**Automate Complaint Management System for APV System Admin Department**

Develop a Complaint Redressal System to automate the complaint log management. It integrates the benefits of manual log maintenance with the convenience of a virtual tracking environment, without the hazards and expenses of the current manual file management. It will usher in the immense flexibility and sophistication in the existing structure, with the perfect blend of synchronous and asynchronous interaction with the admin department.

**Proposed System:**

The development of this new system contains the following activities, which try to automate the entire process keeping in the view of database integration approach.

* User Friendliness is provided in the application with various controls provided by system Rich User Interface.
* The system makes the overall project management much easier and flexible.
* It can be accessed over the Intranet.
* The user information files can be stored in centralized database which can be maintained by the system.
* This can give the good security for user information because data is not in client machine.
* Authentication is provided for this application only registered members can access.

The Complaint Redressal System aims to help the system admin to track all the complaints logged in by various users in the organization. Any user can log in his/her complaint by generating a token. Each token can be tracked by the Token-Id provided at the time of token generation.

The System admin is able to view the log of all the complaints for which token is generated. Admin can monitor all the complaints, change status of the complaints (Pending, Resolved or Resolve Later).

Also, there will be a report generation module using which the system admin is able to generate various reports according to the priority of the task/complaint.

**Proposed Modules:**

1. User Authentication
2. Token Generation
3. Token Tracking
4. System Admin Module
5. Monitor Complaints
6. Report Module (with print option)
   * Identify the nature of complaints/Problem
   * Graphical visualization of records (Bar chart/Pie chart)
   * Generate Department Wise Report
   * Frequency of complaints for each user
   * Reports between two dates
   * Annual / Monthly Reports
   * Total Man Hours involved in resolving the problem
7. SMTP server configure (automatically send email for each status changed event)
8. Propagate complaints in Hierarchy
9. Maintenance module
   * Provide option to take database backup on regular basis

**HARDWARE REQUIREMENTS:**

* Processor: Intel Pentium or More
* RAM: 1 GB Ram
* Hard Disk: PC with 20GB

**SOFTWARE REQUIREMENTS:**

* **Operating System Server:** Windows XP or later
* **Database Server:** Microsoft SQL Server-2008
* **Client:** Microsoft Internet Explorer
* **Tools:** Microsoft Visual Studio .Net-2010
* **User Interface:** Asp.Net with Ajax
* **Code Behind:** VC#.Net