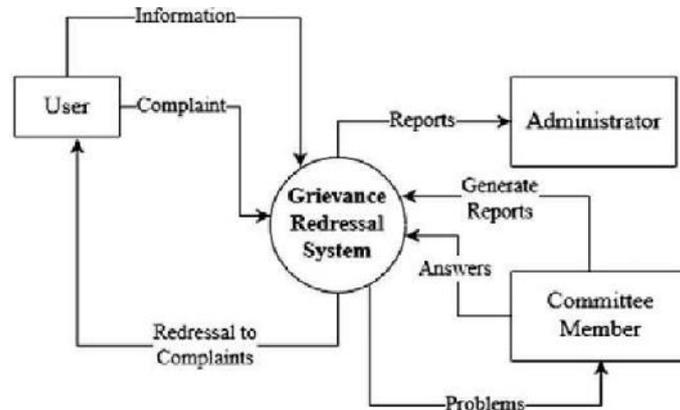


Fig 4: Context Flow Diagram of Grievance Redressal System

Pros and Cons

The pros and cons of the proposed GRS system are mainly inclusive negligence from the system, although the default prototype for correction student/victim complaints, will be dealt with by these people may sometimes be negligent in referring grievances to the relevant committee member or while providing solutions to the relevant authorities, administrator.

Other shortcomings include a negative network that may occasionally persist; as a result, the referral and grievance redressal system feedback form to the appropriate authorities and then for eligible students may be delayed, the proposed GRS system is based on a simple email transfer method.

Future Enhancements

GRS works on the grounds for resolving student grievances and currently serves as a Web application between various members as well as the intended audience. To expand this to meet various needs, the following enhancements are suggested:

1. Although many future improvements to the operating system are possible, The main focus includes the development of mobile application to increasing application mobility as the future separates the use of mobile applications and as it seems mobile devices are ubiquitous which will make it easier to get all the notifications in the cell call by members and students associated with the application also increase the reliability of the system and the level of problem solving.
2. The mobile application is intended to enhance user experience by providing the user with additional features for uploading images in the form of audio or video files, which may improve the ability to resolve cases especially in such cases at high cost of firmness.
3. A toll-free hotline can be obtained 24*7 on the basis of victims to lodge emergency complaints or to seek legal advice in the event of a disaster.
4. Above all, the tracker can be added as part of future ideas to track the performance of the various committee members involved in the system on the basis of the provided aspect of the report production.

CONCLUSION

This paper is an attempt to highlight the fact that no such programs exist that reduce the appeal of students enrolled in multiple organizations. This paper outlines the proposed GRS system for student grievance redressal grievances that covers a wide range of grievance issues that can be easily filed and

thus lead to simpler and more reliable solutions or problems that the student regularly encounters. The technology used combines HTML and CSS to create a user-friendly interface with easy-to-use image, PHP, and SQL to keep track of records at the end. This system will be suitable for any organization in resolving grievances and thus lead to improvements in the quality and value of the organization.

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