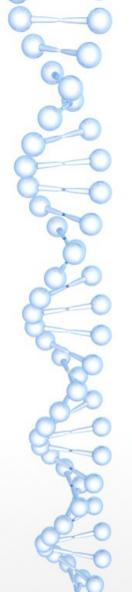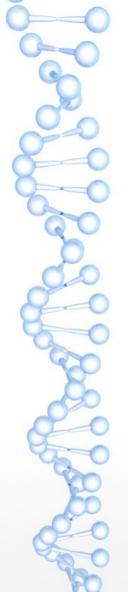# Major Project (III)

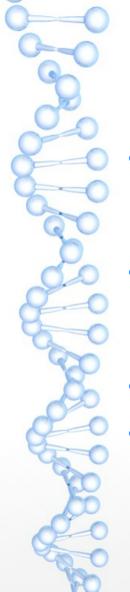# Decentralized Complain Management System with Data Analytics for Food Safety.

Why do we need this?

➢ Warn consumer from buying non-consumable goods in the market.

➢ Help DFTQC manage complaints, prioritize them and start the investigation which saves their time and resources.

➢ Expose firms to public which might enforce them to stay in food safety standard.
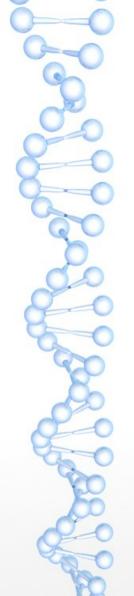
What is Does?

- Consumer based on the area they faced the problem in, will file the case to the respective local government.

- Local government will have their system to view the cases and they will try to resolve it, If that's out of their scope they'll fast forward it to their controlling body.

- Statistics will be used to view resolved, in-progress, and halted cases.

- If certain firms has been overcrowded with the complaints they'll be red-listed to consumer even before the investigation from the concerned department starts.

Complaints verification

- Complain submitting form will have fields like product category, firm/company, images etc. to discourage fake complaints.

- One can submit complaint only after reading the standard of the particular product.(Will be presented to consumer before submitting the complain)

- Admins will have option to invalidate complaints.

- Upvote system for the same complaints, so user doesn't need to submit multiple complaints for same issue.

4

Data to manage

- Resolved, halted, and on hold cases.

- Categorizing complaints on the basis of product and company.

- Repeated complaints and comparison with past.

Pictorial Representation

Complain mgmt system

consumer

File digital complaint

Local gov

Forward to

DFTQC
(Quality Control department)

investigate

Local firm/comp

Investigate if needed