

Implementation of Smart JIT Grievances Redressal System using Web Technologies with Android

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Abstract- JIT Grievance Redressal System is developed for Managing Grievance Redressal process is very simple. Because this application consists of 3 Modules for 3 different type of users like Administrator, Students/User and Guest User. In Guest User Module, the student / user can able to post their grievance details quickly without any username & password. In the user module, the user can able to create their own account & after creating an account, the student can login with our own username & password to access our own dashboard. In the user dashboard, the user can able to update their profile as well as lodge a grievance to the admin. After lodging a grievance, the user can get an immediate updated status of posted grievances. When the Administrator will give the remarks or reply to user grievances, the user can get an information from their dashboard immediately. In the user dashboard the user can also see the grievances history. In the Administrator Module, Administrator Manages the Entire Activities of this Grievance Redressal System. In the administrator dashboard, the admin can able to see Not process yet Grievances, In-Process Grievances, Processed Grievances and Guest Grievances. In the Administrator Module, the admin can able to give reply/remark to the posted grievances by the user. The Admin can able to add/delete users of this grievance redressal system. In the Administrator Module, the admin can able to add & update Grievance Location Factor as well as college details. The Admin also able to see the user session logs and so on. This application was developed by the recent technologies, so it can be accessible by both mobile & PC. This application can be accessible at anytime, anywhere because it will be hosted in the web server.

I. INTRODUCTION

Grievance/complaint is any communication that expresses dissatisfaction about an action or lack of action about the standard of service of an institute. We develop a web Application which is interactive, responsive and user-friendly. This project covers complaints in all sorts not only complaints

regarding ragging and harassment but also complaints regarding irregularities in admission process, finance (fee payment), schedule, Migration process, Revaluations, conflicts in names and mark sheets if any and also other issues faced by the students. The main objective of the project is to provide redressal to the complaints without time consumption. No organization can claim for quick to respond and easy to use. It's established a knowledgeable system of grievance complaints which redressal would cover complaints such as negative response to the return of documents or certificates any irregularities within the right of entry process, and also complaints about harassment and victimization.

The web Application is accessed by the registered students and login is provided for the Redressal Committee, Institute and Department with appropriate credentials. Student Grievance support system functions for several purposes which includes ensuring the secure environment and familiarizing all faculty and students about their rights and thus it results in development of the organization. It is based on centralize management only the admin can check or solve the complaint. Admin having the authority to remove a User. Centralized management for checking current status of complaint and updating status of complaints. 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. Admin can generate a

report of this system in between selected date of his own choice.

II. RELATED WORKS

The web application builds a platform 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 Grievance Redressal Committee. The Committee will forward the valid complaints to the Institute or Department supporting the sensitivity of the matter. The Institute or Department will take action and update the status which can be viewed by the students. This project provides transparency to the students which can be incorporated to supply solutions to the students.

III. THE PROPOSED SYSTEM

The main objective of this project is to develop Web Application where the students can post their complaints under different categories and view the status. Web Application that allows students to lodge complaints and must be accessible to the Redressal Committee and respective heads. Our proposed work is Web Application developed using PHP as a front end and MYSQL as back end. The student registers with this website by mentioning the essential details and login with reg number and password to access the facilities.

IV. THE EXISTING SYSTEM

In the existing system, the students ought to meet the management authority directly or drop their complaints within the complaint box. Students are not aware that the complaint has been taken into action or any other steps taken regarding the complaint that has been posted by the students. In the existing system, there are chances for the fake complaints and the students who posted that complaint cannot be found easily and quickly. In some cases the complaint papers can get missed and also some authority people can be able to misuse the complaint paper if the complaint is posted on them. All these processes are made manually. Records are too maintained manually.

The management people are not supposed to make a reply or response to the student who posted the complaint. It requires lot of time and man power. In most of the cases, the students aren't allowed to meet

the management authority. Only the class representative can meet that too yearly once or during any occasion where the management misses to note and rectify the student complaints. It can take tons of time.

There is no separate committee to handle only the student's complaints. If the student raises their complaint to the department that has to be forwarded to management, it doesn't reach the management in most cases. And for many complaints actions aren't taken which remains a drawback in the existing system.

