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# A Survey on Grievance Redressal System

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**ABSTRACT:** A grievance is a dispute which could arise at any level in an organization. In today's complex environment, the effective management of grievances is to create a healthy and secure lifestyle at workplace. This System focuses on this abstract and design such mechanism which addresses the user to solve their various problems. This system firstly collects the data then analysis it and give solutions. Main motive is to have transparent and secure place where employees, customers, users can work freely without any burden of tension. The main motive is to build and maintain the trust with employees. A grievance Redressal system project plays a very vital role in these four factors and they are: - transparency, security, documentation and the customer needs and satisfaction. Grievances are solved within time limit span, leading satisfaction to users. In this paper, we focus on the development, trust, check whether the needs are fulfilled or not. This paper puts deep insight into incorporating all the problem factors which were found in the analysis phase. Moreover, considering the nature of the grievance redressal system punishment would be given if found guilty. This abstract explores the key features including online submission of grievances, tracking mechanism, timely resolution and continuous feedback. The successful implementation of such a system enhances satisfaction, healthy atmosphere and contribution to overall growth and development of employees and organization.

**KEYWORDS:** Complaint, register, online, management, time saving, department, service, status, report.

## I. INTRODUCTION

Grievance Redressal System is an online portal where complaints are been registered through client and gets resolved through the user. It is a two-way communication where client shares his concerns with proofs and user responses to it with the proof. Grievance redressal system shows a crucial role in ensuring transparency accountability and customer satisfaction. Grievance redressal system emphasizes in showing trust to customers and building trust within them, it ensures that the concerns are heard properly and the issues are resolved properly so there would be no frustration dissatisfaction and disappointment to the customer. It also ensures that each and every customer's problem is been treated fairly and impartially without being bias to anyone. In this system if any customer doesn't want to reveal its identity and want to register any complaint, he can also register it.

Organizations and governments are realizing more and more in the modern world how important effective grievance redressal processes are to maintaining accountability, transparency, and public satisfaction. Establishing trust and advancing social harmony, a well-functioning grievance redressal system serves as a conduit between the public, businesses, or other interested parties and the government. Given its significance, the goal of this research article is to present a thorough overview and critical analysis of grievance redressal systems, emphasizing their efficacy and execution.

A strong Grievance Redressal System must be put in place at higher education institutions in order to guarantee a welcoming and encouraging environment for instructors and students alike. This system acts as an organized method for handling complaints, grievances, and problems that could come up among the college community. A Grievance Redressal System is essential to preserving a peaceful and productive work and learning environment because it offers a forum for resolving conflicts. The project mainly focuses on two main modules Admin and User module, from the work is going to handle and from where it is going to stored. We can say if the system includes Accessibility, Transparency, Accountability and Documentation then the System can run easily and can work in a smoother way to establish its goal.

## II. LITERATURE SURVEY

After identifying the problem related to the delaying of process and the methodology, we took the survey of the following papers to see what type of papers had been published to solve these problems.

[1] In colleges if anyone wants to complaint about something we need to write it down on a paper and submit it in complaint box. So, for taking care of this issue, we are making an Internet based Grumbling Administration Framework for Understudy Complaints. Here anybody connected with composition or some other individual can just effectively login and present his grumbling. This grievance letter will be addressed by particular Head or Administrator of this framework. In this framework the office of overseeing Client and their information connected with their Grumbings and their profile is additionally simply made due. This data can be conveniently seen and changed whenever required. This Grievance the Board Framework likewise gives the usefulness of giving a month-to-month report which will used to keep up with data about the number of grumbings that are tackled in a specific month. It also provides the validation of Users

[2] A grievance is a problem, objection or issue that an employee raises with a organization. Comprehensively it tends to be perceived as any discontent or disappointment brings about an objection that impacts hierarchical execution. A grievance implies any discontent or question or sensations of shamefulness emerge between an organization and employees in work environment. The point of study is to know the different reasons for complaint, to know regardless of whether the complaint of workers being taken consideration and to know whether representatives are satisfying by grievance handling system of management. In this study the primary and secondary tools of data collection have been used to collect the data for the study from the employees working within the organization.

[3] A Complaint Management System is considered one of contemporary productivity enhancement gear extensively by means of all companies and management. It gives a web-based approach to tackling the issues looked by people in general by saving time and kill defilement. The goal of gripe the board framework is to make grumble more straightforward to organize, screen, track and resolve by following the situation with protest done by open to the division.

