



ONLINE COMPLAINTS REGISTRATION & MANAGEMENT SYSTEM

Submitted by

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1. INTRODUCTION

1.1 Overview

The Complaint Management Website is a web-based platform designed to facilitate the registration and management of complaints from users. The goal of the website is to provide a convenient and efficient way for individuals to submit their complaints, track the progress of their complaints, and communicate with the relevant authorities.

The Complaint Management Website primarily targets individuals who want to report and manage their complaints related to various sectors such as public services, utilities, transportation, or community matters. It serves as a user-friendly platform for citizens to voice their concerns and seek resolution.

Our website aims to provide a user-friendly and efficient system for individuals to register, track, and manage their complaints. By leveraging technology and effective communication channels, the website facilitates a transparent and accountable complaint management process, ensuring timely resolution and customer satisfaction.

1.2 Purpose

The purpose of the Complaint Management Website project is to create an online platform that simplifies and improves the process of handling and resolving complaints. The project serves several purposes:

- 1. Convenience and Accessibility:** The website provides users with a convenient and accessible way to register their complaints anytime, anywhere, using any internet-enabled device. It eliminates the need for physical visits or lengthy paperwork, making it easier for individuals to report their concerns.
- 2. Efficient Complaint Handling:** By centralizing and digitizing the complaint management process, the project aims to streamline the handling of complaints. It helps authorities and complaint resolution teams to receive, track, and respond to complaints in a systematic and timely manner.
- 3. Transparency and Accountability:** The project promotes transparency by allowing users to track the progress of their complaints, ensuring that they are aware of the actions taken and the status of their concerns. This transparency fosters accountability among authorities responsible for addressing the complaints.
- 4. Improved Communication:** Effective communication is crucial in complaint management. The website incorporates communication channels that enable users and complaint resolution teams to interact, exchange information, and seek clarification. This facilitates better



understanding, faster resolution, and a more satisfactory user experience.

5. Data Analysis and Process Improvement: The project includes data analytics capabilities to analyze complaint data, identify trends, and generate reports. This information helps authorities gain insights into recurring issues, response times, and other relevant metrics. It aids in making informed decisions, allocating resources effectively, and improving the overall complaint management process.

Overall, the purpose of the project is to enhance the complaint management experience for users, improve efficiency in handling complaints, and promote transparency and accountability in addressing citizen concerns.

2. LITERATURE SURVEY

2.1 Existing Problem

Before the advent of online complaint registering systems, individuals had limited options for registering their complaints. Some of the existing methods included:

1. Visiting Police Stations: In cases where the complaint pertains to criminal activities or requires police intervention, individuals had to physically visit their local police station to register their complaints. This involved waiting in queues, providing detailed statements, and submitting relevant documents.



2. Approaching Government Offices: For certain types of complaints related to government services or departments, individuals had to visit specific government offices or administrative centers to file their complaints. This often involved filling out forms, providing supporting documents, and following a bureaucratic process.

3. Legal Action: In more serious cases, individuals had to resort to filing complaints or cases in the court of law. This required engaging legal professionals, preparing legal documents, and following the legal procedures, which could be time-consuming and complex.

These existing methods often presented challenges such as long waiting times, geographical constraints, limited accessibility, and complex procedures. Online complaint registering systems emerged as a solution to overcome these challenges and provide a more convenient, accessible, and efficient way for individuals to register their complaints.

4. Seeking Legal Help: In more serious cases, individuals would resort to legal action by consulting lawyers and filing complaints or cases in courts. This involved preparing legal documents, attending hearings, and following the legal process to seek resolution or justice.

5. Mediation or Arbitration: In some situations, individuals would opt for mediation or arbitration processes to resolve complaints outside of traditional legal avenues. This involved engaging a neutral third party to facilitate negotiations and reach a mutually acceptable resolution.

