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COLLEGE SMART GRIEVANCE PORTAL

A Centralized Web-Based Platform for Streamlined Vehicle Servicing, Modification Requests, and Emergency Assistance with Real-Time Location-Based Matching

[1]MR R. VIKRAM , [2]BARATH V, [3]GOKUL R, [4]HARISH KUMAR B,

[1]Assistant professor

, [2]UG Students, [3]UG Students, [4]UG Students

[1]Computer Science and Engineering,

[1]Adhiyamaan College of Engineering(Autonomous), Hosur, India

Abstract: The College Smart Grievance Portal is a modern web-based system developed to improve the process of handling complaints and issues within a college campus. It provides a centralized platform where students, faculty, and staff can report grievances related to academics, infrastructure, administration, or campus facilities quickly and easily. Users can submit complaints with descriptions, supporting documents, and images, making issue reporting more efficient and accurate..

I. INTRODUCTION

The **College Smart Grievance Portal** is a digital platform designed to simplify and improve the process of reporting and resolving complaints within a college campus. In many institutions, students and staff face difficulties while reporting issues such as academic problems, infrastructure damage, hostel complaints, administrative delays, and safety concerns. Traditional manual complaint systems are often slow, unorganized, and lack transparency. To overcome these problems, this project introduces an online grievance management system. The portal allows students, faculty, and staff members to submit complaints through an easy-to-use web interface. Users can select complaint categories, provide descriptions, and upload supporting documents or images. Once submitted, the complaint is automatically forwarded to the concerned department for quick action. Users can also track the complaint status in real time, such as pending, in progress, or resolved.

I. RESEARCH METHODOLOGY

3.1Population and Sample

The population of this study includes students, faculty members, administrative staff, and grievance handling authorities within the college campus who are involved in reporting or resolving complaints. The sample consists of selected active users such as students submitting grievances, faculty members monitoring complaints, and administrators managing the resolution process through the portal. These users represent real-time scenarios of complaint registration, tracking, and resolution. The sampling approach focuses on users who frequently interact with institutional grievance systems. This helps in accurately evaluating system usability, performance, and effectiveness. The selected sample supports analysis of user satisfaction and administrative efficiency.

3.2 Data and Sources of Data

The system uses both primary and secondary sources of data for development and analysis. Primary data is collected from user inputs such as registration details, complaint forms, feedback, issue categories, and complaint status updates. Secondary data is obtained from research journals, websites, case studies, and existing grievance management systems. The data includes user details, complaint

descriptions, department records, timestamps, and resolution reports. All collected data is securely stored and managed using a database system for quick retrieval and processing. This data supports decision-making and real-time portal functionality.

3.3 System Architecture Model

The College Smart Grievance Portal follows a three-tier architecture consisting of presentation layer, application layer, and database layer. The presentation layer provides a user-friendly interface for students, faculty, and administrators to submit and manage complaints. The application layer handles business logic such as authentication, complaint routing, notifications, and status tracking. The database layer stores user records, complaint history, department details, and system logs securely. APIs enable smooth communication between all layers. This architecture ensures scalability, security, and efficient performance.

3.4 Complaint Processing Model

The complaint processing model defines how grievances are managed within the portal. Users submit complaints by selecting categories and entering relevant details. These complaints are automatically forwarded to the concerned department or authority. Administrators receive notifications and can update complaint status such as pending, in progress, or resolved. Users can track updates in real time through their dashboard. The system ensures a transparent workflow from complaint registration to final resolution. This model reduces delays and improves accountability.

3.5 System Performance Evaluation

The system performance is evaluated based on response time, complaint handling accuracy, usability, and reliability. Key metrics include successful complaint submissions, fast dashboard loading, notification delivery, and resolution tracking. The portal is tested under multiple user scenarios to ensure stability during high usage. Security features and database performance are also analyzed. The results indicate that the system performs efficiently with minimal delay. This evaluation confirms that the portal meets user requirements effectively.

3.6 Comparison of Existing and Proposed System

The existing system mainly depends on manual complaint registers, emails, or direct communication, which often leads to delays and lack of transparency. In contrast, the proposed College Smart Grievance Portal provides a centralized and automated solution. It supports online complaint submission, real-time tracking, notifications, and analytics dashboards. The proposed system reduces paperwork, improves communication, and increases efficiency. It also ensures secure record maintenance and faster grievance resolution. Overall, the proposed system performs better than traditional methods.

3.7 Analytical Tools and Techniques

The system uses different analytical tools and techniques to ensure proper functionality and performance. Descriptive analysis is used to study complaint trends, department workload, and user activity. Functional testing verifies each module such as login, complaint submission, and status tracking. Performance testing ensures the system can handle multiple users efficiently. Security testing protects sensitive data from unauthorized access. Database queries are optimized for faster data retrieval. These techniques improve system reliability and effectiveness.

