



e-ISSN: 2319-8753 | p-ISSN: 2347-6710

IJRSET

International Journal of Innovative Research in
SCIENCE | ENGINEERING | TECHNOLOGY



INTERNATIONAL JOURNAL OF INNOVATIVE RESEARCH

IN SCIENCE | ENGINEERING | TECHNOLOGY

Volume 13, Issue 6, June 2024

ISSN INTERNATIONAL
STANDARD
SERIAL
NUMBER
INDIA

Impact Factor: 8.423

 9940 572 462

 6381 907 438

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 www.ijirset.com

Online Complaint Registration Management System

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ABSTRACT: The complaints management system's objective is to streamline the coordination of complaints by providing an online platform for addressing public concerns, hence reducing corruption and saving time. monitor, track, and address issues; also, to give the business a useful tool for identifying and focusing on problem areas, keeping an eye on the management of complaints, performance evaluation, and business enhancements. A management strategy called "complaint management" is used to evaluate, examine, and address consumer concerns. The purpose of complaints management software is to handle, address, and reply to consumer requests, complaints, and other feedback. This product's primary goal is to assist the public in learning about their location and resolving issues online in lieu of routinely visiting an officer to have their issues resolved. With this system. In the proposed system the citizen need not go to the government office for getting his problem solved. He can get his problem solved by posting his problem in this proposed system and he can suggest a possible solution to the problems posted on the system. He can even get the information of the funds and other details of his place in detail through this system.

I. INTRODUCTION

Enhancing the quality of an organization may be achieved with the use of an information system (IS). Information may be sent more quickly and redundant-free with its utilization. In a nutshell, it is a collection of parts that work together to create. The goal of any particular information system is to assist in management and operations decision-making. One sort of information system that is used often in this day and age is the computer-based system. It covers every aspect of modern living details.

1.1 ONLINE COMPLAINT REGISTRATION MANAGEMENT SYSTEM:

The Online Complaint Registration Management System (OCRMS) is intended to give consumers an easy-to-use online platform for registering and monitoring complaints. By making it simple to file complaints, guaranteeing timely updates, and promoting open communication between users and administrators, this system seeks to improve the user experience. Users are able to register, file thorough complaints with attachments, and get information on the progress of their concerns. Administrators may handle complaints, change statuses, and provide informative information from a complete dashboard. OCRMS seeks to enhance the responsiveness and responsibility of organisations in addressing and resolving customer complaints by utilising contemporary online technologies and guaranteeing strong security measures, thereby promoting a more transparent and user-friendly environment.

1.2 REVIEW:

Both administrators and users have given the Online Complaint Registration Management System (OCRMS) largely good feedback. The user-friendly interface is highly appreciated by users as it streamlines the process of lodging complaints and monitoring their advancement. The automatic alerts greatly increase consumer satisfaction by keeping them updated on the status of their concerns. The system's extensive dashboard, which offers a clear summary of all complaints and enables effective resolution management, has received acclaim from administrators. It has been noted that the comprehensive reporting capabilities are very helpful for seeing patterns and raising the calibre of services. Furthermore, the system's dependable operation and safe authentication procedures have won praise for guaranteeing data protection and steady uptime. All things considered, OCRMS has shown to be a successful method for enhancing efficiency, openness, and communication in complaint handling procedures.

1.3 PROBLEM DESCRIPTION:

Due to a slow of a streamlined procedure, organisations frequently fail to manage and resolve complaints effectively, which erodes customer happiness and confidence. Conventional complaint processing techniques, including using fragmented email threads or paper-based forms, are prone to errors, delays, and data loss. Users become tempted when they don't know how their complaints are progressing, and administrators struggle with jumbled paperwork and an excessive number of issues to follow up on. This inefficiency inhibits organisations from identifying reoccurring issues and making necessary modifications, in extra to delaying the resolution process. It is obvious that there is a need for a centralised, easily accessible, and effective system where complaints can be easily filed, followed up on, and handled in a way that guarantees openness and quick resolution. To solve these issues, the Online Complaint Registration Management System offers.

