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A MINI PROJECT REPORT

On

ONLINE COMPLAINT REGISTER AND MANAGEMENT SYSTEM

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ABSTRACT

The main purpose of this project is to help the public know their place details and get their problems solved online without having to visit the officer regularly until the problem is resolved. Web applications for online complaint management systems are effective in reducing time and money for people. Public used in this system to communicate their problems with officers and to avoid corruption in government offices. We want to develop an application for a complaint management system where the public can register complaints regarding street lights, water pipe leakages, rainwater, road reconstruction, and garbage systems.

TABLE OF CONTENT

CHAPTER No.	TITLE	PAGE NO
	ABSTRACT	3
1	INTRODUCTION	5
	1.1 INTRODUCTION TO HTML & CSS & ReactJS	5
	1.2 INTRODUCTION TO PROJECT	6
2	ANALYSIS	8
	2.1 EXISTING SYSTEM	8
	2.2 PROPOSED SYSTEM	10
	2.3 OBJECTIVES	12
3	LITERATURE REVIEW	14
4	MODULES	17
	4.1 HOME MODULE	17
	4.2 ABOUT MODULE	17
	4.3 CONTACT MODULE	17
	4.4 SERVICE MODULE	18
5	DESIGN METHODOLOGY	19
6	RESULT ANALYSIS	30
7	CONCLUSION	31
8	REFERENCES	32

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION TO HTML & CSS & REACTJS:

HTML(Hypertext Markup Language)and CSS(Cascading Style Sheets) are foundational technologies used to create and design web pages. HTML provides the structure and content of a webpage, defining elements such as headings, paragraphs, links, images, and more. CSS, on the other hand, is responsible for styling and formatting the content, controlling aspects like layout, colors, fonts, and spacing.

React JS is a JavaScript library developed by Facebook for building user interfaces. Unlike HTML and CSS, which focus on static content and styling, React JS enables the creation of dynamic and interactive web applications. React utilizes a component-based architecture, where the user interface is broken down into reusable components, each with its own logic and UI elements. This modular approach makes it easier to manage and maintain complex web applications, promoting code reusability and scalability.

Combining HTML, CSS, and React JS allows developers to create modern and responsive web applications with rich user experiences. HTML provides the structure, CSS enhances the presentation, and React JS adds interactivity and dynamic functionality. Together, these technologies form the core building blocks for creating compelling web experiences that engage users and meet the demands of today's digital landscape. Whether you're a beginner or an experienced developer, mastering HTML, CSS, and React JS opens up a world of possibilities for creating innovative and immersive web applications.

1.2 INTRODUCTION TO PROJECT:

In India, the fact is, we don't have any direct communication between the government and public in an efficient way for solving the problems i.e. for getting a problem solved in our place we have to pay off the officials and get them solved in 3 months which can be solved actually in 1 month of time Now-a-days, the scenario has changed. In today's world, more focus is given on the availability of the websites and also the various applications present in the android market we manage our daily work on time, precisely, very fast and with our satisfaction. So we are using various technologies in our life for fulfillment of our daily work. There has been extensive research in the area of e-services for municipal use. The idea is to understand the utility and usability of services that are provided by a Municipal corporation using newer, better and efficient technologies. There have also been important for the MC to comprehend the problems as and when they occur or come into existence in the city, so that the problem areas can be dealt with rapidly and efficiently. For efficient control of managing the city, the city is divided into various wards.

Online Municipal Complaints:

As technology is escalating day-by-day the people are becoming smarter."OMC" aims to help the user to solve various problem related to the MC. We really want to reduce the manually work for that we going to set up Online Municipal Complaints for Municipal Corporation. The public register them self and easily send a petition to the municipal corporation about water connections, sanitation works, garbage collection, electric complaints, education system. MC officer can view the complaints on several problems from different users. Officer can maintain solved problems list and pending problems list.

An Online Complaint Registration and Management System is a platform designed to streamline the process of submitting, tracking, and resolving complaints. This system typically allows users to easily register complaints, attach relevant documents or images, and track the status of their complaints in real-time. It also provides a dashboard for administrators to manage and assign complaints to relevant departments or personnel, set deadlines for resolution, and generate reports for analysis and improvement of complaint handling processes. Overall, an online complaint registration and management system aims to enhance transparency, efficiency, and accountability in handling complaints, leading to improved customer satisfaction and organizational effectiveness.

CHAPTER 2

ANALYSIS

2.1 EXISTING SYSTEM:

Analyzing an existing online complaint registration and management system involves examining its content, functionality, and user experience. Here's a breakdown of what you might consider:

User Interface (UI):

Evaluate the design and layout of the system. Assess the ease of navigation for user.

Functionality:

Review the registration process for complaints. Examine how complaints are categorized and assigned to relevant departments or individuals. Evaluate the system's ability to track the status of complaints and provide updates to users.

User Experience (UX):

Consider feedback mechanisms for users to report issues with the system. Assess the system's responsiveness and speed in handling complaints. Evaluate the clarity and usefulness of notifications and updates provided to users.

Content Management:

Review the system's ability to store and retrieve complaint details. Evaluate the search functionality for accessing past complaints and related information. Assess how the system manages attachments or evidence submitted with complaints.

Security and Privacy:

Review the system's measures for data security and privacy protection. Assess user authentication and authorization mechanisms.

Reporting and Analytics:

Evaluate the system's ability to generate reports on complaint trends, resolution times, and other relevant metrics. Assess the usefulness of analytics for improving complaint management processes.

Integration and Scalability:

Review the system's compatibility with other systems or databases for data exchange. Assess the system's ability to scale and accommodate a growing number of users and complaints.

Accessibility and Compliance:

Evaluate the system's adherence to accessibility standards for users with disabilities. Assess compliance with relevant regulations and standards for complaint management system. By conducting a thorough analysis of these aspects, you can identify strengths and weaknesses in the existing system and make recommendations.

2.2 PROPOSED SYSTEM:

The proposed online complaint management system for municipal services aims to revolutionize the way residents report and address issues related to street lights and road cracks within their community. This innovative system will provide a user-friendly platform for citizens to submit complaints, track the status of their reports, and receive updates on the resolution process in real-time. By leveraging the power of technology and data-driven insights, the system will streamline the handling of complaints related to street lights and road cracks, ensuring a more efficient and transparent process for both residents and municipal authorities.

Key Features of the Proposed System:

1. User-Friendly Interface:

The online platform will feature an intuitive interface that allows residents to easily submit complaints regarding street light outages or road cracks with just a few clicks.

2. Real-Time Tracking:

Residents will be able to track the status of their complaints in real-time, providing them with visibility into the resolution process and ensuring timely updates on the progress of their reports.

