MANIPAL UNIVERSITY
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Project Synopsis

By

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# Introduction

The Online Complaint Registration and Management System aims to provide an efficient and transparent platform for the public to register complaints and track their resolutions online. The system allows users to report issues related to public infrastructure, such as street lights, water leaks, drainage problems, and garbage disposal, without needing to visit government offices. The integration of Google Maps helps users mark complaint locations, streamlining the resolution process and reducing corruption.

## Objectives

The primary objectives of this system are:

- To allow users to submit complaints seamlessly.
- To enable real-time tracking of complaint status.
- To automate the assignment of complaints to relevant officers.

- To ensure timely resolutions through an organized workflow.
- To generate reports and analytics for better complaint management.

## Existing System Drawbacks:

- Manual complaint handling leads to delays.
- Lack of proper tracking and status updates.
- Difficulty in assigning and monitoring complaint resolution.
- Lack of transparency and accountability.

## Proposed System Features:

The proposed **Online Complaint Registration and Management System** overcomes these challenges by introducing:

- **User Registration & Login**: Secure authentication for users, officers, and admins.
- **Complaint Submission**: Users can submit complaints with location tagging and descriptions.
- **Automated Complaint Assignment**: Complaints are assigned to officers based on category and location.
- **Complaint Tracking**: Users can monitor real-time updates on their complaints.
- **Admin Dashboard**: Admins can manage users, complaints, and reports.
- **Feedback & Rating System**: Users can provide feedback on complaint resolutions.