2.2 Proposed Solution

Our website serves as a solution to the problem of complaint registration by offering a user-friendly and efficient online platform. Here are some key ways our website addresses the problem and provides a solution:

- 1. Accessibility:** Our website is accessible to users 24/7 from any location with an internet connection. Unlike physical visits to police stations or government offices, individuals can register their complaints conveniently and without the need for travel.
- 2. Simplified Process:** Our website streamlines the complaint registration process, eliminating complex paperwork and lengthy procedures. Users can navigate through the intuitive interface to fill out complaint forms, providing all the necessary details in a structured manner.
- 3. Time and Cost Efficiency:** By eliminating the need for physical visits and paperwork, our website saves users valuable time and reduces associated costs. Complaints can be registered online within minutes, eliminating the need to wait in long queues or repeatedly follow up on the progress of their complaints.



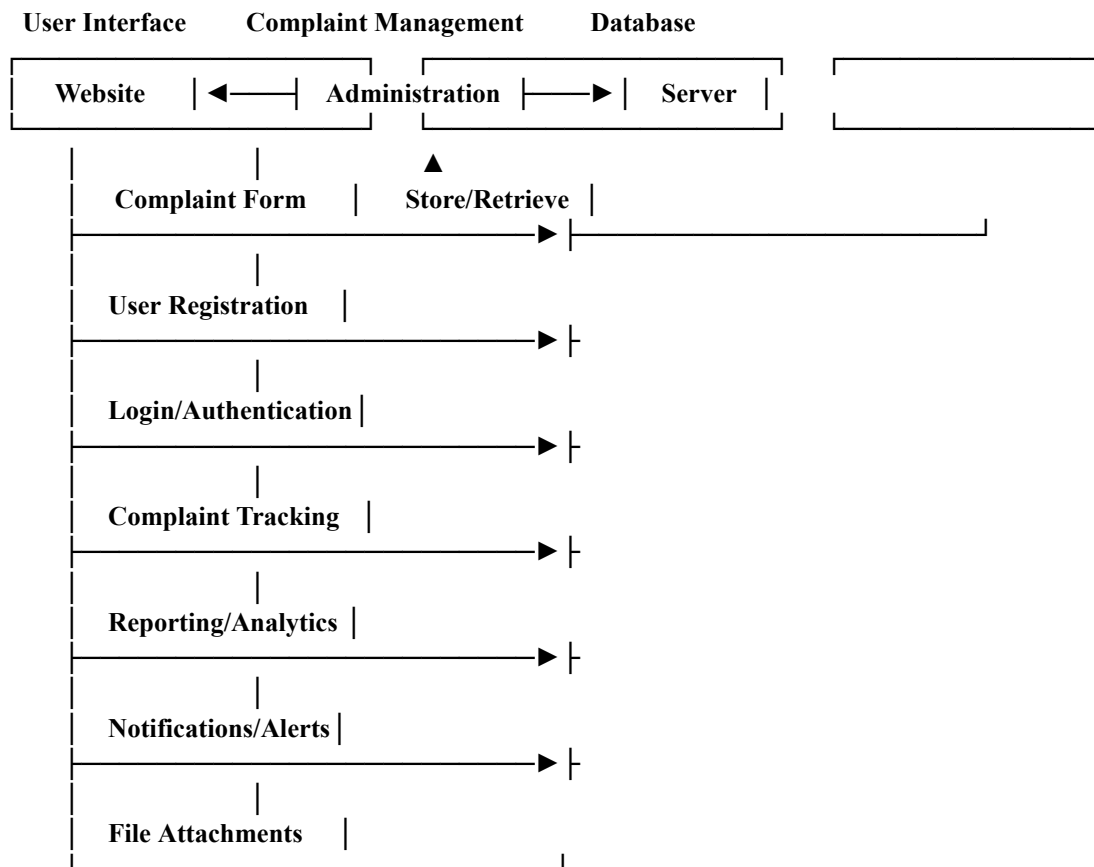
4. Enhanced Documentation: Our website allows users to attach relevant documents, images, or videos as evidence to support their complaints. This ensures that important information is properly documented and readily available for review by the authorities responsible for resolving the complaints.

5. Tracking and Updates: Our website incorporates a tracking system that allows users to monitor the progress of their complaints. They can receive updates on the status of their complaints, such as when it has been received, assigned to an officer, or resolved. This transparency enhances user confidence and satisfaction.

Overall, our website provides a modern, accessible, and user-friendly platform for individuals to register their complaints, ensuring a more efficient, transparent, and satisfactory complaint resolution process.

