iJRASET
International Journal For Research in Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 11 **Issue:** II **Month of publication:** February 2023

DOI: https://doi.org/10.22214/ijraset.2023.49116

www.ijraset.com

Call: 08813907089 | E-mail ID: ijraset@gmail.com

International Journal for Research in Applied Science & Engineering Technology (IJRASET)
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 11 Issue II Feb 2023- Available at www.ijraset.com

A Survey on Student Grievance Redressal System

Er. Ashwini Meshram[1], Vedanti Palandurkar[2], Harshal Zade[3], Akash Masram[4], Nikita Manmode[5]
[1]*Assistant Professor,* [2, 3, 4, 5] *Students, Department of Computer Science and Engineering Department, Priyadarshini J.L College of Engineering - Nagpur, India*

Abstract: ***Student satisfaction is a major concern throughout the institute. However, many times students cannot express their concerns. That eventually results in student dissatisfaction. Hence, to solve this problem a student grievance cell system is useful and it deals with student issues and grievances. The student can lodge their complaints through this system which will be redressed by the institute. The student grievance cell is where students can make a complaint without fear of accomplishment and discrimination and ask for help if there is any problem. A student grievance cell is a group of people who are there to help students struggling academically and emotionally. Students can approach the cell to express their concerns regarding academic matters ,health services, libraries, and other services. It also provides support and resources to students so they can talk about their issues. The student grievance cell will also focus on harassment issues, creating a protective environment for students. The student grievance redressal system is designed to provide an easy-to-use interface for students to register their complaints and track their progress. The system is equipped with features such as notifications, reporting, and analysis to improve the overall efficiency and effectiveness of the grievance redressal process. The system is designed to be user-friendly, making it easy for students to navigate and access all the necessary information. One of the key features of the system is the ability to track and monitor the progress of each complaint.This helps to ensure that all complaints are addressed in a timely and efficient manner, and that students are kept informed of the progress of complaint slain. The system is also equipped with reporting and analysis tools to help university administrators understand the nature and frequency of complaints and make informed decisions to improve the educational experience for students.***

Keywords: Student complaints, Student support, Conflict resolution, University administration, Grievancemanagement.

I. INTRODUCTION

In today's fast-paced educational environment, students often encounter various challenges and issues during their time in college or university. These issues can range from academic concerns to administrative problems and can have a significant impact on the student's overall educationalexperience. In order to address these issues effectively, a comprehensive and effective student grievance redressal system is needed.

A student grievance redressal system is a platform that provides students with a means of expressing their concerns and complaints regarding their educational experience. The primary objective of this system is to ensure that all student complaints are heard, addressed, and resolved in a timely and effective manner. The system is designed to provide students with a user-friendly interface that makesit easy to register their complaints and track their progress.

The student grievance redressal system is developed using python, one of the most widely used programming languages for developing web-based applications. python is a versatile and flexible language that makes it well-suited for developing complex systems like a student grievance redressal platform. The system is designed to be user-friendly, making it easy for students to navigate and access all the necessary information.

One of the key features of the student grievance redressal system is the ability to track and monitor the progress of each complaint. This helps to ensure that all complaints are addressed in a timely and efficient manner, and that students are kept informed of the progress of their complaints. The system is also equipped with reporting and analysis tools to help university administrators understand the nature and frequency of complaints and make informed decisions to improve the educational experience for students.

The student grievance redressal system is an important tool for promoting educational accountability. The system provides a mechanism for students to hold the university administration accountable for addressing their complaints and concerns. This helps to ensure that the university is meeting its obligations to provide a quality education experience for all students.

The development of a student grievance redressal system is a crucial step toward creating a more student-centric and accountable education system. By providing students with a platform to voice their concerns, the system helps to ensure that all complaints are heard, addressed, and resolved in a timely and effective manner. Furthermore, the system is designed to promote a positive campus culture,promote student engagement, and promote educational accountability.

