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Taxi Driver Forbidden Complaint

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Project Guide
Ms.Aavani N

Outline

- Introduction
- Literature Survey of the existing systems
- Limitations of the existing systems
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Introduction

- Taxi Driver Forbidden Complaint System: A specialized solution designed to handling and processing grievances and feedback related to taxi services
- It acts as a bridge between passengers and taxi service providers.
- Facilitates straightforward submission, tracking, and resolution of complaints.
- Tracking system for monitoring complaint status.

Motivation:

- Overlooked concerns of passengers and lack of accountability for taxi service providers
- Lack of efficient complaint resolution mechanisms in existing systems
- Our motivation to initiate this project stemmed from both the observed bias and lack of fairness in existing systems, as well as the constraints and limitations posed by resource scarcity in those systems

Introduction

Objectives:

- To Reduce lengthy processes by implementing online methods for reporting complaints.
- To Inform users and admins about the status of complaints through a connected MySQL database.
- To Allow users to submit complaints from anywhere using online means to save time.
- To Make the taxi complaint system more convenient and user-friendly for customers by using Tkinter GUI.
- To Collect all required details and feedback from customers using Python.

Literature Survey of the existing system

SR No.	AUTHOR	YEAR	TITLE	OUTPUT
1	Dr.K.Vanaja, Mr. K.Monish Kumar	August 2021	A STUDY ON FACTORS INFLUENCING PASSENGER PURCHASE INTENTION TOWARDS APP BASED CAB SERVICE IN COIMBATORE CITY [1]	App-based cab services are essential for working professionals, especially women. Highlights passenger intentions and satisfaction levels with app-based cab services. Suggestions include targeting the young crowd, competitive pricing, and improving infrastructure. Customer satisfaction is crucial for service providers in the competitive market. References: Include studies on user satisfaction of call taxi services and customer satisfaction levels of Ola and Uber in Pune.
2	Dr. Rupali Rajesh Snehal Chincholkar	July 2021	A COMPARATIVE STUDY OF OLA AND UBER CUSTOMERS IN MUMBAI [2]	Demographic factors like gender impact cab service choice. Gender significantly impacts cab service choice.

SR No.	AUTHOR	YEAR	TITLE	OUTPUT
3	Ashish Avinash Khade & Dr. Vaibhav Patil	August 2018	A STUDY OF CUSTOMER SATISFACTION LEVEL OF OLA AND UBER PAID TAXI SERVICES WITH SPECIAL REFERENCE TO PUNE CITY [3]	Taxi Preferred by Respondents: OLA has 50% of the market share, followed by UBER at 38%. Motivational Factors: Safety is the top factor for choosing OLA/UBER cabs in Pune. Recommendations: Improve payment systems, cleanliness, reduce waiting time, and enhance safety for women.
4	Yueming Peng, Shanshan Liu, Xinglong Dai	August 2018	DESIGN AND IMPLEMENTATION OF TAXI MANAGEMENT SYSTEM [4]	Entities designed to meet user needs include site information and line information entities. Functions include adding, modifying, deleting, and querying operations information. Analysis and design focus on user needs like site and line operations, driver file maintenance, and fuzzy queries. Testing process involves unit, assembly, validation, and system tests, while maintenance ensures system elements are functioning correctly. This document discusses the design of entities, vehicle operation module, database design, and software system testing and maintenance.

SR No.	AUTHOR	YEAR	TITLE	OUTPUT
5	Yong Ge, Hui Xiong, Chuanren Liu, Zhi-Hua Zhou	July 2011	A TAXI DRIVING FRAUD DETECTION SYSTEM [5]	Identifies fraud characteristics and leverages evidence for detection. Utilizes travel route and driving distance evidence for fraud detection. Empirical study conducted on taxi driving fraud detection system. Challenges addressed include diverse abnormal location traces and driver excuses.

Limitations of existing systems

1. **Accessibility**: If the complaint system relies solely on phone calls or physical forms, it may not be accessible to all users, particularly those with disabilities or those who prefer digital communication channels.
2. **Time**: Delays in responding to complaints or resolving issues could lead Response to frustration among users and undermine trust in the system's effectiveness.
3. **Lack of transparency**: While filling physical forms, customers where need contact the taxi vendors for complaints status.
4. **Limited Scope**: The system may only address certain types of complaints, such as driver behavior or vehicle conditions, while neglecting other important issues like fare disputes or safety concerns.