3. THEORITICAL ANALYSIS

3.1 Diagrammatic Overview of the Project



3.2 Hardware and Software Designing

Hardware Requirements:

1. **Server:** A reliable server or hosting environment to host the website and the database.
2. **Storage:** Adequate storage capacity to store user profiles, complaint data, attachments, and other relevant information.
3. **Network:** Stable internet connectivity to ensure the website is accessible to users.

Software Requirements:

1. **Operating System:** Depending on the chosen server environment, the operating system could be Windows Server, Linux, or another compatible server OS.
2. **Web Server:** A web server such as Apache HTTP Server or Nginx to serve the web application.
3. **Database:** A database management system (DBMS) such as MySQL, PostgreSQL, or Oracle to store and manage the complaint data.
4. **Server-Side Language:** A server-side programming language like Java (with Spring Boot), Python (with Django), or PHP to handle the backend logic and communication between the website and the database.
5. **Client-Side Technologies:** HTML, CSS, and JavaScript for creating the user interface and handling client-side interactions.

6. Frameworks/Libraries: Depending on the chosen server-side language, frameworks and libraries such as Spring MVC, Django, or Laravel may be used for efficient development and enhanced functionality.

7. Security Measures: Implementation of security measures, such as SSL/TLS certificates, to ensure secure communication between the server and clients.

8. Development Tools: Integrated Development Environment (IDE) such as Eclipse, IntelliJ IDEA, or Visual Studio Code for coding and debugging purposes.

9. Testing Tools: Testing frameworks and tools, such as JUnit, Selenium, or Postman, for automated testing and quality assurance.

4. EXPERIMENTAL INVESTIGATIONS

During the development of the complaint registration website, various analyses and investigations were likely conducted to ensure an effective solution. Some of the key analyses and investigations that might have been performed include:

1. **User Needs Analysis:** Understanding the needs and requirements of the users who will be registering complaints. This may involve conducting surveys, interviews, or user feedback sessions to gather insights into their pain points and expectations.

2. **Market Research:** Researching existing complaint registration systems, both online and offline, to identify their limitations and areas



for improvement. This helps in understanding the competitive landscape and designing a better solution.

3. Technology Assessment: Evaluating different technologies, frameworks, and platforms to determine the most suitable ones for building the complaint registration website. Factors such as scalability, security, ease of development, and integration capabilities are considered during this assessment.

4. Workflow Analysis: Analyzing the existing complaint registration process, whether it's manual or through other channels, to identify bottlenecks, inefficiencies, and opportunities for automation. This analysis helps in designing an optimized workflow for the website.

5. Data Security and Privacy Analysis: Assessing the security and privacy requirements for handling user data and complaints. This involves ensuring compliance with data protection regulations and implementing appropriate security measures to protect user information.

6. Usability Testing: Conducting usability tests and gathering user feedback on prototypes or early versions of the website. This helps in identifying any usability issues, improving the user interface, and enhancing the overall user experience.

7. Performance Analysis: Evaluating the performance and scalability of the website under various scenarios, such as high user load or concurrent complaint registrations. This analysis ensures that the



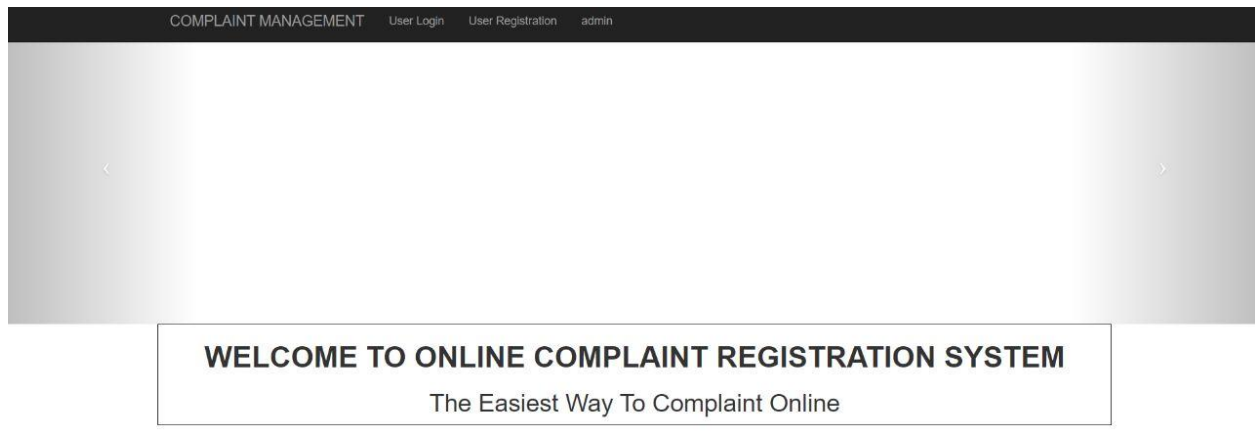
website can handle the expected traffic and provide a smooth user experience.

