



**MANIPAL UNIVERSITY
JAIPUR**

A Major Project Synopsis on **Online Complaint Registration and Management System** submitted to Manipal university, Jaipur Towards the partial fulfilment for the Awards of the Degree of **MASTER OF COMPUTER APPLICATIONS**.

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:

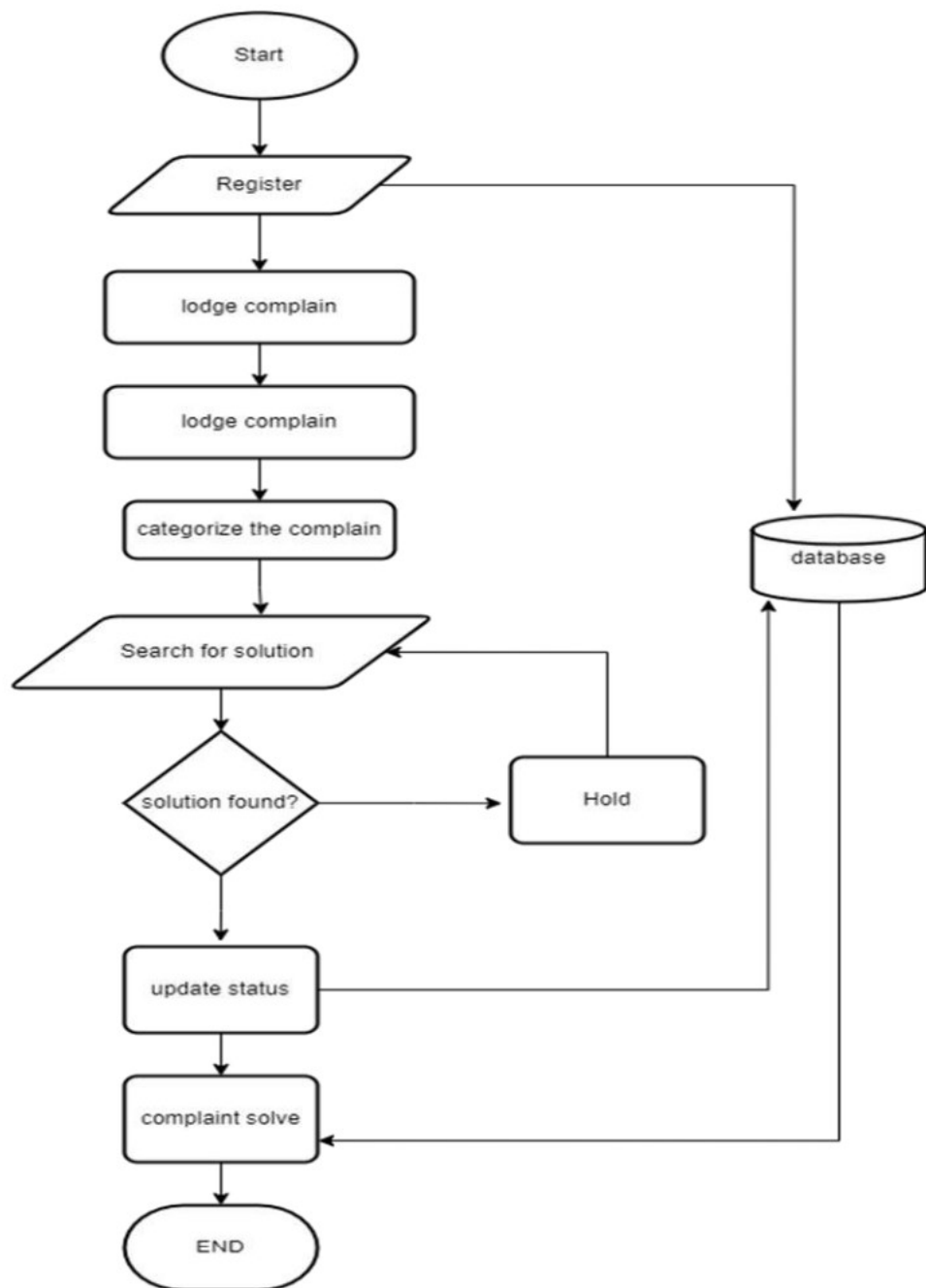


Figure 1: Flow diagram of proposed system

Software and Hardware Requirements

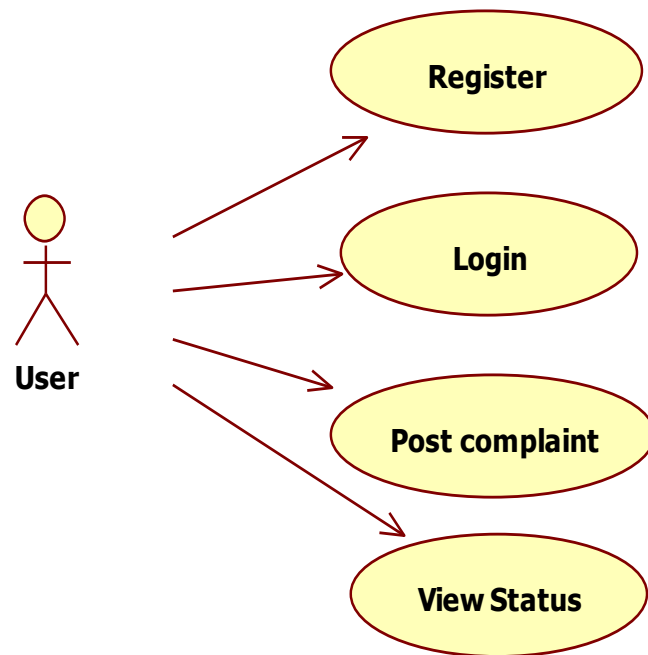
Hardware Requirements:

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

