A

PROJECT REPORT

On

"Grievance Redressal System"

(Lalit Narayan Mithila University, Darbhanga, Bihar)

of

Submitted in partial fulfilment of their requirements for the award of the Three-Year Diploma in

Diploma in (CS/IT)

Under the supervision of

Er. Rohit Kumar

(Project Manager)

Softpro India Computer Technologies (P) Ltd.
Lucknow (UP)

Submitted By: -

Student Name

Submitted To: -

College Name

ACKNOWLEDGEMENT

I would like to express my deep and sincere gratitude to my supervisor Er. **Rohit Kumar, Chief Technical Officer** (Softpro India Computer Technologies (P) Ltd.)**,** who gave me his full support and encouraged me to work in an innovative and challenging project for educational field. His wide knowledge and logical thinking gave me right direction all the time.

I am deeply grateful my project coordinator for his/her help and support provided at every step of the project. Last but not the least, I thank to all employees of **Softpro India Computer Technologies (P) Ltd.** for their support and co-operation.

Student Name

SOFTPRO INDIA

COMPUTER TECHNOLOGIES PVT.LTD.
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COMPLETION CERTIFICATE

This is to certify that Mr. /Ms. **Student Name** of **Diploma (Branch Name)** from **College Name** (Institute/University) was working on the project entitled "**Grievance Redressal System of Lalit Narayan Mithila University, Darbhanga)**" in **Softpro India Computer Technologies (P) Ltd**. She/he was engaged with us during **25 July** to **15 September 2023** for a period of **45 days.**

He/She has done an excellent job during his/her engagement with the Software Development & Testing Division of the company. He/She has completed his/her project during the training tenure. His/her performance has been good and satisfactory.

I would like to take this opportunity to express my appreciation to Mr./Ms. ***Student Name*** for his/her work and wish him/her all the very best for his/her future endeavour's.

Regards,

Ms. Yashi Asthana
CEO
Softpro India Computer Technologies (P) Ltd.
Lucknow (U.P.)

DECLARATION

This is to certify that the project report entitled "**Grievance Redressal System of Lalit Narayan Mithila University, Darbhanga)**" is done by me is an authentic work carried out for the partial fulfilment of the requirements for the award of the Diploma in **"(Branch Name)"** under the guidance of **Er. Rohit Kumar**. The matter embodied in this project work has not been submitted earlier for award of any degree or diploma to the best of my knowledge and belief.

Student Name

PREFACE

"Necessity is Mother of All Inventions"

Summer training is an important part of the engineering curriculum. The Diploma course summer training helps a student in getting acquainted with the manner in which his/her knowledge is being practically used outside his/her institute and this is normally different from what he/she has learnt from books. Hence, when the student switches from the process of learning to that of implementing his/her knowledge, he/she finds an abrupt change. This is exactly why summer training session during the Diploma curriculum becomes all the more important. Summer training is prescribed for the student of Technical College as a part of the three - year diploma course of engineering by the AICTE. We are required to undergo summer training for a period of 45 days after the completion of the 2nd year.

This training report describes in detail the training after the 3rd year session, which I completed at the ***Softpro India Computer Technologies (P) Ltd.*** This report also gives the information about the organization and it's working along with the project undertaken in the training period.

The fundamental step used in **SDLC** process is based on the ISO 9001 guidelines. My aim was to follow the ISO guidelines and develop a perfect system.

The system development was organized into 5 major parts:

1. **Requirement Gathering**
2. **Documentation/Design**
3. **Development**
4. **Coding**
5. **Testing**

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INTRODUCTION OF THE CLIENT

Lalit Narayan Mithila University, Kameshwaranagar, Darbhanga is an outcome of long cherished desire of the people of Mithila. Eminent academicians like Dr. Amarnath Jha, Dr. R. C. Mazumdar, Dr. A. S. Altekar, Dr. Sunil Kumar Chatterjee and many other had expressed their views in favour of the establishment of a modern University at Darbhanga. The demand for establishing University was voiced time and again on the floors of the state legislature and in the parliament. On the 27th January, 1947 (Vasant Panchami Day) at a meeting of some of the leading citizens of Darbhanga and Laheriasarai, after Darbhanga visit by Late Prof. Binodanand Jha, then the Health and L. S. G. Minister, Government of Bihar sometime in January 1947 the Mithila University Committee was constituted with Dr. Amarnath Jha as the President, Pandit Girindra Mohan Mishra and Pandit Gangadhar Mishra, the Vice-Presidents, Pandit Harinath Mishra as the General Secretary, Kumar Kalyan Lal and Professor Quasim Hussain Secretaries, and Late Shri Padmana Prasad as the Treasurer including a few members such as Shri Jyoti Prasad Singh, the late Shri P. N. Mishra and Principal B. M. K. Sinha.

The year 1968 proved as a landmark year in the history of the University when a U.G.C. team visited Darbhanga in order to explore the possibility of establishing a multi-faculty University here. Subsequently the State Government set up a committee to examine the administrative and academic structure of the modern University at Darbhanga, following the recommendations made by the visiting team of the U.G.C.

OVERVIEW OF ORGANIZATION

Softpro India Computer Technologies (P) Ltd. is a leading IT firm and the software development division of Softpro Group of Companies with its headquarter located in the capital city of Uttar Pradesh, Lucknow. Softpro India was established in 2004 by technocrats from IIT-Kanpur and IET Lucknow. Softpro Group of Companies is a cluster of companies working in multiple domains like Software Development, IT Trainings, Research and Designing. The Founder and Managing Director of Softpro Group of Companies is Er. Ajay Chaudhary with over 25 years of experience. Softpro India is the fastest growing IT company with the largest learning center of the region having experienced consultants of 15+ years and industry experts.

Softpro Group of Companies compromises of Softpro Learning Center (Training & Internship division – 2008), Softpro Innovations (R&D division – 2014) and Softpro Foods (Agro Production division – 2018). Softpro India has global presence with its Head Office and Training Center located in Lucknow, International Unit Office located in Malawi, Africa and Virtual Office located in Kuala Lumpur, Malaysia. Softpro India has successfully delivered Government Projects like the visionary project of Government of Uttar Pradesh – *URISE.* Softpro India also has signed MoU with Department of Technical Education, Government of Uttar Pradesh making it the authorised Training & Development partners to impart and technically upskill all the engineering students of polytechnics (government, private & aided) across Uttar Pradesh.

Softpro India's recent achievements include the MoU signing with Dr. A. P. J. Abdul Kalam Technical University, Uttar Pradesh. Technologies are transcending boundaries and their volatility is putting stringent demands on the time and mind-space of techno-professionals. At SPG, we update ourselves with technologies even before they become norms and master them long before they become redundant. That's why we are on the roster of clients from across the continents.

Softpro India offers training for all the ranches of engineering (Computer Science, Information Technology, Electronics, Electrical, Civil, Mechanical) for updated and trending technologies. Softpro India also has several online and offline trainings like Summer Training, Industrial Training, Vocational Training, Apprenticeship Program, Employment Training Program and Online Courses. The learning material and other resources are available on Softpro India's Learning Management System (LMS) – "Polyprep – Knowledge @ Your Doorstep" and mobile application – "e-Study Zone".

Come to think of it, we have engineered ourselves to be at the very forefront in Web based technology. Our core competencies span a spectrum of web-intensive services that range from website designing to robust backend management.

ABOUT BTEUP

State Board of Technical Education and Training was set up in the state in May,1958. The Board conducted its first examination in 1960, for courses of diploma level and also for Draughtsman Certificate Course. The name of the state Board was changed to Board of Technical Education in 1962. In the same Year, the U.P. Pravidhic Shiksha Adhiniyam - 1962 was enacted awarding the Board statutory status. In the year 1962, year of its inception, the Board held the examination of about 2500 students, in three major disciplines of Civil, Electrical and Mechanical Engineering at 25 different Centers/Institutions. It has a chairman, vice-chairman and 40 members, named by the state government. Secretary, Board of Technical Education, U.P. is ex-officio member secretary of the Board. The curriculum prepared by other institutions was adopted by the Board, till 1980 but thereafter the curriculum and syllabi were developed and revised, every five years at the Board level through its Curriculum development cell. The curriculum development work has been entrusted to I.R.D.T. Kanpur. The Board now examine and approve the syllabus developed by IRDT, Kanpur and prescribe it for institutions affiliated to Board of Technical Education, U.P. About 1,05,000 students in the 60 different disciplines of one year, two-year, three year and four-year durations are being examined at present, in the institutions, affiliated to the Board. The Board of has been constituted under U.P. Pravidhic Shiksha Adhiniyam - 1962. It has a Chairman and a Vice-Chairman and, 40 memebers nominated by the state Government. Secretary, Board of Technical Education is ex-officio member secretary of the Board.

Technology Trained on During Summer Training

1. **HTML: -** HTML is stand for hypertext markup language, this markup language is used to design static web pages. HTML contain pre-defined tags, which are useful to design web pages. HTML describes the structure of a Web page. HTML consists of a series of elements. HTML elements tell the browser how to display the content. HTML elements label pieces of content such as "this is a heading", "this is a paragraph", "this is a link", etc.
2. **CSS: -** CSS stands for Cascading Style Sheets. CSS describes how HTML elements are to be displayed on screen, paper, or in other media.CSS is the language we use to style an HTML document. CSS describes how HTML elements should be displayed. CSS saves a lot of work. It can control the layout of multiple web pages all at once. External stylesheets are stored in CSS files.
3. **C Language: -** C is a general-purpose programming language created by Dennis Ritchie at the Bell Laboratories in 1972. It is a very popular language, despite being old. C is strongly associated with UNIX, as it was developed to write the UNIX operating system. It is one of the most popular programming language in the world. If you know C, you will have no problem learning other popular programming languages such as Java, Python, C++, C#, etc, as the syntax is similar. C is very fast, compared to other programming languages, like Java and Python C is very versatile; it can be used in both applications and technologies.
4. **Javascript: -** JavaScript is a scripting or programming language that allows you to implement complex features on web pages — every time a web page does more than just sit there and display static information for you to look at — displaying timely content updates, interactive maps, animated 2D/3D graphics, scrolling video jukeboxes, etc. — you can bet that JavaScript is probably involved. It is the third layer of the layer cake of standard web technologies, two of which (HTML and CSS).
5. **Bootstrap: -** Bootstrap is the most popular HTML, CSS and JavaScript framework for developing a responsive and mobile friendly website. It is absolutely free to download and use. It is a front-end framework used for easier and faster web development. It includes HTML and CSS based design templates for typography,

forms, buttons, tables, navigation, modals, image carousels and many others. It can also use JavaScript plug-ins. It facilitates you to create responsive designs.

6. **Database: -** A database is an organized collection of data, so that it can be easily accessed and managed. You can organize data into tables, rows, columns, and index it to make it easier to find relevant information. Database handlers create a database in such a way that only one set of software program provides access of data to all the users. The main purpose of the database is to operate a large amount of information by storing, retrieving, and managing data. There are many dynamic websites on the World Wide Web nowadays which are handled through databases. For example, a model that checks the availability of rooms in a hotel. It is an example of a dynamic website that uses a database. There are many databases available like MySQL, Sybase, Oracle, MongoDB, Informix, PostgreSQL, SQL Server, etc.
7. **PHP**: - PHP started out as a small open-source project that evolved as more and more people found out how useful it was. Rasmus Lerdorf unleashed the first version of PHP way back in 1994.

    - PHP is a recursive acronym for "PHP: Hypertext Preprocessor".
    - PHP is a server-side scripting language that is embedded in HTML. It is used to manage dynamic content, databases, session tracking, even build entire e-commerce sites.
    - It is integrated with a number of popular databases, including MySQL, PostgreSQL, Oracle, Sybase, Informix, and Microsoft SQL Server.
    - PHP is pleasingly zippy in its execution, especially when compiled as an Apache module on the Unix side. The MySQL server, once started, executes even very complex queries with huge result sets in record-setting time.
    - PHP supports a large number of major protocols such as POP3, IMAP, and LDAP. PHP4 added support for Java and distributed object architectures (COM and CORBA), making n-tier development a possibility for the first time.
    - PHP is forgiving: PHP language tries to be as forgiving as possible.

    ➢

INTRODUCTION

A grievance is an oppressive state of things caused due to any wrong or hardship suffered by an individual which forms legitimate grounds of complaint and the complaint demands a remedial action. Grievance redressed mechanism is a part of the prevalent machinery of any administration. Redressal of the grievances is considered as a parameter to measure the efficacy of an organization. No organization can claim to be responsive and user-friendly unless it has established a well-versed system of grievances/complaints redressal. A redressal mechanism would cover complaints of not only a refusal to the return of documents or certificates, any irregularities in the admission process, but also complaints regarding harassment and victimization including harassment.

- Grievance Redressal System works functions for several purposes including ensuring a democratic campus environment.
- acquainting all the faculty and students about their rights thus ensuring qualitative as well as the quantitative development of the organization.
- Providing high quality research leading to creation and dissemination of knowledge.
- Acquainting all the faculty and students about their rights thus ensuring qualitative as well as the quantitative development of the organization. Engaging with the local community and industry for sustainable and inclusive development.
- Maintaining high quality of education as prescribed by the UGC Act.
- Expansion of current academic and research areas into diversified focus and implementation in phases.
- Encouraging discipline in university staff and students.
- Providing value based holistic education leading to the growth and development of the community better equipped to serve the mankind.

These are some key features of the system which is as follow:

- To reduce the headache of maintaining the record of students' and teachers' related documents.
- To reduce the cumbersome job of maintaining several documents.
- It will eliminate the delays in the generation of results and free updating of the students, this system will help in maintaining the records of absent students.
- Searching will become more efficient and faster in comparison to manual searching.
- It will also provide assurance that each employee of the college marked their attendance timely.

- Overall, it will reduce the cost and time of the college head in taking care of the college.

Key Features of Grievance Redressal System

The software is mainly based around the following attributes:

Modern Technologies - Cloud based **Grievance Redressal System** is developed using modern & open-source technologies like PHP with MySQL which is fully secure & easy to host on cloud.

Support & Backup - When colleges seek GRS solutions for their institution what they are actually looking out for is software which not only manages every teeny-tiny activity of the college but also ensures effective support, retrieval and efficacy of data.

Customization - Grievance Redressal System has many functions, predetermined actions and tabs, thus will reduce the administrative work of colleges. Moreover, colleges have their own rules and regulations which are peculiar to that very institution; for such colleges we offer customization.

Training - We assure significant implementation and training sessions for **Grievance Redressal System** software before installing it. It drives staff and users towards a regularised pattern of functioning.

Data Security - Moreover, it makes sure that data and confidential information of the college stays secure, under the vigilance of the admin and protected from external threats.

Cost Efficient - When GRS is cloud based, colleges do not have to invest heavily on hardware installations. The greatest functional fact is that it can have many users across different college departments.

Benefits of Grievance Redressal System

1. The web application is targeted to enhance the user experience by providing the user with additional features for uploading the pictures the proofs in the form of audio or video files, which might enhance the case solving ability especially in such cases with a high rate of severity. Online shopping system also manages the various type of product to customer.
2. It tracks all the information of various types of complains.
3. Manages the information of complainant.
4. Shows the information and description of the various complains and their solutions.
5. To increase efficiency of managing the university rules and regulations.
6. It deals with monitoring the information and feedbacks.
7. Adding, Editing, and updating of records is improved which results in proper data management of online complain system data.

PROBLEM DEFINITION

In this section we shall discuss the limitation and drawback of the existing system that forced us to take up this project. Really that work was very typical to manage the daily errors free records and adding or removing any node from server. This problem produces a need to change the existing system. Some of these shortcomings are being discussed below: -

- **Low Functionality**

With the existing system, the biggest problem was the low functionality. The problem faced hampered the work. For small task like adding any new node to server or deleting a node or keeping daily record we have to appoint minimum two or three employee.

