

COMPLAINT REGISTRATION FORM

Requirement

A portal to capture customer concerns/grievances or complaints. Now the proposed project will help the customer to register if they have any complaints on the services provided by the Bank and to see the status of their complaint and action taken by Bank on the same.

1. Customers to provide his details (Name, mobile, email, account number etc.)
2. To select the application/service, where complaint need to be registered (Netbanking, UPI, ATM, Mobile banking etc. as application and Loan/deposit/service charges/SMS etc. services)
3. Customer to select the branch based on state and district selection
4. Table need to be maintained to capture the entered details from customer. Capture customer login IP, date –time stamp, customer name, mobile, email etc.
5. Create a status check page for customer to view the status of complaint registered. Input can be mobile number/email or

complaint registration number

6. Create a report page (with login rights only to admin) to see the registered complaints from customers

7. Enable edit option for the admin – to mark the complaint as closed. Which should trigger an Email to customer (use the existing SMTP)

My project involves a complaint registration form starting with a front page that has two buttons: one for customer login and another for admin login. When the customer login button is clicked, it redirects to the customer login page where the login details need to be entered. Similarly, clicking the admin login button redirects to the admin login page for admin credentials.



Complaint Registration Form

Welcome to the complaint registration system. Please select the process you want to proceed with :

Admin Login

Customer Login

When I click on the customer login button, the following picture will be displayed. If you are new to this page, you will need to sign up, otherwise, you can log in.



Login

Email

Password

To create an account [Sign up](#).

Login

The screenshot shows a web browser window with the title 'ComplaintRegistration' and the address bar displaying 'localhost:4200/signup'. The page has a blue header with the text 'COMPLAINT REGISTRATION FORM'. The main content is a 'Sign Up' form with the following fields and labels:

- Name**: Enter the Name
- Mobile**: Enter 10-digit mobile number
- Email**: Enter your email address with @gmail.com format
- Account Number**: Enter 12-digit account number
- Password**: Enter your password

Below the fields, there is a red error message: 'Please fill in all fields correctly.' and a link to 'Terms & Privacy'. At the bottom of the form is a blue 'Sign Up' button.

If I don't correctly fill in all the details in the input fields, it will show me an error asking to fill in all the details correctly. Once I fill in all the details correctly, no error will be shown.

Sign Up

Please fill in this form to create an account.

Name

Ritikaa

Mobile

9894529308

Email

ritikaa@gmail.com

Account Number

9483647563

Password

.....

Please fill in all fields correctly.

By creating an account you agree to our [Terms & Privacy](#).

Sign Up

Sign Up

Please fill in this form to create an account.

Name

Ritikaa

Mobile

9894529308

Email

ritikaa@gmail.com

Account Number

948364756334

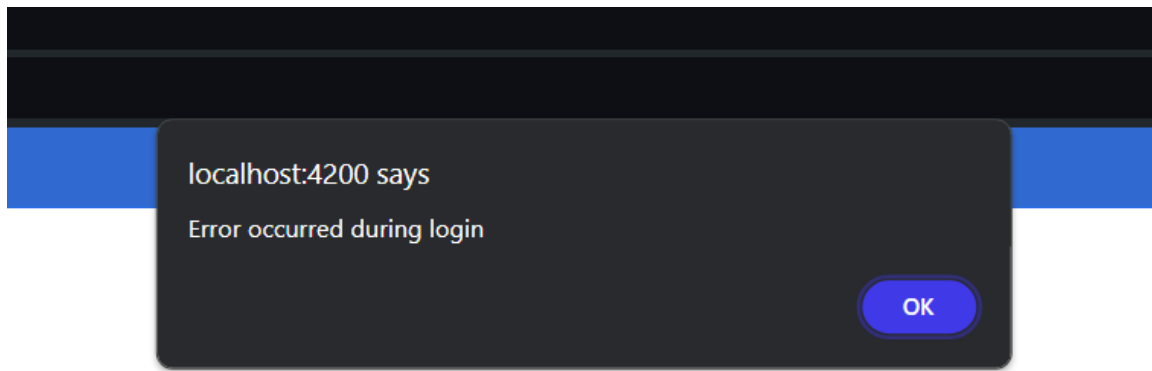
Password

.....

By creating an account you agree to our [Terms & Privacy](#).

