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Issue Insight Web Application for Complaint Management System

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ABSTRACT: Through “Issue Insight” we want to develop an web application for Complaint Management System where public can register complaints for street light, water leakage, rain, transport service, road construction and medical system. By this system the public can save their time and eradicate corruption in government offices. Online complaint management is a management technique for assessing ,analyzing and responding to customer complaint. Administrator of particular department will solve the problem of applicant in the specified time.

KEYWORDS: Issue Tracking, Complaint Management, Customer Feedback, Incident Reporting, Resolution Tracking

I. INTRODUCTION

The main objective of this CMS is to specialize in the problems associated with internal system. CMS may be a platform independent application are often accessed anywhere within the system. This is often also developed for reduces the communication cost between the staffs and to supply the efficient service to their staffs. The system got to provide the services to the user who is accessing this technique from the collected information and this technique which could enhance the day to day activities of the business efficiently and correctness. Once the decision registered by the Staff/User, it should be assigned to service engineers and update the calls as quickly as possible. There are various modules involved within the system. A complaint system is set of procedures used in organizations to address complaints and resolve disputes. One area not generally covered by other procedures concerns user complaints about social environment problems. There is also a major need to collect, review and understand the nature of conflict management and complaint systems around the problems. This system will be able to handle complaints by recording and giving feedback for each raised complaint. Results of the study can be a good reference to find out user needs from e-complaint and the handling process of this complaint. The system can be develop successfully and need to be tested. Making sure it is user friendly, and has required option, which can be utilized by the user to perform the desired operations. The goals must be achieved by the system such as instant access, optimum utilization of resources, efficient management of records, less processing time getting required information, user friendly, portable and flexible for further enhancement.

II. LITERATURE SURVEY

In India we don't have any direct communication between the government and public an efficient way for solving the problems. A web application is proposed to overcome their problem by delivering the grievances to the government. It will provide a common man to deliver his complaints and problems to municipal authority as well as let the municipal authorities to address the problem in a short period of time. It act to register one's complained and follow it up and also it provides a complaints module which helps clicking up a picture of any problem that people are facing and upload its image and text information along with the complaint.

In our country there is no direct communication between the person who complaints and government. It leads to inconvenience to the public by standing in long queue and waiting for the acknowledgment of their complaints. Acknowledgment of the people and their complaints cannot reach properly to the higher authorities who are responsible to solve the problem. The existing models has been in form of ideas, doesn't implement at real time. Some sites gives information about the authorities but not allowed to register complaints by a common people. Here we have developed a web application to register complaint through online.

III. METHODOLOGY

It help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and Easy way through Android Application with the location mark in Google Map for complaint registration and its tracking and eradicating system and thus to prevent corruption. We want to develop an we application for CMS where public can register complaints for street light, water pipe leakage, rain water drainage, road reconstruction and garbage system. To transform the existing manual compliant management system into an automate system. To improve efficiency. All the peoples living in housing schemes societies can used our android for the better management of complaints Application for the registration of their complaints within India.

The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this System the public can save his time and eradicate corruption in government offices. Its main purpose is To provide a smart and easy way through web Application for Complaint registration and its Tracking and eradicating bribing system and thus to prevent corruption. We want to develop an web application for Complaint management .To transform the existing manual compliant management system into an automate system. For the better management of complaints to improve efficiency.

In India, many accidents happen due to improper Maintenance of road works. There are many services which are under public works department and so as a citizen of this country we have right to complaint about it. There are websites and mobile Applications of government to register complaints but complaint Forms are too lengthy also mobile applications are not maintained Properly. In Bangalore, their government implemented garbage Complaint system. Inspired by that, this system mainly proposes to resolve issues faced by citizens due to lack of maintenance of Footpath, paver blocks and manholes by government. In this, Citizen can report a complaint by clicking picture. Then this System detects location of complaint at time of clicking photo. Then at the back-end by image processing it will detect problem of Particular category and according to location, it will redirect to particular department. They will take proper action and update about progress of work. After resolving complaint, Acknowledgement is given to citizen. For this, content management System and image processing is needed. Also, it will need mobile Application for user interface. It is very easy to use because Complaint only needs to take photo and upload it and rest of the Work is done at back-end

Every day there is many accidents which happened due to Improper maintenance of road works. The reason for our group undertaking this project is that BMC announced 27258cr budget this year For maintenance, repairing and development of various works In city. But due to their negligence the work done are shoddy And short-lived. Due to this citizen have to face a tough time And tax payer's money should be properly utilized. So there Must be some medium to lodge a complaint in simplified way, So using the application interface we can lodge a complaint by Uploading the photo

