

# A Web Application for Managing and Resolving Complaints of Public

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## ABSTRACT

The purpose of the paper is developing a web-site that is designed for Online Complaint Management System. In India there is no direct communication between the government and public in an efficient way for solving the problems. The main purpose is to provide an online way of solving the problems faced by the public by saving time and eradicate corruption and help the common people under the jurisdiction of a municipal corporation to register their grievances about day to day problems in their ward through a website and the municipal authorities to address the problem in a short period of time. Complaints are easier to coordinate and resolve, and to provide company with an effective tool to identify and target problem areas and acts as a management technique for assessing, analyzing and responding to public complaints. This software is used to record resolve and respond to public complaints, requests as well as facilitate any other feedback which provides an interface to register one's complaint and follows it up.

**Keywords :** Complaint, Online, Management, Resolve

## I. INTRODUCTION

Complaint Management system is a platform independent application, so this web application can be accessed anywhere in the system [1]. This system helps to locate the problem areas in the organizations. It provides fewer efforts in manual work. It acts like a tool to resolve complaints in specific time constraint and works using internet. The user can post their complaint and it is resolved by the responsible authority. Users can see the status of the previous complaints and according to the quality of the service user gives feedback to the system. If the authority is not capable to solve complaint in specific time constraint, then he/she gives the reason to the administrator why the complaint is not resolved. According to the

condition, action can be taken by administration towards complaint. The admin has the rights to see all complaints from various areas and also see the E-Mail Id given by users for specific complaint.

The features of this web service include an online complaint box where public can drop in their complaints so that the service provider can access, analyse and respond the public issues. The objective is to get away with the hassle faced in dealing with the issues that are faceting their daily life. Users get in touch with government employees and complete work and raise complaints with their issues through web portal.

The software is an excellent solution to resolve issues in more managed and streamlined manner,

saves time as well as money in resolving issues easily. It also helps in building people's loyalty by efficient handling of their complaints.

## II. EXISTING SYSTEM

In the existing system for any kind of help, people must go to the office directly[3]. The users can post their problems but cannot get the details of the problems and some other services. It doesn't have much popularity and is not user friendly. Sometime there should be problem that responsible people didn't resolve the complaints on time and higher authorities don't have idea about it. It requires more time for process.

## III. PROPOSED SYSTEM

This website is used to manage public's complaint. User can login, and create complaint, view complain details and track the status of the complaint. It is designed in such a way it keeps recording of the public details. It generates the information and stores the public's information and also gives information about the completed and uncompleted grievances. Some of the features of this application include:

- User friendly so user can easily use this system.
- Maintain and handle complaints easily.
- Within specific time constraint and cost-effective way, it resolves problems of users.

## IV. IMPLEMENTATION

### User Side

- i. User will open that application first screen contains an information about organization then home page for details in complaint management system.
- ii. After then Register/login to user, admin or

authority person she/he will choose user. If user is new then user registers their self.

- iii. The user First select the compliant. Ex:(dirty water, environment, power cut, etc.,)
- iv. After that user post their complaints. After registering complaint user know his complaint unique ID.
- v. Then using that complaint user can check status of the complaint.

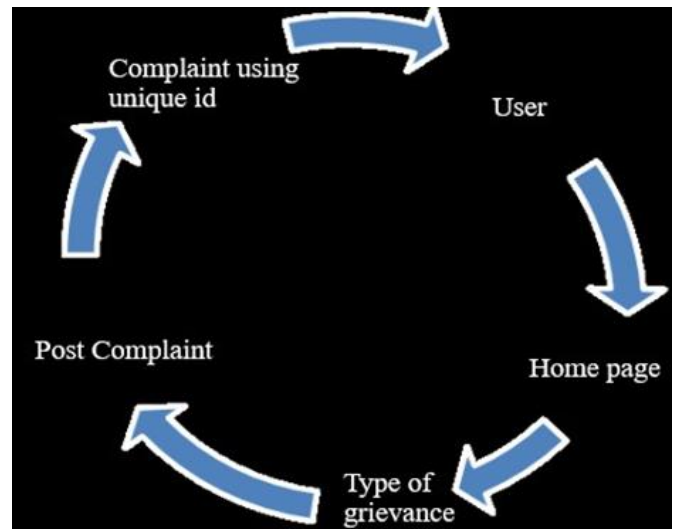


Fig. 1. User Side

### Admin/authority side:

- i. Admin or authority will open the application into the authority Mail-Id and choose as authority/admin. And then login with username and password.
- ii. If authority is new for the system then he/ she can register their self in the system.
- iii. After login into the system admin can see the all complaints regarding various areas. If there is any problem regarding solving complaint admin can take action based on the condition.
- iv. If the person is authority then he/ she can only see complaint regarding their department not all complaints.
- v. Then that authority person takes action against the complaints. And after resolving complaint update complaint is resolved by user Mail- Id.

