Title: Complaint portal

Abstract:

We set up a unique complaint portal, the online system of the collecting the complaints, issues for all the members of IIT Roorkee. The more organized and systematic way of dealing with the issues speedily.

In today’s world of technology and information, we can speed up the stages through which the complaint has to pass for it to be addressed. The proper channel of communication can be computerized so as to facilitate the both the victim and the problem addresser. Complaint portal utilize all the benefits offered by the today’s fast communicating technology.

Technology development has enabled powerful, less chaotic and speedy transactions which have penetrated in almost all fields. For eg. Shares used to be sold by hard copy transactions in about 45 days but now through demat system it is a matter of seconds. similarly E-commerce field has undergone a revolution with ever increasing number of people using online stores for buying things of daily use and they don’t need to go to market and search for them. Upcoming but not so popular fields like e-gold, e-metal are also starting to take roots in the system. Non financial transactions like applying for jobs, applying for nationality, certificates of income domicile, many examinations etc. are all now starting in government and private institutions.