

Design and development of online Grievance redressal system software for HEI's

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1.Introduction:

The All-India Council for Technical Education (AICTE) has made it mandatory from February 2020 through their notification for all its approved higher educational institutions to make grievance redressal mechanisms online so that every institute should be able to receive and dispose of grievances online

A Grievance is that the dispute that arises at any level of organization. In an education organization, a student's community is the most vulnerable 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

Students and faculty may have different problems and submit grievances starting from casual complaints of teaching, delay in results, or fee refunds after withdrawal of admission and re-evaluation, infrastructure to very serious complaints like discrimination, misconduct, ragging, etc. these grievances should be addressed on time, otherwise they may lead to escalate and create a negativity amongst the students, staff and management too. Any delay in addressing these problems may raise anguish and affects the reputation of the institute. if these grievances are addressed in time smoothly, they create a positive feeling amongst the students and staff and creates an overall peaceful atmosphere in the college. The present paper aims to design and implement of on line Grievance redressal system software for HEI's using HTML Text programming.

Key words: AICTE, grievance redressal, complaints, HEI's, HTML text.

1.2 Objectives:

The objectives of online software are-

1. To allow stake holders to express their grievances with in no time
2. To reduce conventional paperwork process
3. To reduce operational time.
4. To Increase accuracy and reliability.
5. To reduce human intervention.
6. Easy maintenance and security of Data.

An overview of present grievance redressal system:

At present a partly manual and partly technology-based system for grievances is existing in most of the institutions. For this process,

Any student or staff of institution may lodge a complaint to Grievance Redressal Committee. Complaint may be oral or by email or in writing and also through an option for complaint through college-based website.

If the complaint is oral, it will be converted into a written form and authenticated by the complainant under his / her signature as soon as possible.

If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the college office or library.

Upon receipt of complaint by GRC, a meeting will be convened and based on nature and severity of complaint and committee upon interaction with concerned parties, pass resolution for necessary redressal of the complaint.

This is a time consuming and less transparent process. This is overcome by present online grievance redressal system app.

1.3 The online Grievance Redressal system:

Grievance Redressal System can be handled directly by institutes through their own websites or through an app. the smart web portal for grievance processing connects students and action-takers directly through online platform. Grievance System helps to pursue quick action for solving the grievance, while maintaining affordability and ease to the users.

The present system was developed using Hyper Text Markup Language (HTML). -5 version which an extension of HTML 4.01 which is widely used. The software is capable of linking data and images more efficiently

The flow chart for operation of grievance system is as follows:

The following are the steps involved in the operation of Grievance redressal system software.

Step 1: registration of complaint by stake holder (faculty/staff/student) through user id/employee id

Step 2: verification of details of complainant and a complaint Id number will be sent to the complainant

Step 3: Complaint details is sent to GR cell by mail alert

Step 4: Processing of complaint for grievance resolving and complaint status can be viewed.

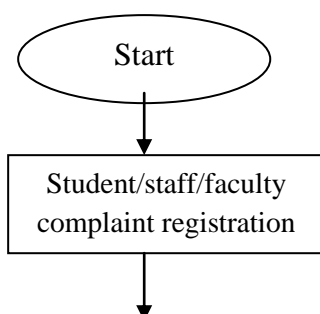
Step 5: Action taken details sent to complainant

Step 6: Feedback of complainant about satisfied or not

Step 7: if satisfied, complaint resolved

Step 8: if not satisfied, details of remarks sent to higher authorities for further resolving

These are the various steps applied in developing software for grievance redressal system and the corresponding implemented software outputs are taken as results.



