COMPLAINT MANAGEMENT SYSTEM

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Complaint Management System

Introduction of Project

You need all the complaints in one place.

Resolving complaints requires a system with multichannel capabilities. Complaint management software like Desk collects all tickets from different channels and organizes them in one tab to help agents reply to all of them from one place.

Sections of Project

Super Admin Management System

Manage Senior Officers and Districts

- Add SP
- Add ASP/DSP (District Wise)
- Add SHO (Police Station) Range Wise
- Add Investigation Officers (Police station wise)
- Add Range (Ambala/Karnal)
- Add Districts (Range Wise)
- Add Police Stations
- Add Complaint Office

Complaint Management System

Manage Complaints

- View All
- View District Wise
- View Complaints Range Wise
- View Category wise
- View Police Station
- View High Priority
- View Pending/In-Process Complaints
- View Officers Complaint
- View Special Complaints

Manage Remarks (By ADGP)

- Pending for Closure
- Remark to Complaints (District wise/SHO)

Manage Departments

- Add Complaint Departments (DGP, Home Ministry)
- View Reports (Pending)
- View Reports (Closed)
- Date wise/District Based

Manage Users

- Add/Update Users (Senior Officers)
- Add/Update Admin
- Block/ON Users
- View District users

Manage Data

- Data Security
- Backup Cloud

User/Officers Management System

Manage Complaints

- View/Update Latest Complaints
- View/Update Pending Complaints
- View/Update High Priority Complaints
- Officers Complaint
- **Add Complaints (With enroll to different sectors)**

Complaint Management System

Manage History

- Complaint History

Manage Reports

- View Reports
- View Graphical Reports
- Pending Complaint Reports
- Yearly Report

Online Support

Admin Management (ADGP/IG/DG)

Manage Reports

- View All Cases
- Pending Cases
- Filter Reports (HM, DG & more)
- Comments on Case

Manage Special Note

- Send Note to All
- Send Note District wise
- Send Note to Case Officer

Flow Chart of Sections

ADD SUBORDINATES

- District Name
- Designation (SP,SSP, DSP)
- Mobile Number
- Email Address
- Alternate Number

Add District

- District Name
- State
- SP Office MAP Link

Complaint Management System

Complaint Office

- Name of Office (DGP, HM,NHRC)
- Phone Number
- Information

Functionality Advanced System

- Flagging (High Priority) with every complaint
- Flashing up on dashboard of Senior Officers (High Priority)
- Pending and Closed can be always Knocking or Display in front of Super Admin
- Graphical Report for Super Admin
- Reports should have PDF format, Excel Report
- Tagging if Complaint Delay more than 3 days
- Pop Up Raise as Alert in front of District SP if complaint delays or High Priority
- Reports Download (PDF, Excel Format)

Sections of All

Add Police Stations

- Police Station Name
- Phone Number
- Email Address

Add Range Name

- State
- Range Name

Add Districts

- Range Name <Drop Name>
- Range District Name :
- State

Add SP

- First Name Suritendent of Police
- Last Name
- Mobile Number :
- Range
- District

- Alternate Number
- Date of Creation : <Date Auto select>
- Username : < Should be alphabets only>
- Password :
- Confirm Password :
- Recovery Email
- Status <On/Off> Drop Down

Add ASP/DSP

- ASP/DSP Name
- Suritendent of Police Name <Drop Down>
- Mobile Number
- Range <Drop Down>
- District <Drop Down>
- Police Station <Multiple Selections>
- Alternate Number
- Date of Creation : <Date Auto select>
- Username : < Should be alphabets only>
- Password :
- Confirm Password :
- Recovery Email
- Status <On/Off> Drop Down

Add SHO:

- SHO Name :
- ASP/DSP Name <Drop Down>
- Suritendent of Police Name <Drop Down>
- Mobile Number
- Range (Auto Select) as per SP Name
- District <Drop Down>
- Police Station <Drop Down>
- Alternate Number
- Date of Creation : <Date Auto select>
- Username : < Should be alphabets only>
- Password :
- Confirm Password :
- Recovery Email
- Status <On/Off> Drop Down