- **Erroneous Input and Output**

In the existing system, humans performed all the tasks. As in the human tendency, error is also a possibility. Therefore, the inputs entered by the person who is working in the Company, in the registers may not be absolutely fool proof and may be erroneous. As a result of wrong input, the output reports etc. Will also be wrong which would in turn affect the performance.

- **Portability Problem**

System that existed previously was manual. As a result, the system was less portable. One has to carry the loads of many registers to take the data from one place to another. A big problem was that the system was less flexible and if we wanted to calculate yearly or monthly maintenance report or efficiency report, then it was a big headache.

- **Security-**

Security concerns were also one of the motives of the Company for the need of software. In the registers, the data is not secure as anybody can tamper with the data written in the registers. While in this software, just a password makes it absolutely secure from the reach of unauthorized persons.

- **Data Redundancy**

In the case of manual system, the registers are maintained in which, a lot of data is written.

- **Processing Speed**

In manual system maintaining a register and performing the necessary calculation has proved to be a troublesome job, which takes a lot of time and may affect the performance of the Company. But with this software we can have all the tasks performed in a fraction of second by a single click thus making the troublesome job much easier.

- **Manual Errors**

When a number of tough tasks are prepared by the humans like preparation of reports, performing long calculation then some human errors are obvious due to a number of factors like mental strain, tiredness etc. But as we all know that computer never get tired irrespective of the amount of work it has to do. So, this software can nullify the probability of manual error that improve the performance.

- **Complexity in Work**

In manual system whenever a record is to be updated or to be deleted a lot of cutting and overwriting needs to be done on the registers that are concerned that are deleted or updated record, which makes the work very complex.

EXISTING SYSTEM DESCRIPTION

The Traditional forum system contains public meeting or presentation involving a discussion usually among experts and sometimes audience participation. Here, person visited College/ University officilas for his complains. All the arrived complaints are undergo the Administrator. Administrator distribute complaints among different departments consistent with complain type. Employees solve the issues and complain status in books manually. One of officer gives current status information of complaints from the books.

Disadvantages of Existing system

The students has go to visit forum and had to form complaint against faculty /Staff / Academics/ Sanitization / Fees / Hostel etc. The complaint are going to be discussed within the presence of students, staff and a team of expert committee along side judge. The final decision making may be a time consuming therefore the student has got to revisit the forum to urge the result.

The GRS Application would use a database to carry students complaints and reports generated by the technical team online complaint management system contains all complaint details a complaint inventory contains all complaints with its status reports the system provides the power if the students gives the incorrect information then he edit the complaint details to supply the right information to the system. The modem **Grievance Redressal System** is comprehensive suite of identify the fault supported the students provided information and generating reports for the Complaint.

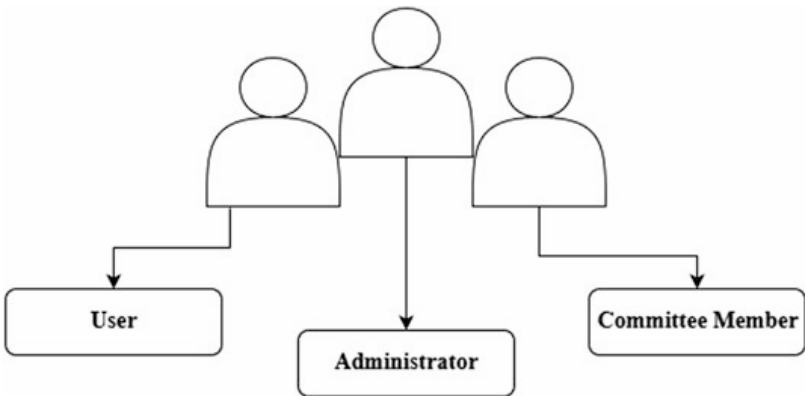
PROPOSED SYSTEM

It will be Fast and Dynamic Data. All the knowledge of admin / students are going to be managed properly. The assignment of complaints to different students/ faculty / staff are going to be done properly in order that there will be no repetition. It will create a portal where any record of all stakeholder or complain will never stray. Automatic reply and answer viewing of complaint within one-two days. If any employee don't perform their task then strict actions will be taken.

Advantages of proposed system

1. In this technological international, this device is beneficial for the humans to file a criticism with the help of cell software so that you can store time of people.
2. It will reduce the effort and time of registering the criticism manually by means of lodging complaint on-line.
3. Also the fame of the complaint lodged can be tracked easily i.e. whether or not the criticism is rejected, time-honored, processing or solved.
4. Location of the user may be tracked without problems with the help of a GPS device.
5. It is person-friendly and cost-powerful
6. A remainder machine could be there as a way to be helpful for the pending court cases. It will preserve on reminding the officer about the pending troubles or unsolved problems. So, that each and each trouble need to be solved effectively.

Fig - Prototype of the proposed system



Modules and Their Description of Grievance Redressal System

- Captcha Generator
- Login Module
- Registration Module
- Student Complain Module
- Parent Complain Manager
- Alumni Complain Manager
- Teachers Complain Manager
- Staff Complain Manager
- Admin Login and Authentication
- Complain Progress Management
- Dashboard Management
- SMS API Integration Module
- Final Report Management

SYSTEM ANALYSIS

Overview of GRS

Phases:

System Development Life Cycle (SDLC) mainly consists of the following 7 phases which can be detailed: -

Preliminary Investigation: -

This is the first phase of the system development life cycle. In this phase we tend to find out the needs of the client –what exactly does the client want? Before the development of any system the important point is to know the needs, objectives and scope of the system.

Feasibility Study: -

Feasibility study is the second step of the system development life cycle. Things are always easy at the beginning in any software process. In fact nothing is in feasible with unlimited time and resources. But it is not the fact. So, practically we have to do in limited resources in a restricted time margin. So for the system to be feasible, following points we have to consider.

The feasibility study is conducted to check whether the candidate system is feasible. The system which is selected to be the best against the criteria is there after designed and developed. The feasibility study takes in to consideration, the risks involved in the project development beforehand. Therefore, in this phase we have to do feasibility study which is the test of the website according to its work ability, impact on the organization, ability to meet user need and effective use of resources. We do the feasibility study for website to analyze the risks, costs and benefits relating to economics, technology and user organization. There are several types of feasibility depending on the aspect they cover. Import of these includes:

Technical Feasibility:

This is an important outcome of preliminary investigation. It comprises of following questions: -

- Can the work of projected one with the current equipment, existing software and available man power resource?
- If Technology is required what are the possibilities that it can be developed?

Economic Feasibility:

It deals with question related to the economy. It comprises of the following questions: -

- Are there sufficient benefits in creating the system to make the cost acceptable?
- Are the costs of not creating the system so great that the project must be undertaken?

Legal Feasibility:

It deals with the question related to the legal issues. It comprises of the following questions: -

- Contract Signing
- Software License agreement
- Issues related to cyber laws.
- Legal issues relating to the man power contract.

Operational Feasibility:

The operational feasibility consists of the following activity: -

- Will the system be useful if it is developed &implemented?
- Will there be resistance from employee?

Social & Behavioral Feasibility:

It deals with the various issues related to the human behavior like: -

- Whether the user be able to adapt a new change or not?
- Whether the ambiance we are providing suits the user or not?

Request Approval: -

Request approval is the third phase of system development lifecycle. Request approval is the phase in which all the requirements which would be provide in the system are stated. The request approval is a sort of agreement between the client and the company which is building this software. Both the parties should be mutually agreed on the stated requirements.

System Analysis: -

System analysis is the phase following the phase of the request approval. In this phase we tend to analyze the overall system which we have to build. System analysis is the crucial part in SDLC.

System Design: -

System design means the designing of the system. The System can be done in either of the following two ways: -

- Logical System Design
- Physical System Design

Coding: -

Coding is the phase in which a developer codes using any programming languages. Coding constitutes only20 % of the whole project and which is easier to write. The coding work is

also done in the teams; development of the system is usually done under the modular programming style, which can be either top-down approach or bottom-up approach.

Testing: -

Testing is the phase in which the system that has been developed is tested. Testing comprises of the 60%ofthe overall development of the system. Testing of the system is important because testing aims to uncover the different errors in the system. There are various different testing techniques that can be used for the testing of the system.

Implementation: -

Implementation process involved the installation of software on user's side. Implementation process actually depends on type of a system &various. Opting for suitable conversion approach is a step implementation. The conversion processes are as follows: -

- Parallel Conversion
- Direct Conversion Approach
- Pilot Conversion Approach
- Phase In Conversion Approach

Maintenance: -

Merely developing the system is not important but also maintenance is important. The company that has built the system provides for some time free of cost maintenance to the client and after that period it is usually a paid service.

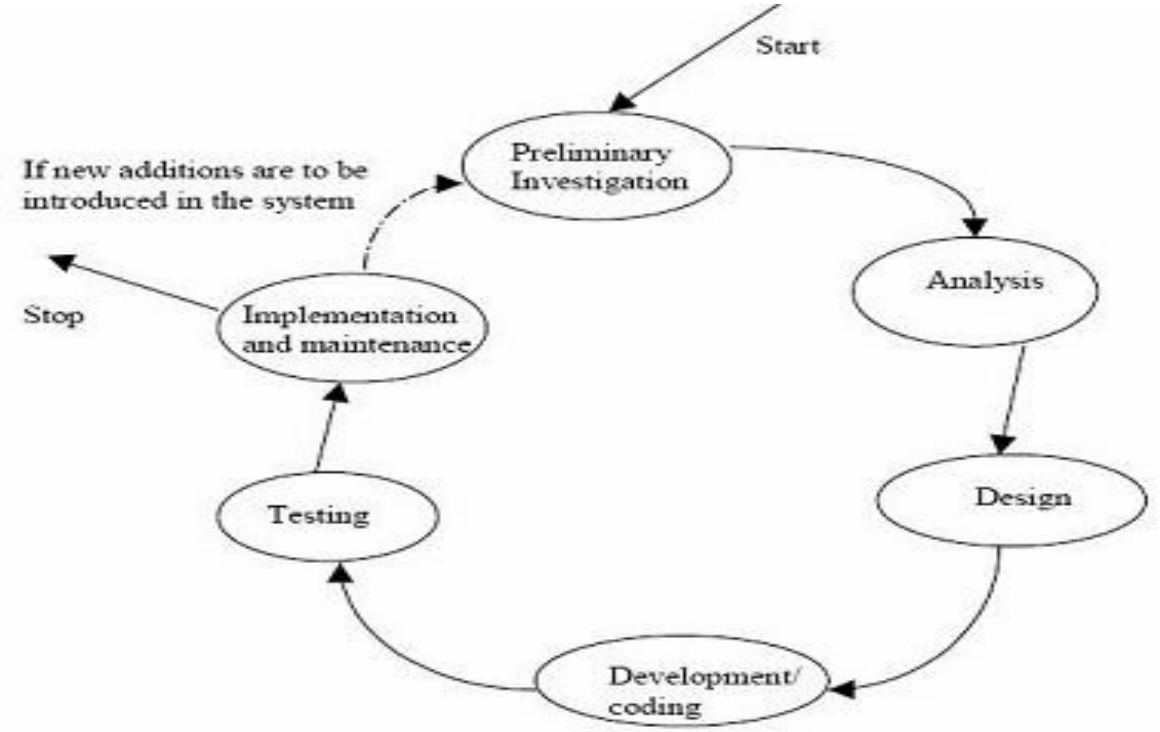


Fig. 2.1
Various stages in System Development

ER-Diagram

Introduction: -

In software engineering, an entity-relationship model (ERM) is an abstract and conceptual representation of data. Entity-relationship modeling is a database modeling method, used to produce a type of conceptual schema or semantic data model of a system, often a relational database, and its requirements in a top-down fashion. Diagrams created by this process are called entity-relationship diagrams, ER diagrams, or ERDs. ER Diagrams depicts relationship between data objects. The attribute of each data objects noted in the entity-relationship diagram can be described using a data object description. Entity relationship diagram is very basic, conceptual model of data and it is fundamental to the physical database design. This analysis is then used to organize data as relations, normalizing relations, and obtaining a Relational database.
The entity-relationship model for data uses three features to describe data. These are:

1. Entities which specify distinct real-world items in an application.
2. Relationship, which connect entities and represent meaningful dependencies between them.
3. Attributes which specify properties of entities & relationships.

Data Flow Diagram

Introduction: -

DFD is an acronym for the word Data Flow Diagram. DFD is pictorial representation of the system. DFD is a graphical representation of the —flow of data through the information system. DFD are also used for the visualization of data processing (structured design). ADFD provides no information about the timings of the process, or about whether process will operate in parallel or sequence. DFD is an important technique for modeling a system's high-level detail by showing how input data is transformed to output results through sequence of functional transformations. DFD reveal relationships among between the various components in a program or system. The strength of DFD lies in the fact that using few symbols we are able to express program design in an easier manner. A DFD can be used to represent the following: -

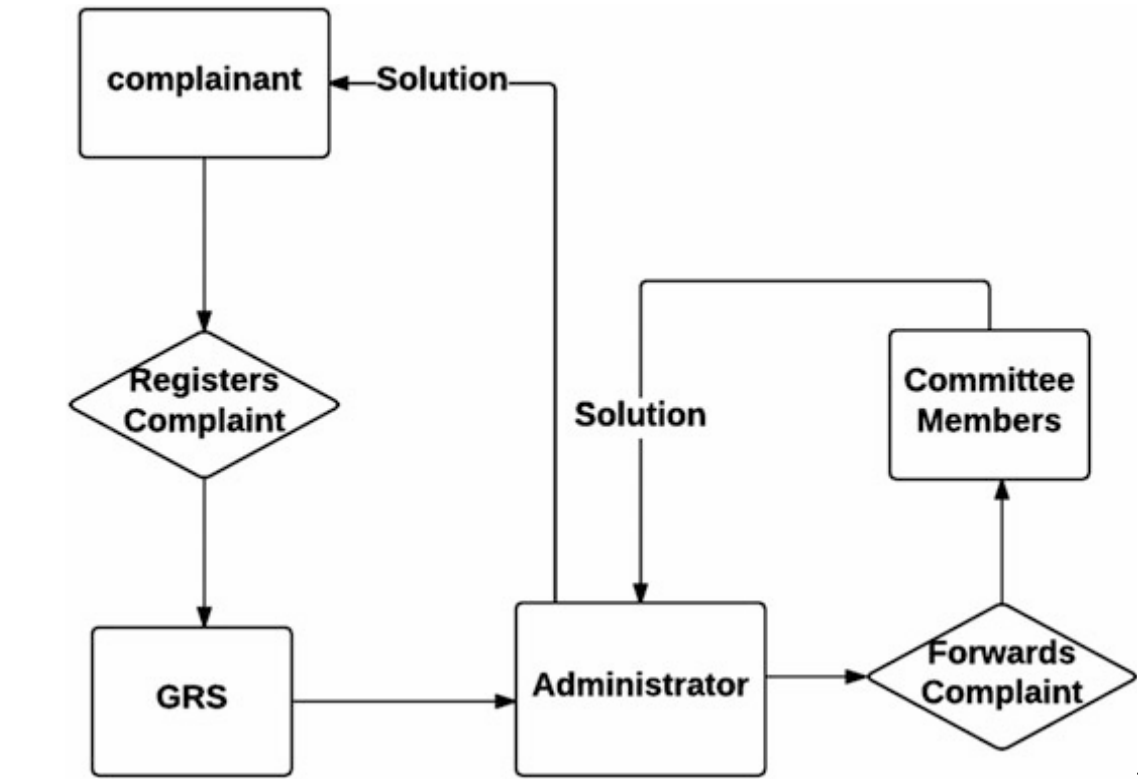
- ♣External Entity sending and receiving data.
- ♣Process that change the data.
- ♣Flow of data within the system.
- ♣Data Storage locations.

