

Student Grievance Redressal Cell

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Abstract: *A criticism is that the dispute that arise at any level of organization. In an education organization, a student's community is the most exposed to the possibility of being attacked entity. In many circumstances students fail to state their issues and sometimes fail to seek out proper support for the issue they are facing in an organization. On analysing the above mention Issue. we designed at Student Grievance support system to deal with the grievance and to seek the Redressal. The web application's builds a platform's for the students to lodge the arising conflicts in their daily walk of lives. In the web application students can address their complaints which are forwarded to the University clerk. The University clerk will forward the valid complaints to the Departmental clerk supporting the sensitivity of the matter. The Departmental clerk will take action and update the status which can be viewed by the students. This project provides the condition of being see-through to the students which can be incorporated to supply solutions to the students*

Keywords: Grievance, Redressal, Web Application, Supports

I. INTRODUCTION

A Grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not. The grievance has rising in several organizations, institutes, colleges as well in universities. As seen nowadays it is not possible to solve particular student's issues or it's not possible to communicate with particular staff to solve issues. Grievance system can be handled directly by universities through their own websites. Our project is an online platform to receive and act on complaints reported by students of Universities, enabling prompt actions on any issue raised by them and to avail services more effectively. Hence by this, it is easy to students to communicate with our website. The fully automated system includes a user interface for students and admin/grievance cell member's interface for managing the entire system. Grievance system helps you to achieve to make your doubts or any issues clear. This project is a web application development project in which only particular university students can access the Grievance websites for their issues. In this grievance system students can deal with any types of Complaints, issues or doubts. This website will be safe and secure. This project is intended to maintain for student protection and assures that it is being accessed only by particular Universities. With the help of malicious codes and programs, hackers or an intruder can gain access to the system and website. For this issue we had maintained full privacy and security for our website. This website will use by all universities but by entering their university code as well for students, particular student will use this website by entering their details and their college name. The website will use on any system. No one can visit your profile or view your details or no one can see or read your grievance on website hence privacy and security is maintain. Our website is user-friendly and maintain with privacy and security.

II. MOTIVATION

The motivation behind creating a Student Grievance Redressal Cell project could stem from a desire to ensure a fair and transparent system within educational institutions. It aims to provide students with a platform to voice their concerns and seek resolution for any issues they encounter, ultimately fostering a conducive learning environment. Additionally, such a project demonstrates a commitment to student welfare and promotes accountability within the institution.

III. LITERATURE REVIEW

A literature review on student grievance redressal cells reveals a multifaceted landscape shaped by institutional policies, student expectations, and administrative responses. The following synthesis encapsulates key themes, findings, and gaps in the existing literature.

Student grievance redressal cells serve as vital conduits for addressing students' concerns, ensuring procedural fairness, and fostering a conducive learning environment. Studies underscore the significance of these mechanisms in promoting transparency, accountability, and institutional responsiveness. For instance, research by Singh and Singh (2018) highlights the pivotal role of grievance redressal cells in resolving conflicts, enhancing trust, and bolstering institutional credibility.

Effective functioning of such cells hinges upon clear procedural guidelines, impartiality, and timely resolution of complaints. Shah et al. (2020) emphasize the importance of structured grievance redressal mechanisms supported by trained personnel and accessible channels of communication. Conversely, inadequate resources, bureaucratic hurdles, and procedural complexities can impede the efficacy of grievance redressal systems (Kumar, 2019).

Comparative analyses shed light on variations in grievance redressal frameworks across institutions and countries. While some universities adopt decentralized models with department-level grievance cells, others centralize the process through dedicated ombudsman offices or online portals (Mohanty & Gupta, 2017). International studies offer insights into alternative approaches and best practices, informing local adaptations and policy reforms.

Despite their potential benefits, student grievance redressal cells face several challenges and limitations. Research identifies issues such as underreporting of grievances due to fear of reprisal, lack of awareness about available mechanisms, and perceived biases in decision-making (Rao & Reddy, 2016). Moreover, procedural delays, administrative apathy, and inadequate redressal outcomes can undermine student trust and confidence in the system (Srivastava, 2019).

Empirical evidence on the effectiveness of grievance redressal mechanisms remains mixed, necessitating further empirical inquiry and evaluation. While some studies report high levels of satisfaction and perceived fairness among students (Sinha & Choudhury, 2018), others highlight persistent gaps in implementation and outcomes (Gupta & Jha, 2021). Longitudinal studies tracking the resolution rates, recurrence of grievances, and stakeholder perceptions could provide valuable insights into the evolving dynamics of grievance redressal systems.

Recommendations for enhancing the efficacy of student grievance redressal cells encompass a range of strategies, including capacity building for staff, streamlining procedures, promoting awareness campaigns, and leveraging technology for efficient case management (Sharma & Kaur, 2020). Moreover, fostering a culture of openness, inclusivity, and constructive dialogue is essential for cultivating trust and confidence in the grievance redressal process (Malik & Sharma, 2019).