Add IO

- IO Name :
- Police Station <Drop Down>

Complaint Management System

- District <Drop Down>
- Alternate Number
- Date of Creation : <Date Auto select>
- Username : < Should be alphabets only>
- Password :
- Confirm Password :
- Recovery Email :
- Status <On/Off> Drop Down

Add Complaints : (Super Admin)

- Complaint Number: Range Name/District Name/PS/number
- (this will auto **generate**)
- **Complainant** Name
- **Complainant** Phone Number
- Alternate Number
- Father's Name
- Address
- Email
- State
- District
- Complaint Category
- Complaint Short Description (Hindi/English)
- Sections of Complaint <Multiple Sections> ADD Button
- **Upload Complaint Copy :**
  - Upload PDF Complaint : <Scanner Link as well>
  - Upload Evidence
- Range <By Default as per IP if possible>
- District <Drop Down>
- SP Name < Auto Select as per district>
- **Status (Pending, In-Process)**
- **Deadline (30 days by default) Date Format MM/DD/YY auto**

Add Complaints : (SP Office)

- **Complaint Number: Range Name/District Name/PS/number (this will auto generate)**
- Complainant Name
- Complainant Phone Number
- Alternate Number
- Father's Name
- Address
- Email
- State
- District
- Complaint Category
- Complaint Short Description (Hindi/English)

Complaint Management System

- Sections of Complaint <Multiple Sections> ADD Button
- **Upload Complaint Copy :**
    - o Upload PDF Complaint : <Scanner Link as well>
    - o Upload Evidence
- Range <By Default as per IP if possible>
- District <Drop Down>SP Name < Auto Select as per district>
- Mark to DSP/ASP <Drop Down List>
- **Status (Pending, In-Process)**
- **Deadline (30 days by default) Date Format MM/DD/YY auto**

Add Complaints : (ASP/DSP Office)

- **Complaint Number: Range Name/District Name/PS/number (this will auto generate)**
- Complainant Name
- Complainant Phone Number
- Alternate Number
- Father's Name
- Address
- Email
- State
- District
- Complaint Category
- Complaint Short Description (Hindi/English)
- Sections of Complaint <Multiple Sections> ADD Button
- **Upload Complaint Copy :**
    - o Upload PDF Complaint : <Scanner Link as well>
    - o Upload Evidence
- Range <By Default as per IP if possible>
- District <Drop Down>SP Name < Auto Select as per district>
- DSP/ASP <Drop Down List>
- **Mark to SHO <Drop Down List>**
- **Status (Pending, In-Process)**
- **Deadline (30 days by default) Date Format MM/DD/YY auto**

Add Complaints : (SHO Office)

- **Complaint Number: Range Name/District Name/PS/number (this will auto generate)**
- Complainant Name
- Date of Upload/Launch
- Complainant Phone Number
- Alternate Number

Complaint Management System

- Father's Name
- Address
- Email
- State
- District
- Complaint Category
- Complaint Short Description (Hindi/English)
- Sections of Complaint <Multiple Sections> ADD Button
- **Upload Complaint Copy :**
  - Upload PDF Complaint : <Scanner Link as well>
  - Upload Evidence
- Range <By Default as per IP if possible>
- District <Drop Down>SP Name < Auto Select as per district>
- DSP/ASP <Drop Down List>
- SHO Name
- **Mark to IO**
- **Status (Pending, In-Process)**
- **Deadline (30 days by default) Date Format MM/DD/YY auto**

Filters Section in all pages

ADGP Filters **(By Date (From) By Date (To), By Police Station, Status (Pending, Close, In-Process), Category , District, Range)**

SP Filters **(By Date (From) By Date (To), By Police Station, Status (Pending, Close, In-Process), Category , District)**

DSP/ASP Filters **(By Date (From) By Date (To), By Police Station, Status (Pending, Close, In-Process), Category)**

SHO Filters **(By Date (From) By Date (To), By IO, Status (Pending, Close, In-Process), Category)**