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Online Complaint Registration System for City Corporation

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A B S T R A C T

An Online Complaint Registration System for City Corporation is a web application used in organizations to address complaints and resolve disputes. The main purpose of this study is to help the public getting their problems related to road, water, light, etc solved online without going to the office regularly until the problem is solved. Online Complaint Registration System for City Corporation provides an online way of solving the problems faced by the public by saving time and eradicating corruption. Our system act as a bridge between the people and the officers in which the people directly register their complaints to the officers online. The complaint management system helps in easy coordination with the complaint monitor, track and resolve their problems. It's also provides an effective tool to identify and target problem areas, monitor complaints handling performance and make improvements. The study is developed in Django Python MVT (Model-View-Template) Framework to develop the online complaint registration system.

Keywords: Online Complaint Registration System, City Corporation.

1. Introduction

Complaints are an inevitable aspect of any organization, and their frequency tends to increase with the organization's size. Traditional methods of managing complaints, such as, using memos are error-prone. Result in delays, and lack in effective tracking and feedback mechanisms. Inadequate complaint management can lead to a cascade of issues, causing frustration among service providers and dissatisfaction among complainants. Which ultimately impacts overall performance of an organization. Hence, the necessity for an electronic complaint management system becomes evident.

An Online Complaint Registration System for City Corporation offers a digital solution to address public grievances efficiently, saving time and combating corruption. Its primary objective is to streamline complaint coordination, monitoring, tracking, resolution, providing organizations with a valuable tool to identify and rectify problem area. It enhances complaints handling performance and helps in driving the business improvements. This system utilizes specialized software to record, resolve, and respond to customer complaints and requests.

2. Literature survey

Subramanian et al [1] have done a complaint registration system through web services with the help of online. The majority of these administrative entities go by the name MC (Municipal Cooperation). To ensure that the city is operating smoothly and effectively, the observational tools. An MC must be aware of the shortcomings taking on within the city. Majeed et al [2] have done Complaint Monitoring System Using Android in Iraq. Complainants can rate the solutions of the problems to show the amount of their satisfaction with the performance of their municipality. Also, it can use the number of neglected complaints to measure the time of response to solve them. Bhalekar et al [3] have done City Grievance Services This app will provide a handy experience to user. We tax payer will be needed to almost everyone in future. Technology has made significant progress over the years to provide consumers a Better experience. Kumar et al [4] the public complaint system provides a platform to save time and eliminate corruption and solve public problems and can provide multiple reports on the system, and add to Facilitate the process of submitting a complaint. Nasr et al [5] have done the objective of the complaints management system is to make complaints easier to coordinate, monitor, track and resolve, to provide company with an effective tool to identify

and target problem areas, monitor complaints handling performance. Ahir et al [6] have done A Survey on Blockchain Technology and Municipal Corporation System and mentioned in his study adoption of Blockchain technology for digital solutions helps to give power to citizens and build a more connected digital world. This digital growth around the globe will improve their citizens quality of life through the use of technology. Digital technology has positive impacts on nearly every aspect of modern life. Travel, work, shopping, entertainment, and communications are just some of the areas that have been revolutionized in recent years. More et al [7] The module is totally built at the administrative end and thus only the administrator is guaranteed the access. It also includes the user side of the module where the complaint will be trace and notified to the authorized body. Ray et al [8] AES (Advanced Encryption System) is one of the most powerful symmetric key encryption algorithms. This app uses AES to store information on the cloud for better security. Chaudhary et al [9] In order to overcome this problem previously National Informatics Centre has launched a site named Prajavani through which public can post the petitions or complaints in the site and get them solved in a specified time and can also know the status of the complaint or

petition he has lodged at any time. Prasanna at al [10] To transform the existing manual compliant management system into an automate system. For the better management of complaints to improve efficiency. We developed this web application.

3. Proposed methodology

The proposed methodology for the Online Complaint Registration System for City Corporation involves a harmonious integration of multiple functional modules. each serving a distinct purpose. The Complaint Interface empowers users to register complaints comprehensively. Officer Interface caters to organizational staff, assigning and resolving complaints while maintaining transparent communication with users. The Registration Module ensures user data integrity and uniqueness essential for precise identification of the complaints raised by users. Subsequent to registration, the Login and Authentication system grants secure access to tailored interfaces. In cases of forgotten passwords, a Password Recovery module provides a swift solution via email confirmation. Crucially, the Admin controls play a pivotal role in governing data flow, user access, and optimizing system functionality, enabling the generation of specific time tables based on user input criteria. Together these interconnected modules aim to streamline complaint management, fostering a seamless and efficient experience for both users and organizational personnel.

