

E-complaint Resolution System for College

Yash Sapte¹, Pratik Sapte², Vipul Shah³, Deepti Pawar⁴

¹Student, Dept. of Computer Engineering, Shah and Anchor Kutchhi Engineering college, Mumbai, Maharashtra, India

^{2,3}Student, Dept. of Computer Engineering, Shah and Anchor Kutchhi Engineering college, Mumbai, Maharashtra, India

⁴Assistant Professor, Dept. of Computer Engineering, Shah and Anchor Kutchhi Engineering college, Mumbai, Maharashtra, India

Abstract - Nowadays the internet and the things that it connects us with worlds is an everyday occurrence in a person's life. There is not a person who doesn't know what the internet is and not using it. In every aspect of life whether it is personal or professional we use the internet. It makes life easier. And to overcome unsatisfactory and unacceptable things or services by any organization we can use an online complaint management system. "**E-Complaint Resolution System**" is a web application developed for managing various complaints in our daily life. Objective of our system is to make complaints easier to coordinate, monitor, track and resolve, and to provide organizations with an effective tool to keep records of complaint data, to use data for identifying problem areas and to improve service..

1. INTRODUCTION

A complaint management system is a tool which is used to increase the performance of the organization. This system helps to locate the problem areas in the organizations. It provides fewer efforts in manual work. This is an effective tool to resolve complaints in specific time constraint. Complaint Management System is useful for complaint tracking.

This system works using the internet. This system works in three modules where users can post their complaint along with uploading the photo as it is resolved by the responsible authority. Users can see the status of the previous complaints and according to the quality of the service user gives feedback to the system. If a user forgets the password then the user can always reset their password.

Where that authority is not capable of solving complaints in specific time constraints then he/she gives the reason to the administrator why the complaint is not resolved. Then according to the condition action can be taken. Administration takes action towards complaint. Where an administrator always has rights to see all the complaints from all the areas and also see the feedback given by users for specific complaints. Administration monitors the system and takes appropriate action to improve quality of service.

2. LITERATURE SURVEY

The aim of this paper is to describe the development of a new complaint management system. Manual process of complaint handling between customers and the university was monitored to develop the new complaint management system. New complaint management system known as E-Complaint Resolution System was developed. Both users and higher authorities will have access to the new system to complain and retrieve information.

Through this study we had also identified workflow procedures to be followed by the management to address user's complaints and comments. This produced good impact to both users and management; users now have a platform to communicate their dissatisfaction and the management would be able to act immediately upon any user's feedback.

3. PROPOSED SYSTEM

We know that complaints are a valuable source of feedback to improve the infrastructure and condition of our city. The citizens may have complaints with respect to their environment and city's infrastructure but they might not like the traditional complaining system in which they have to undergo a long procedure like going to the office and standing there for hours in a queue, wasting so much of their valuable time and efforts.

In a developing country like India, there is no direct communication between people and government. Lack of communication between people and the government creates a way for bribery. Still if unethical ways are followed there is no guarantee that the desired work can be finished or not within a given time. So, to gap the bridge, we came up with an online application introducing a new platform for sharing problems between high level officials and the public in just two clicks which can be easily used by the citizens in an optimal manner keeping them unaware of the background processes and details. Since it is a smartphone era where everyone possesses a smartphone. Thus developing a web application to fully fill this purpose will maintain a satisfactory relationship between citizens and governance and accelerate the process of civil development where all contribute to improve the condition and infrastructure of the city.

This system focuses on the main aspect of complaint resolution that is time taken to resolve the complaint. In the general system of complaint resolution the system is manual hence it requires a lot of time. In newly developed system we work on the time constraints mainly to deliver maximum output in minimum time

This web application which contains two modules one is user and another is administrator/ authority side. It means there will be a client-server relationship in this application. Users who post their

complaint and administrator take review of that complaint and take action regarding the complaint.

