Abstract. An effective and efficient response to the complaints is an essential index of organization’s performance. In colleges if anyone wants to complaint about something they have to write it down on a paper and submit which is not environment friendly. So, for solving this problem we developed Grievance redressal system. Here anyone associated with college being a student, faculty or working staff can easily file their complaint. To make this window more secure we mandated registration and login before one can file their complaint. These complaint are going to be solved by competent authority. The presented model for the Complaint Redressal System will have the ability to minimize people’s dissatisfaction and on the other hand it can encourage people to participate in improving the quality of the service provided.

Keywords: Grievance, E-Complaint, service

1 Introduction

Each organization has its own definition for grievance. They define grievance related to the services they provide for to its stake holders. Complaints given by valuable stakeholders to be addressed and fixed is equally important to each organization who value their customers and serious about quality of services. It is a means of giving them a chance to turn a dissatisfied user and organization into a satisfied and loyal organization. Complaining behavior can be defined as the consequences of one’s dissatisfaction. On the other hand, satisfaction is not an absolute scenario, but very much depends on interactions, feedback, praise, and complaints. Grievances redressal system is a system where we accept the user complaint and make sure that the user complaint are properly notified, tracked, solved and managed by the authority to which that complaint belongs to.

2 Literature Review

In the findings of [1] it is identified that to gain and maintain users loyalty, an organization must learn how to best translate and mine the data they have on those users. Data plays a significant role in setting up any organization. It is a key, followed on which principles are designed. In the discoveries of [2] authors says that in E-Complaint system, each organization has its own definition for grievance but most of the time user get disappointed at points like, no availability of contact, less paying attention to user problem, Follow up with your user. Researchers of [3] identified that the grievance should be multi-dimensional, that is not only dealing with single ragging issue or harassment it should contain as much option as much required by user where an organization fail to satisfy the requirements of user. Analysis of problem should begin at very first level when a user file a complaint. Evidences of [4] describes that in India, number of colleges had increased rapidly in past few years and thus most of the constitution focus on teaching load, new subjects development, consulting assignments, research in the area coupled with additional administrative responsibilities have minimized the opportunities for faculties to express their grievances. Researchers of [5] emphasized handling of grievance should be in such a way that, an organization should allow its employees to raise concern time to time, they should also get the rights to put their thing in front of others. All this will eventually lead to more trusting, satisfied and motivated workforce. Findings of [6] reveals that in a firm, any political
legitimacy may be challenged when results do not meet population’s expectations or people working in that firm is not satisfied to overcome this e-grievance redressal systems should be introduced relevant channels to sustain inclusion, as promised.

Based on the study of the existing system available for complaint collection in various colleges and as a consequence of meeting with the competent authority of college a small survey is conducted with students in order to know the gray areas and the areas of improvement in the existing system. The survey is based on the parameters like Which Problem Do You Likely Face? (Financial or Non financial?), What Else You Expect To Be In Redressal Window, any Suggestions. Following concerns are identified as a result of survey

(i) After submitting the complaint, users are not acknowledged properly and timely.
(ii) They don’t have the copy of their complaint for future reference.
(iii) They can’t track their complaint or check its status.

Study of various website which are providing relevant services revealed in depth details about e-complaint booking systems.

3 Methodology

Grievances redressal system address the issues known the present system, by providing a user friendly and secure interface to lodge the criticism in conjunction with necessary document and track an equivalent.

3.1 Analysis

As an outcome of the present research it is suggested that there must be a special grievance handling cell or a system for the all the stakeholders. The manager in-charge should be capable to identify all grievances and must take appropriate steps to eliminate the causes of such grievances so that the end-user remain loyal and committed to their work. For effective grievance management the managers should adopt the following approach to manage grievance effectively:-

(1) Fast Action:-
As before long as a result of the grievance arises; it ought to be known and resolved. coaching should tend to the managers to effectively and timely manage a grievance. this may lower the harmful effects of grievance on the user and their performance.

(2) Acknowledging Grievance:-
The member and heads should acknowledge the grievance suggests by the user as manifestation of true and real feelings. Acknowledgement by the manager implies that the manager is keen to look into the criticism impartially and with none bias, this may produce contributive work setting with instances of grievance reduced.