IV. PROBLEM STATEMENT

In the current scenario, vehicle service and modification processes are mostly handled through traditional methods that require customers to visit service centers physically. This leads to time consumption, lack of convenience, and inefficient service management. Communication between customers and service providers is often unstructured, resulting in delays, misunderstandings, and poor coordination.

Although some online platforms exist, they mainly focus on basic booking and do not provide integrated features such as real-time updates, location-based services, and modification management. Additionally, there is no centralized system that connects customers and service providers efficiently in one platform.

Therefore, there is a need for a digital solution that simplifies vehicle service booking, improves communication, and enhances accessibility. This project addresses these challenges by providing a user-friendly and centralized web-based system.

VI . LITERATURE SURVEY

In many colleges, grievance handling is still managed through traditional methods such as manual complaint registers, paper forms, emails, or direct communication with staff members. These methods are often slow, unorganized, and lack proper tracking mechanisms. Students and staff may face delays in submitting complaints, receiving responses, or knowing the status of their grievances. This creates dissatisfaction and reduces trust in the complaint resolution process.

Existing manual systems also make it difficult for administrators to categorize complaints, assign them to the correct departments, and maintain proper records for future reference. Important complaints may be overlooked, delayed, or misplaced due to lack of automation and centralized management. In addition, there is limited transparency and accountability, which can lead to poor communication between students, faculty, and administration.

Therefore, there is a need for a modern digital solution that simplifies grievance submission, improves transparency, and ensures faster complaint resolution. The **College Smart Grievance Portal** is designed to address these challenges by providing a centralized, secure, and user-friendly web-based platform for efficient grievance management.