©IJRASET: All Rights are Reserved

The student grievance redressal system is an innovative and important tool for improving the educational experience for students. The system provides students with a means of expressing their concerns and complaints and ensures that all complaints are addressed in a timely and effective manner. The system is equipped with features such as notifications, reporting, and analysis to improve the overall efficiency and effectiveness of the grievance redressal process. The development of a student grievance redressal system is a step towards creating a more student-centric and accountable education system.

II. LITERATURE SURVEY

A Prototype for Grievance Redressal System [1] The System designed by the authors tells the complete differences between the traditional grievance system and the need for a computerized grievance system. If the association is an academic institution, then this issue becomes more sensitive and important. Students are the most vulnerable entities at educational institutions often failing to express themselves and sometimes fails to seek proper support for the issues they face arising at numerous levels.

All India Grievance Redressal Application [2] The paper published by the authors states the problems faced during offline grievance and the preventative measures taken by creating the mobile application. The grievance enrollment systems have evolved in numerous ways with the advancement in technologies to simplify the task. This paper presents the architecture of a grievance redressal operation where civilians can address any kind of complaint they're facing. The main focus of the project is pothole-related complaints. This operation will give easy access to people to put their complaints towards the government.

State-Level Students Grievance Support System [3] The paper includes the importance of an easy and fast grievance system that can be implemented for state-level institutes. Students are an essential factor in an organization. The scholar may feel dissatisfied with the service .when he or she receives a delay in services. To beat this, They offer an optimized solution for the student grievances support system for improving the relationship between students and the university by representing the model of an e-complaint web-based system. The prevailing system has machined processing through the panel, principal, head of the department, and council premises. This design overcomes the restrictions of the systems regarding complication of submitting a complaint and organizing it. In this way it constitutes a state- position support system.

Managing and improving service quality in higher education [4] The paper states the importance of Higher Education in our society, and how to improve the services for scholars. Many Higher Education institutions still ignore them at their own risk. It is especially true for service quality and this paper will focus on Higher Education service quality management and improvement. The paper aims to discuss these issues. The paper implements Schneider and Bowen's model of the three tiers of service organizations and service quality management and improvement methods, in Higher Education institutions.

The Application of Service-Oriented Architecture in E-complaint System [5] The paper tries to improve the relationship between citizens and government by presenting a new model based on service oriented architecture. The researcher tried to improve the relationship between citizens and government by presenting a new model based on Service Oriented Architecture(SOA). This study can also be helpful in other fields of government in terms of citizen acceptance and citizen adhesion. The results of this study can be a good reference to find out users ' needs from complaints and the significance of complaints in the body of government.

Design and Implementation of Online students complaint [6] The paper provides a powerful and flexible system that can use anytime and anywhere by the students. It helps to manage and accommodate complaints fast and easily thus it can know the strength and weaknesses of its body as an educational services organization then it can provide a better solution. The system used prototype version is an improved machine version of the structure, plan, and layout of the machine. It used unified modeling language (UML) to make the abstraction of the program, PHP as a language program, and MySQL as the database. The endresult of the study is the grievance might be regarded as less difficult and quicker in addition to its assessment and responses.

Grievances Redressal Mechanism of University Students in India- Policy and Law[7] The study is based on the analysis of complaints from students in college and how to deal with them. The system includes exclusions from admission, withdrawal from studies, abandonment, attendance, participation in examinations, Non-issuance of admission tickets, unfair screening, delay in results, issuance of graduation/grade reports, harassment, discrimination based on caste, race, religion, gender, etc.

An Online Grievance Redressal system [8] The website is mainly aimed at reducing manual processing and receiving all complaints about the college, providing updates on complaints and managing data handling complaints, and facilitating the work of users and complaint resolvers. In the system, the possibility to manage users and their data complaints and their profiles can also be easily managed. The data can be easily viewed and modified as needed. The complaint management system also provides the ability to provide monthly reports used to maintain information number of complaints resolved in a given month. It also provides user verification.