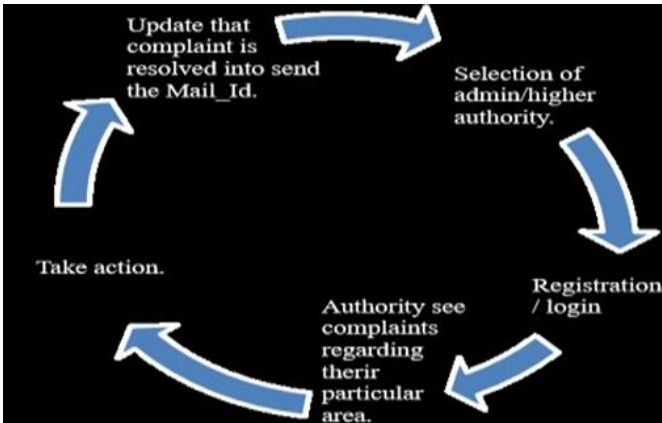


Figure 2: Authority Side

SCREEN DESIGN

Here we will show some system interfaces that have been designed , and named by its function in the system.

GRIEVANCE PAGE

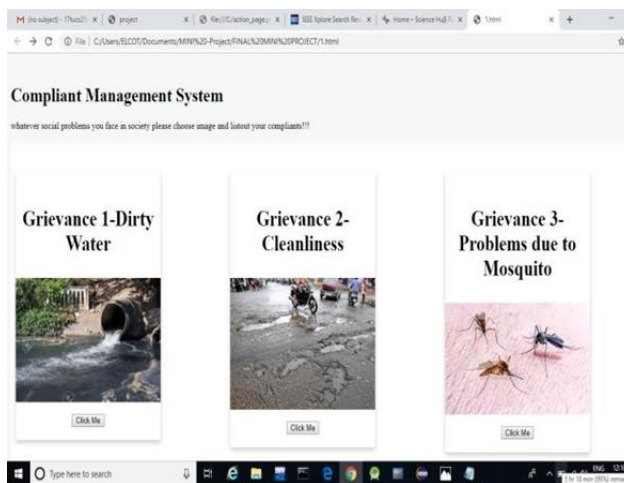


Figure 3: grievance page.

REGISTRATION PAGE

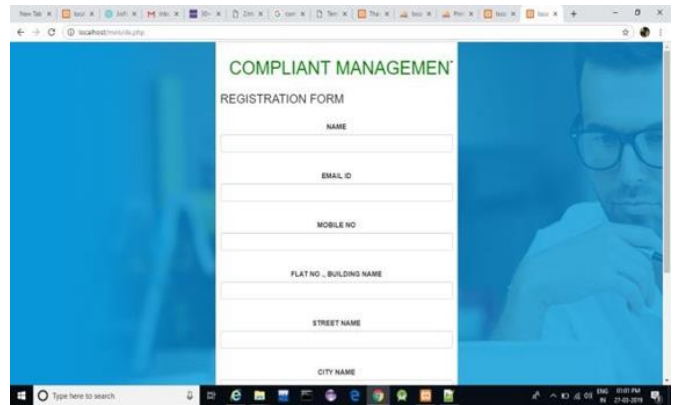


Figure 4: registration page.

SIGN UP PAGE

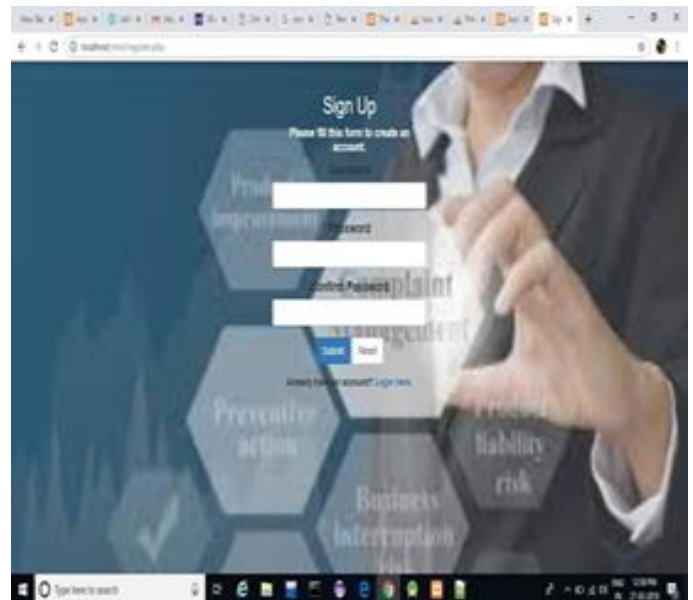


Figure 5: sign-up page

COMPLAINT BOX



Figure 6 : Admin Side

## V. CONCLUSION

Web-site design for the online complaint management system is not just giving the public flexibility; it's about protecting the public staying connected with them! By giving them the tools needed to compete in a fast-changing environment. As the world developing day-to-day and the networking system changes the world. In such a environmental surroundings the development to these types of web- site will be very useful for the people.

This website is user friendly, and has required options which can be utilized by the user to perform the desired operations and meets the information requirements specified to a great extent. This project has been designed keeping in view the present and future requirements in mind and made very flexible.

Application software meets the information requirements specified to a great extent. The system has been designed keeping in view the present and future requirements in mind and made very flexible. The goals that are achieved by the software are Instant access, Improved productivity, Optimum utilization of resources, Simplification of the operations, less processing time and getting required information, User friendly, Portable and flexible for further enhancement.

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