3. Automated Assignment:

The system will automatically assign complaints to the relevant department or personnel responsible for addressing issues related to street lights and road cracks, streamlining the resolution process and reducing response times.

4. Data Analytics:

The system will collect and analyze complaint data to identify trends, patterns, and recurring issues, enabling municipal authorities to prioritize resources and interventions based on data-driven insights.

5. Communication Tools:

The system will facilitate communication between residents and municipal authorities, allowing for seamless collaboration and feedback throughout the complaint resolution process.

6. Reporting and Monitoring:

The system will provide comprehensive reporting and monitoring tools for municipal authorities to track the volume of complaints, measure response times, and evaluate the effectiveness of their complaint management efforts.

In conclusion, the proposed online complaint management system for municipal services represents a transformative solution for enhancing citizen engagement, improving service delivery, and promoting transparency and accountability in local governance. By embracing this innovative technology, municipal authorities can streamline their complaint handling processes, address issues related to street lights and road cracks more effectively, and build stronger relationships with residents to create safer and more sustainable communities.

2.3 OBJECTIVES:

Objectives for an online complaint registration and management system.

Efficiency:

Streamline the complaint registration process to reduce the time and effort required from both complainants and staff, ensuring quicker resolutions.

Transparency:

Provide a transparent system where complainants can track the status of their complaints and receive updates on the progress of their resolution.

Accessibility:

Enable complainants to easily register complaints from anywhere, at any time, using various devices, ensuring inclusivity and convenience.

Accountability:

Establish a clear chain of responsibility for handling complaints, ensuring that they are addressed promptly and fairly by the appropriate personnel.

Improve Citizen Engagement:

The primary objective of the online complaint management system is to enhance citizen engagement by providing residents with a convenient platform to report issues related to street lights and road cracks. This system aims to empower residents to actively participate in the governance process and contribute to the improvement of their community.

Streamline Complaint Handling:

The system seeks to streamline the process of receiving, tracking, and resolving complaints related to street lights and road cracks. By automating the assignment of complaints to the relevant departments or personnel, the system aims to reduce response times and ensure a more efficient resolution process.

Enhance Transparency and Accountability:

The online complaint management system aims to promote transparency and accountability in municipal governance by providing residents with real-time updates on the status of their complaints. By fostering open communication and feedback between residents and municipal authorities, the system aims to build trust and credibility in local government.

Identify Trends and Prioritize Resources:

The system will collect and analyze complaint data to identify trends, patterns, and recurring issues related to street lights and road cracks. By leveraging data-driven insights, municipal authorities can prioritize resources and interventions to address systemic issues and improve service delivery.

Improve Service Delivery:

The online complaint management system aims to improve service delivery by enabling municipal authorities to proactively address issues related to street lights and road cracks. By providing a centralized platform for residents to report complaints and track their resolution, the system aims to enhance the overall quality of life for residents.

CHAPTER 3

LITERATURE REVIEW

2.1 SMART COMPLAINT MANAGEMENT SYSTEM:

According to this system it saves time of people by directly launching complaint with the help of proposed system. They need not go to the government office for launching the complaints. People can get their problems/issues solved by directly posting it to the proposed system. People can post their suggestions. The proposed system contains the following facilities over the present system: People can launch their complaints from anywhere with the help of mobiles. People can capture image or upload videos. Simple and easy complaint launching page so that even a common layman can also use the system easily. There are sections that are divided as commissioner, grievance officer, head of the department and employee each have their individual login section. When the user launches complaint, it is forwarded to grievance officer. It's the duty of grievance officer to forward the complaint to the respective head of the department if the complaint is genuine. Then the head of the department will view the complaint and forward it to their employee and finally the employee will allot the problem to the co-worker. Co-worker will visit the place and check whether the problem is true or not if true then he will solve the problem. (Devika Radhakrishnan, Nisarg Gandhewar Nov-Dec 2016)

2.2 ELECTRONIC COMPLAINT MANAGEMENT SYSTEM FOR MUNICIPAL CORPORATION :

This system basically includes there are several organizations which provide the facility of raising complaints, in which each of the organizations differ from each other in their type of complaint. These organizations define the type of services related to the complaint provided by them for customers. So, we can say that the definition of type of complaint different as the services provided by various organizations are different .

The meaning of customer complaint is nothing but the customer dissatisfaction and this is also considered as JETIR2105037 Journal of Emerging Technologies and Innovative Research (JETIR) 2021 JETIR May 2021, Volume 8, Issue 5 (ISSN-2349-5162)the form of market feedback . On the other hand, customer's complaint management is considered the key role for organization's success. The complaint management system acts as the survey for the customer's feedback about the organization. There are several organizations which consider the customer complaints as opportunities for their organization's development. By this method of complaint management, there is possibility for companies to understand the relation between the time taken for solving the complaints and the customer reliability and makes them to concentrate more on the complaints and solve them as soon as possible. Here, there may be effect of these organizations on the other organizations like government or may be any private system. The most important aspect which should be observed here is that the user's complaints are considered as the suggestions for improvement of its services. (B.sudhir, B.Rajina, Sajidabanu September 2017) .

2.3 INTEGRATED WEB BASED COMPLAINT MANAGEMENT SYSTEM:

This basically aims the package that we designed can handle the Complaints details without any trouble & with a little bit of attempt. As the work is done manually before, so it will be very time consuming & required a large efforts to maintain the files. By computerizing the system these files can be handled with a small attempt & in less time. The chances of duplicity of complaints are negligible. The Citizens Complaint Report can be initiated easily by getting the information without any problem from all the related files. The package is designed by using GUI concept and it is very user friendly & Can suggest a solution for solving the problems in a better way, This project makes it easy for the citizen to track the progress of its complaint. There is an alarm system on the client as well as the server side to indicate that the complaint is not processed. This project provides a direct communication between the common man and the Municipal corporation . The benefits of the proposed system must also be evaluated.

Benefit may be categorized tangible or intangible(Chetan soni, Arthi herne, Pooja gowri MAR 2018).

