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# Grievance Redressal Portal

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***Abstract: Our aim is to address and streamline the grievance resolution process within the university setting, focusing on issues pertinent to the academic, administrative, and infrastructural domains.***
***This web portal is user friendly interface. Thus the users will feel very easy to work on it. By using this system admin can manage all the data of students, teachers and parents. The students, teachers and parents of students create a new account before logging in or he/she can log into the system with his/her created account.***
***The portal incorporates a refined categorization system to precisely classify grievances within the unique context of LNMU. By categorizing issues related to academics, administration, and infrastructure, the portal ensures that each grievance is directed to the relevant authority for swift resolution. The portal offers a systematic and transparent approach to grievance resolution. The research explores the design, functionalities, and impact of the portal in fostering a responsive and accountable campus environment.***

## I. INTRODUCTION

A grievance is an oppressive state of things caused due to any wrong or hardship suffered by an individual which forms legitimate grounds of complaint and the complaint demands a remedial action. Grievance redressed mechanism is a part of the prevalent machinery of any administration. Redressal of the grievances is considered as a parameter to measure the efficacy of an organization. No organization can claim to be responsive and user-friendly unless it has established a well-versed system of grievances/complaints redressal. A redressal mechanism would cover complaints of not only a refusal to the return of documents or certificates, any irregularities in the admission process, but also complaints regarding harassment and victimization including harassment. It works functions for several purposes including ensuring a democratic campus environment acquainting all the faculty and students about their rights thus ensuring qualitative as well as the quantitative development of the organization. Providing high quality research leading to creation and dissemination of knowledge.

## II. PROBLEM STATEMENT

The limitation and drawback of the existing system that forced us to take up this project. Really that work was very typical to manage the daily errors free records and adding or removing any node from server. This problem produces a need to change the existing system. The biggest problem was the low functionality. The problem faced hampered the work. For small task like adding any new node to server or deleting a node or keeping daily record we have to appoint minimum two or three employee. Humans performed all the tasks, as in the human tendency, error is also a possibility. Therefore, the inputs entered by the person who is working in the Company, in the registers may not be absolutely fool proof and may be erroneous. As a result of wrong input, the output reports etc. Will also be wrong which would in turn affect the performance.

## III. JUSTIFICATION

The development of a Grievance Redressal Portal focused on addressing issues within Lalit Narayan Mithila University (LNMU) serves as a crucial and justified endeavor in the realm of technology and higher education administration. LNMU, like many academic institutions, contends with various challenges related to grievances spanning academic, administrative, and infrastructural domains. The implementation of a dedicated portal addresses the pressing need for an organized and efficient mechanism to handle and resolve these grievances. By streamlining the grievance submission process and incorporating automated workflows, the portal enhances administrative efficiency, reducing the manual workload associated with grievance management. Moreover, the real-time tracking and notification features ensure transparency, providing stakeholders with visibility into the progress of their concerns. Customizing the portal to LNMU's unique context allows for a tailored approach to grievance categorization and resolution workflows, ensuring that the platform aligns closely with the specific challenges faced by the university. This project, therefore, not only contributes to the technological advancement of the institution but also fosters a positive and accountable campus culture, ultimately enriching the overall academic experience for students, faculty, and staff at Lalit Narayan Mithila University.

 

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## IV. RELATED WORK

Massachusetts Institute of Technology (MIT) has implemented an online grievance redressal system, enhancing accessibility and efficiency. This portal allows students and faculty to submit grievances digitally, streamlining the entire process. The system's recorded data helps administrators analyze trends, identify systemic issues, and make informed decisions to improve the overall academic environment.

JNU's grievance redressal system provides a centralized platform for students and faculty to voice their concerns. By recording and categorizing grievances, the system enables administrators to track and address issues systematically. The data collected helps in generating reports, offering insights into recurring problems, and supporting evidence-based decision-making.

IIT Bombay has implemented a grievance redressal system that allows students and faculty to submit grievances online. The recorded data from this system facilitates efficient tracking of grievances, timely resolution, and provides administrators with valuable insights into recurring issues. This contributes to a transparent and accountable institutional environment.

The University of Delhi utilizes a grievance management system to address concerns from students and faculty. The recorded data helps in analyzing the nature and frequency of grievances, enabling administrators to make informed decisions for process improvement. The system enhances communication between stakeholders and supports a fair and systematic resolution process.

## V. FUNCTIONAL REQUIREMENTS

The grievance redressal portal for Lalit Narayan Mithila University, designed to serve students, parents, and teachers, encompasses various user-centric functional requirements. The portal should facilitate a secure and user-friendly registration and authentication process, ensuring data privacy and security. Users must be assigned differentiated roles and permissions, granting them access to personalized dashboards that display relevant information, including the status of submitted grievances and historical data. The grievance submission process should be intuitive, with mandatory fields for detailed information and support for document uploads in various formats. Real-time tracking of grievances, coupled with an effective communication system, will keep users informed of updates and resolution status. The portal should categorize grievances, establish a clear resolution workflow with defined timeframes, and allow for feedback on the process.