A web portal for student grievance support system [9] The project provides an optimized solution for Student complaint Support

System. The model uses a mechanism of conversion from manual to automation. By providing the system to students, complaints are recorded and checked by submitting samples through the system. The proposed model is based on students and institutes.

Online Grievance Management System[10] The project is to provide an optimized solution for student complaints. The proposed model of a student complaint management system can minimize student complaints. It tries to improve the relationship between students and universities by presenting a model of a web-based system for electronic student complaints. The existing system involves manual processing by committees, directors, and relevant departments. The proposed system was able to automatically complete the process using the application.

Smart complaint management system [11] The system includes a web portal that provides a login interface for students and also accepts complaints and consultations with city hall staff. It simplifies processes to easily resolve complaints, forward the complaint to a sub officer. The employee is also given the option to update the complaints progress about processing. The employee and grievance officer have the right to reject the complaint. It also has a module that keeps track of how many complaints are resolved, handled and refused and create graph to illustrate it.

Online complaint management system [12] The online complaint management system provides a way to solve problems faced by the public by saving time and eliminating corruption. The purpose of a complaint management system is to facilitate the coordination, monitoring, tracking, and resolution of complaints, to identify and address problem areas, and to provide companies with effective tools to monitor and improve their complaints handling performance and business.

III. COMPARITIVE STUDY

Sr no.	Paper Name	Author	Technology	Advantages	Disadvantages
[1]	A Prototype for Grievance Redressal Systems	Shaligram Prajapat, Vaibhav Sabharwal, Varun Wadhwani	HTML and CSS, PHP, and SQL.	The projects include complaints regarding the college environment, faculty feedback, and fees collection.	Poor network quality can persist intermittently. As a result, the system for creating and resolving complaints in the form of responses back to corresponding administrators and students can be delayed.
[2]	All India Grievance Redressal App	Viral Patel, Daanyaal Kapadia, Rizvi Education Society, Deval Ghevariya, Shiburaj Pappu	JavaScript, MongoDB, NoSQL.	This Application will give easy access for people to put their complaints to the government	The system has developed an algorithm but has not been implemented in real software.
[3]	State-Level Students Grievance Support System	Satheeswaran Venkatesan, Arjun R, Nidhin A, Pranav C.	HTML and CSS, PHP, and SQL.	The student has the ability to post a complaint easily and specifically using categories through the application	Third party can modify the system.

[4]	Managing and improving service quality in higher education	Moshe Sharabi	Java, HTML, CSS	It provides a service that satisfies the requirements and expectations of the students and works together to enhance procedures and systems.	It is not user-friendly.
[5]	The Application of Service-Oriented Architecture in E-complaint System	Amir Shareghi Najar, Hassan Al-Sukhni, Navid Aghakhani, Hassan Awad Al Sukhni	SOA(Service Oriented Architecture)	The e-complaint system brings more flexibility for complaint departments to change their complaint services.	The system is unable to distinguish between real complaints and fake complaints is one of the most important obstacle.
[6]	Design and Implementation of Online Student's complaint	M.A.Munuhutu,,Luiu Uktolseja	Modeling language(UML),PHP,MySQL	It helps to manage and accommodate the complaint fast and easily thus it can know the strength and weaknesses of an educational service organization then it can deliver a better solution to enhance its service.	It has limitations in data security.
[7]	Grievances Redressal Mechanism of University's Students in India- Policy and Law	Manish Rohatgi, Meenu Gupta	Java, HTML, CSS	The grievance of students include issues related to the course, ragging, harassment, and discrimination.	It is less secure.
[8]	An Online Grievance Redressal system	Mukesh Buldak, Shrikant Pandhekar, Afzal Gigani, Amreshsinh Kachwah, Kundan Patil, Poonam Polshetwar, Pradeep Jadhav.	HTML and CSS, PHP, and SQL.	The website is mainly designed to reduce the manual efforts and receive all complaints about the college. It also provides the current status of complaints. It makes complaint resolving task easier.	The System cannot provide the service to the Users to view their previous Complaints.
[9]	A web portal for student grievance support system	Jincy Denny,Ramya Chanda, Sweta Rani Lenka, A. Srija Reddy ,	Javascript, HTML, CSS, MySQL.	The project is designed in order to reduce the burden of maintaining the bulk of records of all	Grievance paper might be replaced.