In conclusion, the literature on student grievance redressal cells underscores their critical role in addressing students' concerns, promoting institutional accountability, and fostering a conducive learning environment. While existing research provides valuable insights into the functioning, challenges, and potential reforms of these mechanisms, further empirical studies and comparative analyses are needed to inform evidence-based policy and practice in this domain.

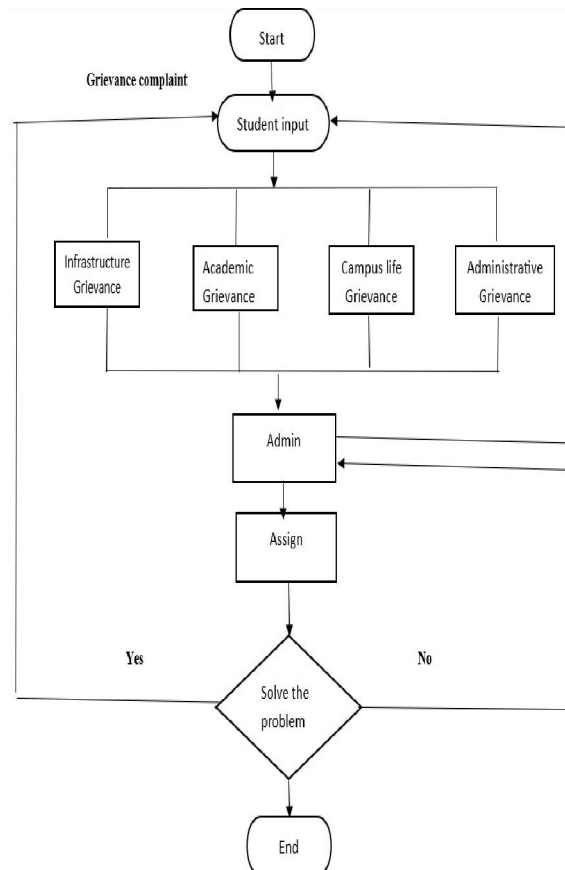
IV. METHODOLOGY

We shall now discuss the methodology, tools and techniques that have been used to develop our system in this section.. A thorough system methodology is required to ensure the successful implementation of a web application that enables students to submit their complaints online. The use of Tkinteron frontend allows you to create an interactive and user-friendly interface that will enable students to communicate their complaints effectively. In addition, such technologies make it easier for designers to develop and visual responsive designs that would enhance user experience. The same is applied for the administrator's portal, which helps in easier management of the system as well as the upcoming grievances.

The main programming languages used to process most of the data are python and postgresSQL andPgadmin in the backend. These languages can handle the high volume of data in an efficient manner and provide feedback without delay to students. Furthermore, they facilitate efficient data recovery and storage by making it easy to integrate your database with the frontend. We used a four-phase system methodology, for the student grievance system to be

developed. The four phases are planning, analysis, designing and implementation. The planning phase comprises defining the system's goals and scope, determining the resources needed, and creating a schedule for the project. The analytical phase identifies opportunities for improvement, evaluates the effectiveness of the present student grievance procedures, and establishes the functional needs. It is very important to note that the system that we are designing does not exceed the budget and system and server costs should satisfy the requirements. The system's architecture, database schema, and user interface are created during the design phase, while system development, testing, deployment, and maintenance are covered during the implementation phase.

V. ARCHITECTURE



VI. WORKING

The grievance redressal process typically involves the following steps

Stage 1: Grievance Submission

Students can submit grievances through an online system or directly to the cell. Grievances can be related to academic, administrative, discriminatory, harassment issues and others.

Stage 2: Grievance Review and Investigation The cell reviews and investigates the grievances in a timely and impartial manner. Appropriate actions are taken to resolve the grievances.

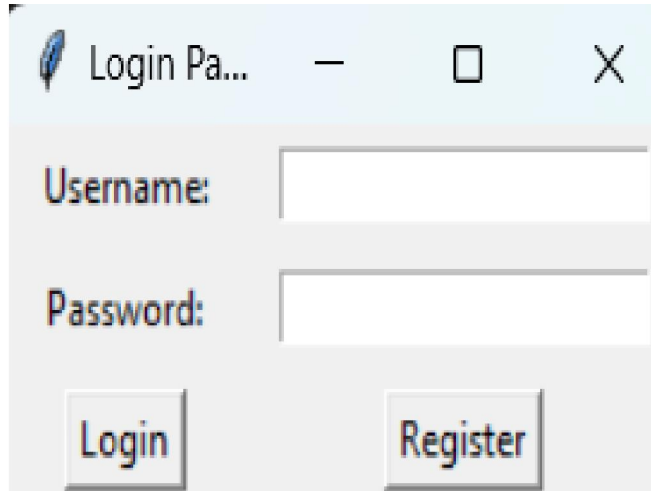
Stage 3: Grievance Resolution and Feedback The resolution and outcome of the grievance are communicated back to the student. The cell monitors the status and progress of grievance redressal.