Sign Up

Afterward, it will redirect back to the login page.
if incorrect password is given



Login

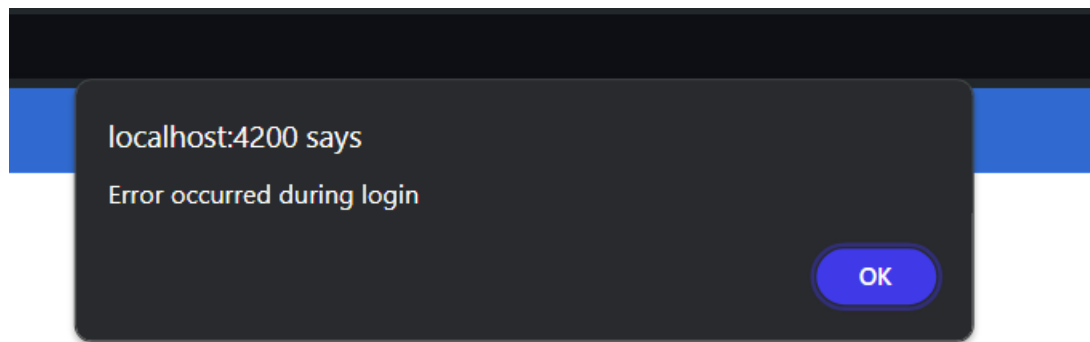
Email

Password

To create an account [Sign up](#).

Login

If I try to log in with an account that is not in the database or not signed up before, it will show an error. Only registered accounts will be allowed to log in.



Login

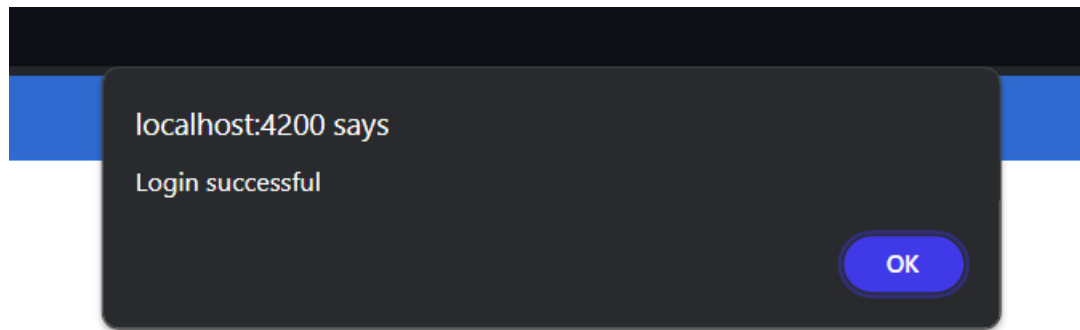
Email

Password

To create an account [Sign up](#).

Login

If I provide the correct login credentials, it will show a successful login message.



Login

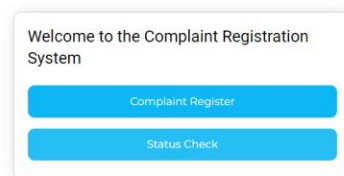
Email

Password

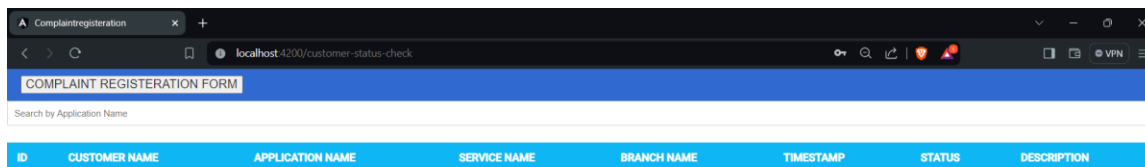
To create an account [Sign up](#).

Login

After a successful login, it will take us to the home page where we will have two buttons: one for complaint registration and another for status check.



If I click on "status check," since I haven't registered any complaints, there will be no data available.



By clicking "complaint register," it will redirect to our complaint registration form where we can enter the complaint details, choose the application, service, and branch, provide a correct description, and then click "register." This will lead to the status check page, displaying the registered complaint along with customer name, application name, service name, branch name, timestamp, and status. By default, it will remain open until the admin closes the case.

Register a Complaint

Select Application :

Netbanking

Choose an application

Netbanking

UPI

ATM

Mobile Banking

Select Branch :

PQR Bank

Description :

kindly rectify my complaint

Register Complaint

Register a Complaint

Select Application :

Netbanking ▼

Select Service :

Deposit ▼

- Choose a service
- Loan
- Deposit**
- Service Charges
- SMS Alerts

Description :

kindly rectify my complaint

Register Complaint

Register a Complaint

Select Application :

Netbanking

▼

Select Service :

Deposit

▼

Select Branch :

PQR Bank

▼

Choose a branch

ABC Bank

PQR Bank

DEF Bank

JKL Bank

Register Complaint

COMPLAINT REGISTRATION FORM							
Search by Application Name							
ID	CUSTOMER NAME	APPLICATION NAME	SERVICE NAME	BRANCH NAME	TIMESTAMP	STATUS	DESCRIPTION
21002	Ritikaa	Netbanking	Deposit	PQR Bank	2024-06-12 08:19:00	Open	kindly rectify my complaint

Following the same steps, I will create a new complaint to demonstrate the difference in complaints between different customer logins.