Uses of DFD: -

The main uses of data flow diagrams are as follows: -
DFD is a method of choice for representation of showing of information through a system because of the following reasons: -

- DFDs are easier to understand by technical and non-technical audiences.
- DFDs can provide high level system overview, complete with boundaries and connections to other system.
- DFDs can provide a detailed representation of system components.

Modelling of Grievance Redressal System



SOFTWARE REQUIREMENT SPECIFICATION

A requirements specification for a software system is a complete description of the behaviour of a system to be developed and it includes a set of use cases that describe all the interactions the users will have with the software. In addition to use cases, the SRS also contains non-functional requirements.

Non-functional requirements are requirements which impose constraints on the design or implementation (such as performance engineering requirements, quality standards, or design constraints). Requirements are a sub-field of software engineering that deals with the elicitation, analysis, specification, and validation of requirements for software.

The software requirement specification document enlists all necessary requirements for project development. To derive the requirements, we need to have clear and thorough understanding of the products to be developed. This is prepared after detailed communications with project team and the customer.

Hardware Requirements

1. Minimum 350MB Hard Disk space for installation
2. 4GB HD space required for a typical live system with 1000-2000 events
3. Recommended minimum CPU - Pentium 4, 3.2GHz
4. Recommended 1GB RAM for a Central Server with 3 Nodes
5. Network card

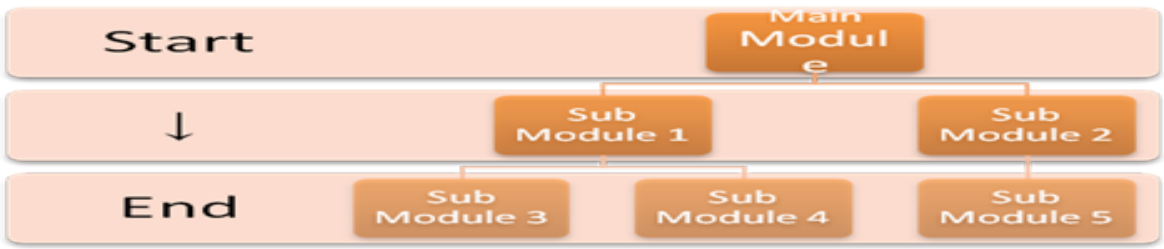
Software Requirements

User Interface Designing	HTML5, CSS3, Java Script, Bootstrap
Programming Language	PHP (WAMP Server)
Database	MySQL
IDE	Notepad++, Visual Studio Code

SYSTEM DESIGN APPROACH

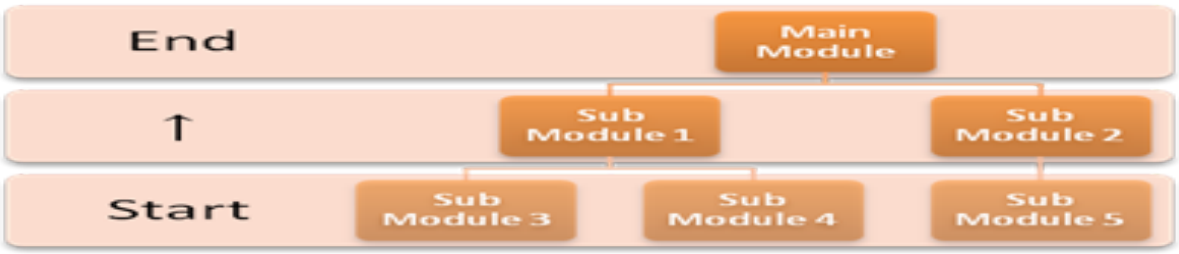
Top – Down designing:

The top - down designing approach started with major components of the system. It is a stepwise refinement which starts from an abstract design, in each steps the design is refined two or more concrete levels until we reach a level where no – more refinement is possible or not needed.



Bottom – Up designing:

In bottom – up designing the most basic and primitive components are designed first, and we proceed to higher level components. We work with layers of abstractions and abstraction are implemented until the stage is reached where the operations supported by the layer is complete.



Approach we are following:

In this project we are following **Mixed Approach** i.e. a combination of top – down and bottom – up. We are developing some of the components using top – down designing approach (e.g. the Web Pages) and some components in bottom – up designing approach (e.g. the middle tier classes).

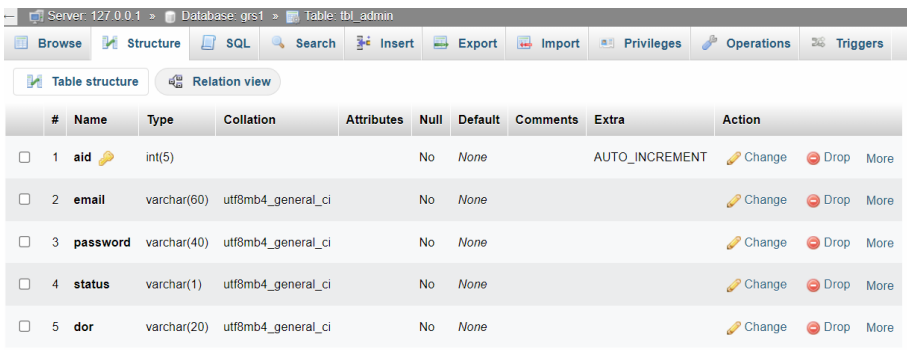
DATA MODELING

LIST OF TABLES:

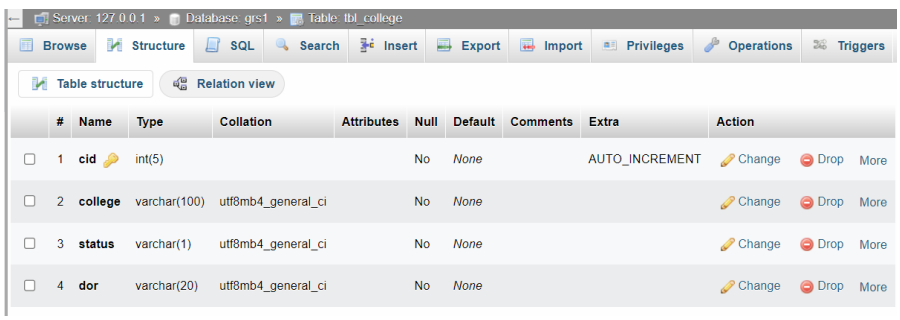
- Tbl_admin
- Tbl_college
- Tbl_session
- Tbl_complain_type
- Tbl_complain
- Tbl_question
- Tbl_answer
- Tbl_user

SCREENSHOTS OF TABLES:

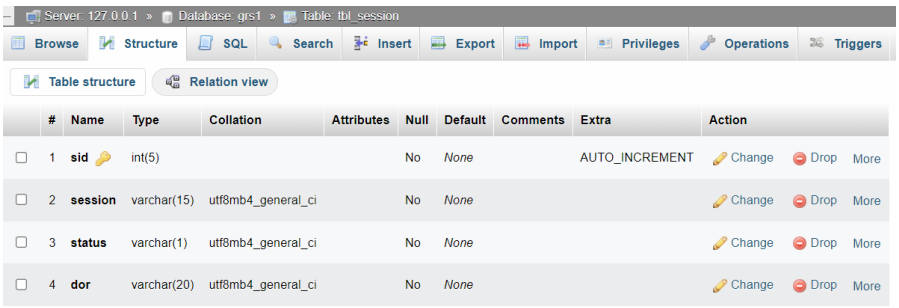
- Tbl_admin



- Tbl_college



- ## Tbl_session

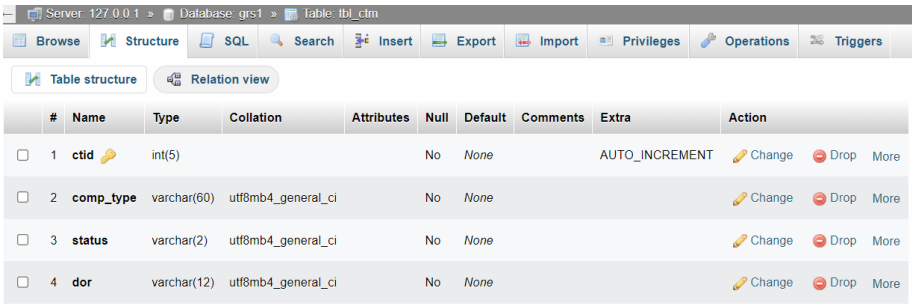

Server: 127.0.0.1 » Database: grs1 » Table: tbl_session

Browse | Structure | SQL | Search | Insert | Export | Import | Privileges | Operations | Triggers

Table structure | Relation view

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	sid	int(5)			No	None		AUTO_INCREMENT	Change Drop More
2	session	varchar(15)	utf8mb4_general_ci		No	None			Change Drop More
3	status	varchar(1)	utf8mb4_general_ci		No	None			Change Drop More
4	dor	varchar(20)	utf8mb4_general_ci		No	None			Change Drop More

- ## Tbl_complain_type

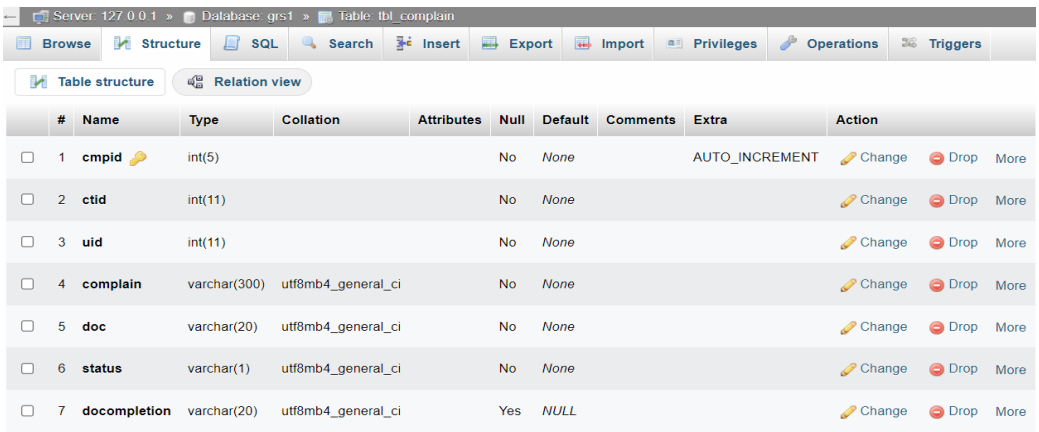

Server: 127.0.0.1 » Database: grs1 » Table: tbl_ctm

Browse | Structure | SQL | Search | Insert | Export | Import | Privileges | Operations | Triggers

Table structure | Relation view

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	ctid	int(5)			No	None		AUTO_INCREMENT	Change Drop More
2	comp_type	varchar(60)	utf8mb4_general_ci		No	None			Change Drop More
3	status	varchar(2)	utf8mb4_general_ci		No	None			Change Drop More
4	dor	varchar(12)	utf8mb4_general_ci		No	None			Change Drop More

- ## Tbl_complain


Server: 127.0.0.1 » Database: grs1 » Table: tbl_complain

Browse | Structure | SQL | Search | Insert | Export | Import | Privileges | Operations | Triggers

Table structure | Relation view

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	cmpid	int(5)			No	None		AUTO_INCREMENT	Change Drop More
2	ctid	int(11)			No	None			Change Drop More
3	uid	int(11)			No	None			Change Drop More
4	complain	varchar(300)	utf8mb4_general_ci		No	None			Change Drop More
5	doc	varchar(20)	utf8mb4_general_ci		No	None			Change Drop More
6	status	varchar(1)	utf8mb4_general_ci		No	None			Change Drop More
7	docompletion	varchar(20)	utf8mb4_general_ci		Yes	NULL			Change Drop More

- ## Tbl_question

Server: 127.0.0.1 » Database: grs1 » Table: tbl_question

Browse | Structure | SQL | Search | Insert | Export | Import | Privileges | Operations | Triggers

Table structure | Relation view

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	qid	int(5)			No	None		AUTO_INCREMENT	Change Drop More
2	uid	int(11)			No	None			Change Drop More
3	question	varchar(200)	utf8mb4_general_ci		No	None			Change Drop More
4	date	varchar(10)	utf8mb4_general_ci		No	None			Change Drop More

- **Tbl_answer**

Server: 127.0.0.1 » Database: grs1 » Table: tbl_ans

Browse | Structure | SQL | Search | Insert | Export | Import | Privileges | Operations | Triggers

Table structure | Relation view

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	anid	int(5)			No	None		AUTO_INCREMENT	Change Drop More
2	uid	int(11)			No	None			Change Drop More
3	qid	int(11)			No	None			Change Drop More
4	answer	varchar(200)	utf8mb4_general_ci		No	None			Change Drop More
5	date	varchar(10)	utf8mb4_general_ci		No	None			Change Drop More

- **Tbl_user**

Server: 127.0.0.1 » Database: grs1 » Table: user

Browse | Structure | SQL | Search | Insert | Export | Import | Privileges | Operations | Triggers

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	uid	int(5)			No	None		AUTO_INCREMENT	Change Drop More
2	name	varchar(60)	utf8mb4_general_ci		No	None			Change Drop More
3	fname	varchar(60)	utf8mb4_general_ci		No	None			Change Drop More
4	gender	varchar(10)	utf8mb4_general_ci		No	None			Change Drop More
5	email	varchar(30)	utf8mb4_general_ci		No	None			Change Drop More
6	password	varchar(40)	utf8mb4_general_ci		No	None			Change Drop More
7	mobile	bigint(10)			No	None			Change Drop More
8	dob	varchar(12)	utf8mb4_general_ci		No	None			Change Drop More
9	address	varchar(3000)	utf8mb4_general_ci		No	None			Change Drop More
10	city	varchar(40)	utf8mb4_general_ci		No	None			Change Drop More
11	pincode	varchar(6)	utf8mb4_general_ci		No	None			Change Drop More
12	course	varchar(30)	utf8mb4_general_ci		No	None			Change Drop More
13	session	varchar(30)	utf8mb4_general_ci		No	None			Change Drop More
14	college	varchar(60)	utf8mb4_general_ci		No	None			Change Drop More

Console

Server: 127.0.0.1 » Database: grs1 » Table: user

Browse | Structure | SQL | Search | Insert | Export | Import | Privileges | Operations | Triggers

14	college	varchar(60)	utf8mb4_general_ci		No	None			Change Drop More
15	profilepic	varchar(200)	utf8mb4_general_ci		Yes	NULL			Change Drop More
16	status	varchar(1)	utf8mb4_general_ci		No	None			Change Drop More
17	dor	varchar(30)	utf8mb4_general_ci		No	None			Change Drop More

Low Level Design

Description: Low Level Design creation is one of the most important activities in the development of any software product. The low-level design document gives the design of the actual software application. Low level design document is based on High Level Design document. It defines internal logic of every sub module. A good low level design document will make the application very easy to develop by the developer. An effective design document results in very low efforts in developing a Software product.

Each project's low level design document should provide a *complete and detailed* specification of the design for the software that will be developed in the project, including the classes, member and non-member functions, and associations between classes that are involved.

The low-level design document should contain a listing of the declarations of all the classes, non-member-functions, and class member functions that will be defined during the subsequent implementation stage, along with the associations between those classes and any other details of those classes (such as member variables) that are firmly determined by the low-level design stage. The low-level design document should also describe the classes, function signatures, associations, and any other appropriate details, which will be involved in testing and evaluating the project according to the evaluation plan defined in the project's requirements document.