2.4 ONLINE COMPLAINT MANAGEMENT SYSTEM:

The concept of an integrated conflict management system was conceived and developed by Mary Rowe, in numerous articles in the 1980s and 1990s. She saw the need to offer options for complainants and therefore a 7 linked system of choices within an organizational system. The idea of a systems approach has endured well. In recent years however, there has been discussion as to whether conflict should be "managed" by the organization—or whether the goal is to understand, deal with and learn from conflict. There is also concern about practical and theoretical issues in "integrating" a system, with some observers preferring the idea of "coordinating" a conflict system. However 2012 research by David Lipsky et al., suggests that an increasing number of corporations see themselves as having "integrated conflict"(Osman Nasr , Enayat Alkhider JUNE 2016)

2.5 COMPLAINT MANAGEMENT SYSTEM FOR MUNICIPAL CORPORATION:

The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and easy way through website for Complaint registration and its Tracking and eradicating Bribery system and easy to use. In the proposed system the citizens do not have to go to the government office for getting his issues solved. He can get his issues solved by posting his problem in this proposed system and he can recommend a possible solution to the problems posted on the system. Our proposed system provides solution to existing system by extending its facilities as follows: Complete details regarding the place is displayed. Registration facility is provided so that officer can solve the problems easily.

CHAPTER 4

MODULE

4.1 Home Module:

where literary exploration meets tailored recommendations. Dive into curated collection of books, discover the latest releases, and engage with a vibrant reading community. Navigate seamlessly through our user-friendly interface, join virtual reading spaces, and receive personalized notifications. Your reading journey is uniquely yours—showcase it, track your progress, and connect with like-minded readers. Book Rover's themed collections ensure that every click brings you closer to your next literary adventure.

4.2 About Module:

Is your introduction to our digital literary universe? Discover the essence of our platform, from personalized book recommendations and vibrant community engagement to seamless navigation and themed collections. Uncover the story behind your reading journey, track your progress, and connect with fellow bibliophiles. Join us in celebrating the joy of literature as we invite you to explore, connect, and embark on a adventure.

4.3 Contact Module:

Connecting with us is just a click away. Whether you have questions, feedback, or simply want to share your reading experiences, our contact feature ensures a direct line to our team. Your thoughts matter, and we're here to make your Book Rover experience exceptional. Stay connected, and let's build a literary community together.

4.3 Service Module:

Is dedicated to enhancing your literary journey. From seamless navigation and personalized recommendations to community engagement and virtual reading spaces, our services are crafted to elevate your reading experience. Explore our themed collections, connect with fellow readers, and immerse yourself in the world of literature.

4.4 Login Module:

This system involves setting up a secure database to store user credentials, implementing backend functionalities such as user registration, login, and password reset, and developing corresponding frontend components for user interaction. Security considerations include encrypting data transmission, securely hashing passwords, and implementing measures against common attacks. Testing and deployment ensure the module's functionality and security before deploying it to a production environment.

4.5 Signup Module:

The signup module facilitates user registration for the book recommendation system. It includes a form where users input necessary details like username, email, and password. The backend securely stores this information after validation, hashing the password for security. Additional measures such as email verification may be implemented to enhance security and prevent spam accounts.