1.4 GOAL:

The Online Complaint Registration Management System's (OCRMS) objective is to offer a strong, intuitive platform that simplifies the whole complaint management procedure, from filing to resolution. OCRMS strives to improve complaint handling efficiency and transparency by providing a centralised, easily accessible system.

1.5 PERSPECTIVE:

Making the complaint management process more effective, transparent, and user-friendly is at the core of an Online Complaint Registration Management System's (OCRMS) viewpoint. From the user's perspective, OCRMS provides an easy-to-use and easily available platform for raising complaints and monitoring remedies, which instills confidence in the organization's resolve to resolve problems and empowers users.

II. SYSTEM SPECIFICATION

2.1. Operating System:- Windows 7 or later(64-bit).

2.2 SOFTWARE REQUIRMENTS:

- Object system - Windows 10
- Code Editor:- Flutter, Android Studio, Visual Studio.

III. BLOCK DIAGRAM:

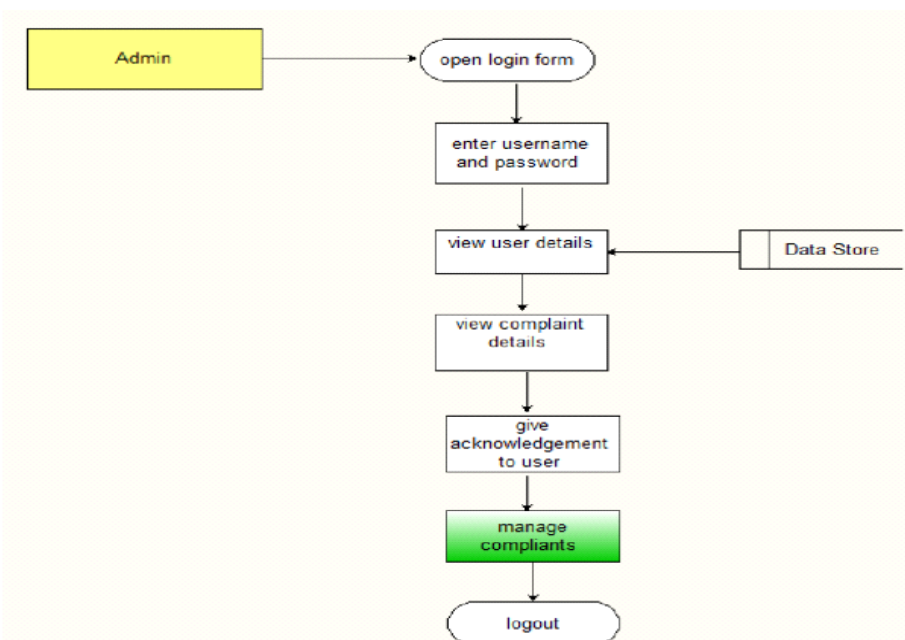


Figure 3 -Block diagram

3.1.1 BOARD ARCHITECTURE:

The Online Complaint Registration Management System is represented by a set of interrelated modules that function as a unit to offer a smooth user interface. The user interface (UI) is the front end interface via which users register, log in, and file complaints using a complaint submission form. This user interface is made to be accessible and easy to use on a variety of devices. After being submitted, the complaints are routed to the backend server, which uses a framework such as Django or Node.js to process data and execute business logic. The main functions, including complaint logging, user authentication, and status updates, are handled by this server. In order to store user data, complaint details, and other information, the server communicates with a database, usually a NoSQL database like MongoDB or a relational database like MySQL.

3.1.2 PROPOSED SYSTEM:

The suggested method, called the "Complaint Management Mobile Application," enhances user experience and makes it simple for customers to voice complaints about a business or its services via a mobile device. This mobile application facilitates the submission of complaints, increases channels for progress reporting and tracking complaint status, and decreases complaint handling time and procedure.