## DFD:

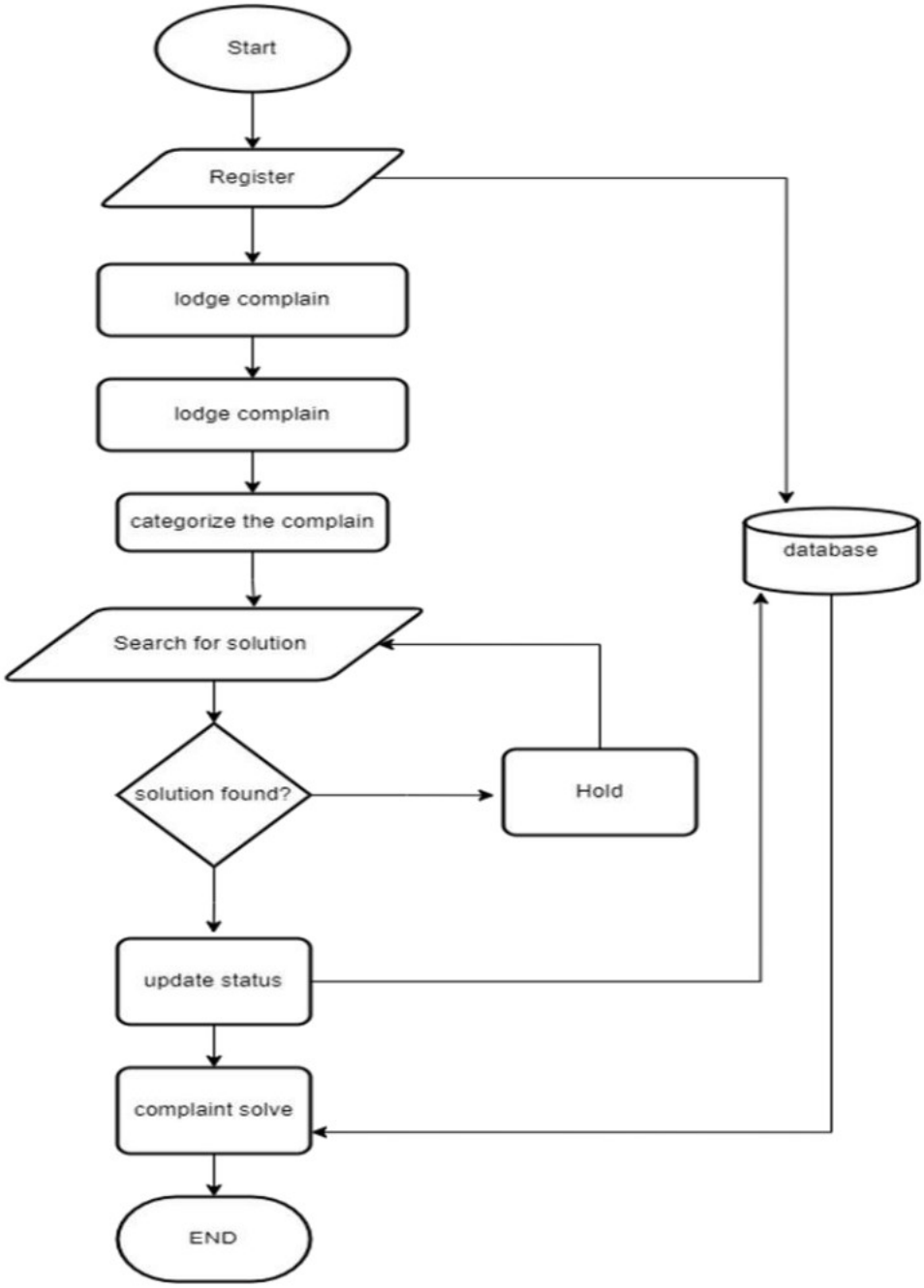



**Figure 1: Flow diagram of proposed system**

## Software and Hardware Requirements

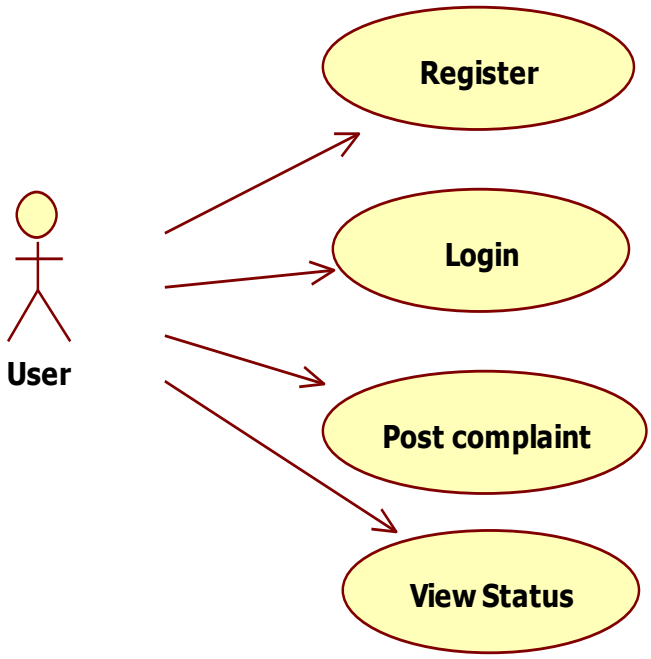
**Hardware Requirements:**

- Processor: Intel Core i5 or higher
- RAM: 4GB or higher
- Hard Disk: 20GB free space
- Internet Connectivity

**Software Requirements:**

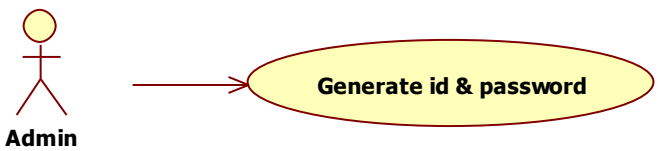
- Operating System: Windows/Linux/MacOS
- Backend: PHP/Python/Node.js
- Frontend: HTML, CSS, JavaScript
- Database: MySQL/PostgreSQL
- Tools: Visual Studio Code, XAMPP