### *A. User Registration and Authentication*

Secure user registration for students, parents, and teachers.
User authentication mechanisms to ensure data security and privacy.

### *B. User Roles and Permissions*

Differentiated access levels for students, parents, and teachers.
Admin roles for system administrators to manage and oversee the grievance redressal process.

### *C. Dashboard*

Individualized dashboards for each user type displaying relevant information.
Overview of current grievances, their status, and historical data.

### *D. Grievance Submission*

A user-friendly interface for submitting grievances.
Mandatory fields for grievance details, such as nature of grievance, date, and supporting documents.

## VI. NON-FUNCTIONAL REQUIREMENTS

### *A. Performance*

The portal should support a large number of concurrent users, especially during peak times.
Response times for actions such as grievance submission and tracking should be minimal to ensure a smooth user experience.

### *B. Scalability*

The system should be scalable to accommodate future growth in user numbers and data volume.
It should be able to adapt to changes in the university's structure and policies.

*C. Availability*

The portal should have high availability, with minimal downtime for maintenance.
A reliable backup and disaster recovery system should be in place to ensure continuity of services.

*D. Reliability*

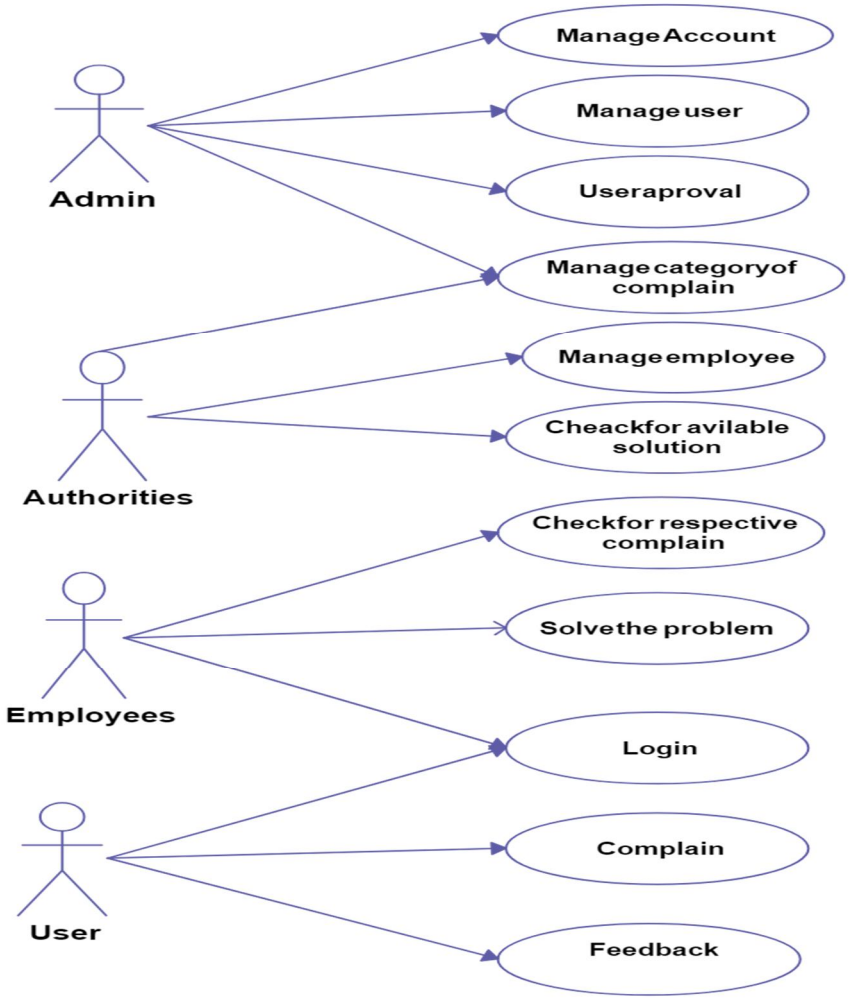
The system should be reliable and resilient, minimizing the risk of data loss or corruption.
It should have mechanisms in place to recover gracefully from failures.

*E. Security*

Implement robust data encryption to ensure the confidentiality of user data.
Incorporate strong authentication and authorization mechanisms to prevent unauthorized access.
Regular security audits and updates should be conducted to address potential vulnerabilities.