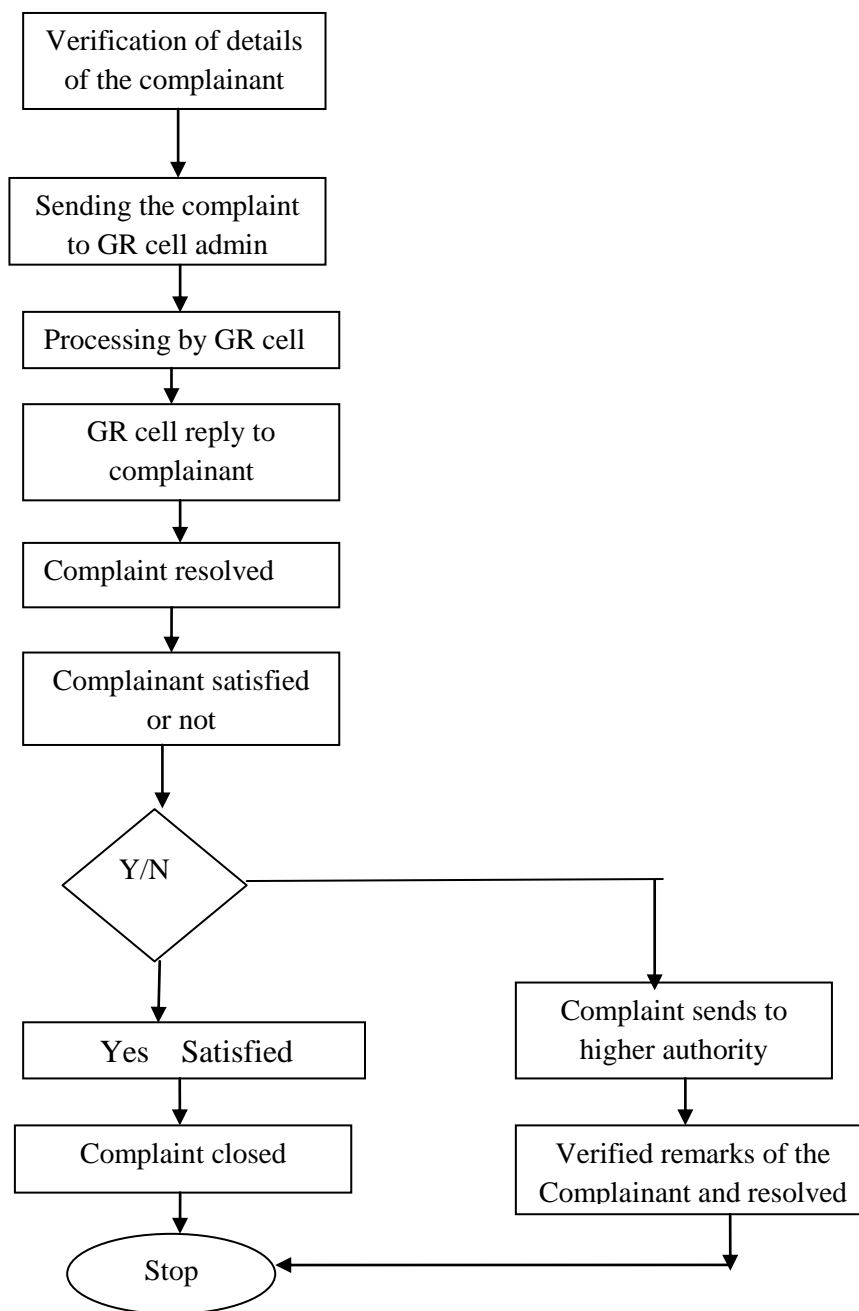
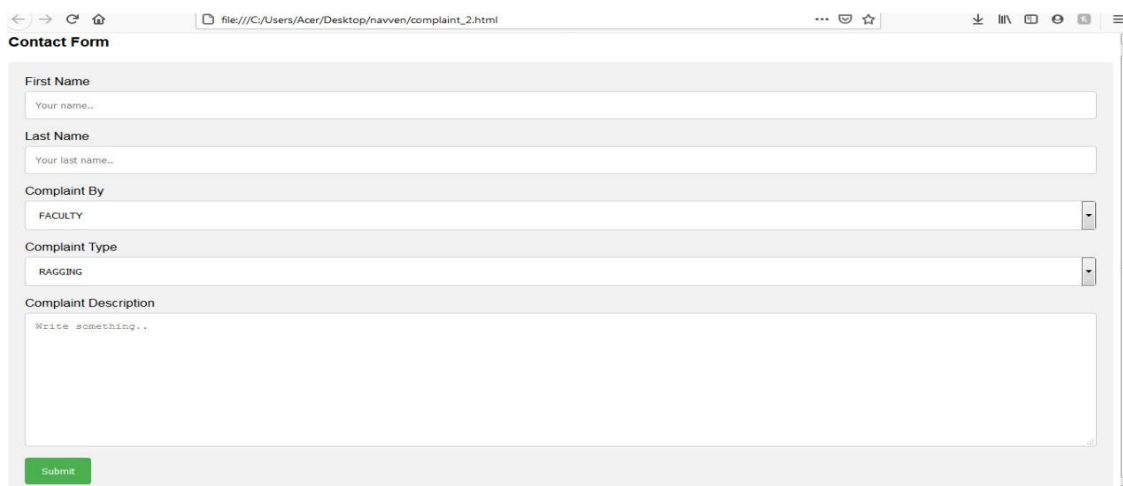


Fig 1: Flow chart

1.4 Results:

The above flow chart is implemented by HTML -5 version and the following are the results of the online grievance redressal system software implementation.