CHAPTER 5

DESIGN METHODOLOGY

Figure1. Home page

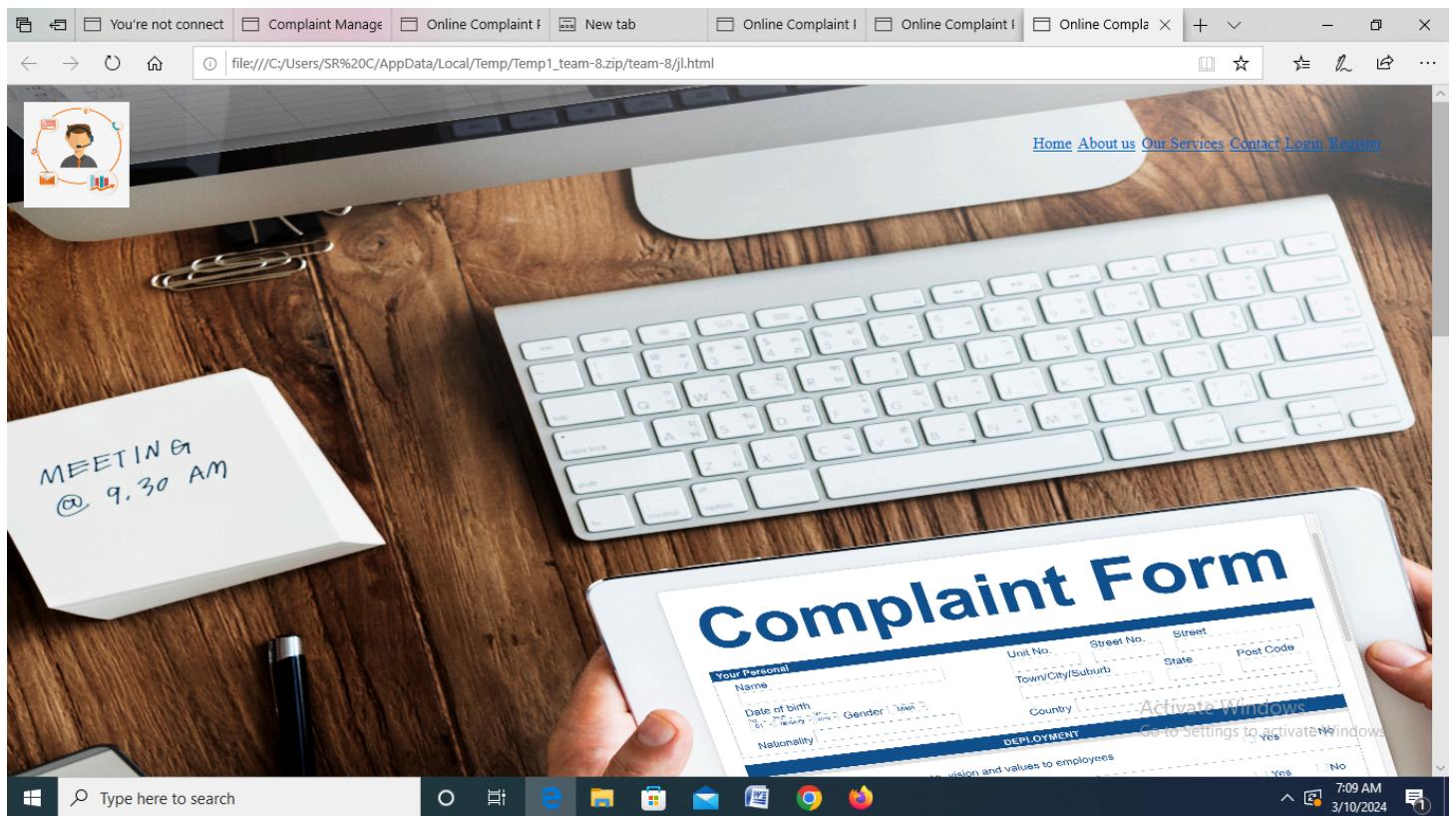


Figure 1.1: Home page First Frame

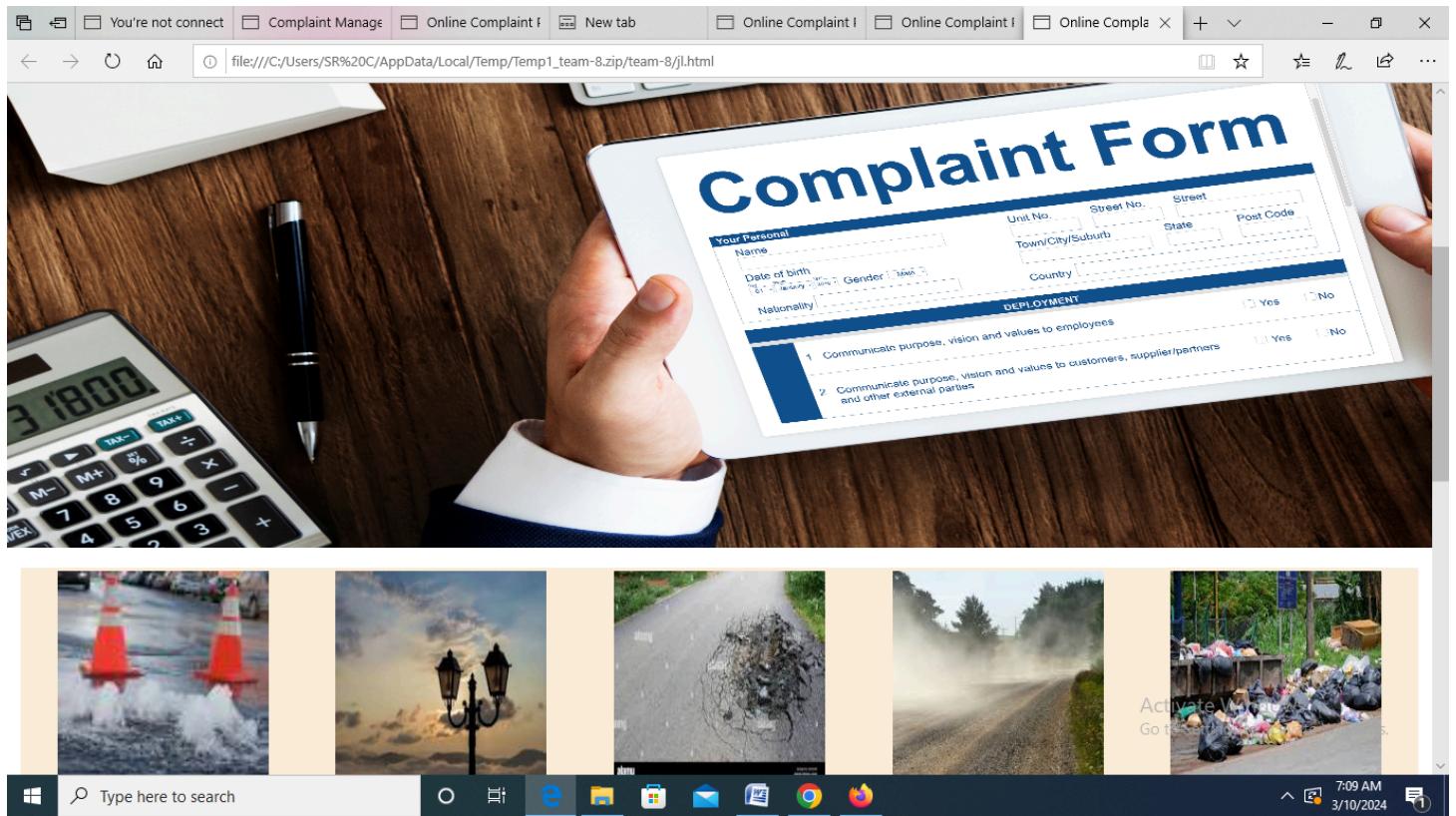


Figure 1.2: Home page Second Frame

You're not connected | Complaint Manage | Online Complaint | New tab | Online Complaint I | Online Complaint II | Online Complaint III | + | - | X

file:///C:/Users/SR%20C/AppData/Local/Temp/Temp1_team-8.zip/team-8/j.html

Street pipe

Hello! Street light problems can vary, but common issues include lights not turning on at night, flickering or dimming lights, or lights staying on during the day. If you're experiencing any of these problems, it's important to report them to your local city or municipality so they can be fixed promptly to ensure safety and visibility on the streets.

Light

When there is no street light, people may face various challenges and risks, such as:

1. Reduced visibility leading to accidents or falls.
2. Increased fear of crime or feeling unsafe.
3. Difficulty navigating or finding their way in the dark.
4. Limited outdoor activities or social interactions after dark.
5. Potential for tripping over obstacles or uneven surfaces.

Road Crack

When people face road cracks, it can lead to various issues:

1. Increased risk of accidents: Road cracks can cause vehicles to lose traction or stability, leading to accidents, especially for motorcyclists or cyclists.
2. Damage to vehicles: Driving over road cracks can cause wear and tear on tires, suspension systems, and other vehicle components, resulting in costly repairs.

Pollution

When people are faced with dust pollution in the streets, it can lead to various health issues:

1. Respiratory issues: Inhaling dust particles can irritate the respiratory system and exacerbate conditions like asthma or allergies.
2. Eye irritation: Dust pollution can cause eye irritation and discomfort for individuals, especially those with sensitive eyes.

Trash

1. Environmental pollution: Improper disposal of trash can lead to pollution of land, water bodies, and air, harming ecosystems and wildlife.

2. Health hazards: Accumulation of trash can attract pests and vermin, increasing the risk of diseases and creating unsanitary conditions for communities.

Activate Windows
Go to Settings to activate Windows.

Figure 1.3: Home page Third Frame

The screenshot shows a web browser window with five separate panels of text content, likely from a document or a series of cards. The panels are arranged horizontally and have different background colors: light blue, light green, light orange, light purple, and light pink.

Panel 1 (Light Blue):

can vary, but common issues include lights not turning on at night, flickering or dimming lights, or lights staying on during the day. If you're experiencing any of these problems, it's important to report them to your local city or municipality so they can be fixed promptly to ensure safety and visibility on the streets.

Panel 2 (Light Green):

people may face various challenges and risks, such as:

1. Reduced visibility leading to accidents or falls.
2. Increased fear of crime or feeling unsafe.
3. Difficulty navigating or finding their way in the dark.
4. Limited outdoor activities or social interactions after dark.
5. Potential for tripping over obstacles or uneven surfaces.

