



## Student Grievance Redressal System

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**Abstract:** A grievance is a discontent or dispute which could arise at any level in any organization. If the organization is an academic institution, then this issue becomes more sensitive and important. Students are the most vulnerable entities at educational institutions often fail to express and sometimes fail to seek proper support for the issues they face arising at numerous levels. Thus, on analyzing the prevailing state of redressed mechanisms of grievances at some of the prestigious colleges of Madhya Pradesh, it came as a revelation that none of them had a completely formulated grievance redressal mechanism to address the arising conflicts in the lives of the students. In wake of the above-mentioned problem as an implication, a prototype of grievance redressal has been worked out which could comply well with the solution provision for the arising conflicts for students. In this paper, we focus on the development and the execution of the above-mentioned prototype which could be incorporated to adhere to the grievance redressal for students. This paper puts deep insight into incorporating all those problem areas which were found on the basis of the analysis phase plus some additional necessary areas.

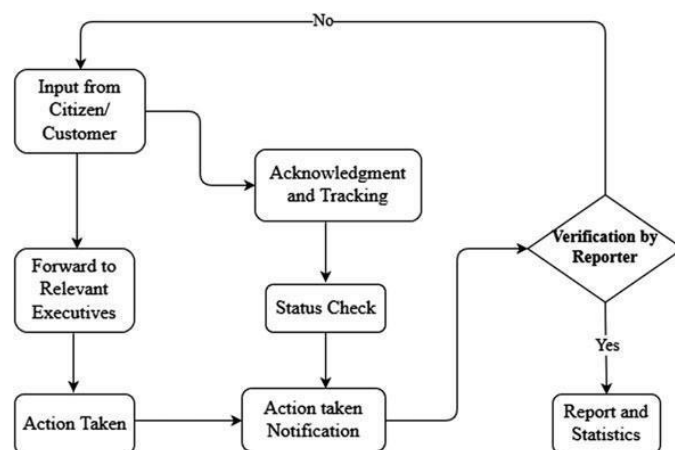
**Keywords:** Grievance, organization, Redressal

### 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.

A typical grievance redressal system (GRS) is shown in Fig. 1, and 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. Moreover, considering the nature of and the severity of the grievances, the due inquiry is made by the members of the cell, followed by giving punishment if anyone is found guilty.



## II. Related Work

In the literature, time to time reporting is available regarding demand and usage of GRS for various domains such as e-governance, public administration, Municipal Corporation, ragging offenses in student community, and sexual harassment in an organization. The key observations during the literature survey are listed below.

Analysis of various online services provided by, specifically four Indian states, has been presented and the importance of online grievances redressal mechanism is highlighted to combat corruption in the bureaucracy. Various metrics associated with the GRSs have been taken into account, and a scale has been devised. The performance of the states into consideration has been measured on the scale. Dipankar explores the utility of complaint registration system in India. Fear of revealing the identity makes complainant go anonymous or pseudonymous. It becomes a tough job for the authorities to know the authenticity of the complainant. Therefore, the solution is presented so that complainants can complain being intrepid, at the same time allowing the authorities to examine the originality of the complaints.

Redress procedures are said important for basic fairness. Effective functioning of the system is possible when both demand and supply sides work well. It is also pointed out that grievances and complaints redressal regarding basic service delivery are not sufficiently developed in many countries and deserve further analysis, investigation, and subsistence.

The success of an e-governance system, online public grievance redressal system (OPGRS), from the perspective of the citizens of India is examined using an integrated IS success model. The model includes the elements like system quality, information quality, service quality, perceived usefulness, perceived ease of use, perceived satisfaction, perceived risk, and behavioral intention. It is hence emphasized as a useful tool for a transparent and corruption free country.

The study inferred that in grievance administration role of insurance ombudsman is very important and constant increase in the number of complaints received by various ombudsmen across India shows that the policyholders are gaining their confidence and trust in the institution of Insurance Ombudsman.

The studies displayed expand on suggestions and outcomes of systems to handle feedback and open criticism related to services provided to and managed for the inhabitants of different cities.

Designed to make government–citizen relationship more effective and trans-parent, the implications described are that new forms of GRSs result in an e-based divide between those who utilize newer forms of grievance redressal for quality improvements in service provision and adverse

incorporation of those who still work through ‘negotiated spaces’ to realize a basic level of service provision. there is an emphasis on developing a value-based work culture in educational institutes. Also, there are some ways suggested to structure a preventive measure and fair procedure to develop a better and reliable organizational culture in educational institutions free from issues related to sexual harassment and exploitation.