TESTING:

Testing is the integral part of any System Development Life Cycle insufficient and interested application tends to crash and result in loss of economic and manpower investment besides user's dissatisfaction and downfall of reputation.

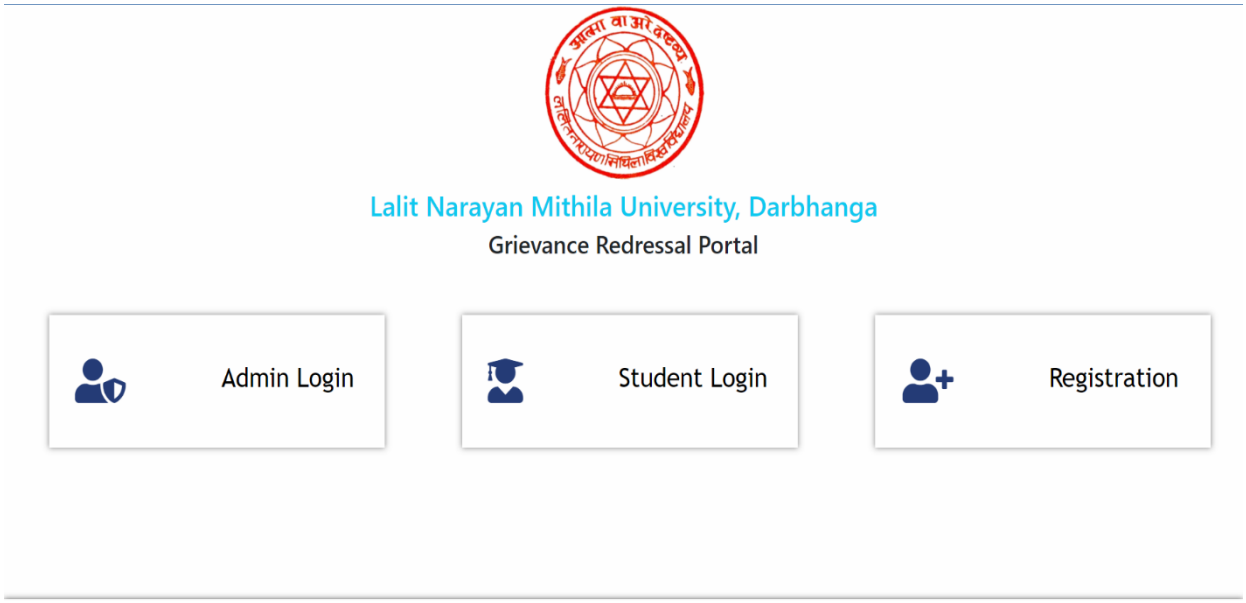
"Software Testing can be looked upon as one among much process, an organization performs, and that provides the last opportunity to correct any flaws in the developed system. Software Testing includes selecting test data that have more probability of giving errors." The first step in System testing is to develop the plan that all aspect of system. Complements, Correctness, Reliability and Maintainability.

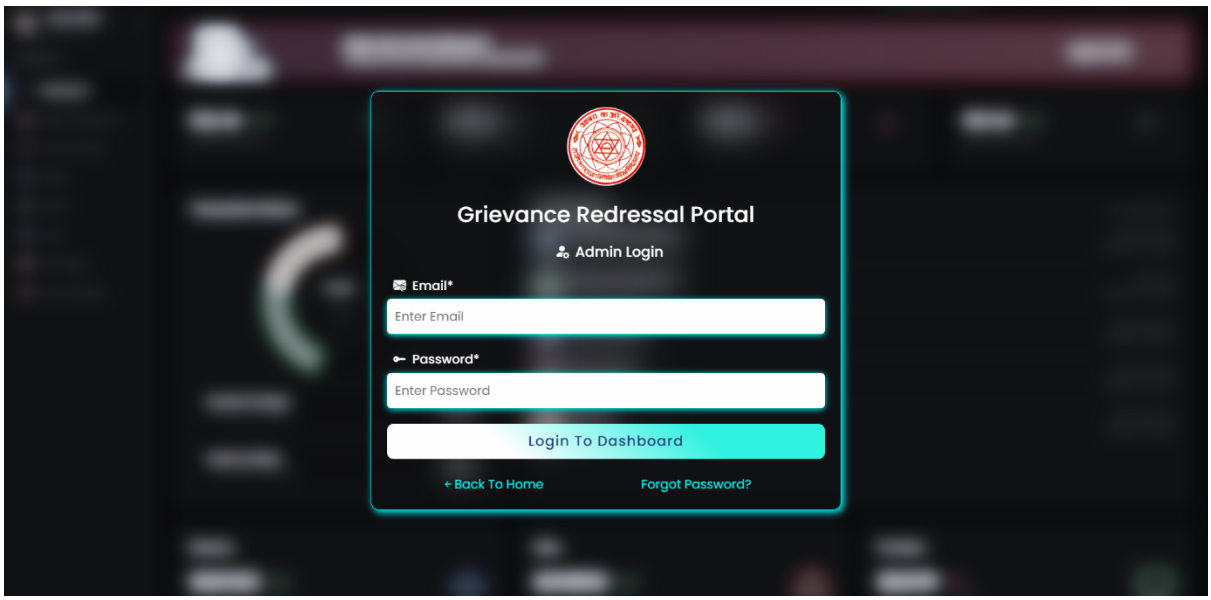
Software is to be tested for the best quality assurance, an assurance that system meets the specification and requirement for its intended use and performance.

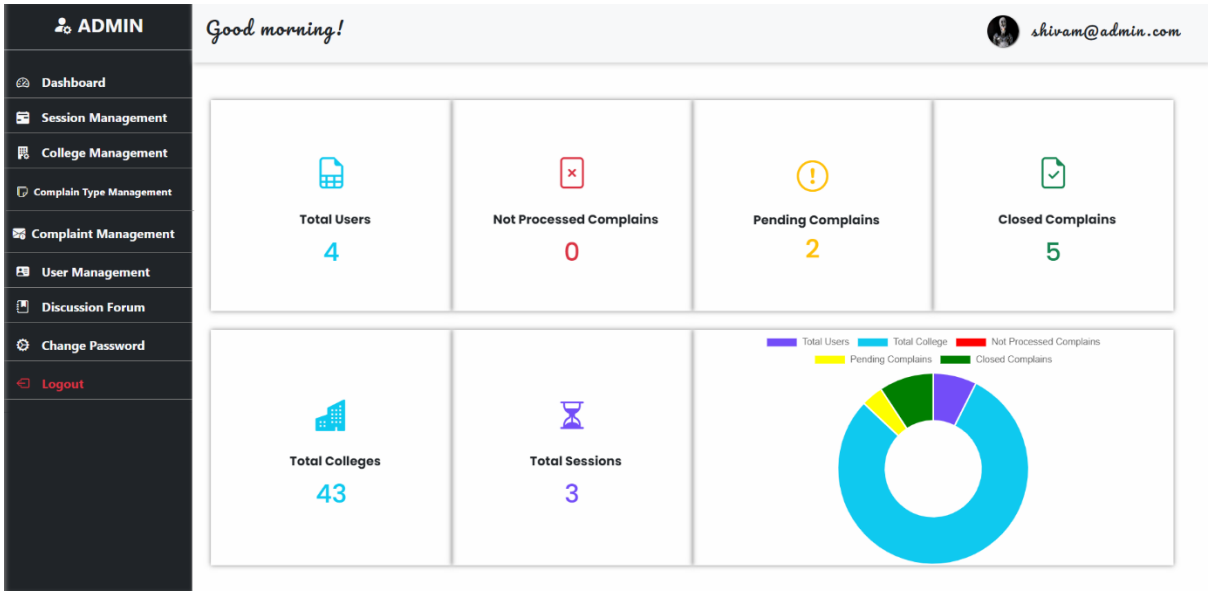
System Testing is the most useful practical process of executing the program with the implicit intention of finding errors that makes the program fail.