VII. CONCLUSION

In conclusion, the student grievance redressal cell plays a crucial role in addressing and resolving issues faced by students in academic or non-academic matters. It is important for students to feel heard and supported when they encounter difficulties or challenges during their academic journey. The cell provides a platform for students to voice

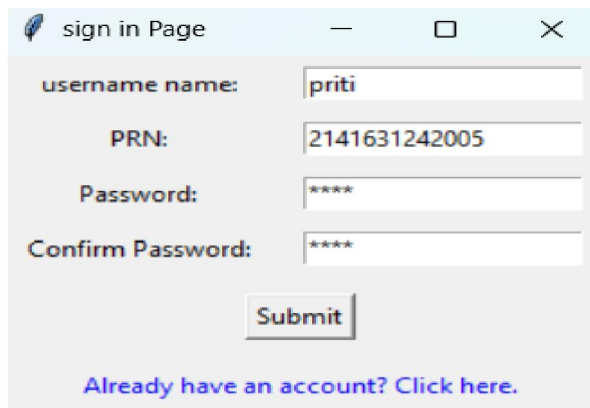
their concerns, seek solutions, and ultimately create a positive and conducive learning environment for all. By promoting transparency, accountability, and fairness, the cell helps in maintaining a healthy and harmonious relationship between students, faculty, and administration. It is essential for the cell to function efficiently and effectively in order to ensure that student grievances are addressed in a timely and satisfactory manner. Overall, the student grievance redressal cell plays a vital role in upholding the rights and welfare of students, and contributes towards the overall growth and development of the academic institution.

VIII. OUTPUT



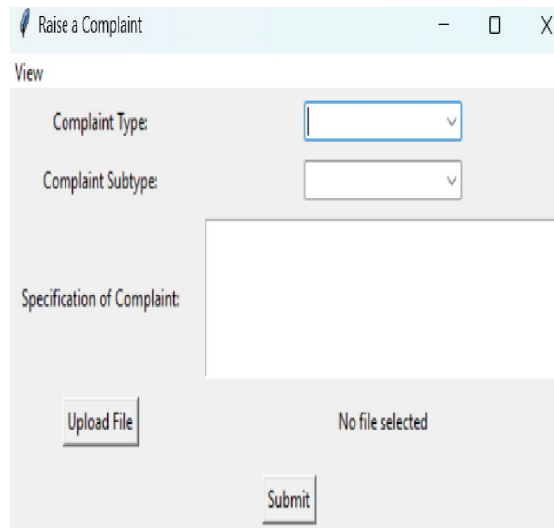
A screenshot of a web application window titled "Login Pa...". It contains two input fields: "Username:" and "Password:". Below these fields are two buttons: "Login" and "Register".

Front page

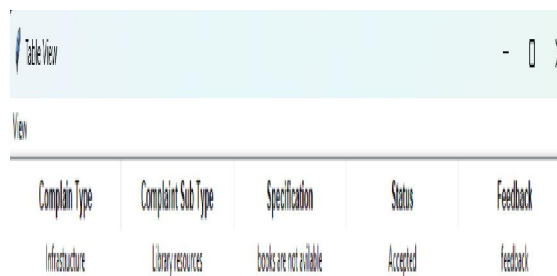


A screenshot of a web application window titled "sign in Page". It contains four input fields: "username name:" (with the value "priti"), "PRN:" (with the value "2141631242005"), "Password:" (with masked characters "*****"), and "Confirm Password:" (with masked characters "*****"). Below these fields is a "Submit" button. At the bottom, there is a link: "Already have an account? Click here."

New User Registration

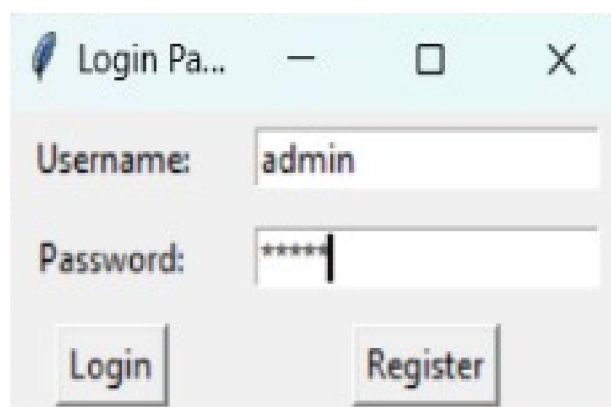


Lodge Complaint Section



Complain Type	Complaint Sub Type	Specification	Status	Feedback
Infrastructure	Library resources	books are not available	Accepted	feedback

Submit Complaint Prompt



Admin Login

Table View					
View					
<input type="button" value="Data Complaint"/>					
ID	Complain Type	Complain Sub Type	Specification	Status	Username
1	Academic	Course content	course is lengthy please make it short	Rejected	Gayatri
3	Campus Life	Sanitation and cleanliness	washrooms are not clean	In progress	pratiksha
4	Academic	Exam related issue	Result are not declared in time	Accepted	Aamika
5	Campus Life	Sanitation and cleanliness	washrooms and classrooms are not	In progress	Gayatri
6	Infrastructure	Library resources	books are not available	Accepted	priti
2	Administration	Fee structure	financial condition are not good	Rejected	Gayatri

Accept

Decline

Admin Remark

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