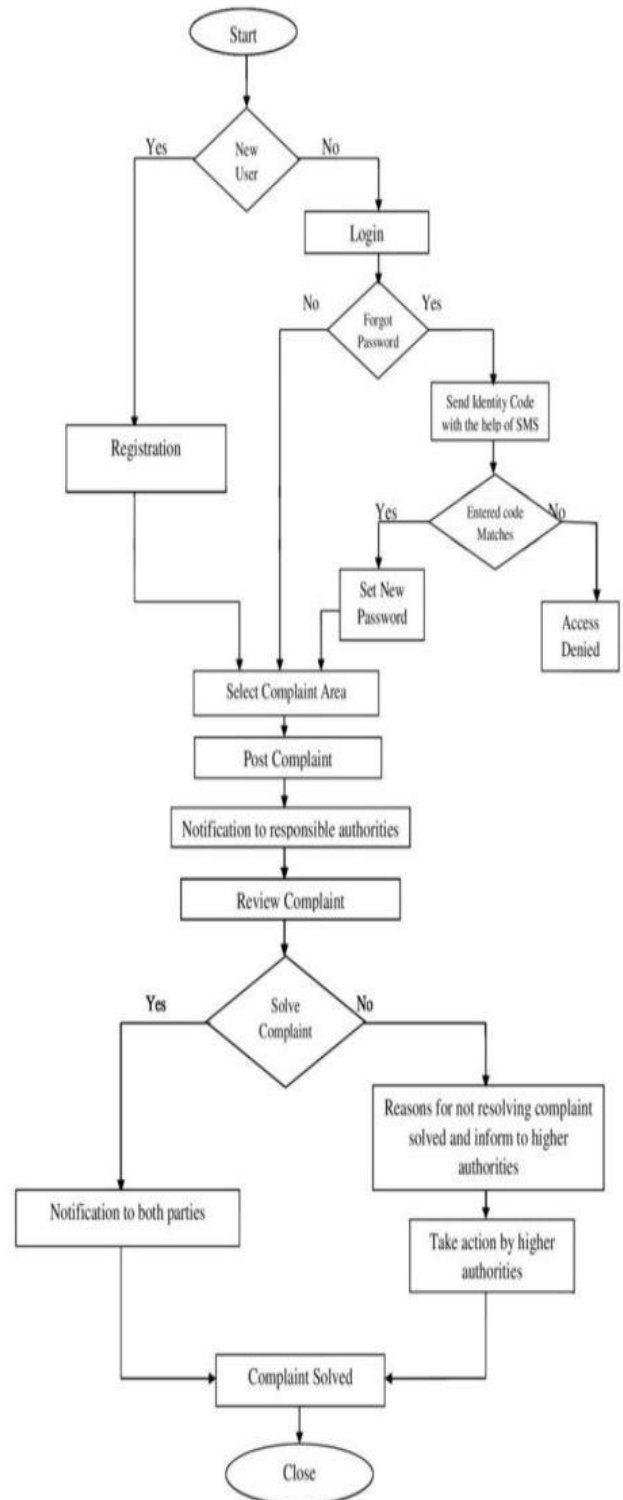


Fig -1: System Flowchart

Users are many who use this system so every user has a unique identity which is USERID. All complaints posted by the user having the unique complaint ID so the user can easily track the complaint status.

Various Technologies such as HTML, PHP, CSS, JAVASCRIPT can be used to develop the project.

This project will basically contain two sides: ADMIN side and USER Side. Admin will have total control over the system. User will be the one who will be actually interacting with the system.

The objective of the complaints management system is

1. To make complaints easier to coordinate, monitor, track and resolve,
2. To provide companies with an effective tool to identify and target problem areas, monitor complaints handling performance
3. To make business improvements.
4. Prompt and specific retrieval of data.
5. Flexibility in the system according to the changing environment.
6. Controlling redundancy in storing the same data multiple times.
7. Accuracy, timeliness and comprehensiveness of the system output.
8. Stability and operability by people of average intelligence.
9. Enhancement in the completion of work within the constraints of time.

4. SYSTEM EXPLANATION

User Side:-

User will open that application's first screen containing information about the organization then login form three options that says who you are: user, admin or authority person she/he will choose the user. And then the user can login.

If the user is new then the user registers themselves. In the registration form parameters like email ID which is a unique entity and other personal information like name, password, gender, phone

number, address, etc are provided.

If the user forgot his password then the user can reset his password by using forgot password form.

After that, users post their complaints. After registering a complaint, users can track their complaint.

Then using that complaint user can check the status of the complaint.

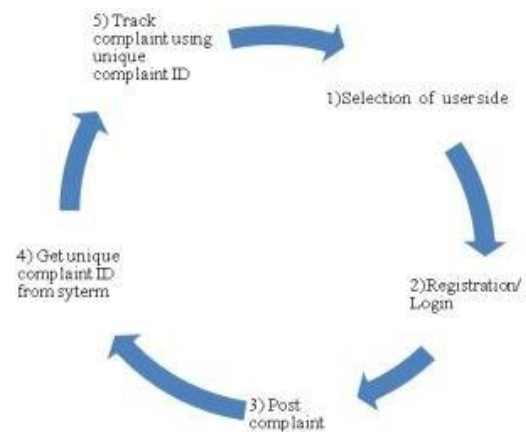


Fig -2: User Side Lifecycle

Admin Side:-

Admin or authority will open the application and choose as authority/ admin. And then login with username and password.

If authority is new for the system then he/ she can register themselves in the system.

After login into the system admin can see all complaints regarding various areas. If there is any problem regarding solving complaints, the admin can take action based on the condition.

Then that authority person takes action against the complaints. And after resolving complaints, the update complaint is resolved.

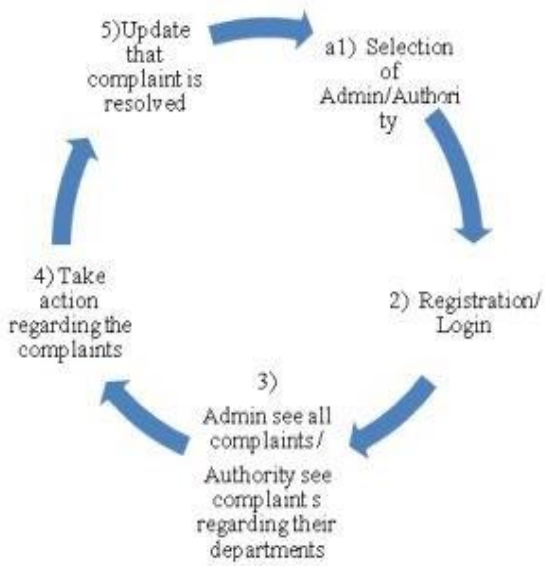


Fig -3: Admin Side Lifecycle

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5. CONCLUSIONS

The proposed system will be helpful for the user to log the complaints easily. This system will eliminate the time factor required in complaint tracking and solving existing systems for the institute. This system is the digital adaption of previously used systems. The work that is being carried out is the same but the process is done digitally to save the time required to complaint resolution. It will immensely affect the time factor in the complaint resolution system.

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