(3) Gathering Facts:-
The member and heads ought to gather acceptable and sufficient facts explaining the grievance’s nature. A record of such facts should be maintained so as that these square measure usually used in later stage of grievance redressal.

(4) Examining the causes of grievance:-
The actual reason behind grievance ought to be known. Consequently, remedial actions ought to be taken to prevent repetition of the grievance.

(5) Call Making:-
In this system we tend to distinctive the grievance, once distinctive the grievance various course of actions ought to be taken to manage the grievance. The result of every action on the management policies and procedure ought to be analysed and so call ought to be taken by the Committee.

An effective grievance procedure ensures associate well-meaning Work setting as a result of it redresses the grievance to mutual satisfaction of each the users and also the managers. It conjointly helps the management to frame policies and procedures acceptable to the schools. It becomes associate effective medium for the schools to precise the emotions, discontent and discontentedness in an exceedingly systematic method.

3.2 Design

The aim of the proposed system is to deal with the problems present within the current system, implement validation techniques which will help reduce the margin of error in operations, providing adequate data backup facilities in order to ensure system restart even after a calamity and ensures consistency.

The Steps for Student Service Request Redressal Window handling procedure:-

Step 1 – User should initiate the complaint registration
Step 2 – User will receive a confirmation of submission along their form submitted in XML format.
Step 3 – Grievances redressal system investigates the complaint and reverts back with action.
Step 4 – Once the issue is addressed Grievances redressal system Window will be closed.
4 Implementation & Result

The system consists of an administrator, user and a committee member who is efficient in handling the given task, and thus the system works smoothly without further delays. Victim’s authentication is done beforehand in order to avoid the nuisance which might arise in the manual system. The entire system is automated and is based on the principles of Confidentiality, Transparency, and Sensitivity of the issue. Emphasis is on Timely and appropriate action on the registered concern.

- Opening the web-server at http://iilmredressalwin.epizy.com. You will see the login page as shown in Fig. 3. Enter the required details to login or signup.
- Once you login, you will be at our home page, toggle between the tabs to go to your required page. If you click on RAISE YOUR VOICE or http://iilmredressalwin.epizy.com/raise-your-voice/ here, you can submit your problem.
- You can also track your problem using the given link http://iilmredressalwin.epizy.com/raise-your-voice/
- You can also visit STUDENT WELFARE page either through home or by using this link, http://iilmredressalwin.epizy.com/student-welfare/

The automated system ensures
- Encourages users to raise grievances without fear
- Provides a good and speedy means of grievance handling.

- Transparency in handling grievance of a student.
- Save time of students.
- Helps to build harmonious atmosphere in campus with openness and trust

5 Conclusion

Innovation:-
- Data Collection:- Once a user complete the registration process, data related to user will be saved in dashboard and those who submit the form will also provide important data in terms of data collection.
- Data Analysis:- Once the data is collected, we can analyse data for following purposes:-
  - College Point of view:- Administration can identify from which section most of the problem are being arises and how they can improve them.
  - College can also use the submitted form data to analyse their performance in last few years and know how much students are satisfied with them.
  - Student Point of view:- When a student complaint is not resolved, and didn’t get a fruitful reply from the college, they can go back directly to the government organisation mentioned in our website.

This system mainly designed to reduce the manual efforts, receive all complaints about college, track complaint status managing data of complaints and make the work easier for users and the competent authorities. It leads to
- Reduced paperwork, operational time
- Reduced human efforts.
- Increased accuracy and reliability
- Easy maintenance of Data.
- Data security
- Instant access
- Improved productivity
- Optimum utilization of resources,
  - Efficient management of resources.

6 Future Scope

- Time Based Tracker:- In future time based tracker will be introduced for limiting the delay in reply of complaint from the organization.
- Open Dashboard for all:- A open dashboard will be created which can be visible to all visitor. A visitor can see number of complaint filed and number of cases resolved. This can give a detail idea to student to look while they are searching college for admission. This will also give college to create a trust worthy image by minimizing the number of cases filed and solving those which are filed.
References