Sign Up

Please fill in this form to create an account.

Name

digiterati

Mobile

8877665544

Email

digiterati@gmail.com

Account Number

735625348623

Password

.....

By creating an account you agree to our [Terms & Privacy](#).

Sign Up

localhost:4200 says

Login successful

OK

Login

Email

digiterati@gmail.com

Password

.....

To create an account [Sign up](#).

Login

Register a Complaint

Select Application :

UPI

Select Service :

Deposit

Select Branch :

ABC Bank

Description :

complaint from digierati

Register Complaint

COMPLAINT REGISTRATION FORM							
Search by Application Name							
ID	CUSTOMER NAME	APPLICATION NAME	SERVICE NAME	BRANCH NAME	TIMESTAMP	STATUS	DESCRIPTION
21003	digierati	UPI	Deposit	ABC Bank	2024-06-12 08:22:08	Open	complaint from digierati

And I will add some more users to further illustrate the difference.

Sign Up

Please fill in this form to create an account.

Name

sushu

Mobile

6379621928

Email

sushu@gmail.com

Account Number

737236324634

Password

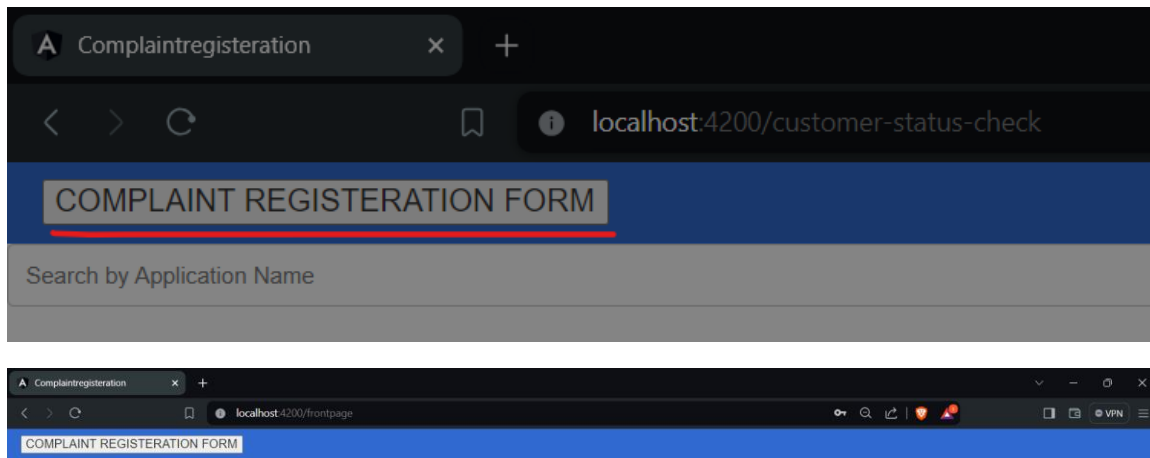
.....

By creating an account you agree to our [Terms & Privacy](#).

Sign Up

COMPLAINT REGISTRATION FORM							
Search by Application Name							
ID	CUSTOMER NAME	APPLICATION NAME	SERVICE NAME	BRANCH NAME	TIMESTAMP	STATUS	DESCRIPTION
21004	sushu	UPI	SMS Alerts	DEF Bank	2024-06-12 08:23:49	Open	complaint from sushu

Now, from the status check page, I will use the navigation button to redirect back to our front page for admin login.



Complaint Registration Form

Welcome to the complaint registration system. Please select the process you want to proceed with :

[Admin Login](#)[Customer Login](#)

For the admin login, the username and password are hardcoded as "admin" and the password is also "admin."