8. Cost-Benefit Analysis: Assessing the costs associated with developing and maintaining the complaint registration website compared to the potential benefits it brings to the users and the organization. This analysis helps in making informed decisions about resource allocation and justifying the investment in the project.

These analyses and investigations contribute to a thorough understanding of the problem, its context, and the requirements, ultimately guiding the development of an effective and user-friendly complaint registration solution.




Result:





COMPLAINT MANAGEMENT SYSTEM



pooja chowdary

Dashboard

Account Setting

Lodge Complaint

Complaint History

> Change Password

> User Change Password

Current Password

New Password


Confirm Password

Submit



COMPLAINT MANAGEMENT SYSTEM

Logout



pooja chowdary

Dashboard

Account Setting

Profile

Change Password

Lodge Complaint

Complaint History

> Profile info

pooja chowdary's Profile

Last Updated at : 2023-07-04 23:51:26

Full Name

pooja chowdary

User Email

pooja23@gmail.com

Contact

7894561230

Address

rajamundry

State

andhra pradesh

Country

india

Pincode

521402


Reg Date

2023-07-04 23:50:18

Submit

COMPLAINT MANAGEMENT SYSTEM

Logout



pooja chowdary

Dashboard

Account Setting

Lodge Complaint

Complaint History

>Your Complaint Hstory

Complaint Number	Reg Date	last Updation date	Status	Action
2	2023-07-04 23:52:17	2023-07-04 23:55:08	In Process	View Details



CMS | Admin

Admin 

- Manage Complaint
- Manage users
- Add Category
- Add Sub-Category
- Add State
- User Login Log
- Logout

Admin Change Password

Current Password

New Password

Current Password


Submit





COMPLAINT MANAGEMENT SYSTEM

Logout



pooja chowdary


Dashboard


Account Setting

Lodge Complaint

Complaint History



0


1


0

COMPLAINT MANAGEMENT SYSTEM

Logout


pooja chowdary

Dashboard

Account Setting

Lodge Complaint

Complaint History

> Register Complaint

Category

Select Category

Sub Category

Select Subcategory

Complaint Type

Complaint

State

Select State

Nature of Complaint

Complaint Details (max 2000 words)

Complaint Related Doc(if any)

Choose File

No file chosen

Submit



CMS | Admin

[Back to Portal](#)

Sign In











Login

CMS | Admin

[Back to Portal](#)

Sign In

Login











- Manage Complaint 
- Not Process Yet Complaint  0
- Pending Complaint  2
- Closed Complaints  0
- Manage users 
- Add Category 
- Add Sub-Category 
- Add State 
- User Login Log 
- Logout 

Closed Complaints

Show 10 entries

Search:

Complaint No	complainant Name	Reg Date	Status	Action
No data available in table				
Showing 0 to 0 of 0 entries				

- Manage Complaint 
- Not Process Yet Complaint  0
- Pending Complaint  2
- Closed Complaints  0
- Manage users 
- Add Category 
- Add Sub-Category 
- Add State 
- User Login Log 
- Logout 

Closed Complaints

Show 10 entries

Search:

Complaint No	complainant Name	Reg Date	Status	Action
1	pooja	2023-07-04 23:24:52	In Process	View Details
2	pooja chowdary	2023-07-04 23:52:17	In Process	View Details
Showing 1 to 2 of 2 entries				