The screenshot shows a web browser window with the address bar displaying a local file path. The page title is "Contact Form". The form contains the following elements:

- First Name:** A text input field with the placeholder "Your name..".
- Last Name:** A text input field with the placeholder "Your last name..".
- Complaint By:** A dropdown menu with "FACULTY" selected.
- Complaint Type:** A dropdown menu with "RAGGING" selected.
- Complaint Description:** A large text area with the placeholder "Write something..".
- Submit:** A green button at the bottom left of the form.

Fig 2: registration page of GR online software

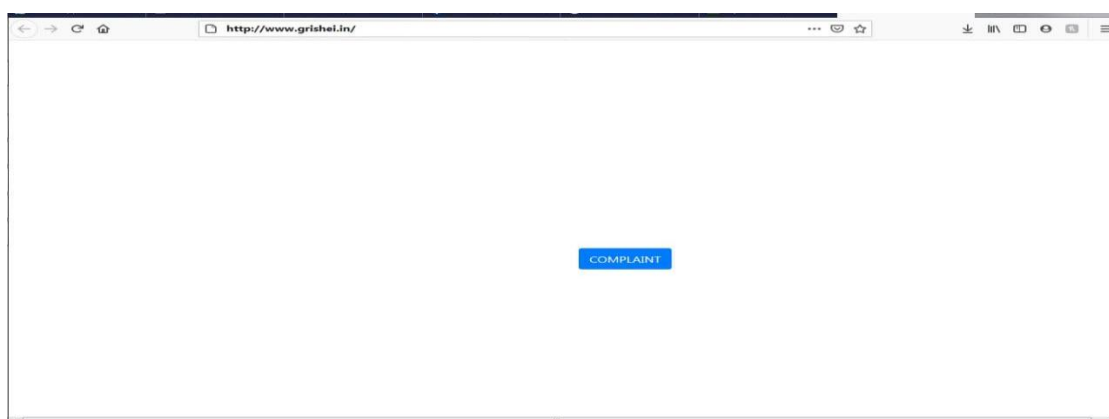


Fig 3: screen display alerting complaint

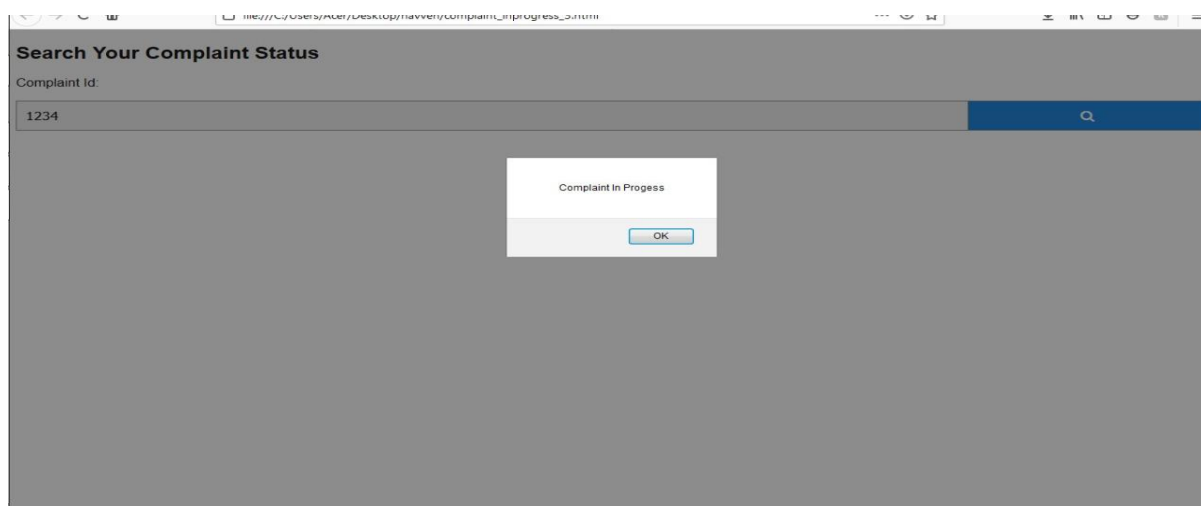


Fig 4: complaint status search display

1.5 Conclusions: Online grievance redressal software is designed and implemented for online processing of complaints in higher educational institutions. The software reduces human interference and allows the stakeholders to freely express their grievances without hesitation and this permits a smooth institute environment.

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