

REPORT ON
“RTO Complaint Portal”

*A synopsis submitted in partial fulfillment of the
Requirement for the award of Degree of
Bachelor of Technology
(Fourth Semester)*

COMPUTER SCIENCE AND ENGINEERING

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Abstract

The purpose of this project is to provide the complaints for different products and getting reply from the products handling teams. Customers may have complaints about its products. They will be given an email id foreach product, where they can send an email when they have a complaint to register. The emails will get converted to complaints and get assigned to the persons handling that product. The complaints can be assigned to different persons and will get tracked to closure. The person handling the complaint will have the facility to communicate with the customer via emails through the system.

Introduction

Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption. The objective of the complaints management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements. Online Complaint Management is a management technique for assessing, analyzing and responding to customer complaints. Complaints management software is used to record resolve and respond to customer complaints, requests as well as facilitate any other feedback.

The idea of the project deals with the RTO complaint portal, which allows citizens to lodge a complaint against Road traffic violations. The implementation of this project involves usage of certain web technologies such as HTML5, CSS3 and Bootstrap4.

Methodology

```
<!DOCTYPE html>
<html lang="en">

<head>
  <meta charset="UTF-8">
  <meta http-equiv="X-UA-Compatible" content="IE=edge">
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
  <title>Document</title>
  <link rel="stylesheet" href="style.css">
</head>

<body>
  <div class="container">
    <!-- Navbar Section -->
    <div class="navbar">
      <div class="orange-nav">
        <span>Govt of India</span>
      </div>
      <div class="white-nav">
        
      </div>
      <div class="green-nav">
        <span>RTO Complaint Portal</span>
      </div>
    </div>

    <!-- Mid Section -->
    <div class="present-section">
      <div class="present-title">
        <h1 class="text1">Here we make sure you get </h1>
        <h1 class="text2">your voice heard.</h1>
        <span>Our platform acts as a mediator where consumers and
companies <br> can find a common language
        together to solve their problem.</span>
        <br><a class="submit-complaint-btm"
href="registerComplaint.html">Submit Complaint</a>
      </div>
      <div class="present-image">
        
      </div>
    </div>

    <!-- Reviews Section -->
    <div class="background-caraousel">

      <div class="slideshow-container">

        <div class="mySlides fade">

        </div>

        <div class="mySlides fade">
```

```

        
        <!--  -
->

    </div>

    <div class="mySlides fade">

        
        <!--  -->

    </div>

    <a class="prev" onclick="plusSlides(-1)"></a>
    <a class="next" onclick="plusSlides(1)">></a>

</div>
</div>
<br>
<script>
    let slideIndex = 1;
    showSlides(slideIndex);

    function plusSlides(n) {
        showSlides(slideIndex += n);
    }

    function currentSlide(n) {
        showSlides(slideIndex = n);
    }

    function showSlides(n) {
        let i;
        let slides = document.getElementsByClassName("mySlides");
        let dots = document.getElementsByClassName("dot");
        if (n > slides.length) { slideIndex = 1 }
        if (n < 1) { slideIndex = slides.length }
        for (i = 0; i < slides.length; i++) {
            slides[i].style.display = "none";
        }
        for (i = 0; i < dots.length; i++) {
            dots[i].className = dots[i].className.replace("
active", "");
        }
        slides[slideIndex - 1].style.display = "block";
        dots[slideIndex - 1].className += " active";
    }
</script>

</body>

</html>

```

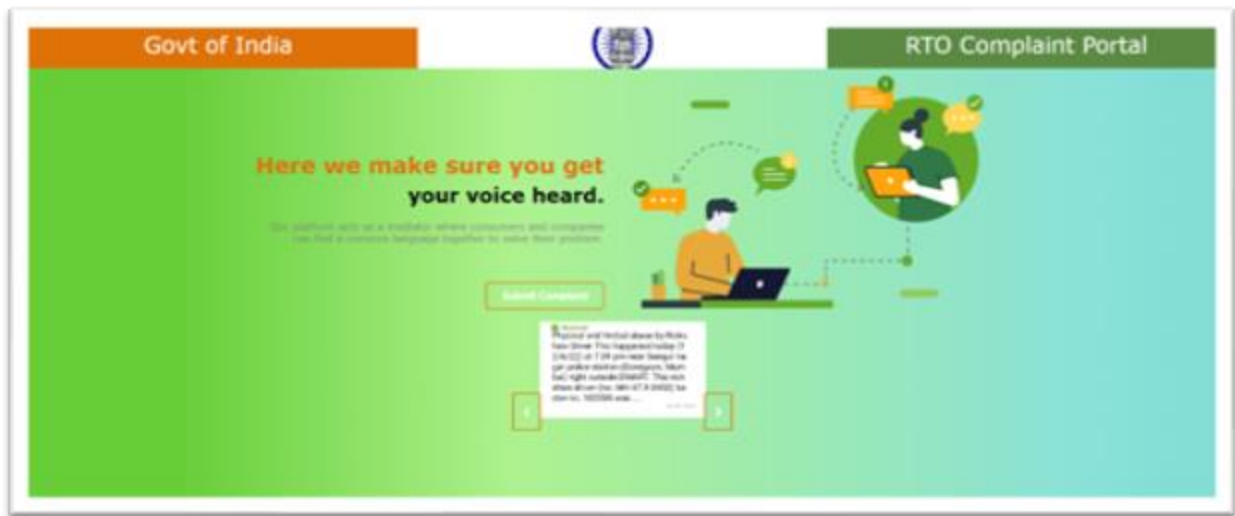
Hardware Requirements

- 64/32 bit Operating System, x86 based processor
- Active Internet Connection
- Display Adapters

Software Requirements

- Latest Browser Support
- Javascript enabled browser
- Client/Server Side scripting enabled

Output



Complaint

First Name

Aadhar Number

Email address

Email

City

Email

Description

Last Name

Phone Number

Phone

State

State

PinCode

State

Upload File

Choose File

No file chosen

Submit

Thank You!

Please check your email for further instructions.

Having trouble? [Contact us](#)

[Continue to homepage](#)

Future Scope

We assume to integrate the project with some advanced web frameworks in order to improve the user experience. We have also planned to integrate AI system into this which will help the authorities to filter and take necessary actions by figuring out and learning from past data. This could be really helpful in various fields.

The projects aims to be integrated with React/Angular web frameworks to develop a SPA (Single page application).

Conclusion

In this project we created an Online Complaint portal to interact with the citizens and help them out with their queries. We used some popular technologies which are essential to build a webpage which involves technologies such as HTML5, CSS3 and Bootstrap.

As per a survey, people find it difficult to visit offices if they want to file a complaint or so we have designed the project to provide the user with easy navigation, retrieval of data and necessary feedback as much as possible and it allows transparency to the user after filing a complaint about what actions are being taken in order to resolve the issue..

References

- MDN Web Docs <https://developer.mozilla.org/en-US/>
- W3Schools <https://www.w3schools.com/html/>
- Butter Academy YT Channel <https://www.youtube.com/ButterAcademy>
- Fontawesome Web Icons <https://fontawesome.com/icons>