

Grievance/ Complaint, Suggestion Registration for College

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Abstract: - *In College to file complaint there are complaint box or suggestion box for the suggestions. The propose system aims to overcome the problem faced by students for the delayed response in resolving several issues. Because of the prospective system it is possible to solve the issue as early as possible. The propose system is for student which helps them to solve their complaints. The Issues that would be addressed using this propose system is as follows: Classroom, Labs, Library, Campus, Hostel, etc. The proposed work is designed in such a way that user can register in the system by their unique id. Student can share their problems through propose system .Faculties can tackle the issues of students, if problem is not solved by respective faculty then it can be send to the higher authority for further processing. Faculty or student can share some study related material for their college as well as for students of other colleges. Now a days, students do publicity of their college events by visiting to other colleges, due to proposed system students and faculty can easily share their college events globally .Also college faculties can inform about various drives to students through this system. It is not easy to find another department faculty cabin in college for college student and also to new student so propose system provide feature due to*

that student can easily find the faculty cabin by using the map in system which is provides actual location.

Index Term- Complaints, suggestions, register, event, drives, faculty cabin, map.

I. INTRODUCTION

Student's complaints are handled institutionally in a variety of ways, depending on the area, nature and severity of the complaint. Students typically bring minor complaints directly to the institutional office most directly responsible, and a complaint will be handled in accordance with the policies and procedures of that office. If the complaint cannot be resolved at that level, the matter should be brought to the appropriate higher level administrative office within the reporting structure. The traditional method followed since long time is either providing a suggestion/complaint box in the campus at a specified location or directly approach the higher authorities for same. It is a time consuming process to collect all the suggestions/complaints from the box then segregate them according to the departments. This approach reduces the students' response. Students visit to other colleges for doing publicity of events arrange by their colleges. That process is time consuming and just by visiting to college it is not possible to convey information of event

to all students in less time. Sometimes it may happen students need other department faculty help that time it is difficult to find cabin of respected faculty.

II. EXISTING SYSTEMS

According to the statement released by Minister for Human Resource Development in 2012, every higher education institution should have Grievance Redressal mechanism to address the complaints of students and faculty members. As per the statement, UGC, AICTE and NCTE required all central educational institutions, technical and management institutions under AICTE, deemed to be universities and teacher education institutions under NCTE to set up Grievance Redressal System.

(IRJET) Apr -2017 COMPLAINT MANAGEMENT SYSTEM The proposed system consist Complaint Management system is web based application and it is designed to keep track of complaints registered by the college department/lab staffs, so this system need to have distributed platform independent web application. The task of Administrator executives can control all the activities in the system, for creating issue using call registration, assign to service engineer and check the service engineer's performance. This System able to show the reports like department wise pending closed calls, open calls, Daily call registration and Engineer performance Report.

III. PROPOSED SYSTEM

The main motive of this proposed system is to provide due ease in college activities. To accomplish the same motive system provides the registration process through the web portal. The very first page for student is to create a new profile, then it directs to the next page

accepting few details like department, year of study, etc. Same for the faculties and head's. It contain little bit changes like Department Code, whether Professor/Lab Assistant, if class teacher then asks for department and respective division. With this it becomes easier to categorize the complaints or suggestions. This makes it easy for the students to interact with the higher authorities in college. The flow for filing the complaints is as follows, the respective student from a particular department will file a complaint which will be first viewed and addressed by the respective faculty. If cannot be handled by the faculty, the complaint is passed on to the Head of Department then to the Director if necessary and so on. The complaints regarding particular department will be viewed only by the respective department only and not by others. But the Director and the Chairman will have the authority to view all the complaints. The students have great medium to suggest their innovative ideas to the college. Students can also react and support at other students complaints/suggestions. Faculties can notify the students regarding various on/off campus drives and events. Now a days, students do publicity of their college events by visiting to other colleges, due to proposed system students and faculty can easily share their college events globally.

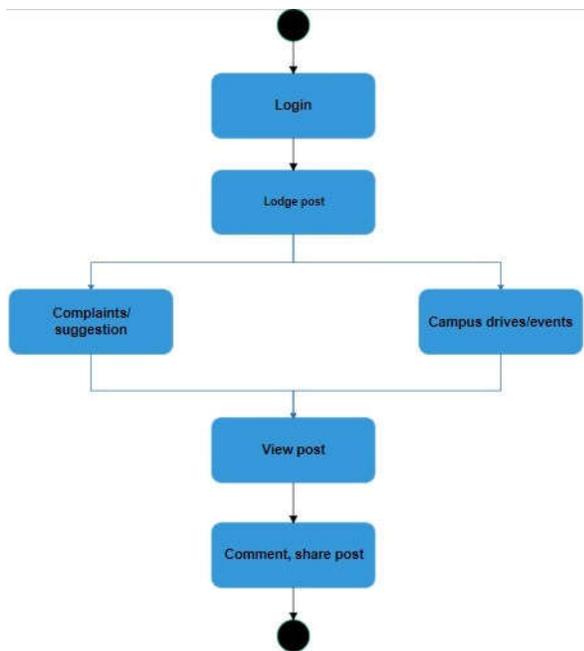


Fig 1. Flow Diagram

IV. FUTURE SCOPE

In addition to propose system it is possible to connect hardware part to the system in future. In order to enhance the existing system one of the best add on can be hardware system which, will inform the peon about the electricity appliances which are left on in the vacant classrooms, this would be helpful in order to save electricity.

V. CONCLUSION

The system provides platform for students to register their complaint, suggestion through post. That post can view by respected faculty so it will solve and status of post also show to user. Students get information of all

on/off campus drives through this system and also events arrange by other colleges, so it is helpful for them. Because of map available in system it is easy to find faculty cabin. Overall system design in such a way that issues of students get solve easily.

VI. REFERENCES

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