Major Project Report

on

**SHIKAYAAT – THE DIGITAL COMPLAINT PLATFORM**

Submitted for the partial fulfillment of the requirement for the degree of

**Bachelor of Technology**

in

**Computer Science & INFORMATION TECHNOLOGY**

**by**

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**ABSTRACT**

Shikayaat is a digital platform designed to provide users with a convenient and efficient way to lodge complaints with an organization. The system is accessible through a website or mobile application, and users can log in and submit complaints related to various aspects of the organization, such as products, services, or customer support.

The primary objective of the Shikayaat system is to provide a transparent and reliable channel for users to report any issues or concerns them may have with an organization. By providing an easy-to-use interface, the system helps to ensure that complaints are lodged quickly and efficiently, leading to faster resolution times and improved customer satisfaction.

The system's design is based on the principles of user-centricity and user experience. It features a simple and intuitive user interface, which allows users to log in and lodge complaints with ease. The system also provides users with real-time updates on the status of their complaints, ensuring that they are kept informed throughout the process.

One of the key advantages of the Shikayaat system is that it enables organizations to address user complaints more efficiently. By providing a central repository for complaints, the system helps organizations to track and monitor the complaints, ensuring that they are dealt with in a timely and effective manner. This leads to improved customer satisfaction and can help to build trust and confidence in the organization.

Another advantage of the system is that it helps to promote transparency and accountability in organizations. By providing a digital record of complaints and their resolutions, the system helps to ensure that organizations are held accountable for their actions, and that users can access this information when needed.

In summary, the Shikayaat system is a powerful tool for organizations looking to improve their customer service and address user complaints more efficiently. By providing a transparent and reliable channel for complaints, the system helps to build trust and confidence in organizations, while improving customer satisfaction and promoting accountability.



**Department of Computer Science & Information Technology**

**GITA ENGINEERING COLLEGE, BHUBANESWAR**

**ACKNOWLEDGEMENT**

*I would like to take this opportunity to thank all those individuals whose invaluable contribution in a direct or indirect manner has gone into the making of this major project a tremendous learning experience for me.*

*It is my proud privilege to epitomize my deepest sense of gratitude and indebtedness to my faculty guide,* ***Dr. Parimal Kumar Giri***  *for his/her valuable guidance, keen and sustained interest, intuitive ideas and persistent endeavour. His/Her guidance and inspirations enabled me to complete my report work successfully.*

*I give my sincere thanks to* ***Dr. Parimal Kumar Giri****, Project Coordinator, for giving me the opportunity and motivating me to complete the project within stipulated period of time and providing a helping environment.*

*I acknowledge with immense pleasure the sustained interest, encouraging attitude and constant inspiration rendered by* ***Prof. (Dr.) M.K. Roul (Principal), GITA****. Their continued drive for better quality in everything that happens at GITA and selfless inspiration has always helped us to move ahead.*

*Thanking All*

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**CERTIFICATE**

This is to certify that the project work entitled **‘SHIKAYAAT’** is a bonafide work of **Smruti Snigdha Mohapatra** and **Sazad Ahemad** bearing **Registration No. #1901287268** and **Registration No. #1901287267** of B. Tech CSIT branch.

This project report is submitted in partial fulfillment for the requirement of the B. Tech degree under Gandhi Institute for Technological Advancement (GITA), Bhubaneswar, Odisha.

**(XYZ) Dr. Parimal Kumar Giri**

**Project Coordinator Project Guide, HoD, CSIT**

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**1. INTRODUCTION**

**1.1 Introduction**

Shikayaat is a digital platform designed to provide users with a convenient and efficient way to lodge complaints with an organization. The system is accessible through a website or mobile application, and users can log in and submit complaints related to various aspects of the organization, such as products, services, or customer support.