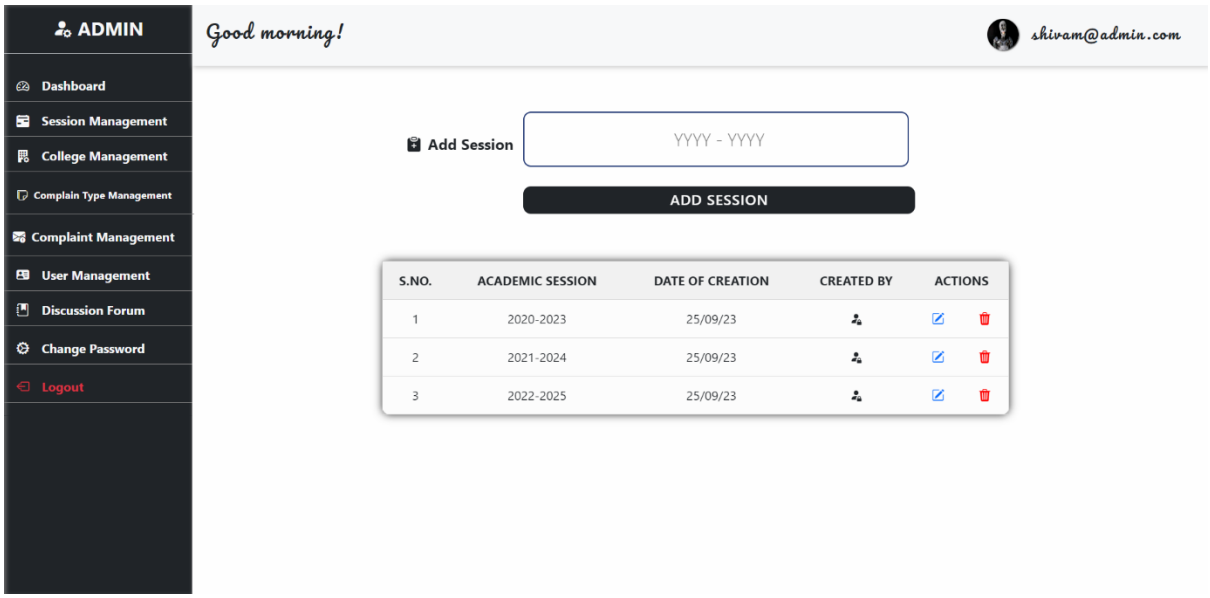
PROJECT SCREENSHOTS

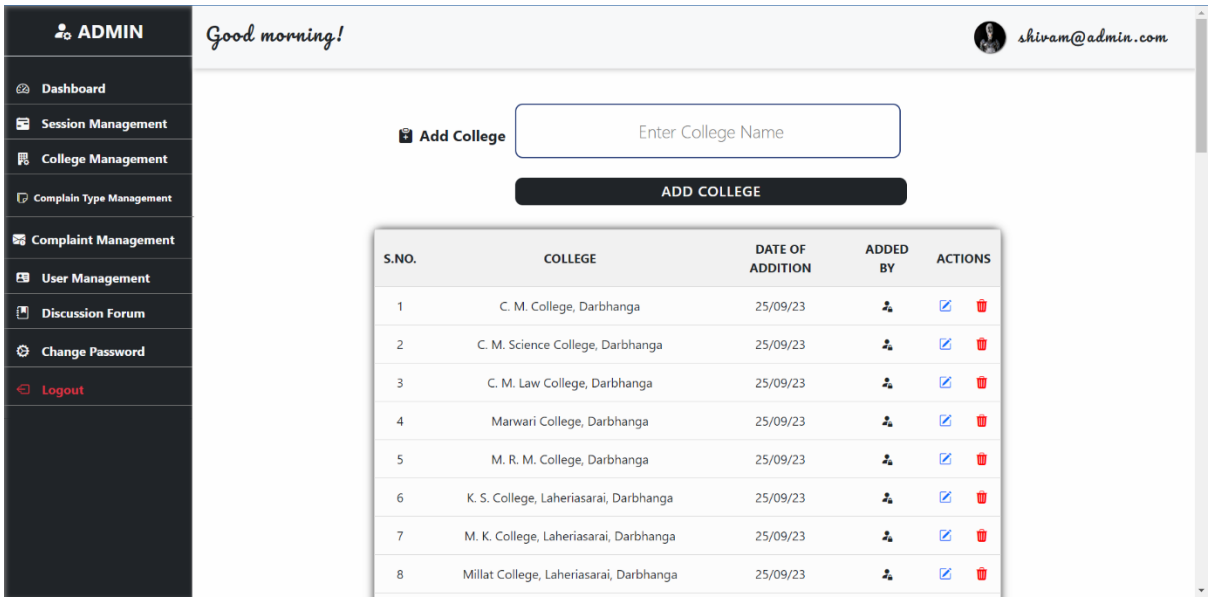
ADMIN LOGIN

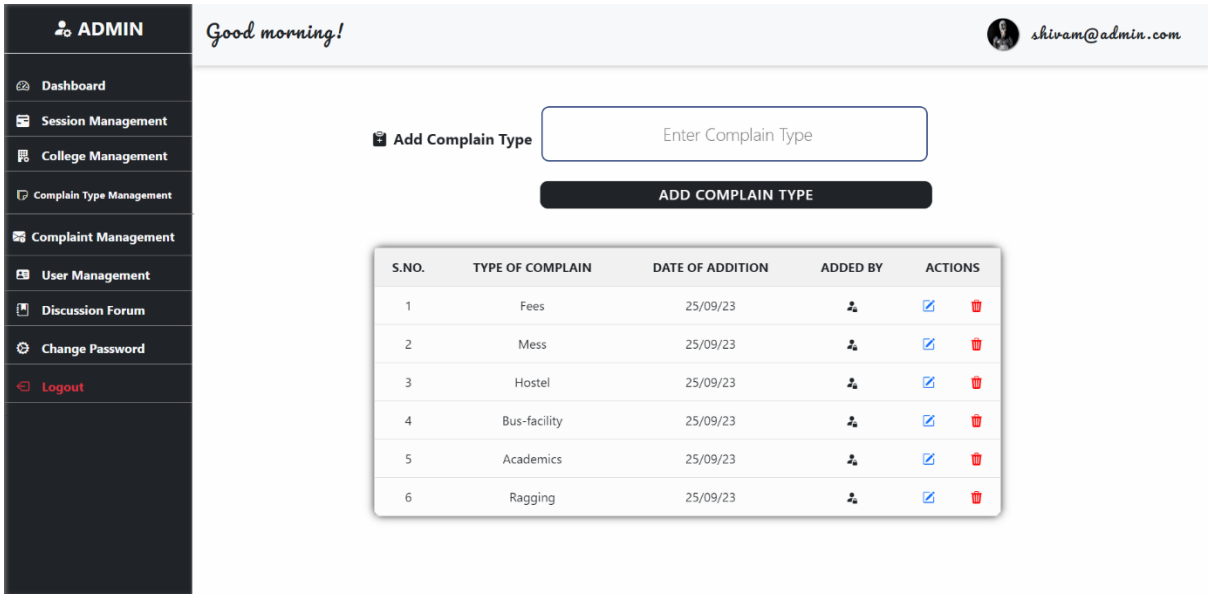


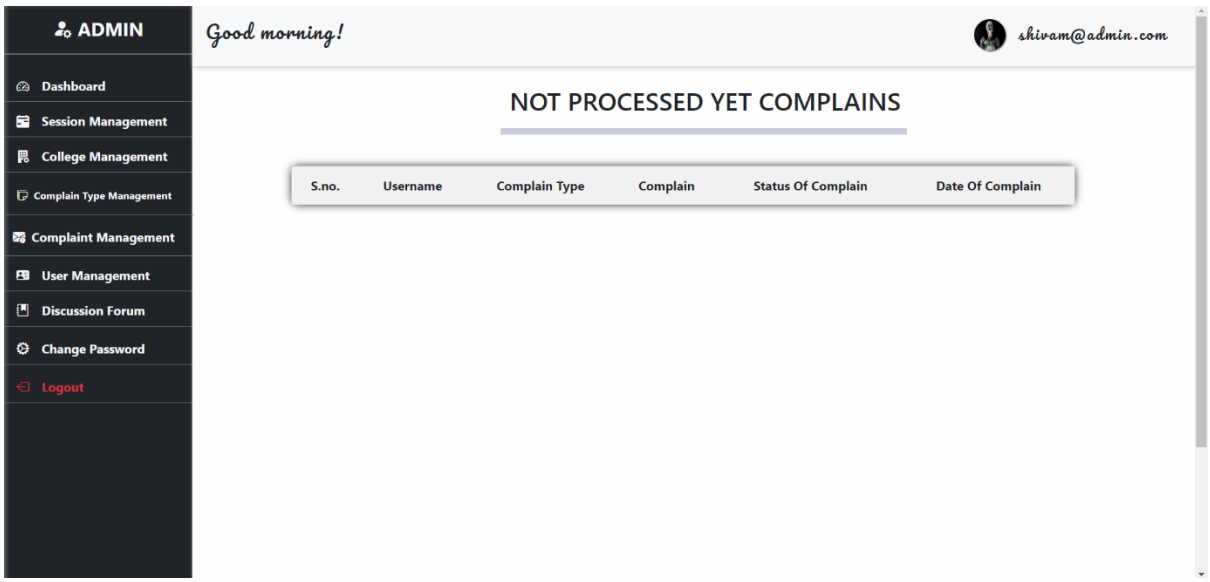


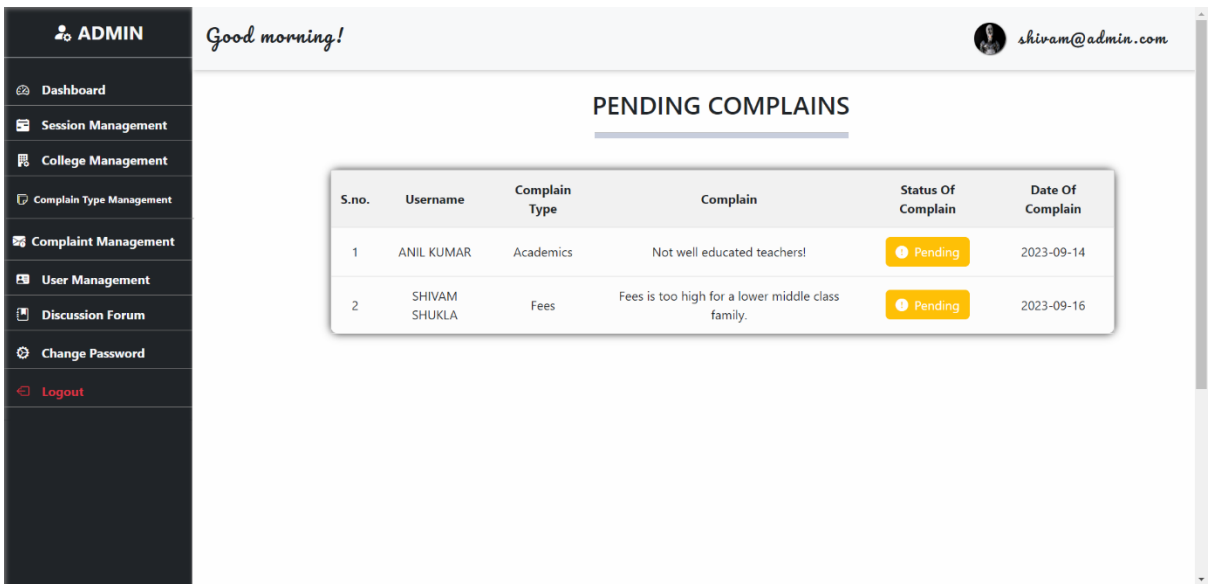

ADMIN
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
Good morning!
shivam@admin.com
Total Users
4
Not Processed Complains
0
Pending Complains
2
Closed Complains
5
Total Colleges
43
Total Sessions
3
Total Users
Total College
Not Processed Complains
Pending Complains
Closed Complains

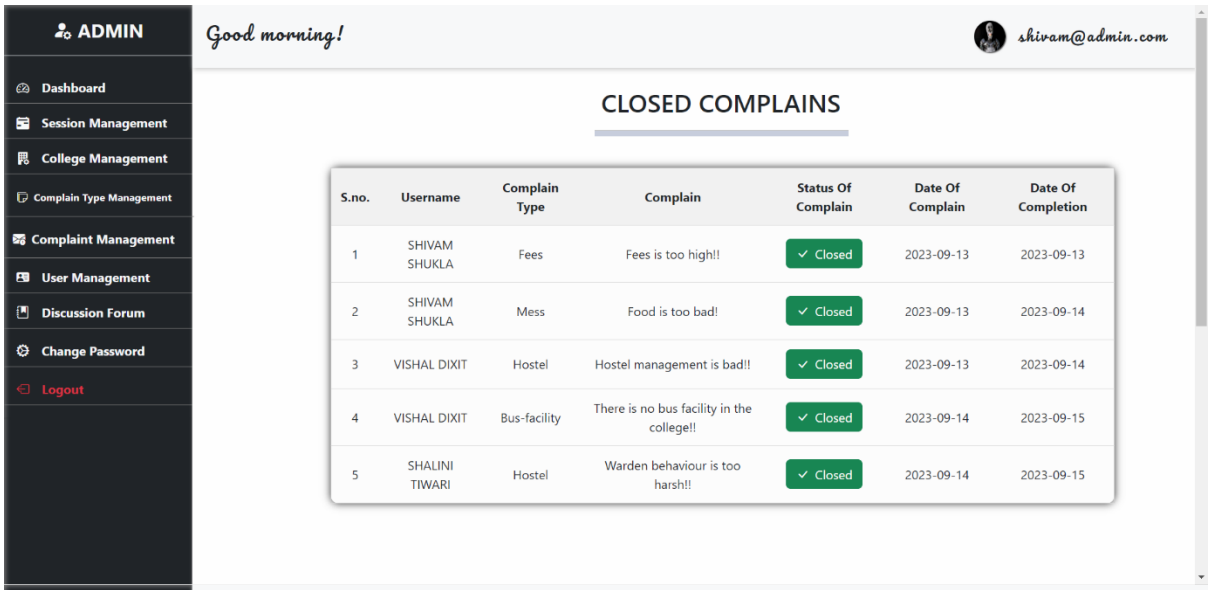

ADMIN
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
Good morning!
shivam@admin.com
Add Session
YYYY - YYYY
ADD SESSION
S.NO.
ACADEMIC SESSION
DATE OF CREATION
CREATED BY
ACTIONS
1
2020-2023
25/09/23
2
2021-2024
25/09/23
3
2022-2025
25/09/23

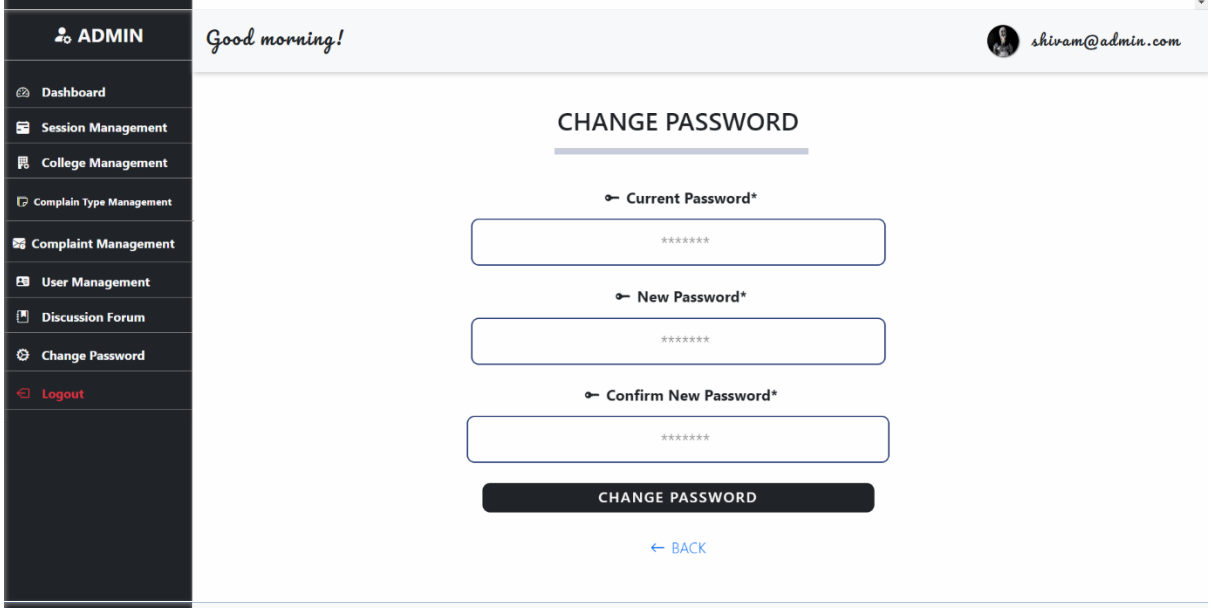

ADMIN
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
Good morning!
shivam@admin.com
Add College
Enter College Name
ADD COLLEGE
S.NO.
COLLEGE
DATE OF ADDITION
ADDED BY
ACTIONS
1
C. M. College, Darbhanga
25/09/23
2
C. M. Science College, Darbhanga
25/09/23
3
C. M. Law College, Darbhanga
25/09/23
4
Marwari College, Darbhanga
25/09/23
5
M. R. M. College, Darbhanga
25/09/23
6
K. S. College, Laheriasarai, Darbhanga
25/09/23
7
M. K. College, Laheriasarai, Darbhanga
25/09/23
8
Millat College, Laheriasarai, Darbhanga
25/09/23

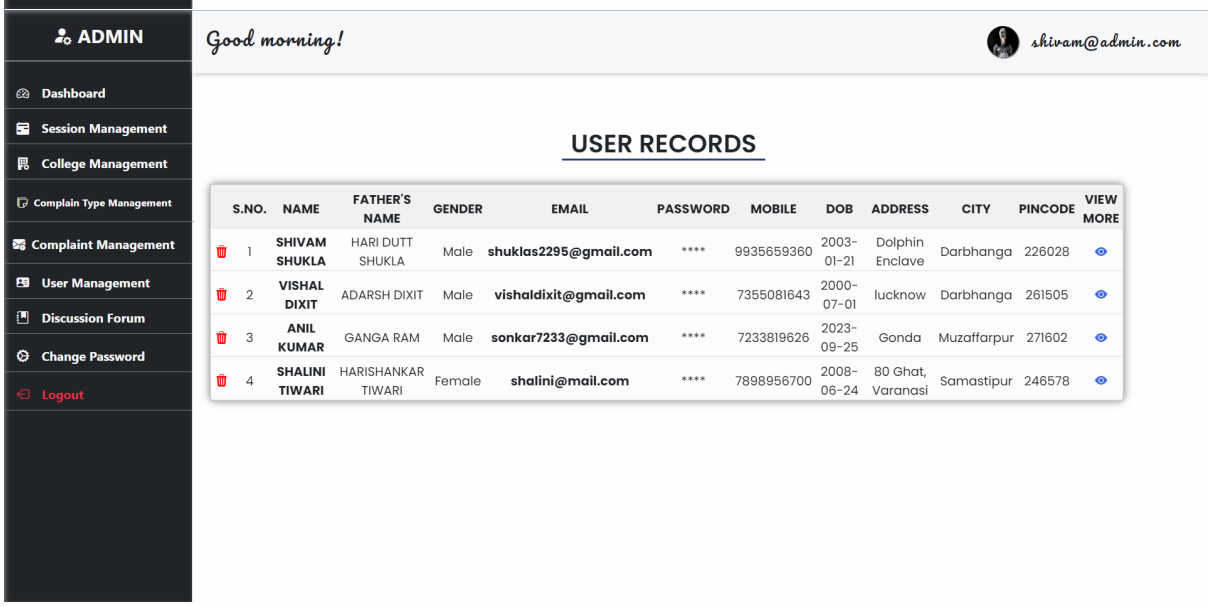

ADMIN
Good morning!
shivam@admin.com
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
Add Complain Type
Enter Complain Type
ADD COMPLAIN TYPE
S.NO. TYPE OF COMPLAIN DATE OF ADDITION ADDED BY ACTIONS
1 Fees 25/09/23
2 Mess 25/09/23
3 Hostel 25/09/23
4 Bus-facility 25/09/23
5 Academics 25/09/23
6 Ragging 25/09/23

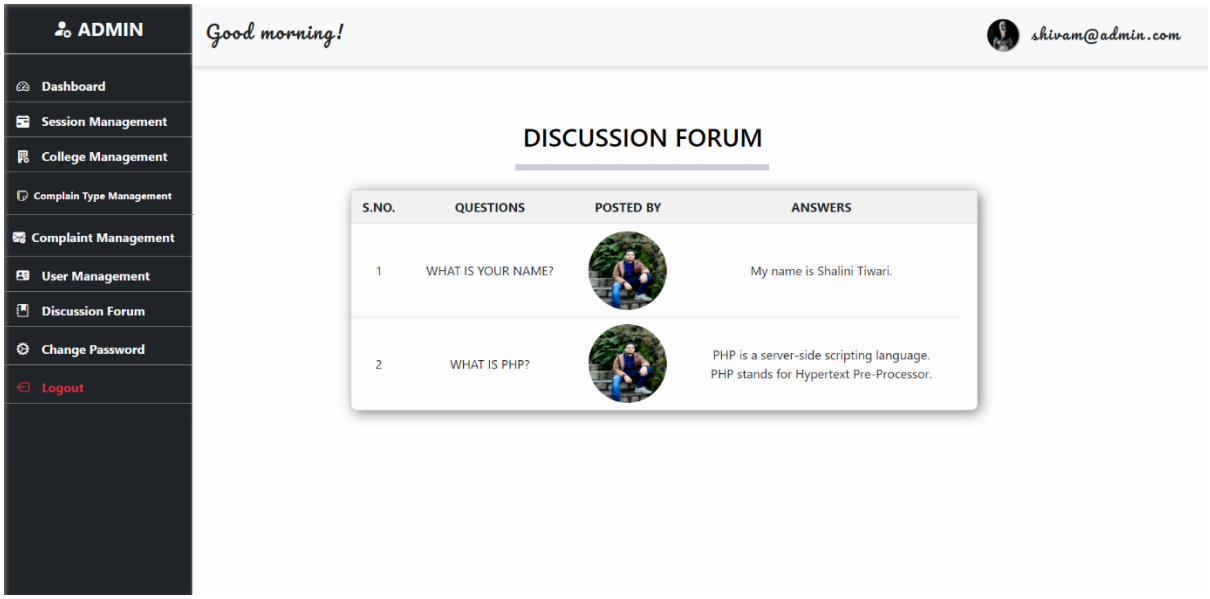

ADMIN
Good morning!
shivam@admin.com
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
NOT PROCESSED YET COMPLAINS
S.no. Username Complain Type Complain Status Of Complain Date Of Complain


ADMIN
Good morning!
shivam@admin.com
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
PENDING COMPLAINS
S.no. Username Complain Type Complain Status Of Complain Date Of Complain
1 ANIL KUMAR Academics Not well educated teachers! Pending 2023-09-14
2 SHIVAM SHUKLA Fees Fees is too high for a lower middle class family. Pending 2023-09-16