Challenges associated with the automation of non-profit organizations (NPOs) and non- governmental organizations (NGOs) is addressed along with guidelines to automate them easily.

Practice of ragging in educational institutions of South Asia has been highlighted and ways to curb the menace of ragging have been explored. Similarly there is a study of sexual victimization of college women and its methodologically sound assessment is given.

Our work includes the ideologies mentioned in the papers in some or other way. We have used and reconfigured them according to the needs of the educational institutions of India.

We have analyzed the working of current systems, what facilities being provided to the students, and how their grievances are being redressed in various educational institutes and found where they lag or fall behind. Using the analyzed facts and information, we propose some additional features and attributes to fill the aperture in the current system.

There have been various researches done and papers available on GRSs but all of them are for public sectors companies, municipal corporations, and e-governance systems or contain only one or two of the problems faced by the students in the educational institutions but none of them include each and every domain of grievances related to students.

In addition to that, many systems lack in proper channelization of complaints to solve them in time with proper understanding and solution. There is also a need for more transparency and guaranteed solutions.

Proper channelization means a structured way or passage to forward complaints by categorizing them according to their nature, intensity, and urgency and passing them to the concerned authorities in that way. There has no work been done specifically in the domain of problems faced by students in the educational institutions, especially in India. So, there is a need for developing a system that is robust, transparent, and fair and allows fast and reliable solutions to each and every problem faced by the students.

Thus, the communication gap between the students and the system may be man-aged by an automated system of GRS, where students generally are unaware of their rights and hence do not know what to do and what action to take at the time of difficulty or trouble. This lack of information and

unawareness among the students is only due to the hazy way of working. At times, students do not want to reveal their identities due to the severity of complaints or afraid of being harmed, and there is no such provision available in the current systems of various educational institutions in India.

### III. Approach for Handling the Presented Issue

To design and implement GRS, the entire process is divided into study and analysis phase and design phase. The former phase includes the development of questionnaire made to know the facilities and problem encountered by the student in different institutions. In the design phase, identification of the entities and their relationships is done along with designing numerous UML diagrams of the pro-posed system. The logical model of the system has been designed, normalizing the relations. Data flow diagram of the whole system has been constructed. Flowchart of each process of DFD is constructed for better flow of data and its verification (included in project report). The proposed model is the physical design of the system defining the software and hardware requirements.

The coding phase may be considered as a deployment stage for GRS. The design of the system is implemented through actual code. Proper validation of data is used. Proper validation on important fields is provided. The user does not need to have the knowledge of the code, and the output is defined user-friendly.

Testing phase can also be followed on various test cases and data set. Testing could be done by taking different use cases. A record is updated every time a student enters details. Update when a complaint is registered. Records are managed when a student checks the complaint status.

### IV. Modeling of Grievance Redressal System

The modeling of proposed GRS system requires a completely automated system, thus helping the user retrieve the information as soon as possible. The backup plans are provided in the form of the database helping avoiding data in case of catastrophic situations. Hence, the system is reliable to perform in adverse situations. The system is scalable and can be expanded and customized to meet the needs of the firms for which it will be implemented. Moreover, the system provides a user-friendly interface with a realistic view. The system provides search facilities to search a specific entry matching in the database, and this system consists of an auditor as a supreme body to monitor the entire system's performance. The system consists of an administrator and a collector within whom the tasks can even be passed at the time of encountering someone not proficient in handling the given task, and thus the system works smoothly without further delays. Victim's authentication is done beforehand in order to avoid the

nuisance which might arise in the manual system. The aim of the proposed GRS (prototype in Fig. 2) is to address the issues present in the current system, implement validation techniques (with respective stakeholders, as shown in Fig. 3) that will help reduce the margin of error in operations, providing adequate data backup facilities in order to ensure system restart even after a calamity and ensures consistency. It is a foolproof system that simulates and replaces the present manual system.

