Grievance redressal system for educational institute stakeholders

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ABSTRACT

The purpose of this project is to redress or solve the grievances from students at college-level. The students often fail to express and sometimes fail to seek support for the issues they face at numerous levels. In the wake of this, a prototype of grievance redressal has been worked out which could comply well with the solution provider for the arising conflicts for students. This project puts deep insight into incorporating all those problem areas which were found based on the analysis phase plus some additional necessary areas. In this project, each student can log in with their personal email ids, where they can register their complaints. The person handling the issue of a particular student can indirectly communicate with that student via emails.

Keywords— Grievance Redressal, AICTE (All-India Council for Technical Education), MHRD (Ministry of Human Resource Development)

1. INTRODUCTION

According to the statement released by Minister for Human Resource Development in 2012, every higher education institution should have grievance redressal mechanisms to address the complaints of stakeholders. The All-India Council for Technical Education (AICTE) has made it mandatory (from February 2020) for all its affiliated institutions to put grievance redressal mechanism so that “each institute is able to receive and dispose of grievances online”. According to AICTE the implementation of grievance redressal portal will be helpful to address all grievances in a time-bound manner. This will ensure transparency and stakeholder will be more benefitted. Effective and timely redressal or settlement of the grievance makes grievance redressal system mandatory in higher education institute, according to the Ministry of Human Resource Development (MHRD), Government of India.

2. EXISTING SYSTEMS

2.1 Paper-based Complaint Forms

These are most popular and usually used by institutes. A suggestion box or complaint box is used. If any stakeholders have a complaint stakeholder can write it down on paper and drop it in the complaint box. They are less likely to be effective, as usually this way do not give any formal confirmation or tracking number to the complainant. Possibility of fake submission also remains. Stakeholders therefore have less confidence on such forms. Confidence can be strengthened if a central call center sends on acknowledgement of receipt of such feedback. This can be easily implemented by an online system with which the filled grievance can be acknowledged and tracked during the resolution process. There is no time limit for resolution of a complaint which is undesirable in grievance redressal system.

2.2 Contact Us Links

Websites of organizations generally carry the Contact Us page, which lists the email and phone numbers to use to submit any concerns. Many websites also provide a form to fill that automatically gets sent by email, with confirmation to the reporter.

3. NEED

Effective online grievance Redressal system is necessary for any organization due to the following reasons:

(a) Most grievances seriously disturb the stakeholders. This may affect their morale, productivity and their willingness to cooperate with the institute. If an explosive situation develops, this can be promptly attended to if a grievance handling procedure is already in existence.

(b) It serves as a check on the arbitrary actions of the management.
(c) Stakeholders face many problems that need to be solved but the communication gap between stakeholders and management system of college becomes a barrier.
(d) The grievance redressal system definitely helpful for improving relation between stakeholders and institute by resolving grievances effectively.
(e) Errors in the existing Grievance handling procedure:
  • Stopping too soon, the search for facts.
  • Expressing the opinion of the management before all the facts has been uncovered and evaluated.
  • Failing to maintain proper records.
  • Communicating the decision to the grievance in an improper way.
  • Taking wrong or hasty decision, which the fact or circumstances of the case do not justify.

4. PROPOSED WORK
The Institute Stakeholder Grievance Redressal System is an online portal on which stakeholder of institute can register a complaint that will be forwarded to respective authority who will acknowledge and resolve it in a limited time frame.

4.1 Objectives of a Grievance handling procedure
(a) To enable the stakeholder to register the grievance.
(b) To clarify the nature of the grievance.
(c) To investigate the reasons for dissatisfaction.
(d) To obtain, where possible, a speedy resolution to the problem.
(e) To take appropriate actions and ensure that promises are kept.
(f) To inform the stakeholder of his or her right to take the grievance to the next stage of the procedure, in the event of an unsuccessful resolution.

4.2 Measures to avoid the errors in proposed system
(a) Helpful attitude and support of the management.
(b) Belief on the part of all concerned in the practice of the procedure.
(c) Following the simple, fair and easily comprehensible procedures.
(d) Formulating the clear policies and procedures of the company.
(e) Delegation of appropriate authority to the parties concerned.
(f) Functioning of the administrative department in the advisory capacity.
(g) A fact-oriented and issue-oriented rather than stakeholder-oriented procedure and periodic evaluation and review of the procedure.

4.3 Factors to be comprised
(a) Receiving and defining the nature of the grievance.
(b) Getting at the relevant facts, about the grievance.
(c) Analyzing the facts, after taking into consideration the economic, social, psychological and legal issues involved in them.
(d) Taking an appropriate decision after a careful consideration of all the facts.
(e) Communicating the decisions, to the aggrieved stakeholder.

5. STEPS IN GRS
(a) Acknowledge Dissatisfaction: Managerial/supervisory attitude to grievances is important. They should focus attention on grievances, not turn away from them. Ignorance is not bliss, it is the bane of industrial conflict.
Condescending attitude on the part of supervisors and managers would aggravate the problem.
(b) Define the Problem: Instead of trying to deal with a vague feeling of discontent, the problem should be defined properly. Sometime the wrong complaint is given. By effective listening, one can make sure that a true complaint is voiced.
(c) Get the Facts: Facts should be separated from fiction. Though grievances result in hurt feelings, the effort should be to get the facts behind the feelings. There is need for a proper record of each grievance.
(d) Analyse and Decide: Decisions on each of the grievances will have a precedent effect. While no time should be lost in dealing with them, it is no excuse to be slip-shod about it. Grievance settlements provide opportunities for managements to correct themselves, and thereby come closer to the stakeholder or stakeholder.

6. BLOCK DIAGRAMS

7. SYSTEM IMPLEMENTATION
Modules of Grievance Redressal System:
7.1 Admin
(a) Admin can create complaint category and modify it.
(b) Admin can create state and also manage the state.
(c) Admin can update remark on complaints.
(d) Admin give ratings to departments based on feedback from complainant.

7.2 Users
(a) User Registration.
(b) User forgot Password.
(c) After login user can lodge complaint or use masking option.
(d) View complaint.
(e) Homepage.
(f) Feedback form.

7.3 Committee Members
(a) Acknowledge complaint.
(b) Resolve complaint in timeframe.
8. CONCLUSION
Online Grievance Redressal System will assure resolving complaints of stakeholders at educational institute level. This is totally paperless procedure. The complaints are forwarded to respective authorities. Complainant will be assured of solution of their problems within predefined time frame.

Thus, the online Grievance Redressal System (GRS) is used to efficiently resolve the grievances of stakeholders at institute level.

9. FUTURE SCOPE
An android application can be developed so that stakeholders can report their complaints from any location.

10. REFERENCES