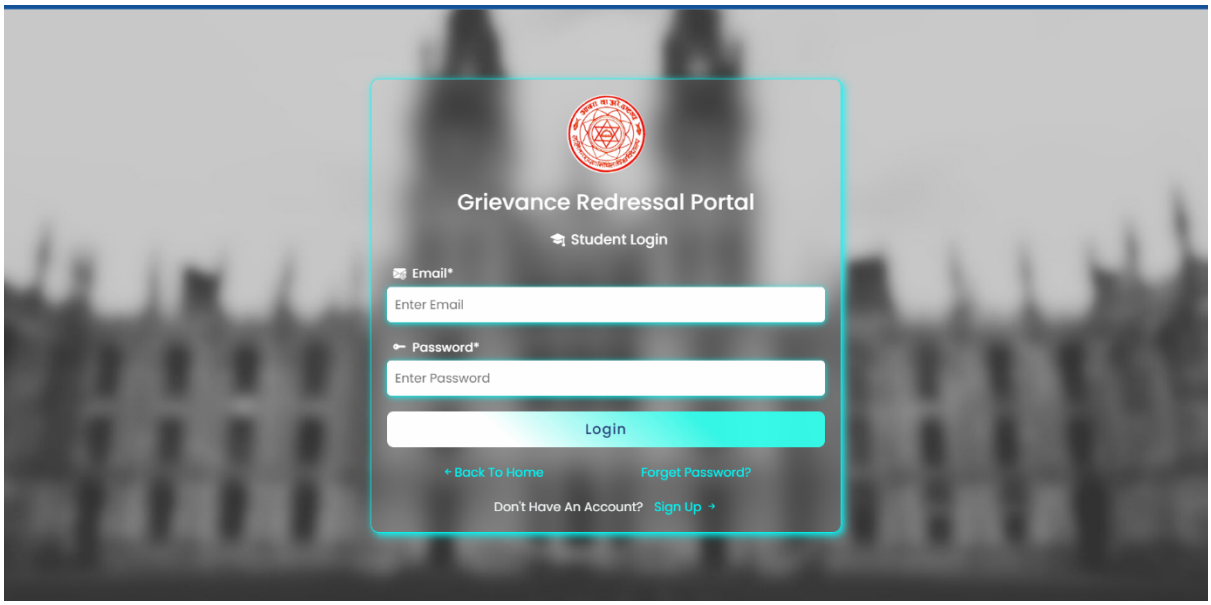

ADMIN
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
Good morning!
shivam@admin.com
CLOSED COMPLAINS
S.no. | Username | Complain Type | Complain | Status Of Complain | Date Of Complain | Date Of Completion
1 | SHIVAM SHUKLA | Fees | Fees is too high!! | ✓ Closed | 2023-09-13 | 2023-09-13
2 | SHIVAM SHUKLA | Mess | Food is too bad! | ✓ Closed | 2023-09-13 | 2023-09-14
3 | VISHAL DIXIT | Hostel | Hostel management is bad!! | ✓ Closed | 2023-09-13 | 2023-09-14
4 | VISHAL DIXIT | Bus-facility | There is no bus facility in the college!! | ✓ Closed | 2023-09-14 | 2023-09-15
5 | SHALINI TIWARI | Hostel | Warden behaviour is too harsh!! | ✓ Closed | 2023-09-14 | 2023-09-15

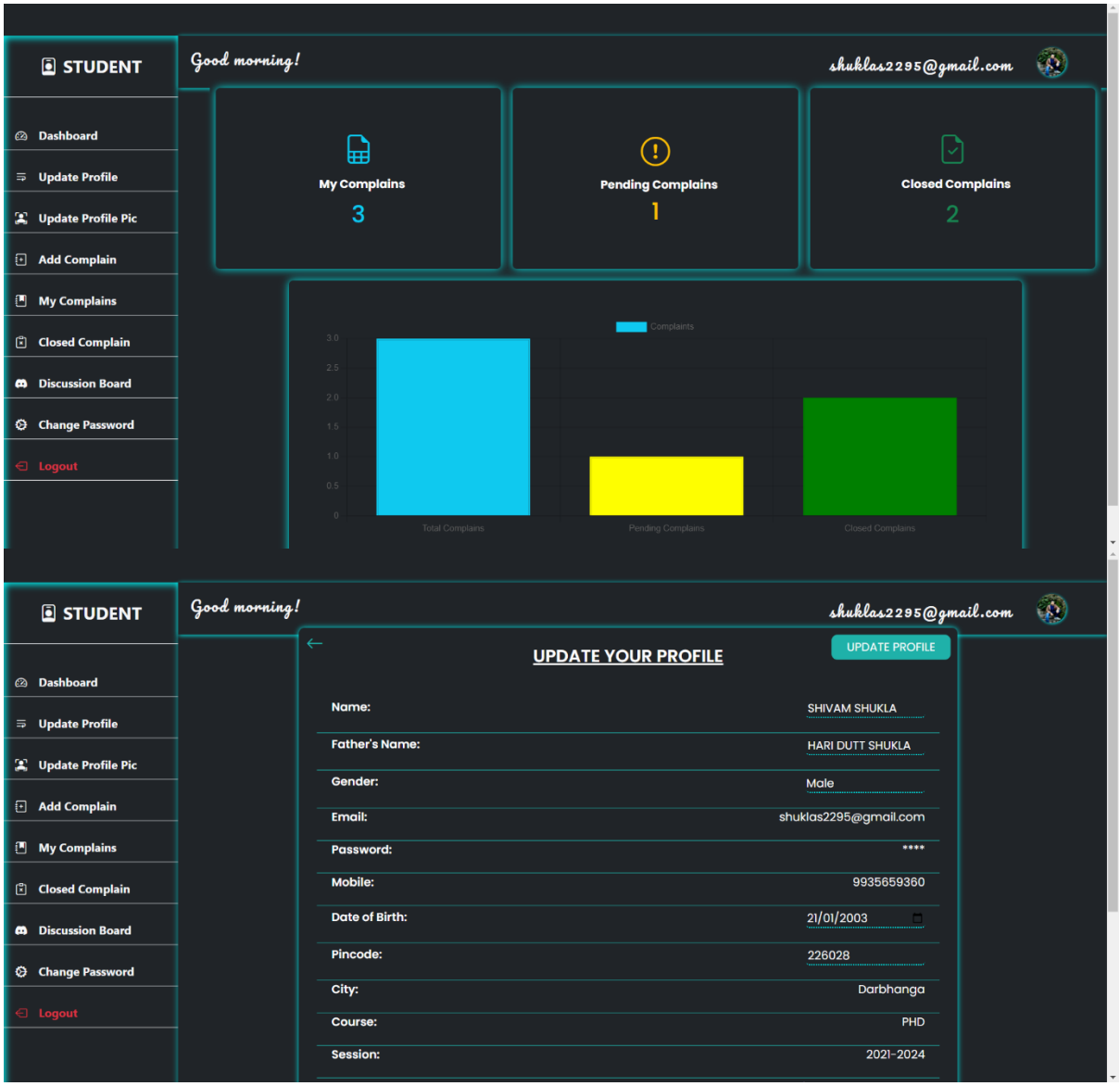

ADMIN
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
Good morning!
shivam@admin.com
CHANGE PASSWORD
Current Password*
****
New Password*
****
Confirm New Password*
****
CHANGE PASSWORD
← BACK


ADMIN
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
Good morning!
shivam@admin.com
USER RECORDS
S.NO. | NAME | FATHER'S NAME | GENDER | EMAIL | PASSWORD | MOBILE | DOB | ADDRESS | CITY | PINCODE | VIEW MORE
1 | SHIVAM SHUKLA | HARI DUTT SHUKLA | Male | shuklas2295@gmail.com | **** | 9935659360 | 2003-01-21 | Dolphin Enclave | Darbhanga | 226028
2 | VISHAL DIXIT | ADARSH DIXIT | Male | vishaldixit@gmail.com | **** | 7355081643 | 2000-07-01 | lucknow | Darbhanga | 261505
3 | ANIL KUMAR | GANGA RAM | Male | sonkar7233@gmail.com | **** | 7233819626 | 2023-09-25 | Gonda | Muzaffarpur | 271602
4 | SHALINI TIWARI | HARISHANKAR TIWARI | Female | shalini@mail.com | **** | 7898956700 | 2008-06-24 | 80 Ghat, Varanasi | Samastipur | 246578

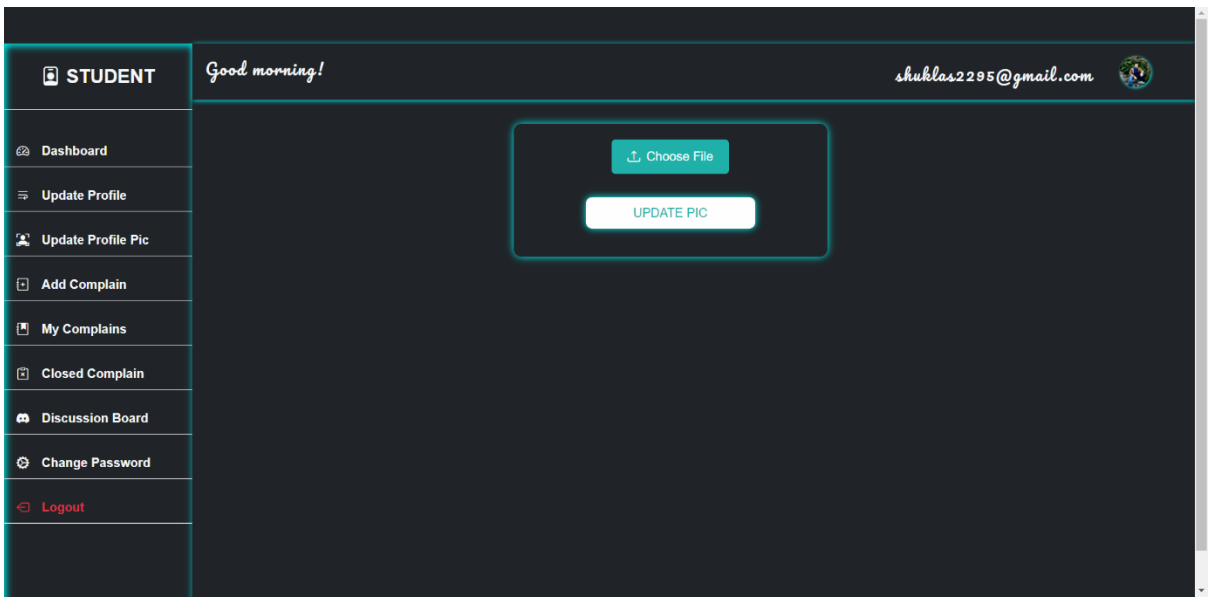

ADMIN
Dashboard
Session Management
College Management
Complain Type Management
Complaint Management
User Management
Discussion Forum
Change Password
Logout
Good morning!
shivam@admin.com
DISCUSSION FORUM
S.NO.
QUESTIONS
POSTED BY
ANSWERS
1
WHAT IS YOUR NAME?
My name is Shalini Tiwari.
2
WHAT IS PHP?
PHP is a server-side scripting language.
PHP stands for Hypertext Pre-Processor.

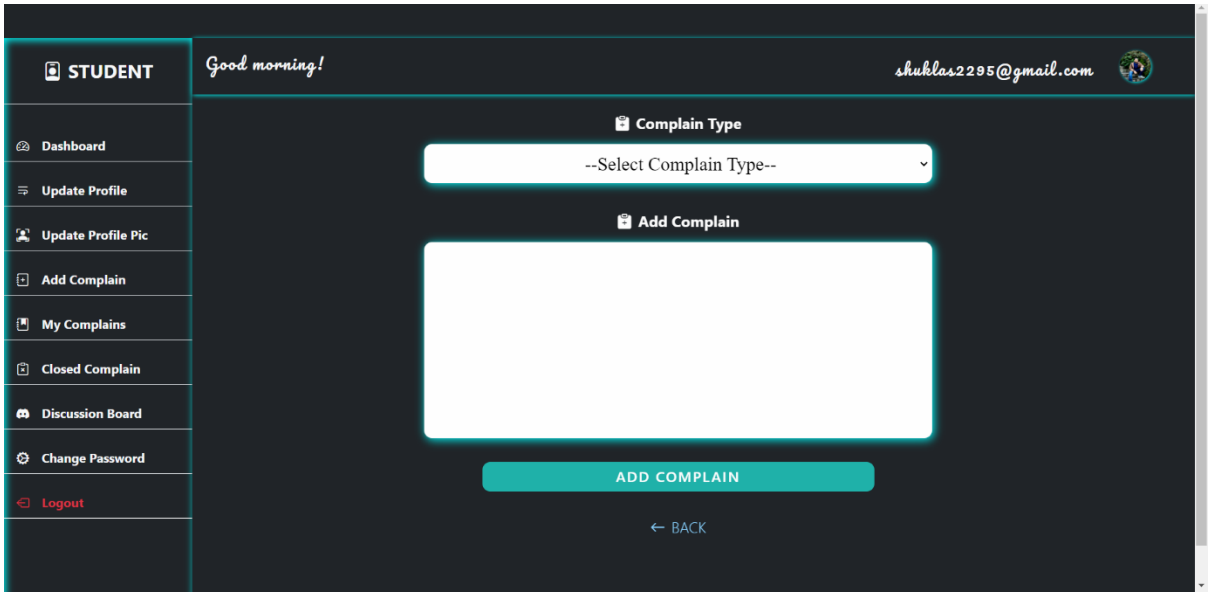
USER LOGIN

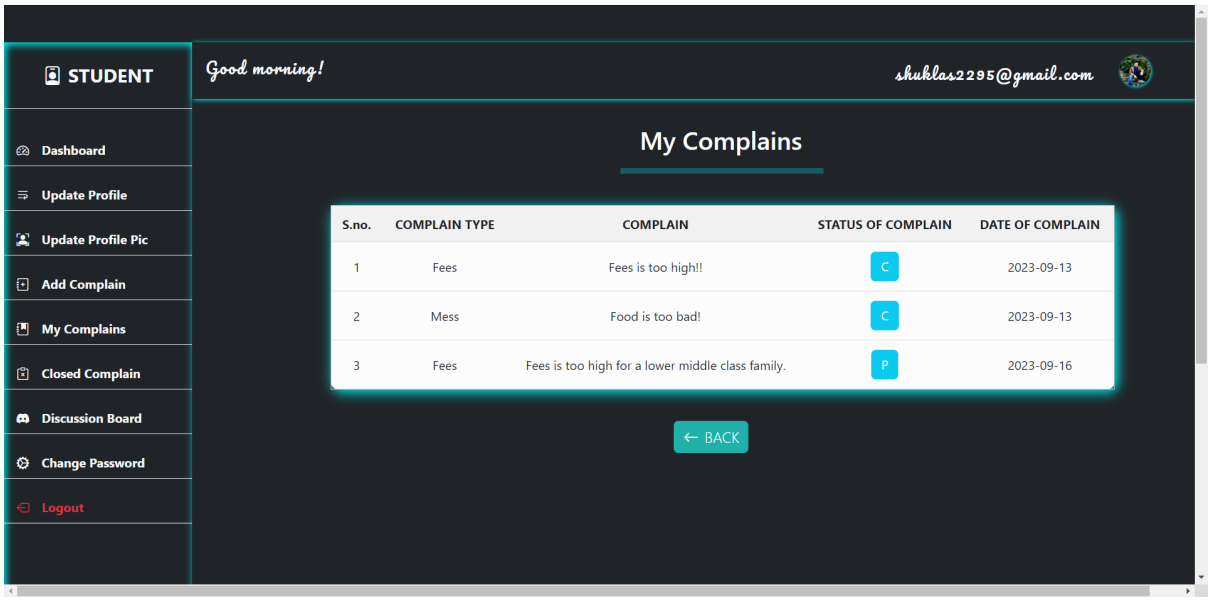

Grievance Redressal Portal
Student Login
Email*
Enter Email
Password*
Enter Password
Login
Back To Home
Forget Password?
Don't Have An Account? Sign Up