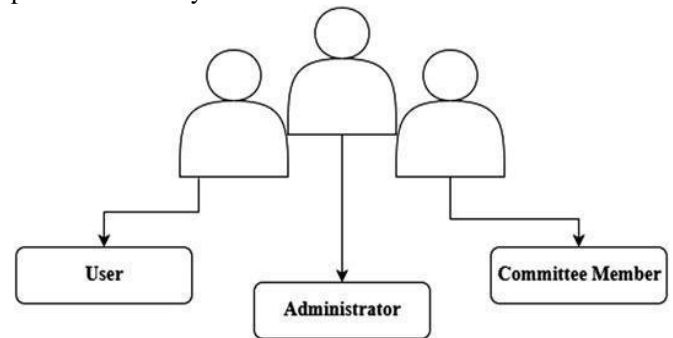
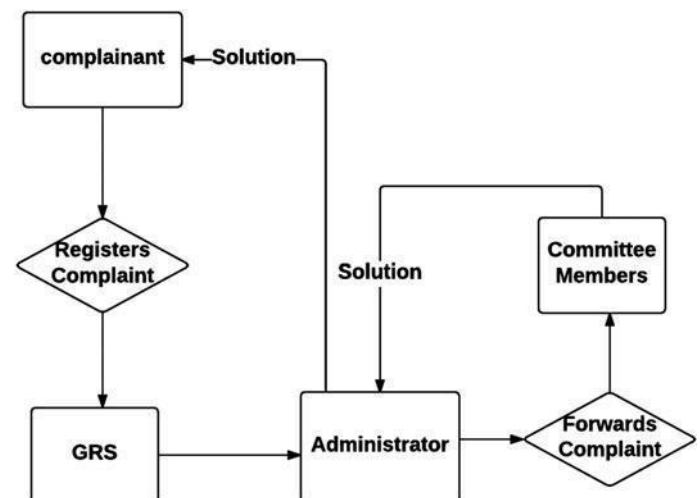


Fig. 2 Prototype of the proposed system



### V. Pros And Cons

The pros and cons of the proposed GRS system primarily includes human negligence since the system, though an automatic prototype to redress the complaints of the students/victims, will be handled by humans who could be negligent at times in forwarding complaints to the respective committee member or while providing solutions to the respective administrator.

Another shortcoming includes a poor network which could persist at times; as a result, the system of forwarding and resolving the complaints in the form of sending back the answers to the respective administrators and then to the respective students could get delayed, the proposed GRS system being based on simple mail transfer mechanism.

## VI. Conceptual Flow of Data inGRS

To develop a working GRS, the flow of data from one component of the system to other is depicted by Fig. 4.

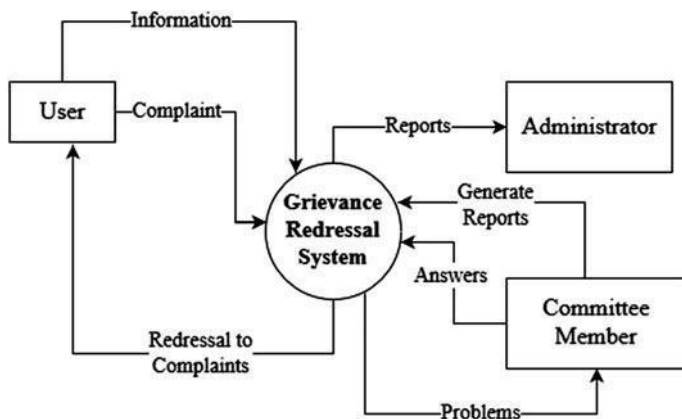


Fig. 4 Context flow of grievance redressal system

## VII. Future Enhancements

The GRS working on the pretext of the grievance redressal for the students currently works as a Web application among the various members and the targeted audience. To extend this further to fulfill various requirements, following enhancements are suggested:

- 1) Though many future enhancements of the system worked upon are possible, the prime focus includes the development of a mobile application in order to increase the mobility of the application since the future demarcates the usage of mobile applications and as seen portable devices are ubiquitous which will facilitate the receiving of all the notifications in the cell phone by the members and students associated with the application further increasing the reliability of the system and the rate of problem-solving.
- 2) A toll-free helpline could be made available on a 24/7 basis for the victims in order to lodge complaints at emergency hours or to seek counsel in case of catastrophes.
- 3) Above all, a tracker could be added as a part of the future perspectives in order to track the performance of various committee members involved into the process on the pretext of the provided feature of the report generation.
- 4) A toll-free helpline could be made available on a 24/7 basis for the victims in order to lodge complaints at emergency hours or to seek counsel in case of catastrophes.

## VIII. Conclusion

This paper 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.

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