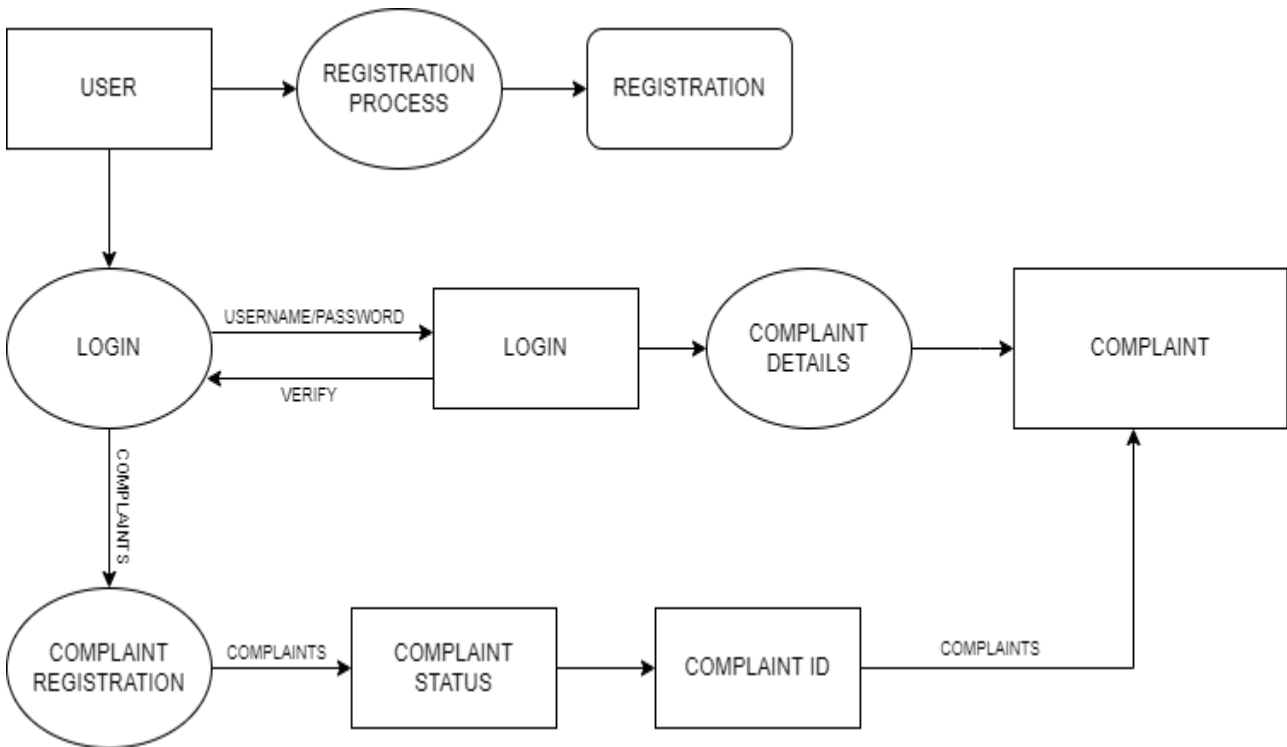
The CMS is web-Based application and it is designed to keep track of Complaints registered by the college department/lab staffs, So this system need to have distributed platform Independent web application. The task of Administrator Executives can control all the activities in the system, for Creating issue using call registration, assign to service Engineer and check the service engineer's performance. In Call registration it should be open and assigned to service And engineer can update the call status to closed. This System able to show the reports like department wise Pending closed calls, open calls, Daily call registration and Engineer performance Report.

The main objective of this CMS is to focus on the issues related to internal system. CMS is a platform independent Application, so this web application can be accessed Anywhere in the system. This is also developed for Reduces the communication cost between the staffs and to Provide the efficient service to their staffs. The system need to provide the services to the User who is accessing this system from the collected Information and this system gathering Call Registration About the issues to provide services. This system which Could enhance the day to day activities of the business with Efficiency and correctness. Once the call Registered by the Staff/user, it should be assigned to service engineers and Update the calls as quickly as possible. There are various Modules involved in the system.