## USECASE DIAGRAMS

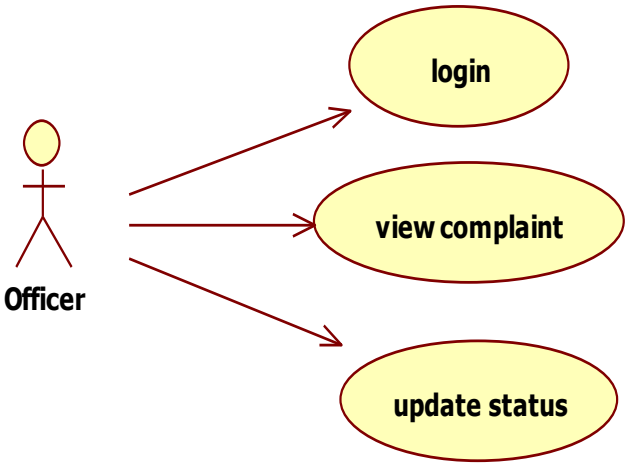



## USECASE DIAGRAMS

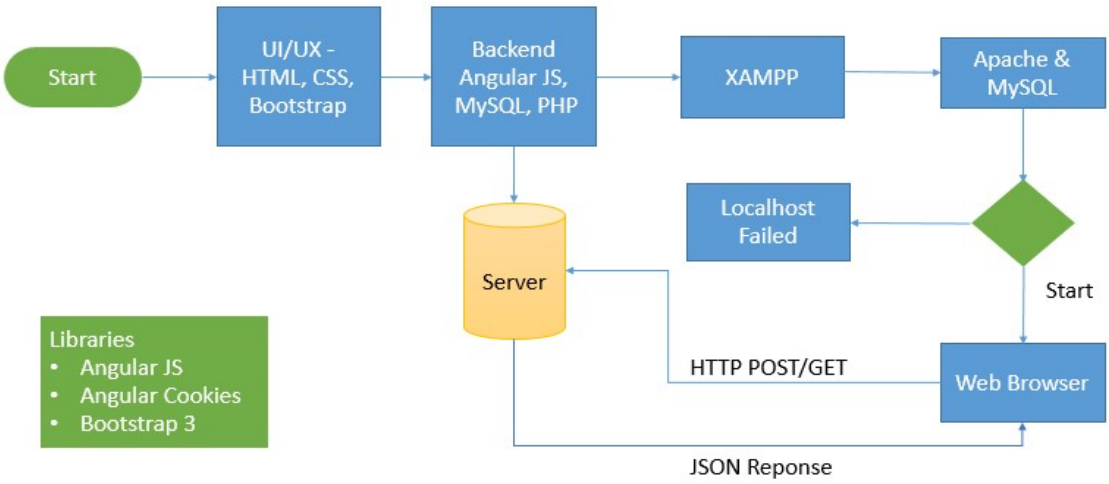
### ADMIN



OFFICER




## WORK FLOW DIAGRAM FOR WEB APPLICATION



# System-Modules

1. **User Module:**
• User registration and authentication.
• Submission of complaints with attachments.
• Tracking complaint progress.
• Providing feedback and ratings.
2. **Admin Module:**
• Managing users and complaints.
• Assigning complaints to officers.
• Generating analytics and reports.
3. **Officer Module:**
• Receiving and addressing assigned complaints.
• Updating complaint status.
• Communicating with users if needed.

# Advantages of the System

• **Efficiency:** Faster complaint resolution.
• **Transparency:** Users can track complaint progress.
• **Automation:** Reduces manual workload.
• **Accountability:** Officers are responsible for timely resolutions.
• **User Satisfaction:** Users receive timely updates and resolutions.

**Project Timeline (Simplified Format)**

| Week | Task / Milestone | Description |
|---|---|---|
| **Week 1** | Project Planning & Requirement Gathering | Define objectives, scope, and features. Collect requirements. |
| **Week 2** | System Design | Create workflow, DFD, UML diagrams, and finalize technology stack. |
| **Week 3-4** | Database & Backend Development | Set up the database and develop backend APIs. |
| **Week 5-6** | Frontend Development | Design the user and admin panels using HTML, CSS, JavaScript, React/Bootstrap. Implement authentication. |
| **Week 7** | Complaint Submission & Tracking | Develop features for registering complaints and tracking status. |
| **Week 8** | Officer & Admin Dashboard | Create panels for officers and admins to manage complaints. |
| **Week 9** | Feedback & Reporting | Implement feedback collection and report generation. |
| **Week 10** | Testing & Bug Fixing | Conduct testing, fix issues, and optimize performance. |

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|---|---|---|
| **Week 11** | Deployment & Documentation | Deploy the system and prepare documentation. |
| **Week 12** | Final Review & Presentation | Perform final testing, review, and present the system. |

# Conclusion

The **Online Complaint Registration and Management System** is an innovative solution to modernize and streamline the complaint handling process. By leveraging automation and a structured workflow, it enhances efficiency, transparency, and responsiveness, ultimately leading to better service management and user satisfaction.

# Future Enhancements

- Integration with AI-based complaint classification.
- Mobile application development for better accessibility.
- Chatbot integration for automated complaint registration.
- Advanced analytics for predictive complaint resolution.

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