- Protection of Freedom of Expression.
- Protection against improper academic valuation

VI. RESEARCH METHODOLOGIES

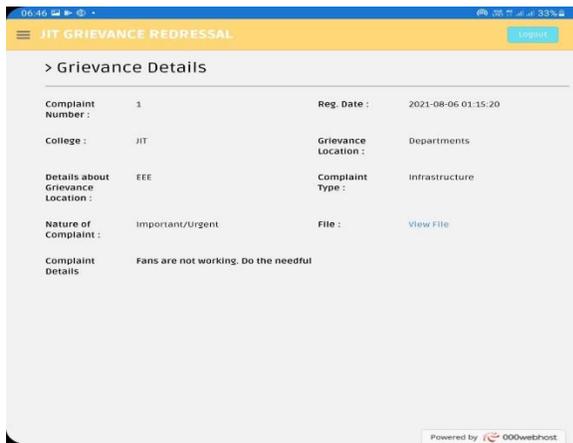
JIT Grievance Redressal System is developed for Managing Grievance Redressal process is very simple. Because this application consists of 3 Modules for 3 different type of users like Administrator, Students/User and Guest User. In Guest User Module, the student / user can able to post their grievance details quickly without any username & password. In the user module, the user can able to create their own account & after creating an account, the student can login with our own username & password to access our own dashboard. In the user dashboard, the user can able to update their profile as well as lodge a grievance to the admin. After lodging a grievance, the user can get an immediate updated status of posted grievances. When the Administrator will give the remarks or reply to user grievances, the user can get an information from their dashboard immediately. In the user dashboard the user can also see the grievances history.

The screenshot displays a web browser window with the URL 'http://localhost:3333/'. The page title is 'JIT GRIEVANCE REDRESSAL' and it features a 'Logout' button in the top right corner. The main heading is '> Register Grievance/Feedback'. The form includes several dropdown menus: 'College' (selected: JIT), 'Grievance Location' (selected: Departments), 'Details about Grievance Location' (selected: EEE), and 'Type of Complaint' (selected: Infrastructure). There is also a 'Preference of Complaint' dropdown set to 'Important/Urgent'. A text area for 'Details about Grievance (max 2000 words)' contains the text 'Fans are not working. Do the needful'. Below this is a file upload section with a 'Choose file' button and the filename 'cover.png'. A 'Submit' button is located at the bottom of the form. The footer contains the text 'Copyright © 2021 - JIT Development Team' and 'Powered by: 000webhost'.

In the Administrator Module, Administrator Manages the Entire Activities of this Grievance Redressal System. In the administrator dashboard, the admin can able to see Not process yet Grievances, In-Process Grievances, Processed Grievances and Guest Grievances. In the Administrator Module, the admin can able to give reply/remark to the posted grievances by the user.



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System Design:

The purpose is to design an android application which is used for the purpose of lodging & processing grievances quickly & effectively. It can reduce the complexity of lodging a grievance as well as easy accessibility status of posted grievances. This

application also hosted in the web server, so it can be accessible through any device, at anytime and anywhere.

The system architecture is the conceptual model that defines the structure, behavior and more view of a system. An architecture description is formal description and representation of a system organized in way that supports reasoning about the structure of the system, which comprise system components, the externally visible properties of those components, the relationships (the behavior) between them, and provides a plan from which products can be produced and system developed that will work together to implements the overall system.

VII. CONCLUSIONS

We successfully presented the architecture of an Android Application which uses MYSQL Cloud Database to manage the grievance process is quickly. In our application is developed with the help of recent web & android technologies. So it will be definitely useful to all kind of users to post their complaints as well as get a status of posted grievances immediately without any delay. This application can be accessible at anytime, anywhere through any device.

VIII. FUTURE ENHANCEMENTS

In future, this proposed system can be enhanced with all advanced features like, An admin can get informative SMS / Mail when the user posted a new grievance. In the Guest user module, the guest user will get a current status of posted grievances through SMS when the admin processed the grievances. In the user Module, the user can able to interact with admin through live chat. The above details can be stored & retrieved very quickly & securely runs with platform independent.

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