Panel 3 (Light Orange):

cracks, it can lead to various issues:

1. Increased risk of accidents: Road cracks can cause vehicles to lose traction or stability, leading to accidents, especially for motorcyclists or cyclists.
2. Damage to vehicles: Driving over road cracks can cause wear and tear on tires, suspension systems, and other vehicle components, resulting in costly repairs.

Panel 4 (Light Purple):

dust pollution in the streets, it can lead to various health issues:

1. Respiratory issues: Inhaling dust particles can irritate the respiratory system and exacerbate conditions like asthma or allergies.
2. Eye irritation: Dust pollution can cause eye irritation and discomfort for individuals, especially those with sensitive eyes.

Panel 5 (Light Pink):

Improper disposal of trash can lead to pollution of land, water bodies, and air, harming ecosystems and wildlife.

1. Health hazards: Accumulation of trash can attract pests and vermin, increasing the risk of diseases and creating unsanitary conditions for communities.

Bottom Content Area:

Online Complaint Management is a management technique for assessing, analyzing and responding to customer complaints. Complaints management software is used to record, resolve and respond to customer complaints, requests as well as facilitate any other feedback.

hege@example.com

Activate Windows
Go to Settings to activate Windows.

Type here to search

7:09 AM
3/10/2024

Figure 1.4: Home page Fourth Frame

Figure2. About page



Figure3. Contact page

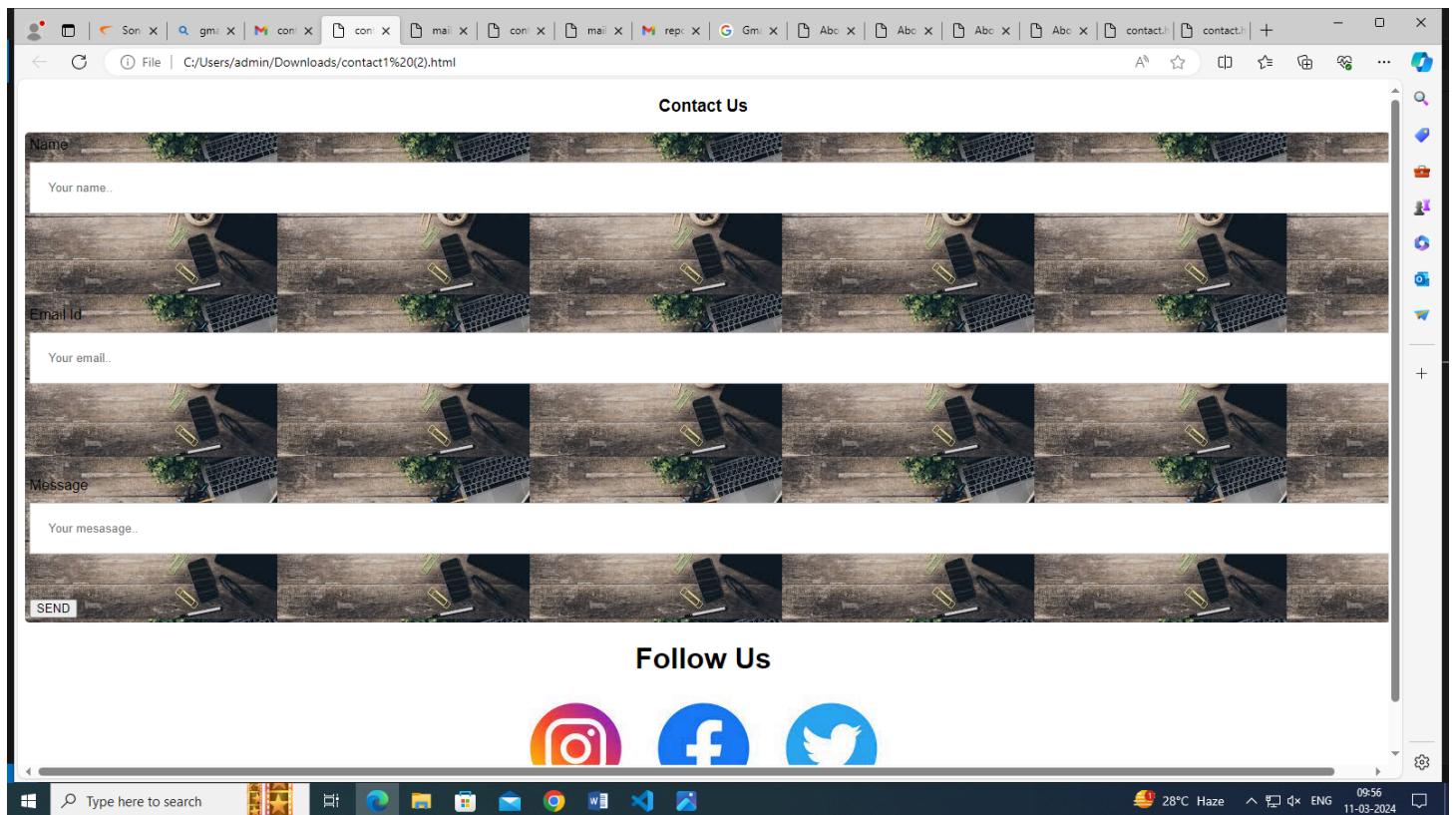


Figure4. Service Page

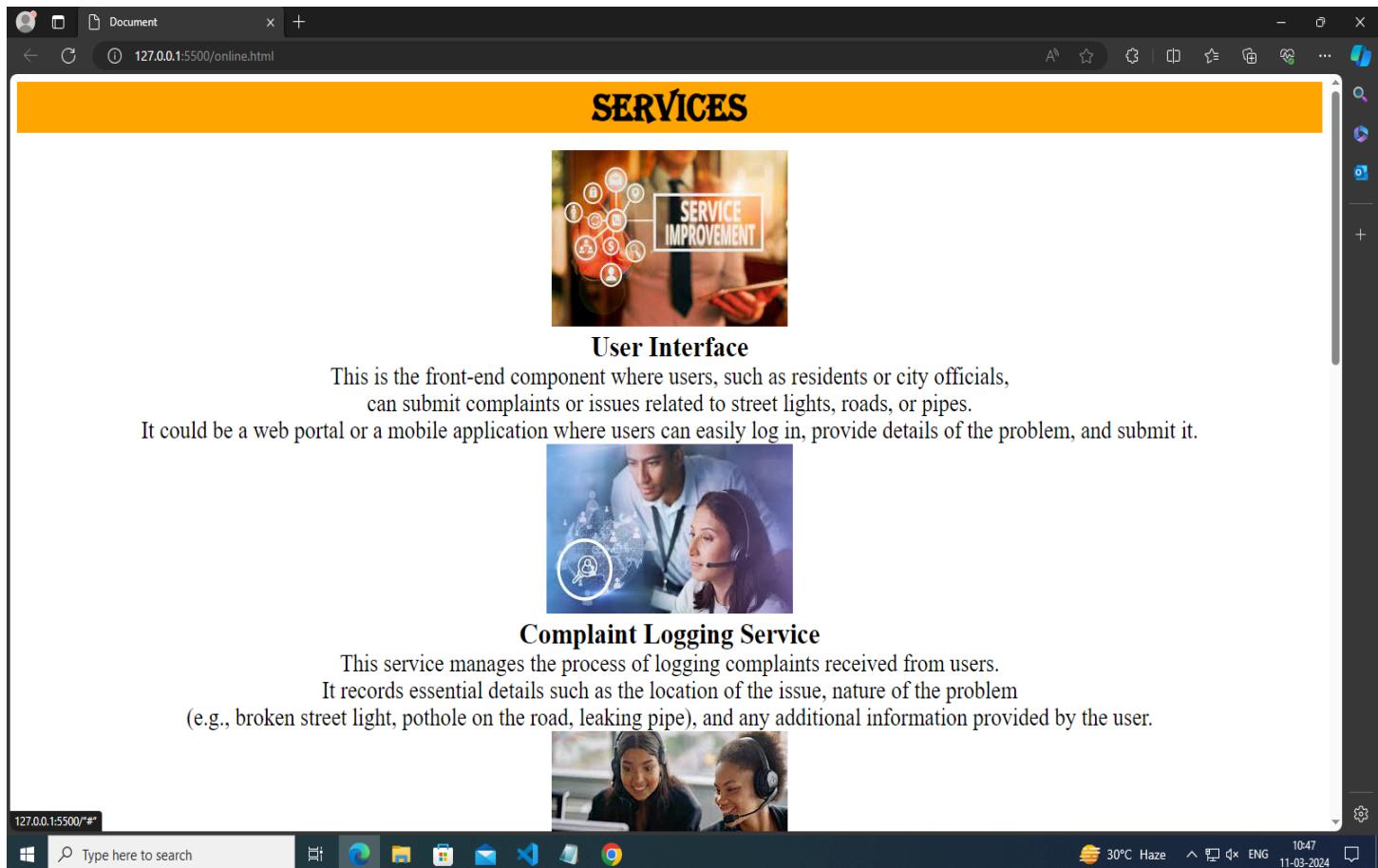


Figure 1.1: Service page First Frame

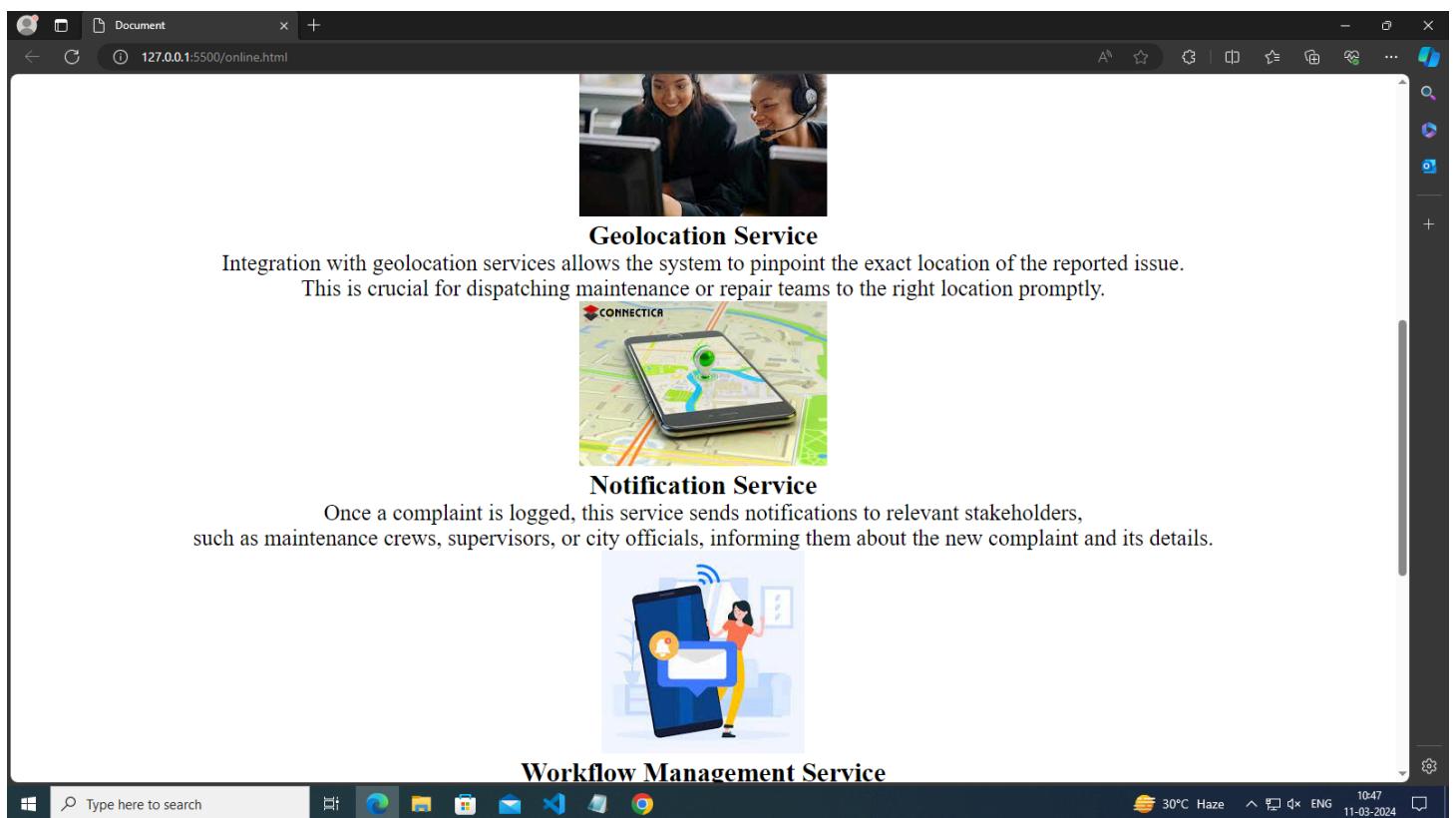


Figure 1.2: Service page Second Frame

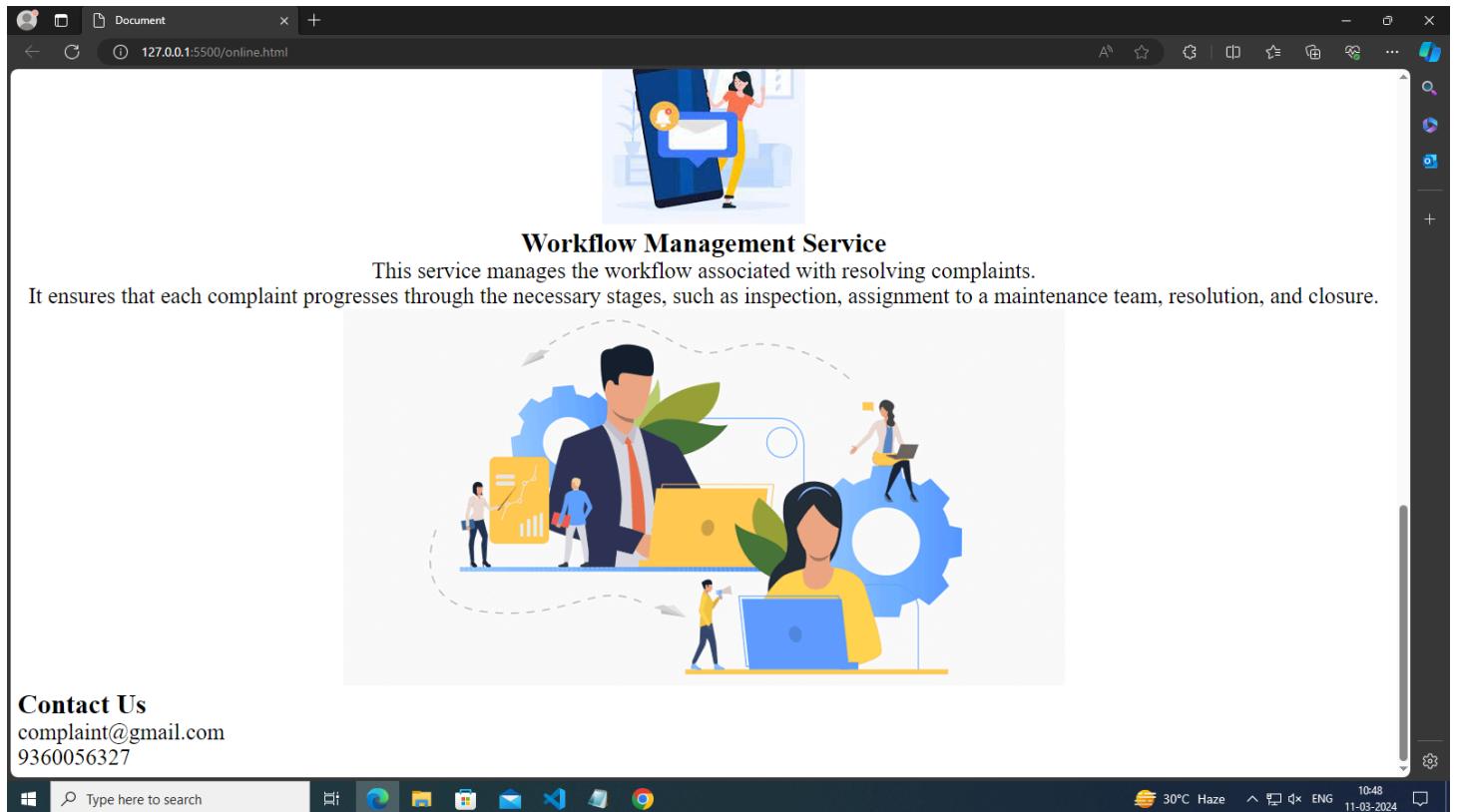


Figure 1.3: Service page Third Frame

Figure5. Login Page

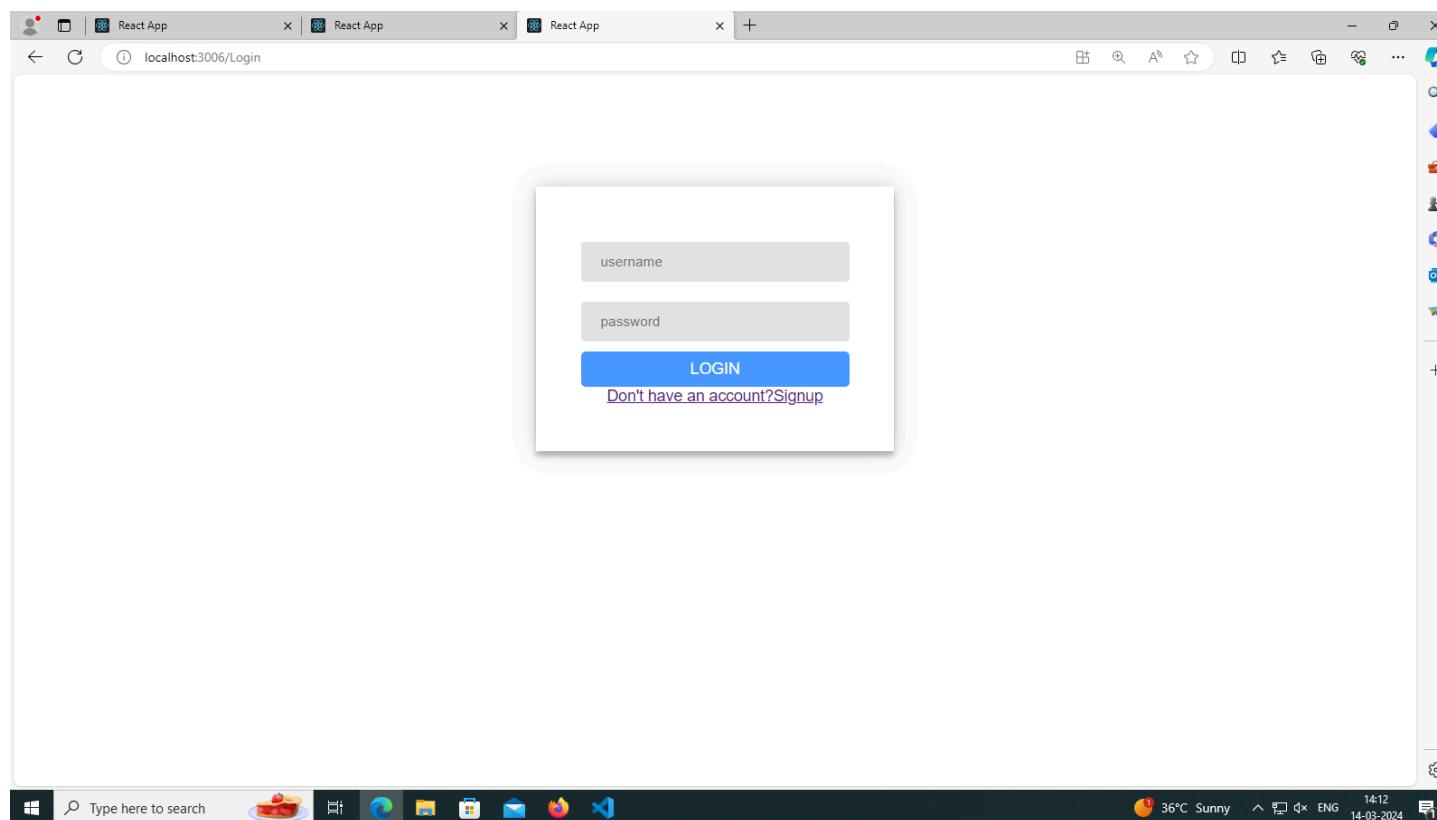
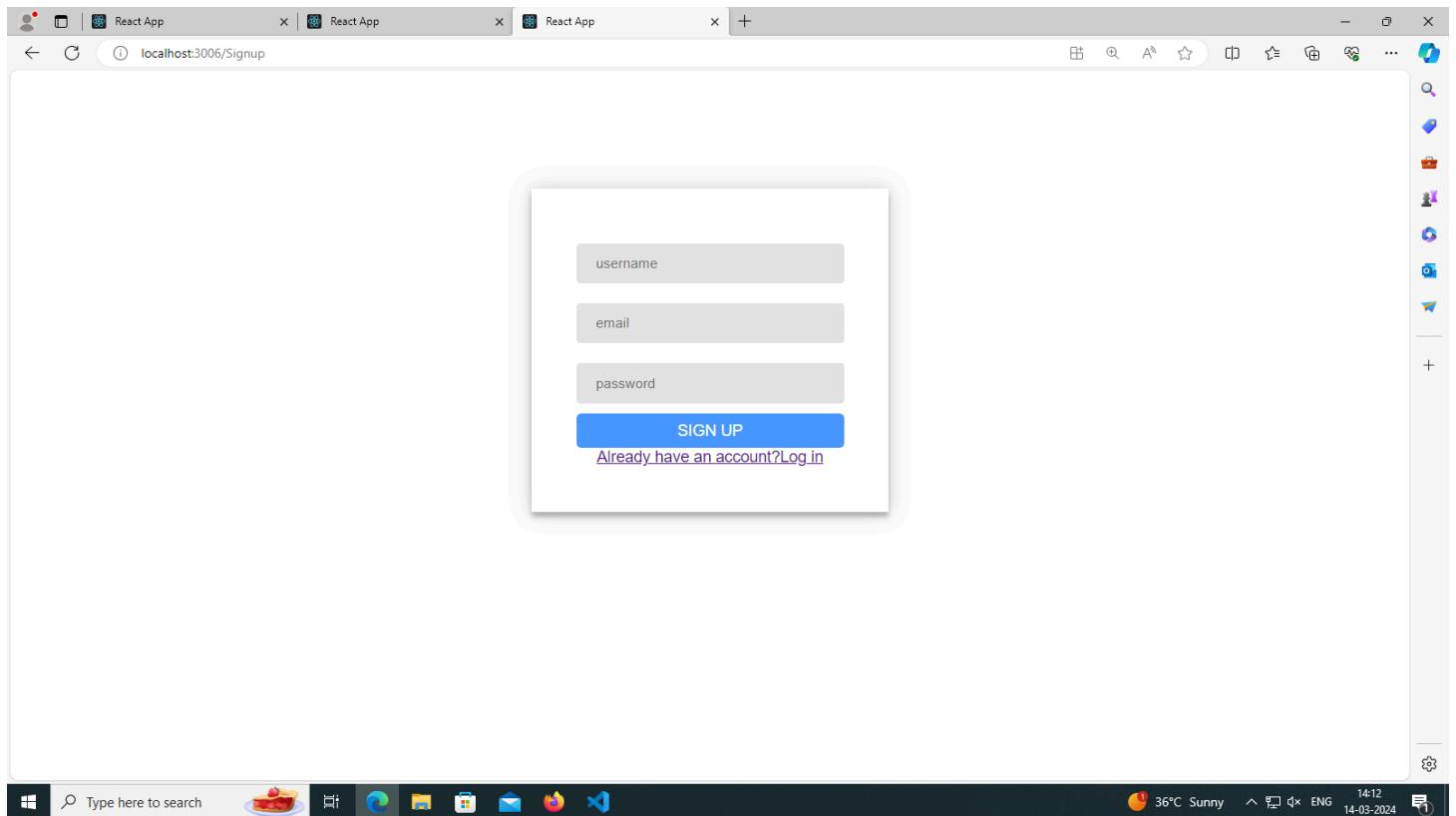


Figure6. Signup Page



CHAPTER 6

RESULT ANALYSIS

An online complaint registration and management system is a digital platform that allows users to submit complaints or issues, track their status, and facilitates their resolution. Result analysis of such a system involves assessing various aspects to understand its effectiveness, efficiency, and user satisfaction.