3.1.3 SYSTEM DESIGN:

The main objection of this complaint handling system is to facilitate the process of filing a complaint for users. It also makes the online registration procedure easier. The many grievances lodged by various consumers are incorporated into a website. The portal administrator oversees all complaints and forwards them to the appropriate complaint handling departments. The complaint will automatically be followed to the municipal commissioner, who is in charge of all departments, if it is not resolved within the allotted time frame by the system. The consumers are happy with this approach in regards to their issues. This idea expands on the current procedure by combining all complaints into one and offering remedies for those.

3.2 DISCRPTION:

Staff can update the status of the complaint resolved or not in the interface. Ultimately the reason and minute detail will be checked and solved the problem. in this way the data is managed by the admin and works under his supervision. Any relevant info. Regarding this statement is attributed in this.

3.2.1 WORKING PRINCIPLE:

An electron flow occurs between the anode and cathode as a result of the anode releasing lithium ions to the latter during the battery's discharge and electric current provision. The converse occurs when the gadget is plugged in: the anode receives and releases lithium ions from the cathode.

3.3 E- COMPLAINT:

There are several organizations that offer the ability to file complaints, and each organization has a different complaint type than the others. These companies specify the kinds of services they offer their clients in relation to complaints. Therefore, it may be said that just as different companies offer varied services, so too do their definitions of complaint types. consumer complaints are simply expressions of displeasure on the part of the consumer, and they are also seen as a type of market feedback. However, handling customer complaints is seen to play a crucial part in an organization's success.

3.3.1 SUB:

Although internship vary greatly from one organization to the next, the term traditionally refers to real-world work experiences in which students fulfil short-term positions within a company or organization in order to gain hands-on experience and develop careerspecific skills. Sponsoring agencies generally work with the student to meet specific learning goals and provide special mentoring or networking opportunities. In exchange, the intern helps the employer in meeting overall work goals for the company.

IV. EXPERIMENT AND ANALYSIS

The system analysis and experiment results are presented in this section. The experiment's procedures and findings on the voltage sensor and GSM module's features will first be discussed. This is to ensure the integrity of the circuits. Experiments and findings that confirm battery deterioration will next be discussed.

USE CASE DIAGRAM:

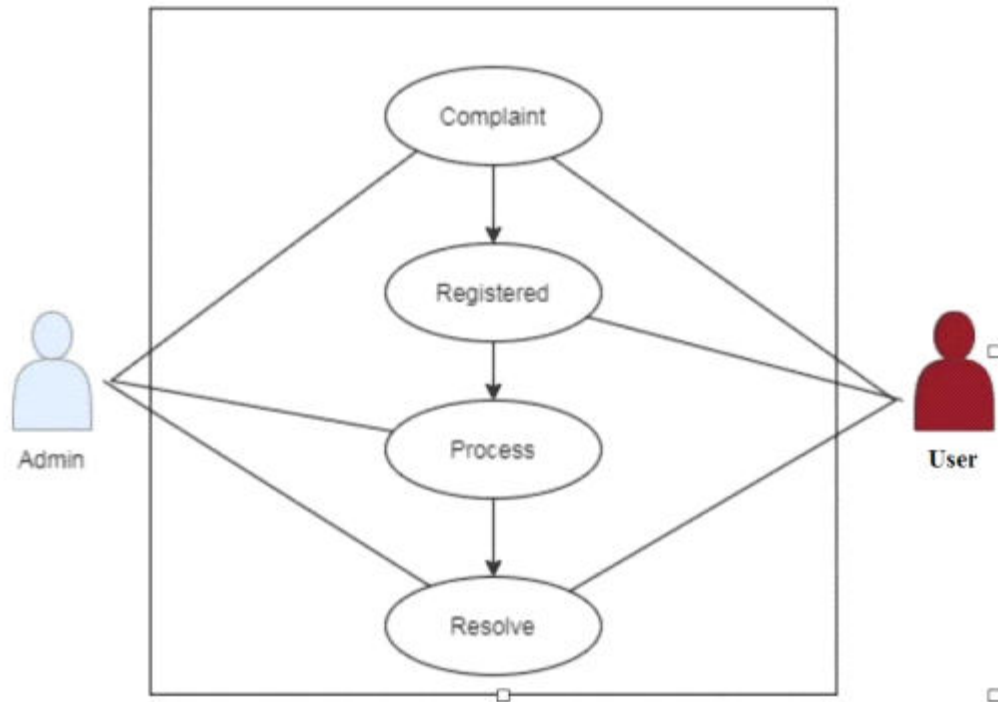


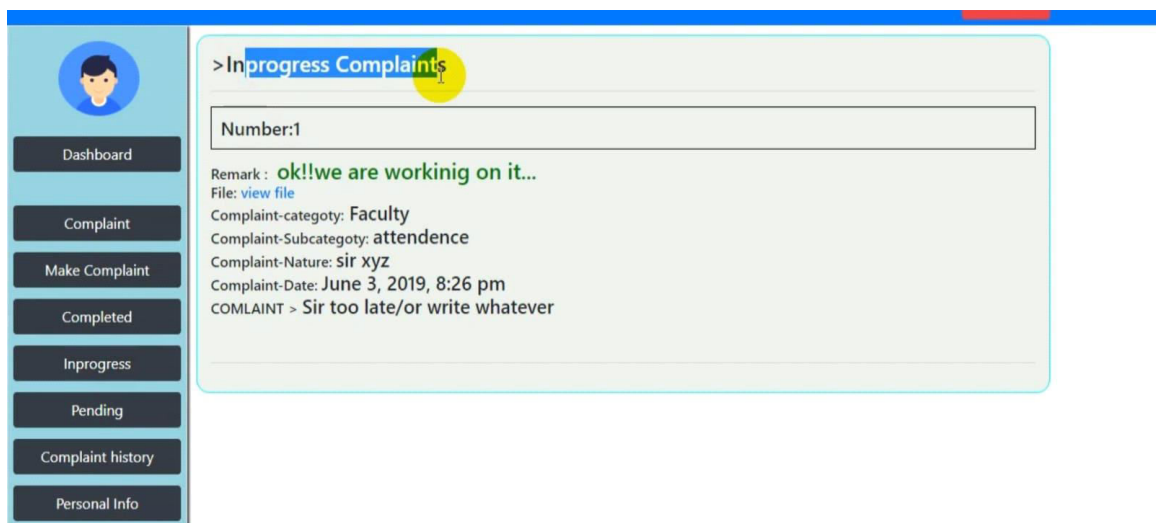
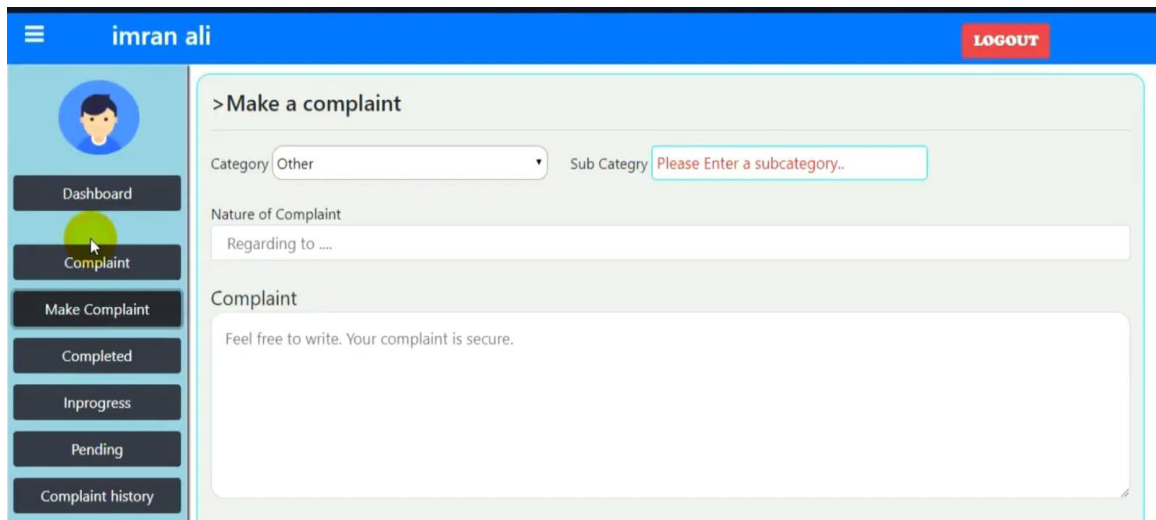
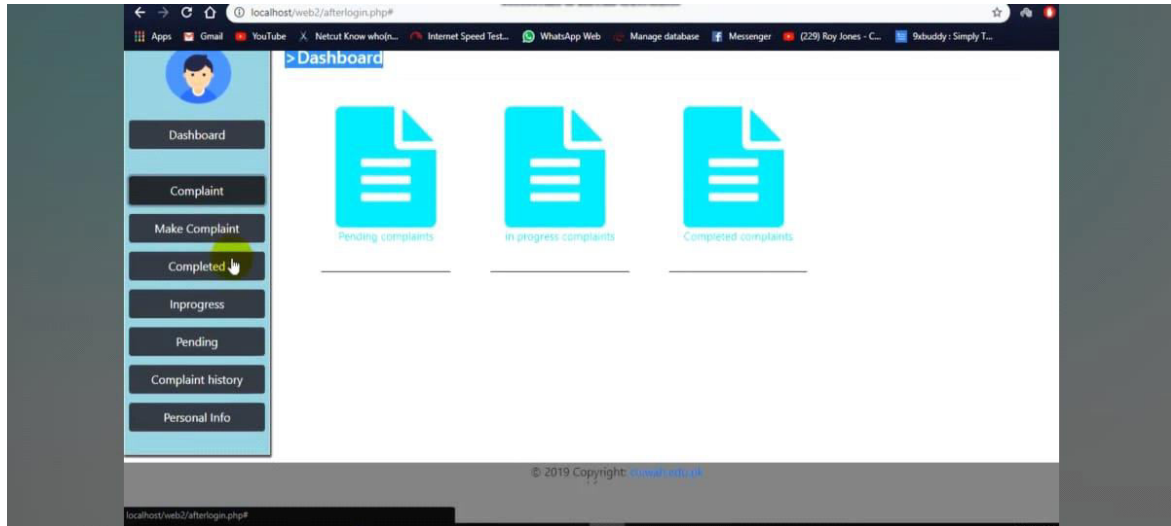
Figure 4.1-use case diagram