Software Requirements:

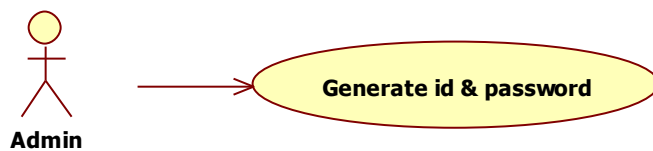
- Operating System: Windows/Linux/MacOS
- Backend: PHP/Python/Node.js
- Frontend: HTML, CSS, JavaScript
- Database: MySQL/PostgreSQL
- Tools: Visual Studio Code, XAMPP

USECASE DIAGRAMS

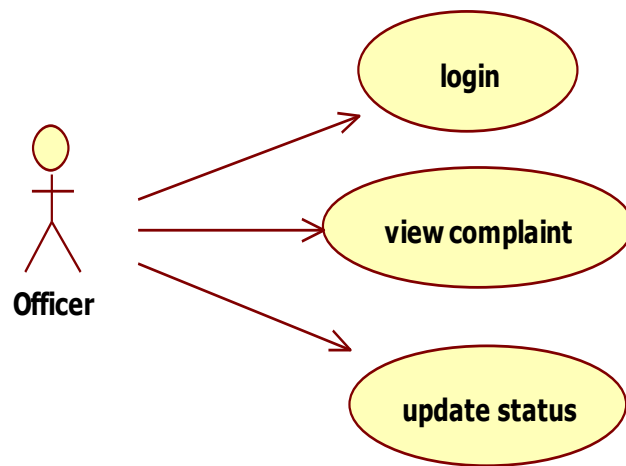


USECASE DIAGRAMS

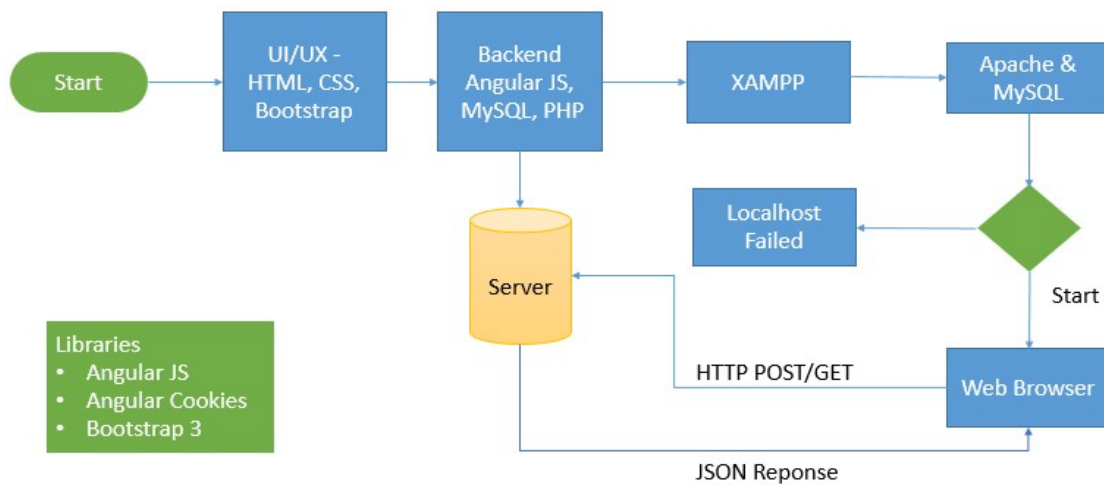
ADMIN



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.

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.

References

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