The web page is a user friendly and anyone has an access free of cost. The aim is to overcome all the drawbacks faced in all the existing web page and generate fast and accurate details. Due to the reduction of transportation cost, it

will help to reduce the time of filling a complaint ; The existing system suffers from a lack of integration with other organizational tools and platforms, leading to inefficiencies in data sharing and communication.As the volume of complaints increases, the current system struggles to scale effectively, resulting in bottlenecks and delays in complaint resolution

IV. APPLICATION WORKFLOW



V. RESULTS

These are the results of Complaint Management System

ADMIN:

The Admin plays a pivotal role in the CMS. It is the admin who provides authentication to the user in the online process. The details entered and the complaint uploaded by the authenticated user is accessed by the admin via server. These details are checked, verified and authenticated by the admin. If the details entered and complaint uploaded are genuine, the admin approves the form and a message is send to user via server. The admin acts as a supreme authority to approve, accept and reject the complaint forms.

Add Create New Category : Provide New Category for Like Medical, Infrastucture Provided etc..,

Create/ Delete an Account : The admin can create an account for new user and also if it's not need an account

View Complaint : View List of complaints registered into the system

USER :The User registers himself/herself with the system and becomes authenticated user after the login process.

Register :User will register themselves to the system by providing Complaint Category, Location, Image etc

View Complaint :User will be provided an option to show complaints and process status.

View Profile :Can view their own profile details.



Complaint Management

Access to COMPLAINT MANAGEMENT

FIG: 1.CMS Login Page

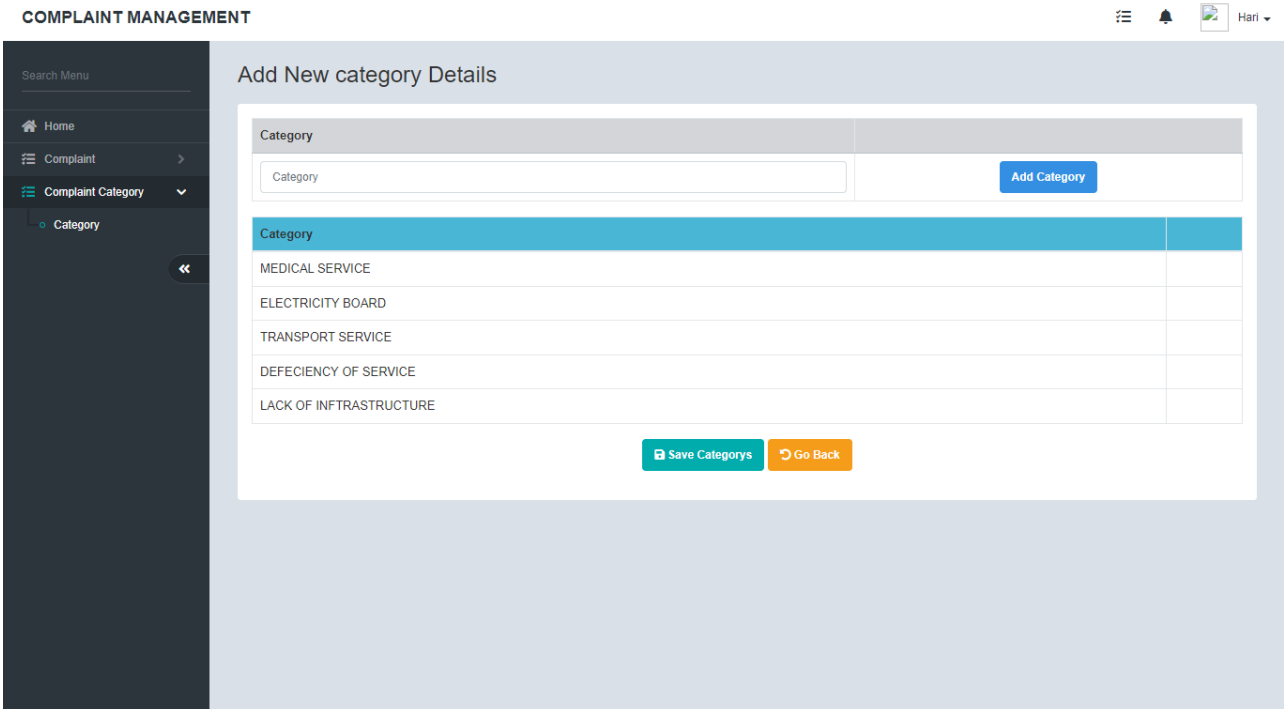


FIG: 2.CMS Category Page

Initially no images is selected at the beginning. To select the images of the affected plant, click either “Pick image from Gallery” or “Pick image from Camera”.

