A Survey on Electronic Complaint Management System for Grampanchyat

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ABSTRACT: This project mainly focuses on abstersion and development of a Grampanchayat. To make it possible, the people who belong to the Grampanchayat are provided with an opportunity of raising a complaint regarding any issue that take place in their locality. The issues are garbage management, water supply, electricity management, road repairs or layering of roads and threatening of animals. To raise the complaints through Electronic Complaint Management System (ECMS) for Grampanchayat regarding the above categories, a simplified solution is designed where the different type of complaints made by people are integrated.

KEYWORS: Complaint Management System, Portal Management

I.   INTRODUCTION

In our country we have government bodies(Grampanchayat) which are responsible for maintaining and running cities. It's all their responsibilities to address the complaint of citizens. For this Grampanchayat has 2 ways, in first cameras or other surveillance devices have to be installed and second way is that citizens could report their problem to the Grampanchayat . The second way is mostly used because it is cheaper as compared to first one. But it takes paper work and time too because the citizens has to visit the ward office and report problem faced by them which can be solved by Grampanchayat or as due to the emergence of internet and its various capabilities,there has been rise in the number of complaint sites which provides citizens a platform to lodge a complaint online. As mobile application is mostly used by people,this app will help people to lodge a complaint through it and can attach a picture of things which are causing problem and location will be tracked using GPS(Global Positioning System).The app also provides a user facility to view status of lodge complaint until is resolved , while online system will help officers at Grampanchayat to solve/reject complaint with reasons and monitor the status of complaint. The Aim for creating this Application is to simplify the process of lodging complaint to respective Grampanchayat and make it quick and cheaper

Motivation
1. The main motivation of the project is to help the public who are facing different problems in the localities by this online application.
2. This project is having that potential to reduce the gap between people and Govt.
3. It can control unethical work of bribe and even it can reduce the processing time.
4. In this project identification and solution for the complaints given by the people, rectifying them within the system generated time limit is the main concept of the project.
5. A clear report is generated by the system which shows assignee name, complaint type/ department, etc. All the above attributes help while viewing the report of complaints.
6. The admin examines weather the problem is rectified or not within the grace period. If it is not solved, then the report is automatically forwarded to the higher authorities so that it maintains an effective problem solving solution.

Objective
1. The main objective of this project is to make easy the process of complaint reporting with very simplified and effective way.
2. This project involves major problem solving modules where these acts as best solution for incoming bulk complaints. For every submission of complaint, the user gets complaint acknowledgement. All these type of acknowledgement is generated by the computer; the solution of time may differ from the type of the complaint and category.
3. To make any complaint, it is made mandatory for the user to mention his contact details, so that it does not receive any anonymous complaint details.

II.   LITERATURE SURVEY

1. **Fornell C., & Westbrook A. Robert, "The Vicious Circle of Consumer Complaints", journal of Marketing, (summer)(1984), 68-78.**

This paper suggests a process whereby increasing consumer complaint proportions leads to organizational suppression of the unit receiving the complaints, which subsequently contributes to a further increase in complaints due to inaction by marketing management. This vicious circle is tested in two independent studies which provide support for its existence.

2. **Razali R., AbdHalim K.N., &Jusoff K., "Quality Improvement of services in UnversitiTeknology Mara Pahang from a Management Perspective." Management Science & Engineering Vol.5, No.1, (2011), pp.71-80**.

The aim of this paper was to describe the development of new complaint management system. Manual process of complaint handling between customers and the university was monitored to develop the new complaint management system. New complaint management system known as e-Aduan was developed. Both customers and management had accessed to the new system to complaint and retrieve information. Through this study the researchers had also identified workflow procedures to be followed by the management to address customers' complaints and comments. This new scenario produced good impact to both customers and management; customers now had a platform to communicate their dissatisfaction and the management would be able to act immediately upon any customer feedback.

3. **Najar, A.S., Al-Sukhni, H.A., &Aghakhani, N., "The Application of Service-oriented Architecture in E-complaint System." Paper presented at (ICCSN '10) the Second International Conference on Communication software and Networks, (2010, 26-28 Feb.@2010).**

In this study researcher tried to improve relation between citizens and government by presenting a new model based on Service Oriented Architecture (SOA). With utilizing the presented model in government body on one hand governments will have the ability to minimize citizens' dissatisfaction and on the other hand it can encourage citizens to participate in controlling government body such as governments' staffs and organizations. This study can also be helpful in other fields of e-government in terms of citizen adoption and citizen loyalty. Results of this study can be a good reference to find out users needs from e-complaint and the importance of complaint in the body of government.

4. **Yi, Yooujae, "A Critical Review of Customer Satisfaction". In Review of Markiting, Valerie A, Zeithaml, ed. Chicago, American Marketing Association, (1990).**

The paper highlights some tendencies of customer satisfaction measurement and makes a critical analysis of scales of measurement and its influence in data analysis techniques. The paper also focuses a methodology that can overcome problems of data analysis and concludes with some topics for future research in this subject.

5. **ESRAA ABD EL-AZIZ ABD EL-SADEK AFIFY, "A model for Customer Complaint Management system using SOA", Management Information System Department, Modern Academy for Computer Science & Management Technology, CAIRO, EGYPT**

In this paper the researcher tries to improve the relationship between Citizens and the Social Solidarity by presenting a new model of e-Complaint web service based on SOA. The Proposed model aims to develop a Service-Oriented framework for e-Complaint Web-based that targets the charity lifecycle. The cycle starts with distribution of different services that are provided through charity. Those services are applied for different people based on their needs. Due to different obstacles those services may not be applied in appropriate way. Therefore, a need for a system that could detect Citizen's problems and provide them with suitable feedback is raised. Also, this paper describes the Complaint Management System oriented by Web-application which will be used by Citizens in order to make complaints about their dissatisfaction on provided services. This system will be able to handle complaints by recording and giving feedback for each raised complaint.

