

MINI PROJECT

PROJECT TOPIC:

Online Complaint Management System

SUBMITTED BY:

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ABSTRACT

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 complaint management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide government with an effective tool to identify and target problem areas, monitor complaints and handling performance of each department. The complaints can be from different areas where public have direct exposure like water, electricity, road, corruption and others. Online Complaint Management is a management technique for assessing, analyzing and responding to public complaints. Complaints management software is used to record, resolve and respond to public complaints, requests as well as facilitate any other feedback. The main purpose of this project is to help the public in knowing and getting their problems solved in online without going to the officer regularly until the problem is solved. In the proposed system the citizen need not go to the government office for getting his problem solved. He can get his problem solved by posting his problem in this proposed system by adding notes, images, ~~video~~ as well as he can suggest a possible solution to the problems posted on the system. He can even get the status of his complaint and feedback from corresponding departments. video

PROJECT DESCRIPTION:

The Complaint Management System is one of the most significant and resource intensive project in which proposed system the citizen need not go to the government office for getting his problem solved. He can get his problem solved by posting his problem in this proposed system thus is to encourage and assist public sector and he can suggest a possible solution to the problems posted on the system. Our proposed system provides solution to existing system by extending its facilities as follows:

- Registration is provided so that officer can solve the problems easily.
- Details regarding the status of the complaint is displayed.
- Can suggest a solution for solving the problems in a better way.
- Upload notes, images, videos regarding issues for strong objection

Here User is the end user who has a valid login id and password. User can login to the system and know the complete information and can post the problem. Admin is the end user who has a valid login id and password. The Admin will get the complete information about the place and problem including the notes, images, videos uploaded by the users. The admin will process the information to the corresponding authorities and will update the system with current information.

Approved
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9/12/21
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