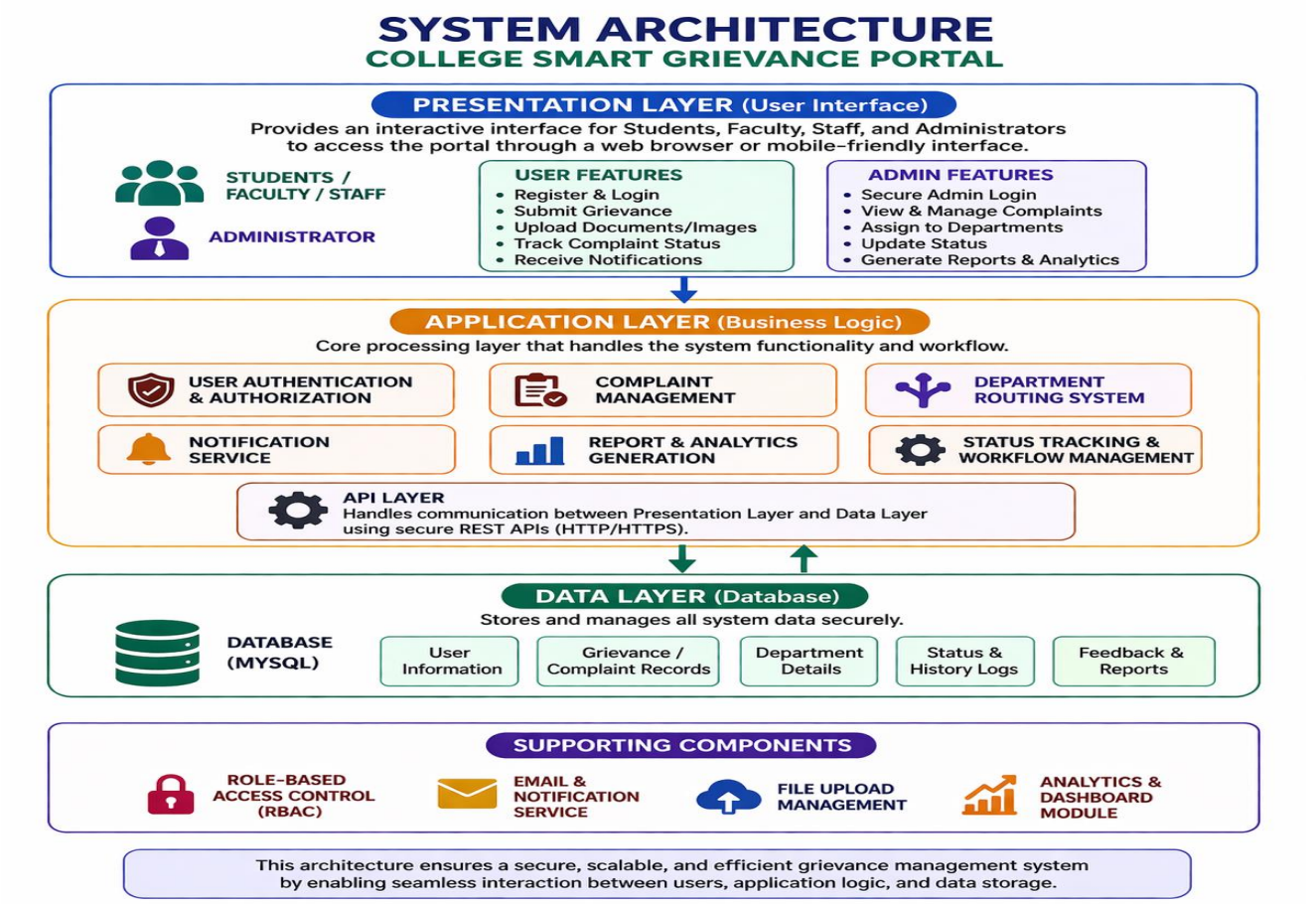
VII. PROPOSED SYSTEM

The he proposed system, **College Smart Grievance Portal**, is a web-based platform developed to modernize and simplify the grievance handling process within educational institutions. The system provides a centralized interface where students, faculty members, and staff can register complaints related to academics, infrastructure, administration, hostel facilities, transportation, and campus safety without visiting offices physically.

The portal allows users to create accounts, log in securely, and submit grievances by selecting complaint categories, entering detailed descriptions, and uploading supporting documents or images. Once a complaint is submitted, the system automatically forwards it to the concerned department or authority for quick action. Users can track the status of their grievances in real time, such as pending, under review, in progress, or resolved.

Administrators and authorized staff can access a dedicated dashboard to monitor complaints, assign tasks, update statuses, generate reports, and analyze recurring issues. The system also provides automated notifications through email or dashboard alerts to keep users informed about every stage of the complaint resolution process.

VIII. SYSTEM ARCHITECTURE



The The system architecture of the **College Smart Grievance Portal** is designed using a three-layer structure that ensures smooth communication between users, application logic, and database storage. The architecture consists of the **Presentation Layer**, **Application Layer**, and **Data Layer**, where each layer performs specific functions to maintain efficiency, scalability, and security. This structured design helps in managing complaints, processing requests, and providing real-time updates effectively.

The process begins at the **Presentation Layer**, which acts as the user interface for students, faculty members, staff, and administrators. Users can access the portal through a web browser or mobile-friendly interface. Students and staff can register, log in, submit grievances, upload supporting documents, track complaint status, and receive notifications. Administrators can log in to their dashboard, view complaints, assign issues to departments, update statuses, and generate reports. This layer ensures a simple and user-friendly experience for all stakeholders.

When a user performs an action such as submitting a complaint, the request is sent to the **Application Layer** through secure HTTP/HTTPS protocols. The Application Layer acts as the core processing unit of the system. It handles user authentication, complaint categorization, automatic routing to departments, status management, notifications, and report generation. It also manages communication between users and administrators while ensuring proper workflow execution.

IX. ADVANTAGES OF THE SYSTEM

• Simplifies grievance submission and complaint management through a centralized digital platform.

• Provides real-time status tracking and notifications for better transparency.

• Reduces paperwork, manual errors, and administrative workload.

• Ensures faster complaint resolution by automatically routing issues to the concerned department.

• Maintains secure records of complaints, users, and resolutions in a structured database.

• Improves communication between students, faculty, and administration

X. FUTURE ENHANCEMENTS

The ELITZ VEHI system can be further improved by integrating the following features:

• Development of mobile applications for Android and iOS platforms for easy access anywhere.

• Implementation of AI-based chatbots to provide instant support and grievance guidance.

• Integration of email and SMS notifications for real-time complaint updates.

• Multilingual support to help users from different language backgrounds.

• Anonymous complaint submission feature for sensitive issues.

• Advanced analytics dashboard for monitoring complaint trends and department performance.

XI. CONCLUSION

The The **College Smart Grievance Portal** has been successfully developed to overcome the limitations of traditional grievance handling methods in educational institutions. The system provides a centralized and user-friendly platform where students, faculty members, and staff can submit complaints, track their status, and receive timely updates efficiently. By digitizing the grievance management process, it reduces manual workload, paperwork, delays, and human errors.

The portal ensures effective communication between users and administrators through real-time notifications, secure login authentication, and transparent complaint tracking. It also enables authorities to manage complaints systematically, assign tasks to concerned departments, and generate reports for better decision-making. The use of modern web technologies and database management ensures reliability, scalability, and secure data handling.

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