[4] Complaints happen in each work environment and taking care of them appropriately is significant for keeping an agreeable and useful workplace. Complaint the executives is about how well the issues are tended to (and addressed). It is extremely fundamental in the current world. Presently a-days there are many organizations who proclaim that their HR are their most significant resources and it is not any more HR yet Human Resources. Consequently, these proclamations are to be checked regardless of whether it is valid. This should be possible by estimating how quicker the representative's issues are tended to and tackled. In the event that it is done quicker, it very well may be finished up by saying that the representative concern is essentially present in the association.

[5] Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption. The goal of the protests the executive's framework is to submit questions simpler to facilitate, screen, track and resolve, and to give organization a compelling device to distinguish and target pain points, screen grievances dealing with execution and make business upgrades. Online Grumbling Administration is an administration method for evaluating, examining and answering client objections. Grievances the executives programming is utilized to record resolve and answer client objections, demands as well as work with some other input.

[6] This paper checks out at the turn of events and execution of an understudy complaint framework in colleges. It inspects the advantages for understudies and instructive associations, as well as the difficulties looked by laying out and keeping a compelling framework. We likewise feature and show that such a framework is essential. A thorough survey of existing writing, along with contextual investigations of working grievances frameworks in instructive foundations, shapes the reason for the improvement of the framework. The paper likewise gives an outline of how an understudy protest framework ought to be organized and the general way to deal with its plan, which calls for unequivocal thoughts, compelling correspondence, established reporting systems, trained experts as well as a proper procedure relating to complaints. Studies have demonstrated the way that a viable review framework for understudies can extraordinarily further develop the general understudy insight and assist instructive associations with expanding their fame with the overall population. The paper depicts how a productive understudy complaint framework can be fabricated and worked by scholastic foundations, as well as schools and colleges.

[7] Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption. The goal of the objections the board framework is to submit questions more straightforward to facilitate, screen, track and resolve, and to furnish organization with a powerful apparatus to



distinguish and target trouble spots, screen protests taking care of execution and make business enhancements. Online Protest The executives are an administration method for evaluating, dissecting and answering client grumblings.

[8] Online Complaint management system is one of the latest productivity enhancement tools used widely by all of them wherever there is a need of booking of compliant via operator also, examination of objections which are made or are forthcoming our site is a web-based protest the board framework where the issues of individuals can be enlisted in on the web and resolved by the different levels of authority's also flexibility is provided to the people can easily resolve their issues by communicating with the higher authorities over internet .our websites act as a bridge between the people and the government officers in which the people directly register their complaint to the government officers via internet . lack of paper movements provides complaint management operations a speed which was never envisaged in manual mode at all website allows people to register complaint and automatically schedules and prompt operators to source complaint to concerned departments.

### III. PROPOSED METHODOLOGY

After taking the survey from above papers we have identified that there can be some more work we could do on this topic. In our website there are 3 main modules through which the working of the website will be efficient. These 3 modules explain us the whole working of the project.

- Admin Login:
  1. Admin has all the authority in the webpage
  2. Admin can add the Sub-admin and edit/view their profile.
  3. Admin has the authority to manage the user's complaints.
  4. Admin add/change the categories on the dashboard.
  5. Admin can generate a report.
  
- Sub Admin Login:
  1. Sub Admin has the authority to process the complaint.
  2. Sub Admin can update the status of the complaint.
  3. Sub Admin can change is login credentials
  
- User Registration and User Login:
  1. User can register themselves by filling the simple registration form.
  2. After registration, user can login and can register their complaints with evidence.
  3. User can change the password for security reasons.

### IV. CONCLUSION AND FUTURE WORK

In conclusion a grievance redressal system is a very important component of any organization. It helps the people to voice there problems, injustice and disputes they are facing in the organization. Our grievance redressal system is transparent, accessible, documented, impartial and responsive. It provides a safer place for the complaints and it encourages people to share their concerns. This system is also beneficial for the organization because it creates a healthy environment in society. By solving the grievances fairly without any partiality between the individuals it will build a trust in the organization and will create a harmonious environment for all. In addition, we will be implementing a fourth module Confidential user that will provide the user to hide their personal details form the handler if they do not want to reveal them.

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