## VII. SYSTEM DESIGN

The system design for the grievance redressal portal at Lalit Narayan Mithila University features a three-tier architecture comprising the presentation layer, application layer, and database layer. The layer delivers a user-friendly interface with personalized dashboards for students, parents, and teachers. The application layer houses modules for grievance submission, tracking, communication, and analytics. A relational database in the third layer ensures efficient data storage and retrieval, integrating seamlessly with the university's systems via secure APIs. The system emphasizes security with HTTPS, regular audits, and user-friendly features. The diagram visually represents the interconnected layers, showcasing the efficient flow of information and interactions among users and the portal.



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## VIII. CONCLUSION

This Grievance Redressal System is an attempt to highlight the fact that there are hardly such systems prevailing curtailing to the complaint redressed for students enrolled in. numerous organizations. This paper has demonstrated a proposed GRS 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 or redressed to the problems being faced by a student on a regular basis. The technologies used comprise of HTML and CSS to design a user-friendly graphical user interface, PHP, and SQL to keep track of the records at the back end. This system would be suitable for any organization for the resolution of complaints and thus lead to a qualitative and quantitative development of the organization.

In future it is planned to develop our own web server to host the web application. Building Android Application for the system is also one of the future scope's of this project.

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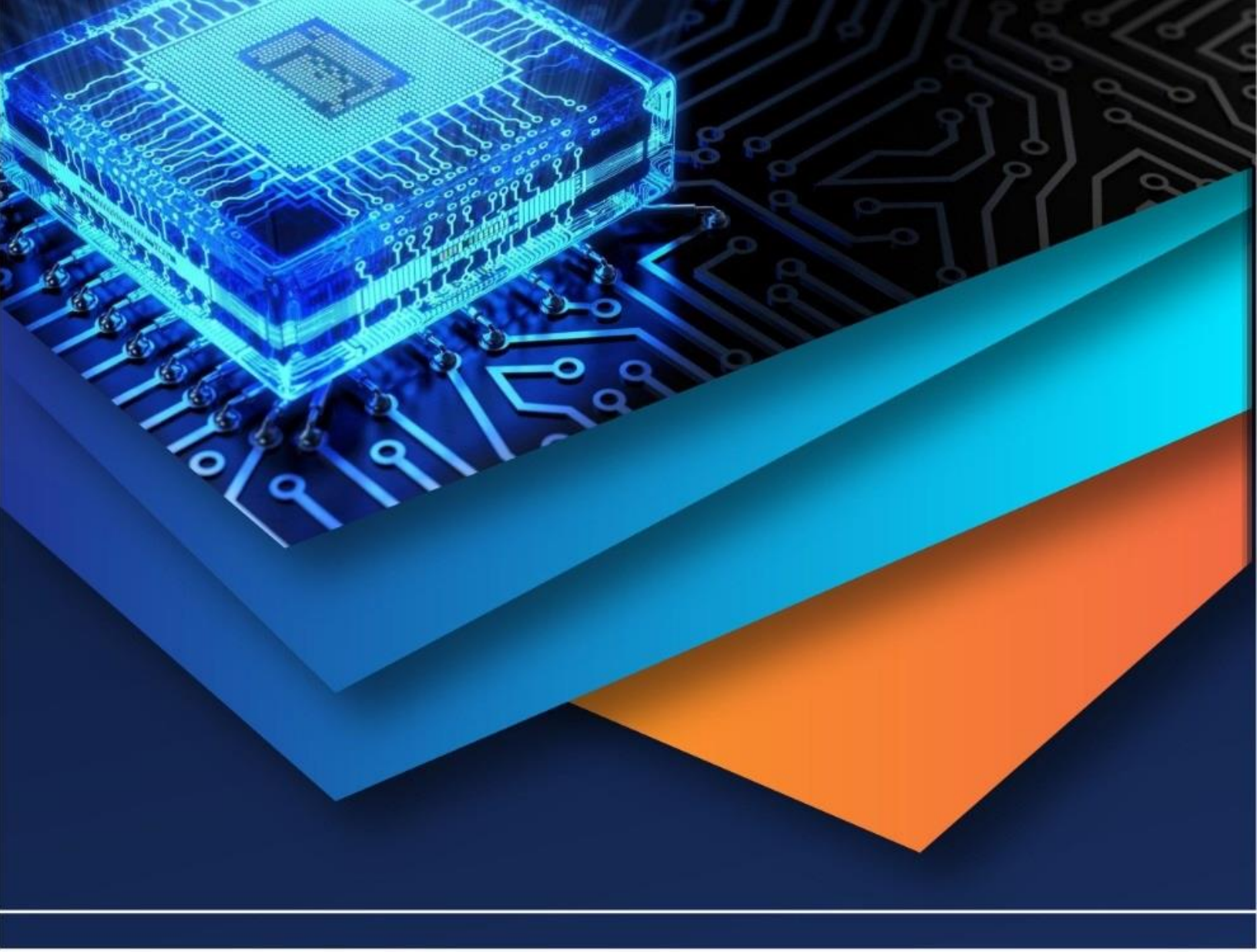

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