III. EXISTING SYSTEM APPROACH

 In earlier existing systems, one must visit the office and complaints given through written statement. Based on the priority, the complaint can be submitted in drop box or directly to the commissioner or the concerned department, which may take physical effort and time consuming task. In this existing system, one cannot get any acknowledgement that the complaint has been received. Guarantee for problem solution is given through verbal communication. Hence, it is not meant for problem solution.

Existing system disadvantage
1. The main disadvantage of existing system is book keeping for all the complaints given by the customers.
2. It is paper consuming task. There is no complaint acknowledgement given for the user, which is used for future references. People don't get time period for problem recovery.

IV. PROPOSED SYSTEM APPROACH

We know that complaints are a valuable source of feedback to improve the infrastructure and condition of our city. The citizens may have complaints with respect to their environment and city`s infrastructure but they might not like the traditional complaining system in which they have to undergo a long procedure like going to the office and standing there for hours in queue, wasting so much of their valuable time and efforts. In a developing country like India, there is no direct communication between people government. Lack of communication between people and government create a way for bribery. Still if unethical ways are followed there is no grantee that the desired work can be finished or not within given time. It is very costly thing to sacrifice a leave to lodge a complaint in person to the Grampanchayat. So, to gap the bridge, we came up with an online application introducing a new platform for sharing problems between civil service authorities and the public just in two clicks which can be easily used by the citizens in an optimal manner keeping them unaware of the background processes and details. Since it is a smart phone era where everyone possess smart phone. Among several existing platforms for mobile phones, Android is one of the largest platforms in the world that runs on several smart phones and tablets. Thus developing an android application to full fill this purpose will maintain a satisfactory relationship between citizens and governance and accelerate the process of civil development where all contribute to improve the condition and infrastructure of the city.
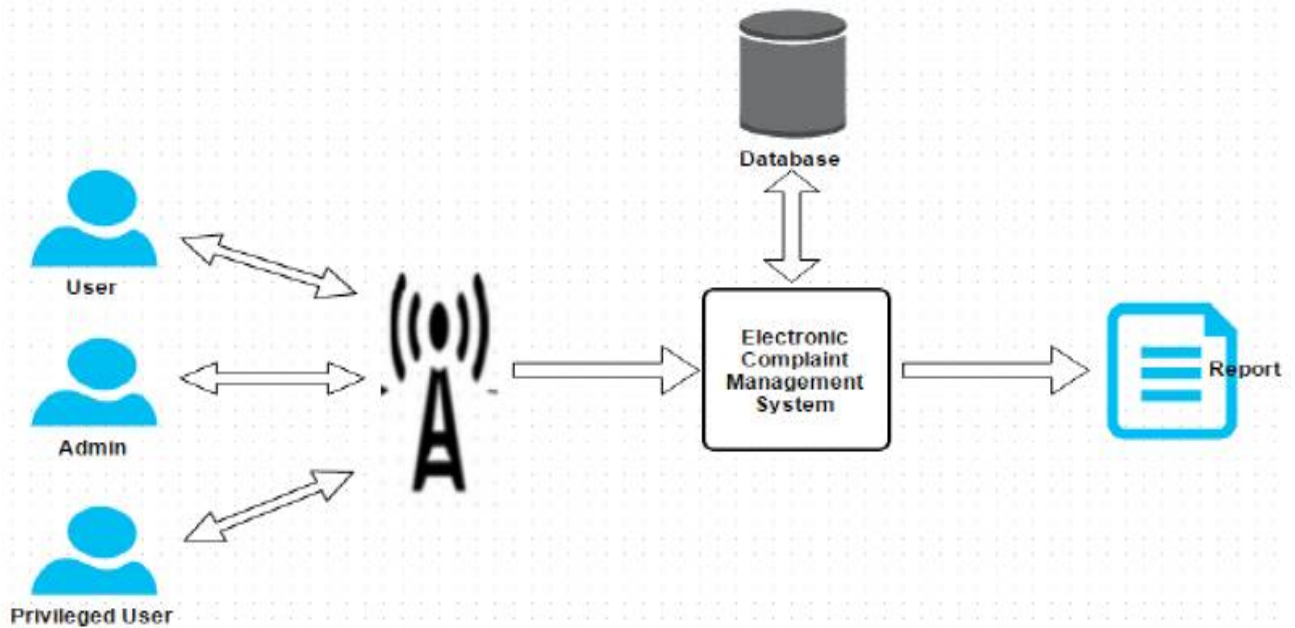
Proposed system architecture

Fig 1. Architecture of System

V. CONCLUSION

In this paper, it is explained about the working procedure of the system, the roles involved in the system and the activities and responsibilities those users. This paper presents the overview of the analysis and development of the complaint management system of Grampanchayat. There will be a remarkable result will be obtained by the implementation of this project and also they help in encouraging the development of this type of complaint management systems or more complex systems. Generally the complaints and other types of feedback play an important role in the development of any organization and to interact with the customers in a better way. This system can be taken as initiation for the systems which will be developed on future and which are related to complaint management systems.

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