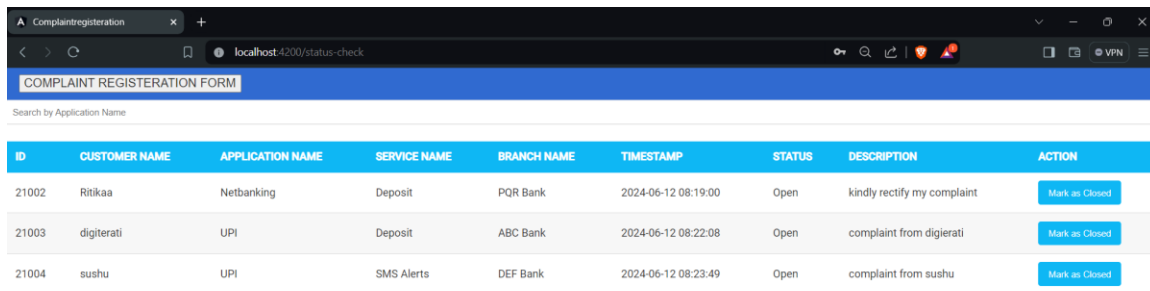
Admin Login

Username

Password

Login

From the admin view, all the registered complaints will be displayed in the status check page for admin.



ID	CUSTOMER NAME	APPLICATION NAME	SERVICE NAME	BRANCH NAME	TIMESTAMP	STATUS	DESCRIPTION	ACTION
21002	Ritika	Netbanking	Deposit	PQR Bank	2024-06-12 08:19:00	Open	kindly rectify my complaint	Mark as Closed
21003	digiterati	UPI	Deposit	ABC Bank	2024-06-12 08:22:08	Open	complaint from digiterati	Mark as Closed
21004	sushu	UPI	SMS Alerts	DEF Bank	2024-06-12 08:23:49	Open	complaint from sushu	Mark as Closed

Now, by default, all the users' statuses are marked as "open." When the admin clicks on "mark as close," the status changes from "open" to "close."

Complaintregistration

localhost:4200/status-check

COMPLAINT REGISTRATION FORM

Search by Application Name

ID	CUSTOMER NAME	APPLICATION NAME	SERVICE NAME	BRANCH NAME	TIMESTAMP	STATUS	DESCRIPTION	ACTION
21002	Ritikaa	Netbanking	Deposit	PQR Bank	2024-06-12 08:19:00	closed	kindly rectify my complaint	
21003	digiterati	UPI	Deposit	ABC Bank	2024-06-12 08:22:08	Open	complaint from digierati	Mark as Closed
21004	sushu	UPI	SMS Alerts	DEF Bank	2024-06-12 08:23:49	Open	complaint from sushu	Mark as Closed

Complaintregistration

localhost:4200/status-check

COMPLAINT REGISTRATION FORM

Search by Application Name

ID	CUSTOMER NAME	APPLICATION NAME	SERVICE NAME	BRANCH NAME	TIMESTAMP	STATUS	DESCRIPTION	ACTION
21002	Ritikaa	Netbanking	Deposit	PQR Bank	2024-06-12 08:19:00	closed	kindly rectify my complaint	
21003	digiterati	UPI	Deposit	ABC Bank	2024-06-12 08:22:08	Open	complaint from digierati	Mark as Closed
21004	sushu	UPI	SMS Alerts	DEF Bank	2024-06-12 08:23:49	Open	complaint from sushu	Mark as Closed

Now, if I log in through the user login, after logging in, a notification will be displayed.

Login

Email

ritikaa@gmail.com

Password

.....

To create an account [Sign up](#).

Login



Welcome to the Complaint Registration System

Complaint Register

Status Check

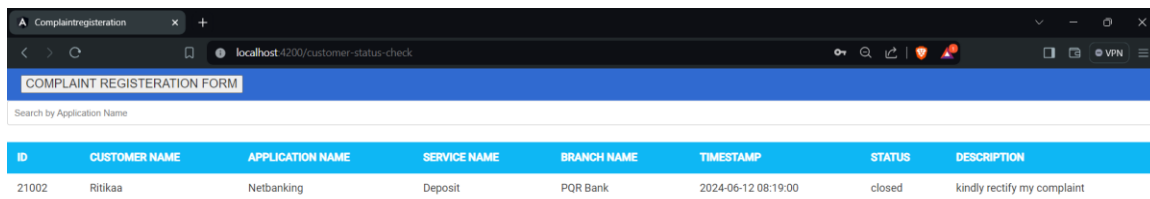
Your complaint has been closed by an admin.

Your complaint has been closed by an admin.

close;

close;

if i want to close the notification



The screenshot shows a web browser window with the address bar displaying 'localhost:4200/customer-status-check'. The page title is 'COMPLAINT REGISTRATION FORM'. Below the title is a search bar labeled 'Search by Application Name'. The main content is a table with the following data:

ID	CUSTOMER NAME	APPLICATION NAME	SERVICE NAME	BRANCH NAME	TIMESTAMP	STATUS	DESCRIPTION
21002	Ritikaa	Netbanking	Deposit	PQR Bank	2024-06-12 08:19:00	closed	kindly rectify my complaint

Now, if I check the status, it will be displayed as "closed."

-----THANK YOU-----