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**1.2 Objective**

The objective of Shikayaat is to provide users with a convenient and efficient platform to lodge complaints with an organization. By offering a user-friendly interface and a transparent channel for reporting concerns, Shikayaat aims to achieve several goals:

1. **Simplify the complaint process**: Shikayaat strives to make it easy for users to submit their complaints. The platform's design focuses on user-centricity, ensuring a seamless and intuitive experience for users when lodging their concerns.
2. **Enhance customer satisfaction**: By providing a reliable and efficient channel for complaint resolution, Shikayaat aims to improve overall customer satisfaction. The system allows organizations to address complaints promptly and effectively, leading to faster resolutions and happier customers.
3. **Foster transparency**: Shikayaat promotes transparency by digitally recording complaints and their resolutions. This ensures that organizations are accountable for their actions and users have access to information regarding the progress and outcomes of their complaints.
4. **Improve organizational efficiency**: The centralized nature of the Shikayaat system enables organizations to track, monitor, and manage complaints more efficiently. By streamlining the complaint handling process, the system helps organizations identify recurring issues and implement necessary improvements.
5. **Build trust and confidence**: Shikayaat aims to build trust between users and organizations by providing a platform where complaints are taken seriously and resolved in a timely manner. By fostering open communication and accountability, the system helps establish a positive relationship between users and organizations.

Overall, the objective of Shikayaat is to create a user-centric and transparent ecosystem that facilitates effective complaint management. By addressing user concerns promptly, promoting transparency, and improving customer satisfaction, Shikayaat aims to enhance the overall experience for users and organizations alike.

**1.3 Justification and need for the system**

The justification and need for the Shikayaat system stem from several key factors:

1. **Efficient complaint management**: Organizations receive a multitude of complaints from customers on various aspects of their operations. Managing and addressing these complaints manually can be time-consuming and prone to errors. The Shikayaat system provides a streamlined approach to handle complaints, ensuring they are logged, tracked, and resolved efficiently.
2. **Enhanced customer satisfaction**: Promptly addressing customer complaints is crucial for maintaining high levels of customer satisfaction. The Shikayaat system enables organizations to respond to complaints in a timely manner, demonstrating their commitment to resolving issues and meeting customer needs. This leads to improved customer satisfaction and helps build long-term loyalty.
3. **Transparency and accountability**: Transparency is essential in today's business landscape. Customers want to know that their complaints are being taken seriously and that actions are being taken to resolve them. The Shikayaat system promotes transparency by providing users with real-time updates on the status of their complaints and maintaining a digital record of complaint resolutions, fostering accountability within organizations.
4. **Data-driven decision-making**: By centralizing complaint data, the Shikayaat system provides organizations with valuable insights into recurring issues, common complaints, and areas for improvement. Organizations can analyze this data to make informed decisions about product enhancements, process improvements, or training needs. This data-driven approach helps organizations address underlying issues and enhance overall operations.
5. **Building trust and reputation**: The Shikayaat system plays a crucial role in building trust and reputation for organizations. By providing a dedicated platform for complaint management, organizations demonstrate their commitment to customer satisfaction and their willingness to address concerns. This fosters trust among customers and contributes to a positive brand image.
6. **Streamlined communication**: The Shikayaat system facilitates effective communication between customers and organizations. Users can easily submit their complaints, provide detailed information, and receive updates on the progress of their complaints. This reduces potential miscommunication and ensures a smooth and efficient complaint resolution process.

**1.4 Advantages of the system**

The advantages of the Shikayaat system are as follows:

* Easy and Convenient: The Shikayaat system provides a simple and user-friendly interface for customers to lodge complaints, making it easy and convenient for them to register their concerns.
* Centralized Complaint Management: The system centralizes all complaints in one place, which makes it easier for organizations to manage and resolve them in a timely and efficient manner.
* Faster Resolution: The system allows organizations to respond to complaints more quickly and resolve them in a timely manner, which can improve customer satisfaction and loyalty.
* Improved Communication: With the Shikayaat system, organizations can communicate more effectively with customers about their complaints, providing regular updates on their status and resolution.
* Transparency: The system promotes transparency and accountability, providing customers with insight into the complaint resolution process and how their complaints are being addressed.
* Data Analysis: The Shikayaat system allows organizations to collect and analyze data on the types and frequency of complaints, which can be used to identify trends and patterns and take corrective action to improve products, services, or customer service.
* Cost-effective: The system can be a cost-effective solution for complaint management, reducing the need for additional personnel and administrative costs associated with handling complaints.

Overall, the Shikayaat system offers numerous advantages to organizations, including improved customer service, faster complaint resolution, greater transparency and accountability, and valuable data analysis capabilities.