		Sahithya Vallabaneni.		student's grievance details of who study in an educational institution.	
[10]	Online Grievance Management System at institute level.	Mohan, P. Poorna Chandra, E. Vijay, M. Logesh	HTML, CSS, PHP, MySQL, XAMPP	It will reduce the time and effort of registering the complaint manually by lodging a complaint online.	The students do not have a channel for tracking complaints
[11]	Smart complaint management system	Devika Radhakrishnan, Nisarg Gandhewar, Ruchita Narnaware, Prayas Parade, Arpan Tiwari, and Pooja vijaywargi	JavaScript, MongoDB, NoSQL.	The system is useful for people to file a complaint with the help of a mobile application which will save the time.	The system doesn't have much accuracy and is not user friendly.
[12]	Online complaint management system	Osman Nasr, Enayat Alkhider.	HTML, CSS, PHP, MySQL, XAMPP	It Identify and target problem areas, monitors complaints handle performance	The users can post their problems but cannot get the details of the problems and some other services.

Table no.1. Comparative study of literature survey

IV. METHODOLY

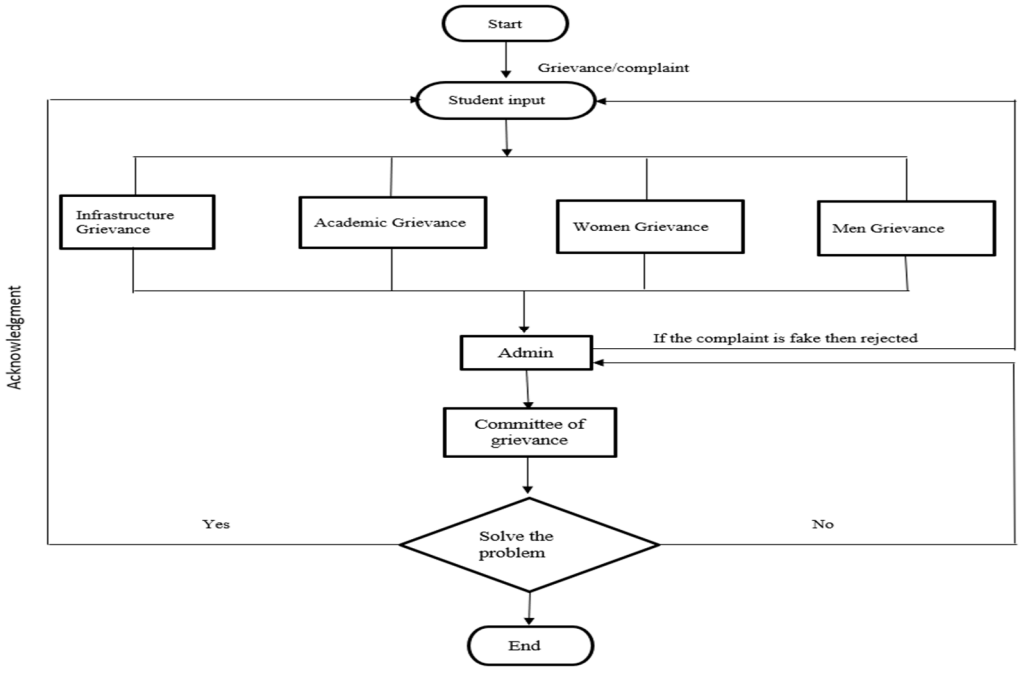


Fig.1 Flowchart of Student grievance redressal cell

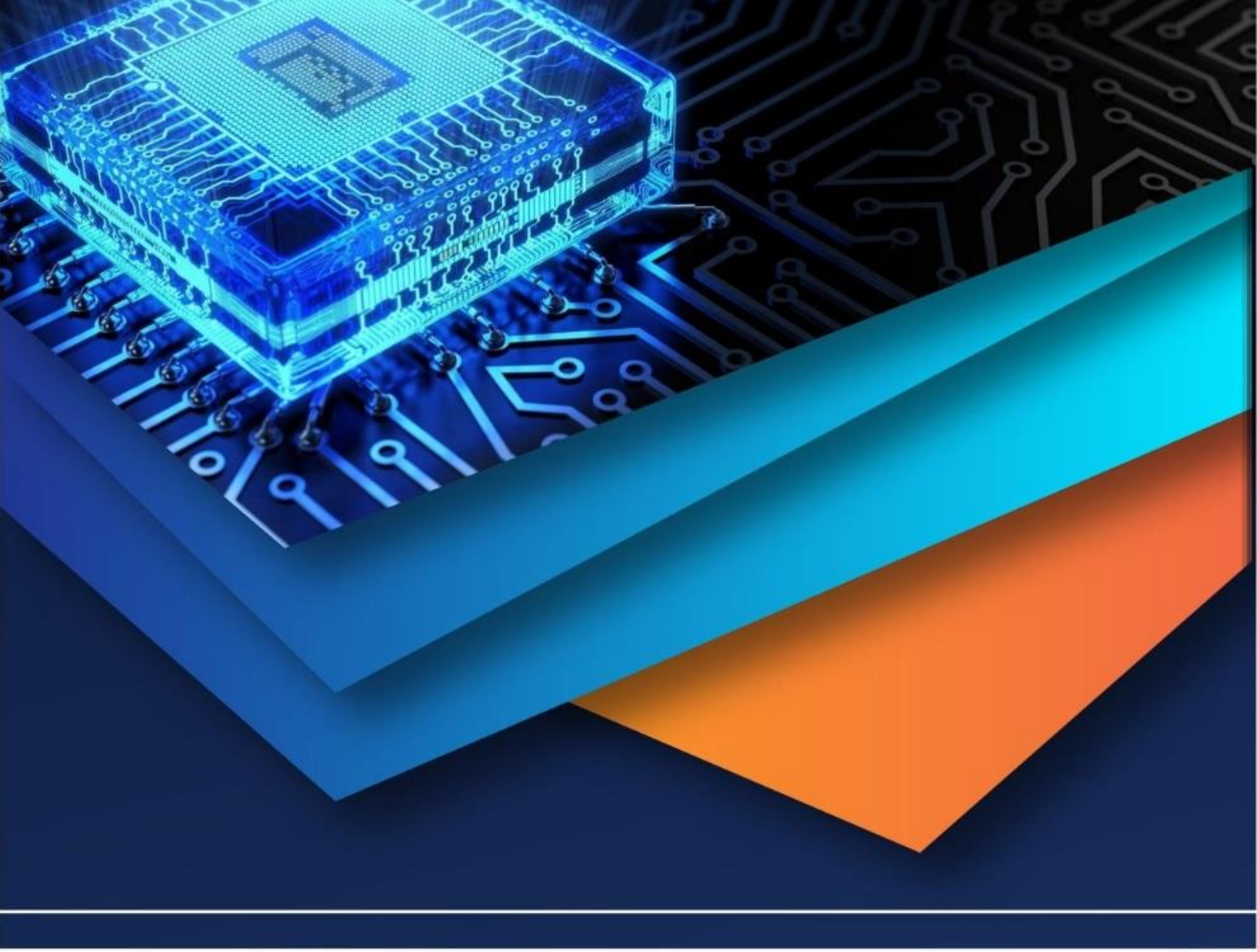
V. CONCLUSION

The above study shows that, the student grievance redressal systems are developed by using python and web technologies. It is an efficient way for students to submit and track their grievances. The system also generates a report that allows administrators to easily view grievances. The system makes it easier for institutions to effectively manage student grievances. It is likely to reduce the manual work on both sides i.e., students and administration. The above study suggests some modification in the present grievance redressal systems. The modifications can be done by covering various complaint domains at a time, making it simple and providing surety of solving the complain