V. RESULT ANALYSIS

In addition to measuring voltage and current, the user must also display and communicate the data that these sensors have collected. As a result, it features a Wi-Fi sensor module to send the data, where the user must register for a personal account before the data can be viewed. Numerous features are available, including monthly data analysis, data storage, and realtime monitoring.

Additionally, a screen will be available for users who are operating a vehicle, as it is inconvenient to constantly monitor the website. Measured quantities are shown on the display.

In addition to the client's estimation of the voltage and current, we also need to provide



VI. CONCLUSION

The purpose of the Complaint Management System web application is to improve the existing situation. In order to make it simpler for customers to file complaints, the Complaint Management System was able to offer many channels. Additionally, it offers a channel for tracking complaints' progress via an online application. Furthermore, the system might lower the cost of employing workers and operating time by categorizing complaints and forwarding them straight to the relevant accountable department. Furthermore, by offering consumers comparable concerns, this technique may help reduce the number of duplicate complaints. Ultimately, the system creates the data visualization for the complaint data summary.

The Online Complaint Registration Management System (OCRMS) will continue to be improved in the future with the goal of increasing user happiness, efficiency, and analytical capabilities. By combining machine learning and artificial intelligence, complaints can be automatically categorised and prioritised according to frequency and severity, which will expedite the resolution of urgent issues. By adding a chatbot function, consumers will receive immediate assistance and direction while submitting complaints, improving their overall experience.

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