- Manage Complaint
- Manage users
- Add Category
- Add Sub-Category
- Add State
- User Login Log
- Logout

Category

Category Name Description

Create

Manage Categories

Show 10 entries

Search:

#	Category	Description	Creation date	Last Updated	Action
1	household		2023-07-04 23:18:35		Edit Delete
2	office		2023-07-04 23:20:27		Edit Delete
3	university		2023-07-04 23:20:51		Edit Delete

Showing 1 to 3 of 3 entries

< >

- Manage Complaint
- Manage users
- Add Category
- Add Sub-Category
- Add State
- User Login Log
- Logout

Manage Users

Show 10 entries

Search:

#	User Email	User IP	Login Time	Logout Time	Status
1	pooja@gmail.com	::1	2023-07-04 23:14:07	04-07-2023 11:14:36 PM	Successfull
2	pooja@gmail.com	::1	2023-07-04 23:22:45	04-07-2023 11:25:06 PM	Successfull
3	ruchith@gmail.com	::1	2023-07-04 23:33:44	04-07-2023 11:41:03 PM	Successfull
4	pooja23@gmail.com	::1	2023-07-04 23:50:37	04-07-2023 11:52:37 PM	Successfull
5	pooja23@gmail.com	::1	2023-07-04 23:56:04	04-07-2023 11:56:36 PM	Successfull
6	pooja23@gmail.com	::1	2023-07-04 23:59:14	05-07-2023 12:00:31 AM	Successfull
7	pooja23@gmail.com	::1	2023-07-05 00:07:29	05-07-2023 12:07:52 AM	Successfull
8	pooja23@gmail.com	::1	2023-07-05 00:09:13	05-07-2023 12:11:09 AM	Successfull

Showing 1 to 8 of 8 entries

< >



Sign In

You have successfully logout

Username

Password

Login



Manage Complaint

Not Process Yet Complaint 0

Pending Complaint 2

Closed Complaints 0

Manage users

Add Category

Add Sub-Category

Add State

User Login Log

Logout

Closed Complaints

Show 10 entries









Search:

Complaint No	complainant Name	Reg Date	Status	Action
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No data available in table

Showing 0 to 0 of 0 entries



-  Manage Complaint 
-  Manage users
-  Add Category
-  Add Sub-Category
-  Add State
-  User Login Log
-  Logout

Manage UsersShow entriesSearch:

#	Name	Email	Contact no	Reg. Date	Action
1	pooja	pooja@gmail.com	7945612309	2023-07-04 23:13:25	View Details
2	ruchith	ruchith@gmail.com	7894561230	2023-07-04 23:32:54	View Details
3	pooja chowdary	pooja23@gmail.com	7894561230	2023-07-04 23:50:18	View Details

Showing 1 to 3 of 3 entries



Manage Complaint

Manage users

Add Category

Add Sub-Category

Add State

User Login Log

Logout

Sub Category

Category

Select Category

SubCategory Name

Enter SubCategory Name

Create















Sub Category

Show

10

entries

Search:

#	Category	Description	Creation date	Last Updated	Action
1	household	electricity	2023-07-04 23:18:48		 
2	household	water	2023-07-04 23:18:58		 
3	household	Municipality	2023-07-04 23:20:12		 
4	office	electricity	2023-07-04 23:21:24		 
5	university	electricity	2023-07-04 23:21:34		 
6	university	ragging	2023-07-04 23:21:41		 
7	university	hostel	2023-07-04 23:21:47		 

Showing 1 to 7 of 7 entries

< >

Manage Complaint

Manage users

Add Category

Add Sub-Category

Add State

User Login Log

Logout

State

State Name

Enter State Name

Description

Create











Manage States

Show

10

entries

Search:

#	State	Description	Creation date	Last Updated	Action
1	andhra pradesh		2023-07-04 23:16:48		 
2	tamilnadu		2023-07-04 23:16:57		 
3	telangana		2023-07-04 23:17:02		 
4	kerala		2023-07-04 23:17:11		 
5	karnataka		2023-07-04 23:17:19		 
6	goa		2023-07-04 23:17:23		