REFERENCES

[1] Shaligram Prajapat, Vaibhav Sabharwal, Varun Wadhwani "A Prototype for Grievance Redressal System" 2018 https://www.researchgate.net/publication/324621040_A_Prototype_for_Grievance_Redressal_System.
[2] Viral Patel, Daanyaal Kapadia, Rizvi Education Society, Deval Ghevariya, Shiburaj Pappu "All India Grievance Redressal App",2020. https://www.researchgate.net/publication/341718997_All_India_Grievance_Redressal_App
[3] Satheeswaran Venkatesan, Arjun R, Nidhin A, Pranav C. "State-Level Students Grievance Support System" 2020 https://www.researchgate.net/publication/346725428_State-Level_Students_Grievance_Support_System.
[4] Moshe Sharabi "Managing and improving service quality in higher education" 2013. https://www.researchgate.net/publication/263599730_Managing_and_improving_service_quality_in_higher_ education.
[5] Amir Shareghi Najar, Hassan Al-Sukhni, Navid Aghakhani, Hassan Awad Al Sukhni "The Application of Service-Oriented Architecture in E-complaint System" 2010 https://www.researchgate.net/publication/232629973_The_Application_of_Service-Oriented_Architecture_in_E-complaint_System
[6] M.A.Munuhutu, Lulu.Uktolseja. "Design and Implementation of Online students' Complaint"(a case study of the English study program at Victory University, Sorong), 31 Jan (2018). https://www.researchgate.net/publication/32936303_Design_and_Implementation_of_Online_Students'_Complaint_ case Study_of_English_Study_Program_at_Victory_University_Sorong
[7] Manish Rohatgi, Meenu Gupta "Grievances Redressal Mechanism of University's Students in India- Policy and Law", 02 Oct (2019). International Journal Of Recent Technology And Engineering(IJRTE).
[8] Mukesh Buldak, Shrikant Pandhekar, Afzal Gigani, Amreshsinh Kachwah, Kundan Patil, Poonam Polshetwar,Pradeep Jadhav. "An Online Grievance Redressal system",03 Mar (2019). International Journal Of Recent Technology And Engineering(IJRTE).
[9] Jincy Denny,Ramya Chanda, Sweta Rani Lenka, A. Srija Reddy , Sahithya Vallabaneni. "a web portal for student grievance support system",05 may (2021). International Journal Of Recent Technology And Engineering(IJRTE).
[10] Mohan, P. Poorna Chandra, E. Vijay, M. Logesh "Online Grievance Management System at Institute level",2019. International Journal Of Recent Technology And Engineering(IRJTE).
[11] Devika Radhakrishnan, Nisarg Gandhewar, Ruchita Narnaware, Prayas Parade, Arpan Tiwari and Pooja vijaywargi." smart complaint management system", (2016). International Journal Of Trend In Research And Development(IJTRD).
[12] Osman Nasr, Enayat Alkhider. "online complaint management system".(2015). International Journal Of Innovation Sciences,Engineering,AndTechnology(IJISET).https://www.researchgate.net/publication/336716292_Online_Complaint_Management_ System.

©IJRASET: All Rights are Reserved | SJ Impact Factor 7.538 | ISRA Journal Impact Factor 7.894 |



10.22214/IJRASET

45.98

IMPACT FACTOR: 7.129

IMPACT FACTOR: 7.429

INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Call : 08813907089 (24*7 Support on Whatsapp)