1.Complaint Submission Process:

Analyze the ease of use and accessibility of the complaint submission process. Is it user-friendly and intuitive? Measure the time taken for users to submit a complaint. Are there any bottlenecks or hurdles in the process?

2.Complaint Tracking:

Evaluate the system's ability to provide real-time updates on the status of complaints. Can users easily track the progress of their complaints? Determine the accuracy and reliability of the information provided regarding the status of complaint.

3. Response Time and Resolution:

Measure the average response time for acknowledging complaints. Is it within acceptable limits? Assess the efficiency of resolution process. Are complaints being addressed and resolved in a timely manner?

4. User Satisfaction:

Gather feedback from users regarding their experience with the system. Are they satisfied with the level of service provided? Identify any pain points or areas for improvement based on user feedback.

5. System Performance:

Monitor the system's uptime and reliability. Are there any instances of downtime or technical issues impacting the user experience? Evaluate the scalability of the system to handle varying levels of complaint volume.

CHAPTER 7

CONCLUSION

In conclusion, the implementation of an online complaint registration and management system offers numerous benefits, including increased efficiency, improved transparency, and enhanced accountability. By leveraging digital technology, organizations can streamline the complaint handling process, reduce paperwork, and provide a user-friendly interface for stakeholders to submit and track complaints.

Moreover, such a system enables real-time monitoring and analysis of complaints, allowing organizations to identify trends, prioritize issues, and implement timely solutions. Additionally, the system can enhance communication between complainants and authorities, leading to better service delivery and increased stakeholder satisfaction.

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