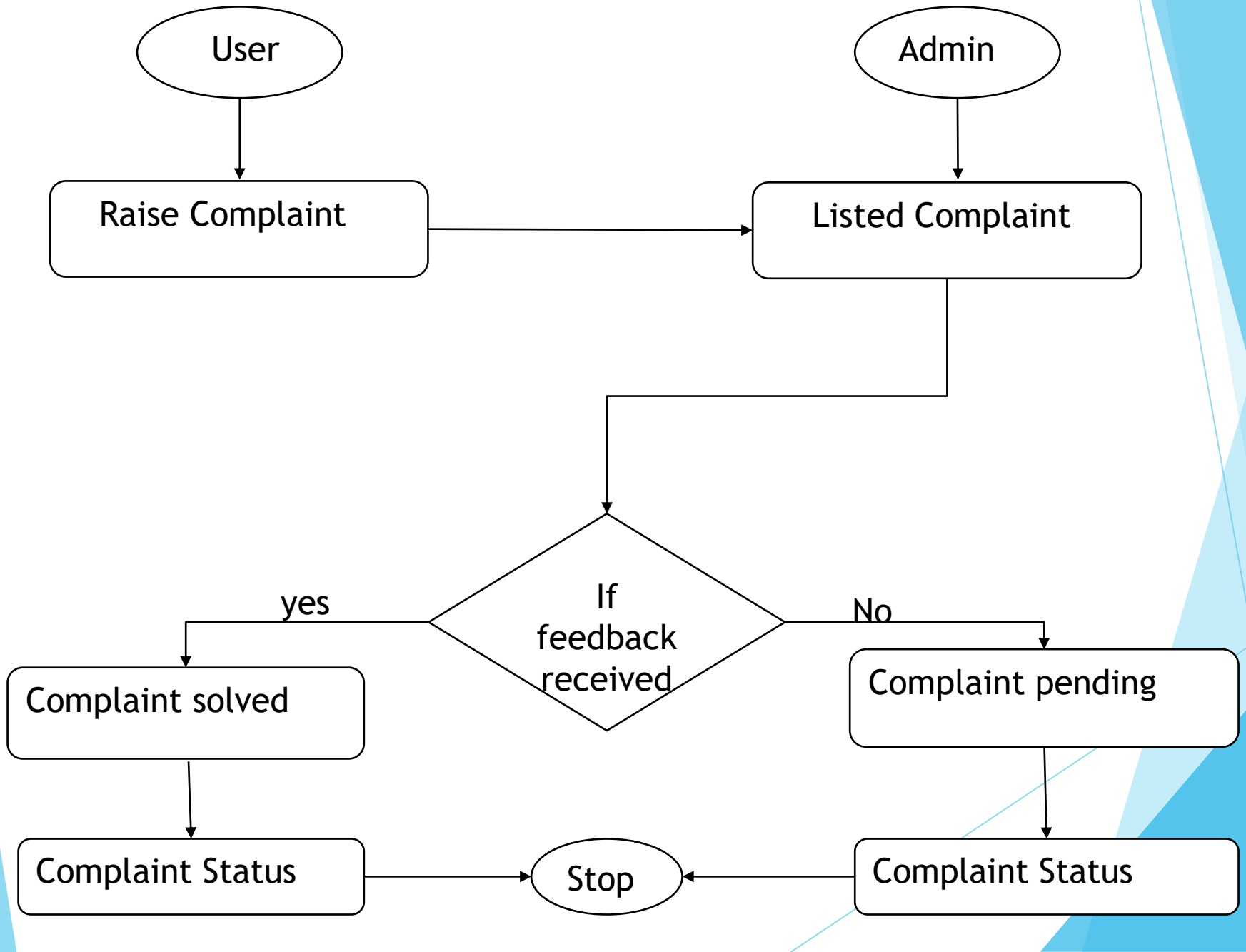
Problem statement

The aim of a taxi complaint management system is to provide an efficient and streamlined process for customers to lodge complaints regarding taxi services and for taxi companies or regulatory bodies to manage and resolve these complaints effectively.

Key Areas of Improvement:

- Enhanced accuracy and security: Build trust between taxi vendor and customers.
- Privacy and transparency: Implement clear data collection practices and user control.
- Usability and scalability: User-friendly interface for efficient operation.
- Seamless integration: Integrate seamlessly with existing taxi systems.

