InsightVox – Creating a streamline Feedback Box

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OUTLINE OF TOPICS

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INTRODUCTION

Introducing InsightVox, a streamlined complaint box designed for students to voice their concerns about college facilities and services.

This innovative platform ensures anonymity, prioritizes issues, and enables effective communication between students and college administration.

By reviewing a limited number of complaints daily, it helps college staff address urgent issues promptly.

InsightVox is set to enhance the overall campus experience through a reliable and confidential manner.

LITERATURE SURVEY

- Paper (1) Title: Integrated Web Based Complaint Management System
- Authors: Chetan Soni, Aarti Harne, Pooja Gowari, Amruta Sankhe
- Year: 2017
- Summary : The paper, "Integrated Web Based Complaint Management System," describes a web application designed to streamline municipal complaint management. The system, known as People's Corner, enables citizens to file complaints about everyday issues via a mobile app, attaching photos and using GPS to specify the complaint location. Complaints are then forwarded to the appropriate municipal department, such as Public Works for road damage. The application aims to enhance communication between citizens and municipal authorities, improving response times and efficiency in handling public grievances. It also features an alarm system to alert users and officials about unresolved complaints, ensuring timely action and better tracking of issues.

- ▶ Paper(2) Title : A Survey on Electronic Complaint Management System for Grampanchyat.
- ▶ Authors: Rushikesh Gurav, Nikita Jadhav, Vaibhav Phalke, Prasad Dahibaokar ,Prof. S. B. Ware
- ▶ Year: 2017
- ▶ Summary: The paper presents a survey on an Electronic Complaint Management System tailored for Grampanchayat . The primary focus is on developing a user-friendly online platform where residents can report local issues such as garbage management, water supply, electricity issues, road repairs, and animal threats. The proposed system allows citizens to submit complaints through a mobile app, which supports attaching photos and GPS location tracking. The system simplifies the process by providing automated acknowledgments for complaints and allows users to track the status of their issues until resolution. By integrating a digital approach, the system aims to reduce the gap between citizens and government officials, minimize bureaucratic delays, and enhance overall transparency and efficiency in addressing local concerns.

- ▶ Paper(3) Title : Municipal Corporation Complaint Management System Using Web Application
- ▶ Authors: Author: Priyadarshini P, Suvetha K, Vanisri R, Vaishnavi R
- ▶ Year: 2021
- ▶ Summary: This project focuses on developing a web application to bridge the communication gap between the public and municipal authorities in India. The proposed system allows citizens to file grievances and complaints regarding local issues online, which are then addressed by municipal authorities. It includes features such as complaint registration, image upload, online discussion forums, and feedback forms. The system aims to reduce processing time, minimize bribery, and enhance transparency and efficiency in complaint management. It provides a user-friendly interface for submitting and tracking complaints, ensuring acknowledgment and timely resolution.

PROBLEM STATEMENTS

▶ Current methods of submitting complaints are outdated and cumbersome. Eg.physical complaint boxes , handwritten letters, email submissions etc.

▶ Students hesitate to report issues due to fear of backlash or exposure.

▶ Complaints often go unaddressed, leading to frustration among students.

▶ There is a gap between what students say and what the administration hears.

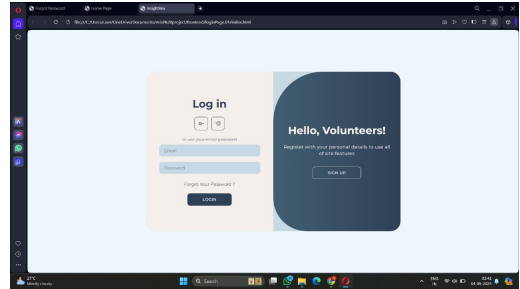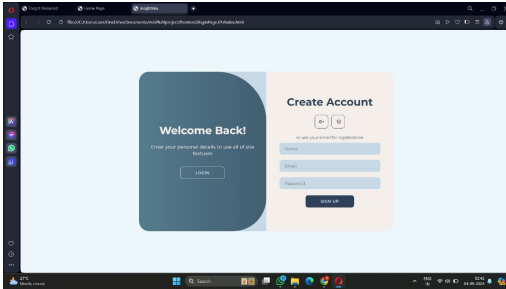▶ College staff struggle to manage and prioritize a large number of complaints daily.

FLOWCHART

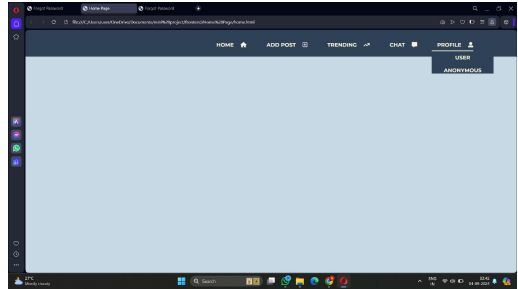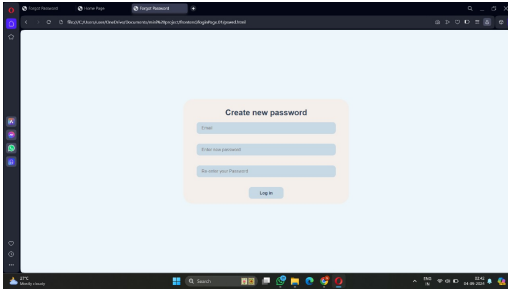# OPERATING ENVIRONMENT

- FRONTEND: HTML, JAVASCRIPT (plain), CSS (plain), font-awesome.
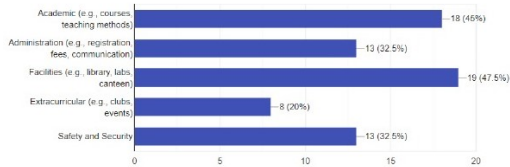- BACKEND: Node.js, MongoDB, Express. Package (backend) : cors, Mongoose, bcrypt, body parsor
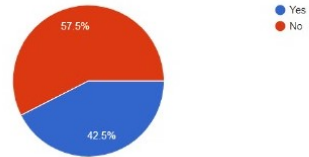
IMPLEMENTATION

IMPLEMENTATION - (CONTINUED)

Have you taken any previous steps to resolve this issue?
40 responses

FUTURE SCOPE

- See patterns in complaints to identify common issues.
- Offer insights and reports to help improve services.
- Notify relevant departments about specific issues.
- Let students request services or follow-ups directly in the app.
- Create a mobile version for easy access and use on the go.
- Allow students to check the status of their complaints and get updates.

REFERENCES

- 1. Research paper on Municipal corporation complaint management system using web application.
- 2. Research paper on Electronic complaint management system for Grampanchayat.
- 3. Research paper on Integrated web based complaint management system