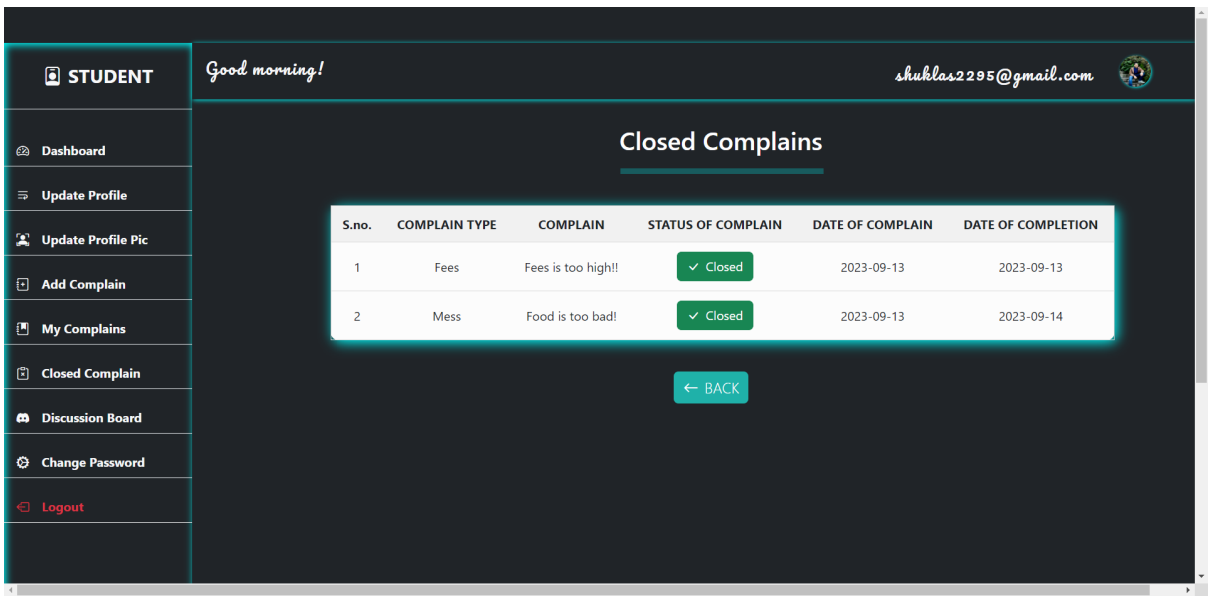

STUDENT
Good morning!
shuklas2295@gmail.com
Dashboard
Update Profile
Update Profile Pic
Add Complain
My Complains
Closed Complain
Discussion Board
Change Password
Logout
My Complains
3
Pending Complains
1
Closed Complains
2
Complaints
Total Complains
Pending Complains
Closed Complains

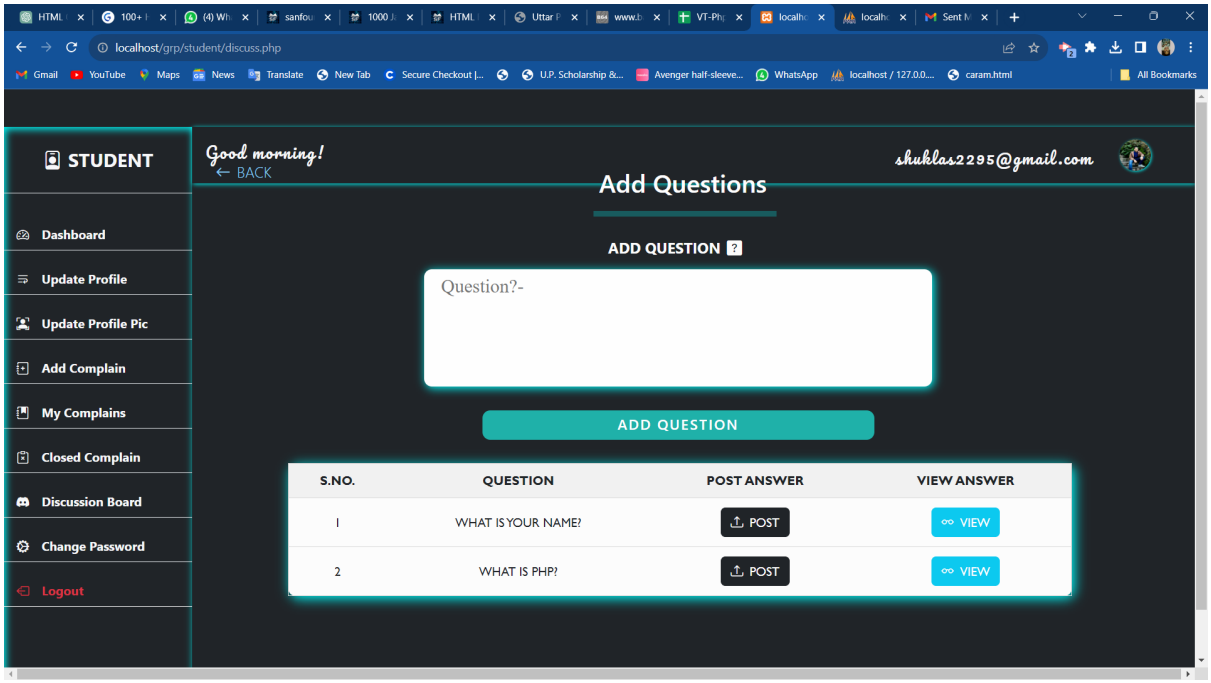
STUDENT
Good morning!
shuklas2295@gmail.com
UPDATE YOUR PROFILE
UPDATE PROFILE
Name: SHIVAM SHUKLA
Father's Name: HARI DUTT SHUKLA
Gender: Male
Email: shuklas2295@gmail.com
Password: ****
Mobile: 9935659360
Date of Birth: 21/01/2003
Pincode: 226028
City: Darbhanga
Course: PHD
Session: 2021-2024

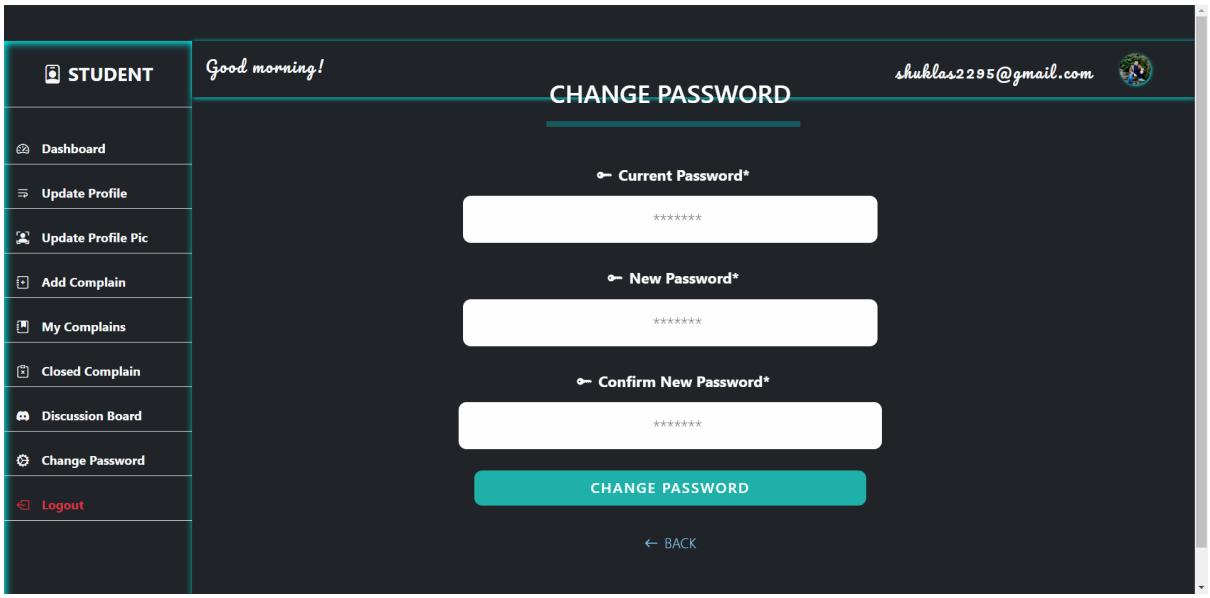

STUDENT
Good morning!
shuklas2295@gmail.com
Choose File
UPDATE PIC


STUDENT
Good morning!
shuklas2295@gmail.com
Dashboard
Update Profile
Update Profile Pic
Add Complain
My Complains
Closed Complain
Discussion Board
Change Password
Logout
Complain Type
--Select Complain Type--
Add Complain
ADD COMPLAIN
← BACK


STUDENT
Good morning!
shuklas2295@gmail.com
Dashboard
Update Profile
Update Profile Pic
Add Complain
My Complains
Closed Complain
Discussion Board
Change Password
Logout
My Complains
S.no. COMPLAIN TYPE COMPLAIN STATUS OF COMPLAIN DATE OF COMPLAIN
1 Fees Fees is too high!! C 2023-09-13
2 Mess Food is too bad! C 2023-09-13
3 Fees Fees is too high for a lower middle class family. P 2023-09-16
← BACK


STUDENT
Good morning!
shuklas2295@gmail.com
Dashboard
Update Profile
Update Profile Pic
Add Complain
My Complains
Closed Complain
Discussion Board
Change Password
Logout
Closed Complains
S.no. COMPLAIN TYPE COMPLAIN STATUS OF COMPLAIN DATE OF COMPLAIN DATE OF COMPLETION
1 Fees Fees is too high!! ✓ Closed 2023-09-13 2023-09-13
2 Mess Food is too bad! ✓ Closed 2023-09-13 2023-09-14
← BACK


localhost/grp/student/discuss.php
STUDENT
Good morning!
BACK
shuklas2295@gmail.com
Add Questions
Dashboard
Update Profile
Update Profile Pic
Add Complain
My Complains
Closed Complain
Discussion Board
Change Password
Logout
ADD QUESTION
Question?-
ADD QUESTION
S.NO.
QUESTION
POST ANSWER
VIEW ANSWER
1
WHAT IS YOUR NAME?
POST
VIEW
2
WHAT IS PHP?
POST
VIEW


STUDENT
Good morning!
shuklas2295@gmail.com
CHANGE PASSWORD
Dashboard
Update Profile
Update Profile Pic
Add Complain
My Complains
Closed Complain
Discussion Board
Change Password
Logout
Current Password*
****
New Password*
****
Confirm New Password*
****
CHANGE PASSWORD
BACK

CODES

Index.php

```
<?php

?>

<html>

  <head>

    <link rel="stylesheet" href="css/style.css">

    <link rel="stylesheet" href="css/bootstrap.css">

    <link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-awesome/5.15.3/css/all.min.css">

    <script src="js/bootstrap.bundle.js"></script>

  </head>

  <body>

    <div id="outer" class="container-fluid">

      <h1 align="center"><img style="height:200px; width: 200px;" src="images/mithla.png" alt="logo"></h1>

      <h2 align="center" class="text-info">Lalit Narayan Mithila University, Darbhanga</h2>

      <h3 align="center">Grievance Redressal Portal</h3>

      <div class="row">

        <div class="col-sm-4 p-5">

          <div class="log-card">

          <a href="admin/adminlogin.php">

          <i class="fas fa-user-shield"></i>

            <h3>Admin Login</h3>

            </a>

          </div>

        </div>

        <div class="col-sm-4 p-5">

          <div class="log-card">

          <a href="student/studentlogin.php">

          <i class="fas fa-user-graduate"></i>
```

```
                <h3>Student Login</h3>
              </a>
              </div>
            </div>
            <div class="col-sm-4 p-5">
              <div class="log-card">
              <a href="student/register.php">
              <i id="icon" class="fas fa-user-plus"></i>
                <h3>Registration</h3>
              </a>
              </div>
            </div>
          </div>
        </div>
        <footer class="footer text-center">
    <p>Created and Designed by Shivam Shukla</p>
</footer>
    </body>
</html>
```