System Design



Technologies

Frontend-

- Tkinter(version 8.6.14)
- Python(version 3.12.2)

Backend-

- MySQL(version 8.1.0)
- Python(version 3.12.2)

Implementation

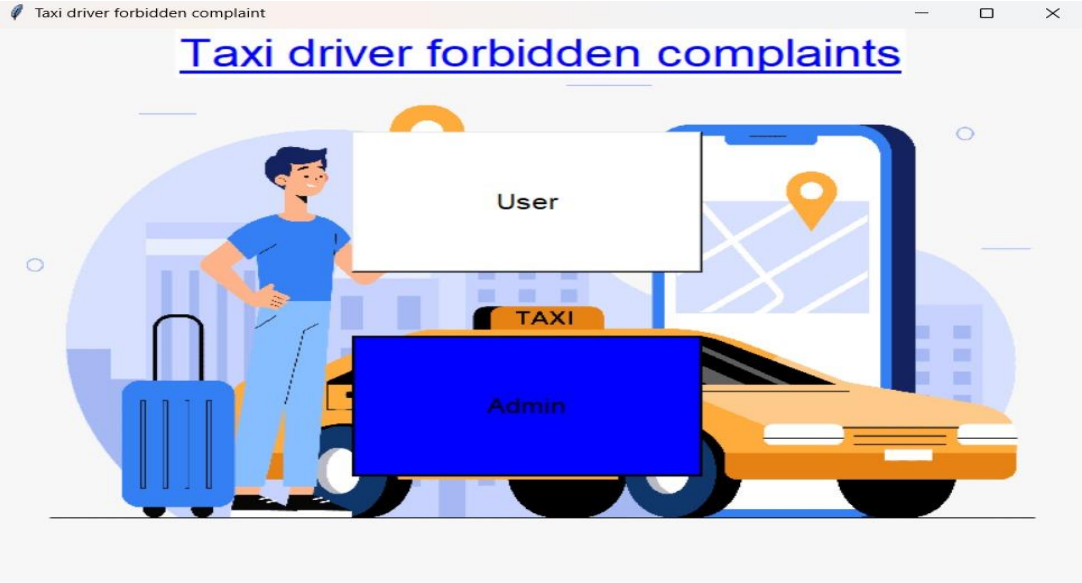


Fig.1.Welcome

Fig.2.Login page

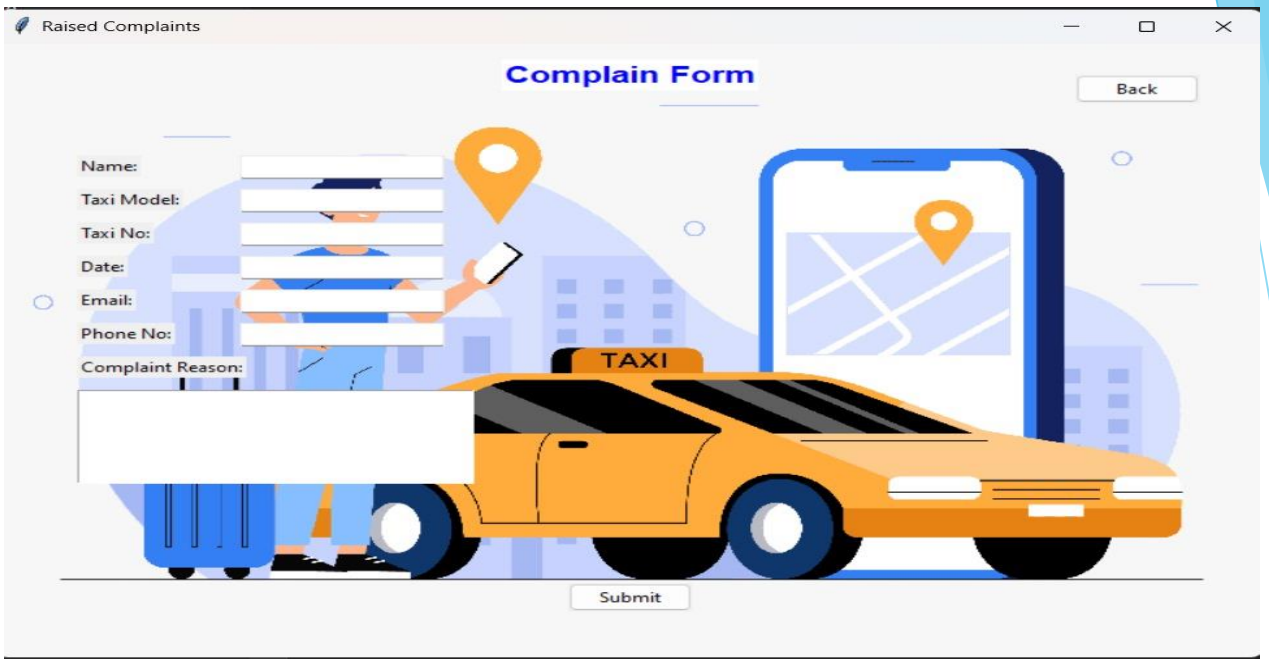


Fig.3.Complain form

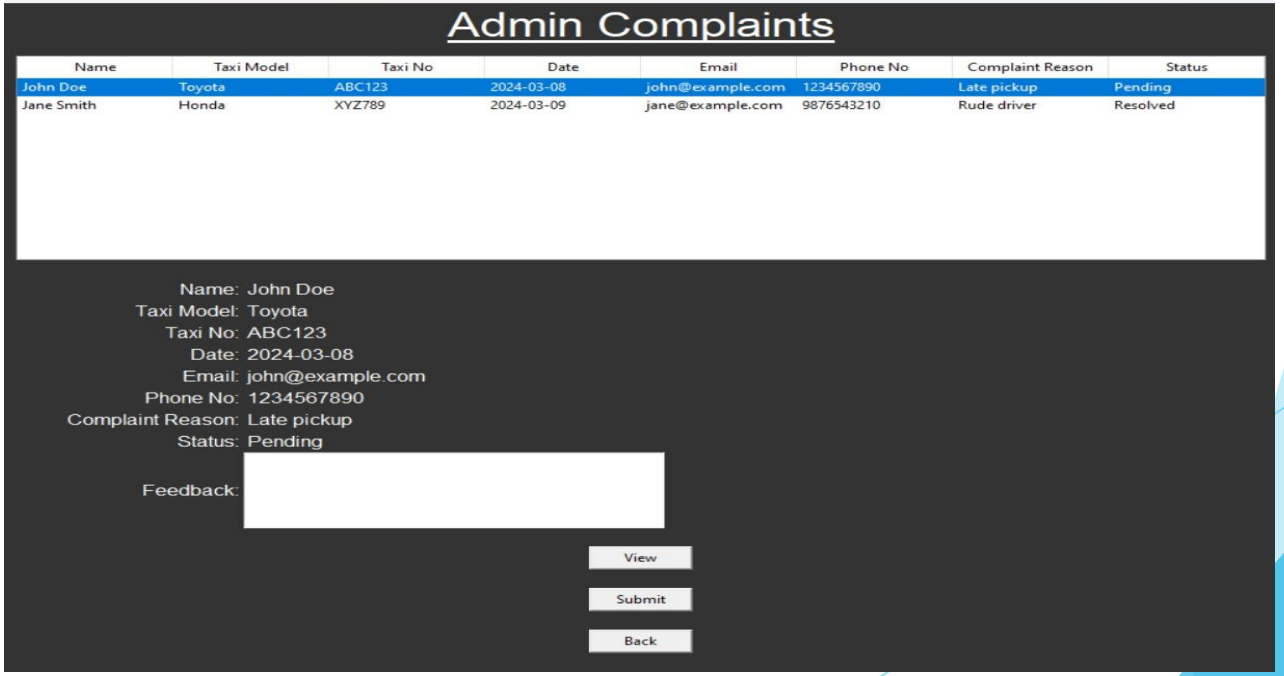


Fig.4.Admin Complaints

Conclusion

In conclusion, the Taxi Driver Forbidden Complaint represents a significant step forward in improving the quality of taxi services and customer satisfaction. Through addressing challenges and learning from the experience, the project lays a strong foundation for future enhancements and innovations in service quality and operational efficiency.

References

[1] Dr.K.Vanaja , Mr. K.Monish Kumar , August 2021, “A STUDY ON FACTORS INFLUENCING PASSENGER PURCHASE INTENTION TOWARDS APP BASED CAB SERVICE IN COIMBATORE CITY”, EPRA International Journal of Multidisciplinary Research (IJMR) - Peer Reviewed Journal.

[2] Dr. Rupali Rajesh, Snehal Chincholkar, July 2021 “A COMPARATIVE STUDY OF OLA AND UBER CUSTOMERS IN MUMBAI” Faculty of Management, Vivekanand Education Society’s Institute of Management Studies and Research, Mumbai, India

[3]Ashish Avinash Khade & Dr. Vaibhav Patil- August 2018 , “A STUDY OF CUSTOMER SATISFACTION LEVEL OF OLA AND UBER PAID TAXI SERVICES WITH SPECIAL REFERENCE TO PUNE CITY”, Faculty of Management, Vivekanand Education Society’s Institute of Management Studies and Research, Mumbai, India.

[4] Yueming Peng, Shanshan Liu, Xinglong Dai ,August 2018, “ DESIGN AND IMPLEMENTATION OF TAXI MANAGEMENT SYSTEM”, Computer Engineering, Shaoyang University of Science and Technology, Hunan, China.

[5] Yong Ge, Hui Xiong, Chuanren Liu, Zhi-Hua Zhou , July 2011, “A TAXI DRIVING FRAUD DETECTION SYSTEM”, Computer Engineering, Shaoyang University of Science and Technology, Hunan, China

Thank You...!!