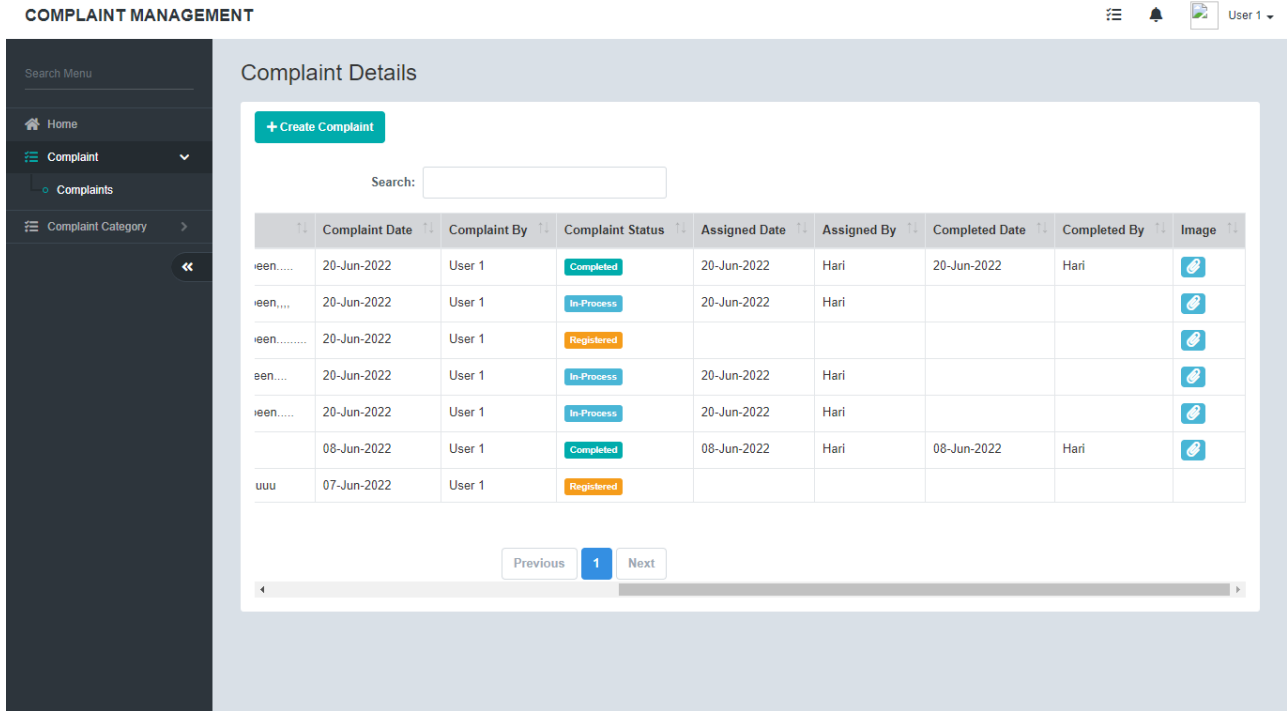


FIG: 3. Complaint Status page

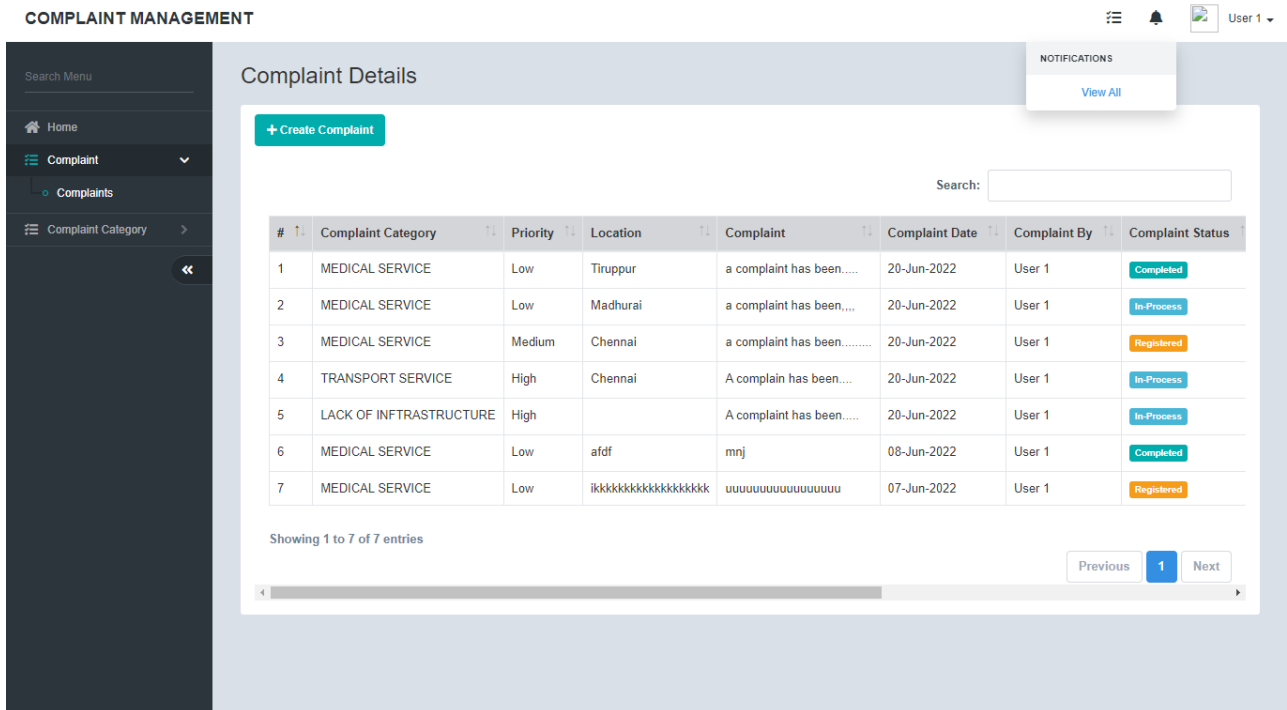


FIG: 4. Complaint Notifications

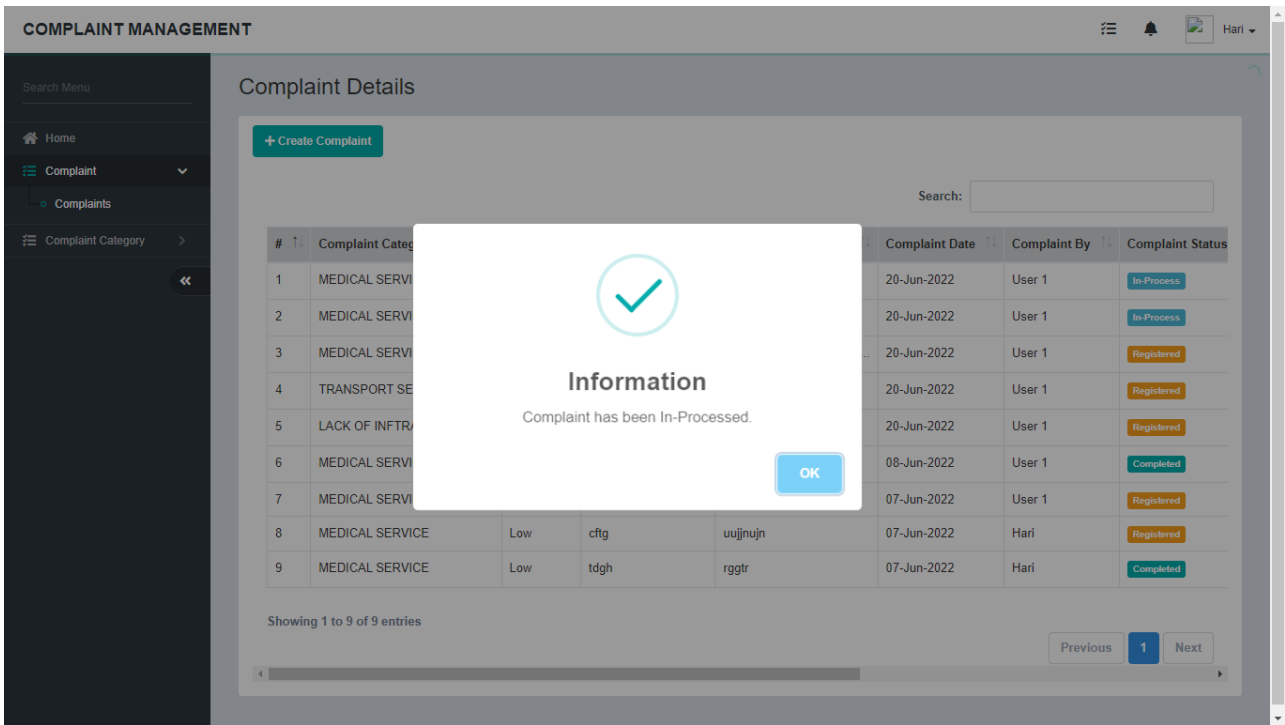


FIG: 5. Complaint Has Been Processed Completely

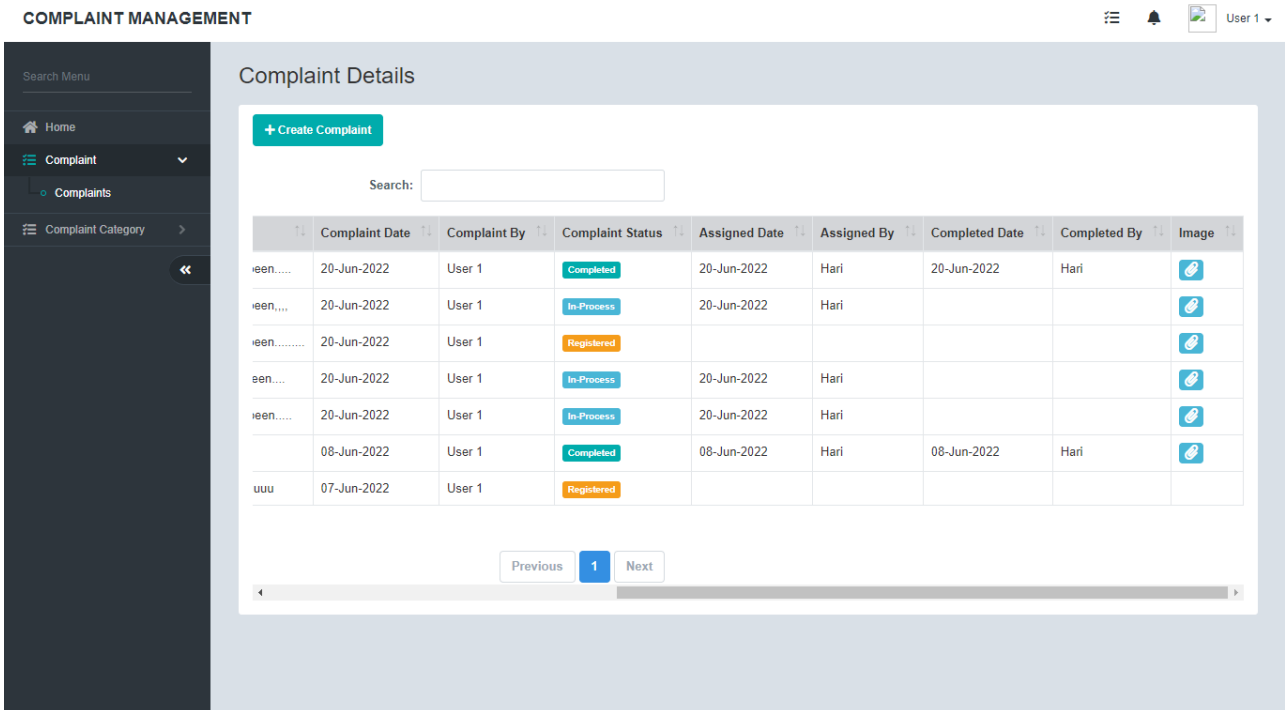


FIG: 6. Complaint Details

VI. CONCLUSION AND FUTURE WORK

The Our project Public Works CMS is thus described as above which is unique idea can be implemented for citizen in our country. This application can be used to reduce efforts of complainant for complaining about public works which are done by government. And system can have processed these complaints directly and resolved by contacting concerned person authority. Thus in this synopsis we have mentioned every aspect and stages for developing a project. This System has been the developed future by including GPS to identify the exact location where the problem get occurred and it also helps to know the exact place what to be occurred and how to be rectify it. If the problems haven't rectified by the given grace time by the government then the problem has been posted to the higher authorities automatically by this people can get an efficient solution for their problems

Future Enhancements:

1. Advanced Data Analysis
2. Integration with AI Chatbots
3. Mobile Application Development
4. Enhanced User Experience
5. Automation of Workflows
6. Enhanced Security Measures
7. Integration with External Systems
8. Continuous Monitoring and Improvement
9. Multilingual Support
10. Compliance with Regulations

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