Register.php

```
<?php
include("../admin/connection.php");
$query = "SELECT * FROM tbl_session ORDER BY sid";
$res = mysqli_query($con, $query);
$query2 = "SELECT * FROM tbl_college";
$res2 = mysqli_query($con, $query2);
?>

<html>

<head>
   <link rel="stylesheet" href="https://cdn.jsdelivr.net/npm/bootstrap-icons@1.10.5/font/bootstrap-icons.css">

   <style>
      @import url('https://fonts.googleapis.com/css2?family=Poppins:wght@300;400;500;600;700;800;900&family=Sacramento&display=swap');

      * {
         margin: 0;
         padding: 0;
         box-sizing: border-box;
         font-family: 'Poppins', sans-serif;
      }

      body {
         display: flex;
         margin-top: 55px;
         height: 110vh;
```

```
    justify-content: center;
    align-items: center;
    padding: 20px;
    background-color: #eef1f9;
}

.container {
    max-width: 1000px;
    width: 100%;
    background: #fdfdfd;
    padding: 25px 30px;
    border-radius: 10px;
}

.container img {
    height: 150px;
    width: 150px;
    margin-left: 43%;
}

.container h1,
h3 {
    font-size: 25px;
    font-weight: 500;
    color: #253b77;
    margin-left: 34%;
}

.container h3 {
    font-size: 16px;
    margin-left: 43%;
```

```
}

.container form .user-details {
    display: flex;
    flex-wrap: wrap;
    justify-content: space-between;
    margin: 35px 0 12px 0;
}

form .user-details .input-box {
    margin-bottom: 15px;
    width: calc(100% / 2 - 20px);
}

.user-details .input-box .details {
    display: block;
    font-weight: 500;
    margin-bottom: 5px;
}

.user-details .input-box input,
select,
textarea {
    height: 45px;
    width: 100%;
    outline: none;
    border-radius: 10px;
    border: 2px solid #253b77;
    padding-left: 15px;
    font-size: 15px;
}
```

```
.user-details .input-box textarea {
   height: 80px;
   width: 950px;
   padding-top: 25px;
   font-size: 17px;
   resize: none;
}

form .button {
   height: 35px;
   margin: 12px 0;
}

form .button input {
   height: 100%;
   width: 100%;
   border: none;
   border-radius: 10px;
   outline: none;
   color: #fdfdfd;
   background: #4755aa;
   font-size: 18px;
   font-weight: 500;
   letter-spacing: 1px;
   transition: .5s ease;
}

form .button input:hover {
   border: 2px solid #4755aa;
   color: #4755aa;
```

```
    background-color: #fdfdfd;
}

.bottom {
    position: relative;
}

.bottom a {
    position: absolute;
    bottom: -22px;
    left: 15px;
    text-decoration: none;
}

.bottom a:hover {
    text-decoration: underline;
}

.bottom-links {
    text-align: center;
    margin-top: 5px;
    margin-left: 55%;
}

.bottom-links span,
.bottom-links a {
    display: inline;
    margin: 0 5px;
    margin-left: 5px;
    text-decoration: none;
}
```

```
        .bottom-links a i {
            padding-left: 5px;
            font-weight: 500;
        }

        .bottom-links a:hover {
            text-decoration: underline;
        }
    </style>

    <script>

        document.addEventListener("DOMContentLoaded", function () {
            const urlParams = new URLSearchParams(window.location.search);
            const message = urlParams.get('message');

            if (message === 'reject') {
                alert("Email or mobile already exist!");
            }
        });

    </script>
</head>

<body>
    <div class="container">
        <img src="../images/mithla.png" alt="logo">
        <h1>Grievance Redressal Portal</h1>
        <h3>Student Registration</h3>
        <form action="code.php" method="post">
```

```
        <div class="user-details">

            <div class="input-box">
                <span class="details">Name*</span>
                <input type="text" name="name" placeholder="Enter Name" required>
            </div>

            <div class="input-box">
                <span class="details">Father's Name*</span>
                <input type="text" name="fname" placeholder="Enter Father's Name" required>
            </div>

            <div class="input-box">
                <span class="details">Gender*</span>
                <select name="gender" required>
                    <option value="">-Select Gender-</option>
                    <option value="Male">Male</option>
                    <option value="Female">Female</option>
                    <option value="Other">Other</option>
                </select>
            </div>

            <div class="input-box">
                <span class="details" required>Mobile*</span>
                <input type="text" name="mobile" placeholder="Enter Mobile" maxlength="10"
required>
            </div>
            <div class="input-box">
                <span class="details">Email*</span>
                <input type="email" name="email" placeholder="Enter Email" required>
            </div>
```

```
<div class="input-box">
  <span class="details">Password*</span>
  <input type="password" name="pass" placeholder="Enter Password" required>
</div>

<div class="input-box">
  <span class="details">Date Of Birth*</span>
  <input type="date" name="dob" required>
</div>

<div class="input-box">
  <span class="details">City*</span>
  <select name="city" required>
    <option value="">-Select City-</option>
    <option value="Darbhanga">Darbhanga</option>
    <option value="Muzaffarpur">Muzaffarpur</option>
    <option value="Samastipur">Samastipur</option>
    <option value="Madhubani">Madhubani</option>
  </select>
</div>

<div class="input-box">
  <span class="details">Pincode*</span>
  <input type="text" required name="pincode" placeholder="Enter Pincode"
maxlength="6">
</div>

<div class="input-box">
  <span class="details">Course*</span>
  <select name="course" required>
```

```
        <option value="">-Select Course-</option>
        <option>B.Sc</option>
        <option>B.A</option>
        <option>B.Com</option>
        <option>M.Sc</option>
        <option>M.A</option>
        <option>M.Com</option>
        <option>MBA</option>
        <option>PHD</option>
    </select>
</div>
<div class="input-box">
    <span class="details">College*</span>
    <select name="college" required>
        <option value="">-Select College-</option>
        <?php
        while ($row2 = mysqli_fetch_array($res2)) {
            $collegeName = $row2['college'];
            ?>
            <option value="<?php echo $collegeName; ?>">
                <?php echo $collegeName; ?>
            </option>
            <?php
        }
        ?>
    </select>
</div>
<div class="input-box">
    <span class="details">Session*</span>
    <select name="session" required>
        <option value="">-Select Session-</option>
```

```
                <?php
                while ($row = mysqli_fetch_array($res)) {
                  $sessionName = $row['session'];
                  ?>
                  <option value="<?php echo $sessionName; ?>">
                    <?php echo $sessionName; ?>
                  </option>
                  <?php
                }
                ?>
              </select>
            </div>

            <div class="input-box">
              <span class="details">Address*</span>
              <textarea name="address" required cols="30" rows="10" placeholder="Enter Address" maxlength="300"></textarea>
            </div>
          </div>
          <div class="button">
            <input type="submit" value="Register">
          </div>
        </form>
        <div class="bottom">
          <a href="../index.php"><i class="bi bi-arrow-left-short"></i>Back To Home</a>
        </div>
        <div class="bottom-links">
          <span>Already Have An Account?</span>
          <a id="a2" href="studentlogin.php">Login<i class="bi bi-arrow-right-short"></i></a>
        </div>
      </div>
```

```
</body>

</html>
<?php
$name = $_POST['name'];
// echo $name;
$name= strtoupper($name);

$fname = $_POST['fname'];
// echo $fname;
$fname = strtoupper($fname);

$gender = $_POST['gender'];
// echo $gender;

$mobile = $_POST['mobile'];
// echo $mobile;

$email = $_POST['email'];
// echo $email;
$email = strtolower($email);


$pass = $_POST['pass'];
// echo $pass;

$dob = $_POST['dob'];
// echo $dob;

$city = $_POST['city'];
// echo $city;
```

```
$pincode = $_POST['pincode'];
// echo $pincode;

$course = $_POST['course'];
// echo $course;

$college = $_POST['college'];
// echo $college;

$session = $_POST['session'];
// echo $session;

$address = $_POST['address'];
// echo $address;

include("../admin/connection.php");
$check = "SELECT * FROM user WHERE email = '$email' OR mobile = '$mobile'";
$res = mysqli_query($con, $check);
if($row = mysqli_fetch_array($res))
{
   // header("Location:register.php?message=reject");
   echo "<script>alert('   Email OR Mobile Already EXISTS!! Please Try
Again!');window.location.href='register.php';</script>";
}

else
{
$query = "INSERT INTO user(name, fname, gender, email, password, mobile, dob, address, city,
pincode, course, session, college, status, dor)
VALUES('$name', '$fname', '$gender', '$email', '$pass', '$mobile', '$dob', '$address', '$city',
'$pincode', '$course', '$session', '$college', 'N', CURDATE())";
```

```
mysqli_query($con, $query);

// header("Location:studentlogin.php?message=success");

echo "<script>alert('    You are succesfully registered! Click OK to
Login!');window.location.href='studentlogin.php';</script>";

}

?>
```

Login.php

```
<!DOCTYPE html>
<html>
<head>
  <link rel="stylesheet" href="https://cdn.jsdelivr.net/npm/bootstrap-icons@1.10.5/font/bootstrap-icons.css">
  <link rel="stylesheet" href="../css/bootstrap.css">
  <style>
    @import url('https://fonts.googleapis.com/css2?family=Poppins:wght@300;400;500;600;700;800;900&family=Sacramento&display=swap');

    body {
      font-family: 'Poppins', sans-serif;
      background-color: #f8f9fa;
      height: 100vh;
      display: flex;
      align-items: center;
      justify-content: center;
      background: url('../images/bgimg.jpg');
      background-size: cover;
      background-position: center;
    }

    .container {
      max-width: 600px;
      /* background-color: #fff; */
      border-radius: 10px;
      box-shadow: 0 0 10px rgba(0, 0, 0, 0.2);
      padding: 20px;
      text-align: center;
```

```
    background: transparent;
    border: 1px solid aqua;
    backdrop-filter: blur(15px);
    box-shadow: 3px 3px 10px aqua;
}

.container img {
    max-width: 100px;
    margin-bottom: 20px;
    background-color: white;
    border-radius: 50%;
}

.container h1 {
    font-size: 28px;
    margin-bottom: 20px;
    color: white;
}

.container h3 {
    font-size: 18px;
    margin-bottom: 20px;
    color: white;
}

.user-details .input-box {
    margin-bottom: 20px;
}

.user-details .details {
    font-weight: 500;
```

```
        display: block;
        margin-bottom: 5px;
        text-align: left;
        color: white;
    }

    .user-details input[type="email"],
    .user-details input[type="password"] {
        height: 45px;
        width: 100%;
        border: none;
        box-shadow: 0 .1rem .5rem aqua;
        border-radius: 5px;
        padding: 10px;
        font-size: 16px;
    }

    .button input[type="submit"] {
        height: 45px;
        width: 100%;
        border: none;
        border-radius: 8px;
        outline: none;
        color: #253b77;
        background: linear-gradient(40deg, rgba(255, 255, 255, 1) 28%, rgba(52, 255, 237,
0.9458377100840336) 72%);
        font-size: 18px;
        font-weight: 500;
        letter-spacing: 1px;
        transition: .5s ease;
    }
```

```
.button input[type="submit"]:hover {
    background: linear-gradient(60deg, rgba(52, 255, 237, 0.9458377100840336) 28%, rgba(255, 255, 255, 1) 72%);
    box-shadow: 2px 2px 8px aqua;
    color: #253b77;
}

.bottom {
    margin-top: 20px;
    display: inline-block;
}

.bottom a {
    text-decoration: none;
    color: aqua;
}

.bottom a:hover {
    text-decoration: underline;
}

.bottom-links {
    margin-top: 20px;
}

.bottom-links span,
.bottom-links a {
    display: inline;
    margin: 0 5px;
    text-decoration: none;
```

```
        color: #f8f9fa;
      }

      .bottom-links a {
        color: aqua;
      }

      .bottom-links a i {
        padding-left: 5px;
        font-weight: 500;
      }

      .bottom-links a:hover {
        text-decoration: underline;
      }
    </style>
</head>

<body>
    <div class="container">
      <img src="../images/mithla.png" alt="logo">
      <h1>Grievance Redressal Portal</h1>
      <h3><i class="bi bi-mortarboard-fill px-2"></i>Student Login</h3>
      <form action="stlogcode.php" method="post" class="user-details">
        <div class="input-box">
          <span class="details"><i class="bi bi-envelope-at-fill px-2"></i>Email*</span>
          <input type="email" name="email" placeholder="Enter Email" required>
        </div>
        <div class="input-box">
          <span class="details"><i class="bi bi-key-fill px-2"></i>Password*</span>
          <input type="password" name="pass" placeholder="Enter Password" required>
```

```
        </div>
        <div class="button">
            <input type="submit" value="Login">
        </div>
    </form>
    <div class="bottom px-5 me-4">
        <a href="../index.php"><i class="bi bi-arrow-left-short"></i>Back To Home</a>
    </div>

    <div class="bottom px-5 me-4">
        <a href="#">Forget Password?</a>
    </div>
    <div class="bottom-links">
        <span>Don't Have An Account?</span>
        <a id="a2" href="register.php">Sign Up<i class="bi bi-arrow-right-short"></i></a>
    </div>
  </div>
</body>
</html>

<?php
session_start();
$email = $_POST['email'];
// echo $email;
$pass = $_POST['pass'];
// echo $pass;

include("../admin/connection.php");
$query = "SELECT * FROM user WHERE email = '$email' AND password = '$pass'";
$res = mysqli_query($con, $query);
```

```
if($row = mysqli_fetch_array($res))
{
   $_SESSION['user']=$email;
   header("location:stdashboard.php");
}
else
{
   // header("location:studentlogin.php?message=wrong");
   echo "<script>alert('   Invalid Email or
Password!');window.location.href='studentlogin.php';</script>";
}
?>
```

Adminlogin.php

```
<?php


?>
<!DOCTYPE html>
<html>
<head>
   <link rel="stylesheet" href="https://cdn.jsdelivr.net/npm/bootstrap-icons@1.10.5/font/bootstrap-icons.css">
   <link rel="stylesheet" href="../css/bootstrap.css">
   <style>
      @import url('https://fonts.googleapis.com/css2?family=Poppins:wght@300;400;500;600;700;800;900&family=Sacramento&display=swap');


      body {
         font-family: 'Poppins', sans-serif;
         background-color: #f8f9fa;
         height: 100vh;
         display: flex;
         align-items: center;
         justify-content: center;
         background: url('../images/bgadm.png');
         background-size: cover;
         background-position: center;
      }


      .container {
         max-width: 600px;
         /* background-color: #fff; */
         border-radius: 10px;
```

```
    box-shadow: 0 0 10px rgba(0, 0, 0, 0.2);
    padding: 20px;
    text-align: center;
    background: transparent;
    border: 1px solid aqua;
    backdrop-filter: blur(15px);
    box-shadow: 3px 3px 10px aqua;
}

.container img {
    max-width: 100px;
    margin-bottom: 20px;
    background-color: white;
    border-radius:50% ;
}

.container h1 {
    font-size: 28px;
    margin-bottom: 20px;
    color: white;
}

.container h3 {
    font-size: 18px;
    margin-bottom: 20px;
    color: white;
}

.user-details .input-box {
    margin-bottom: 20px;
}
```

```
.user-details .details {
    font-weight: 500;
    display: block;
    margin-bottom: 5px;
    text-align: left;
    color: white;
}

.user-details input[type="email"],
.user-details input[type="password"] {
    height: 45px;
    width: 100%;
    border: none;
    box-shadow: 0 .1rem .5rem aqua;
    border-radius: 5px;
    padding: 10px;
    font-size: 16px;
}

.button input[type="submit"] {
    height: 45px;
    width: 100%;
    border: none;
    border-radius: 8px;
    outline: none;
    color: #253b77;
    background: linear-gradient(40deg, rgba(255,255,255,1) 28%,
rgba(52,255,237,0.9458377100840336) 72%);
    font-size: 18px;
    font-weight: 500;
```

```
    letter-spacing: 1px;
    transition: .5s ease;
}

.button input[type="submit"]:hover {
    background: linear-gradient(60deg,rgba(52,255,237,0.9458377100840336) 28%,
rgba(255,255,255,1) 72%);
    box-shadow: 2px 2px 8px aqua;
    color: #253b77;
}

.bottom {
    margin-top: 20px;
    display: inline-block;
}

.bottom a {
    text-decoration: none;
    color: aqua;
}

.bottom a:hover {
    text-decoration: underline;
}

.bottom-links {
    margin-top: 20px;
}

.bottom-links span,
.bottom-links a {
```

```
            display: inline;
            margin: 0 5px;
            text-decoration: none;
            color: #f8f9fa;
        }

        .bottom-links a{
            color: aqua;
        }

        .bottom-links a i {
            padding-left: 5px;
            font-weight: 500;
        }

        .bottom-links a:hover {
            text-decoration: underline;
        }
    </style>
</head>

<body>
    <div class="container">
        <img src="../images/mithla.png" alt="logo">
        <h1>Grievance Redressal Portal</h1>
        <h3><i class="bi bi-person-fill-gear px-2"></i>Admin Login</h3>
        <form action="admlogcode.php" method="post" class="user-details">
            <div class="input-box">
                <span class="details"><i class="bi bi-envelope-at-fill px-2"></i>Email*</span>
                <input type="email" name="email" placeholder="Enter Email" required>
            </div>
```

```
        <div class="input-box">
          <span class="details"><i class="bi bi-key-fill px-2"></i>Password*</span>
          <input type="password" name="pass" placeholder="Enter Password" required>
        </div>
        <div class="button">
          <input type="submit" value="Login To Dashboard">
        </div>
      </form>
      <div class="bottom px-5 me-4">
        <a href="../index.php"><i class="bi bi-arrow-left-short"></i>Back To Home</a>
      </div>

      <div class="bottom px-5 me-4">
        <a href="#">Forgot Password?</a>
      </div>
    </div>
</body>
</html>

<?php
session_start();
$email = $_POST['email'];
// echo $email;
$pass = $_POST['pass'];
// echo $pass;

include("connection.php");
$query = "SELECT * FROM tbl_admin WHERE email = '$email' AND password = '$pass'";
$res = mysqli_query($con, $query);

if($row = mysqli_fetch_array($res))
```

```
{
   $_SESSION['admin']=$email;
   header("Location: dashboard.php");
}
else
{
   // header("location:adminlogin.php?message=wrong");
   echo "<script>alert('    Invalid Email or
Password!');window.location.href='adminlogin.php';</script>";
}
?>
```

CONCLUSION:

This **Grievance Redressal System** is an attempt to highlight the fact that there are hardly such systems prevailing curtailing to the complaint redressed for students enrolled in numerous organizations. This paper has demonstrated a proposed GRS system for the grievance redressed of students covering various domains of complaints which could be lodged easily and thus leading to easy and sure solutions or redressed to the problems being faced by a student on a regular basis. The technologies used comprise of HTML and CSS to design a user-friendly graphical user interface, PHP, and SQL to keep track of the records at the back end. This system would be suitable for any organization for the resolution of complaints and thus lead to a qualitative and quantitative development of the organization.

- In future it is planned to develop our own web server to host the web application.
- Building Android Application for the system is also one of the future scope's of this project.