ER model

The Entity-Relationship Model (ER Model) is a foundational framework for identifying and visually representing entities and their relationships in a database. It defines an enterprise schema, offering a graphical depiction of the database's logical structure.

In the diagram above, it illustrates the interactions between admin and user modules. These modules handle user and complaint data, with administrators having the authority to view user information, complaint details, and make necessary changes. This model simplifies the comprehension of the database's structure and relationships. Figure 1 shows the Entity Relationship Model.

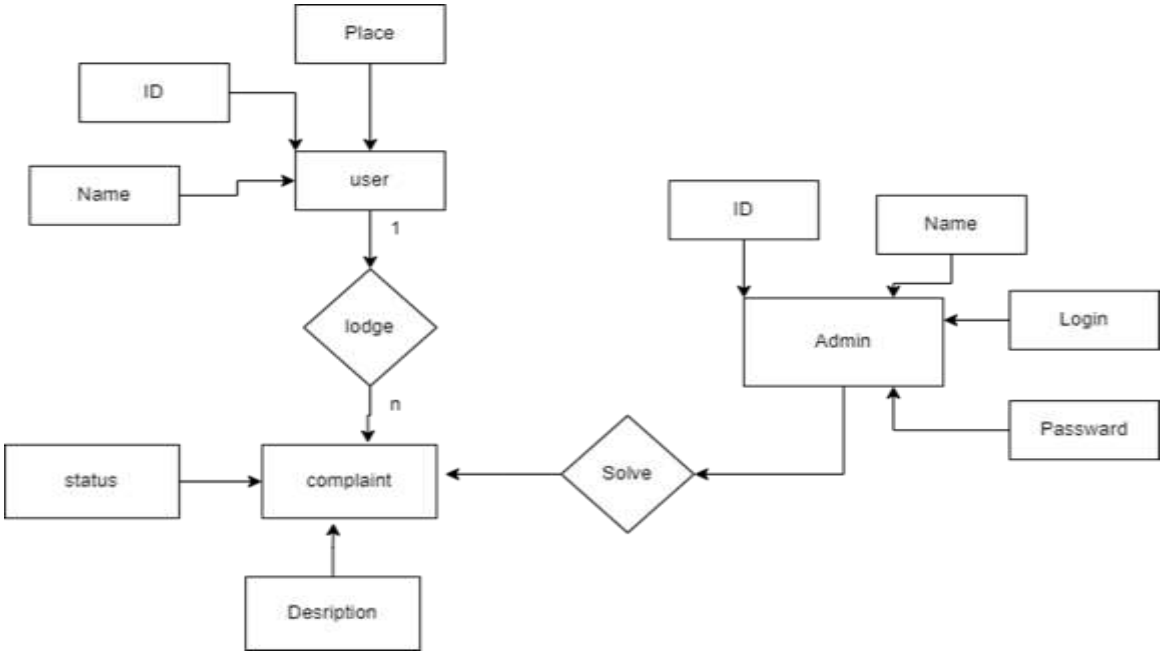

Figure 1: Entity Relationship Model

Flow diagram

The flow diagram begins with the "Start" point, signifying the initiation of user interaction with the system. Users have the option to "Register" as new customers, which involves creating accounts for access. Once registered, they can proceed to "Login" to enter the system. Simultaneously, users can choose to "Complaint," allowing them to lodge complaints as needed. Meanwhile, the "View Complaint" function enables users to peruse complaints submitted by others. Should users wish to categorize complaints, they can opt for "Categories Complaint."

The flow then diverts to "Update Status," where users and potentially administrators can mark complaints as solved or unsolved, tracking their progress. Subsequently, the flow proceeds to "Validate Status," ensuring the accuracy of the complaint's resolution status. Users can generate a "Report on Complaint," which provides a graphical overview of total complaints. Finally, when users are ready to conclude their session, they can select "Logout," effectively exiting the system, as indicated by the "End" point. This flowchart delineates the sequential steps and interactions within the system, enabling users to manage complaints effectively. Figure 2 depicts the flow diagram of the Proposed System.

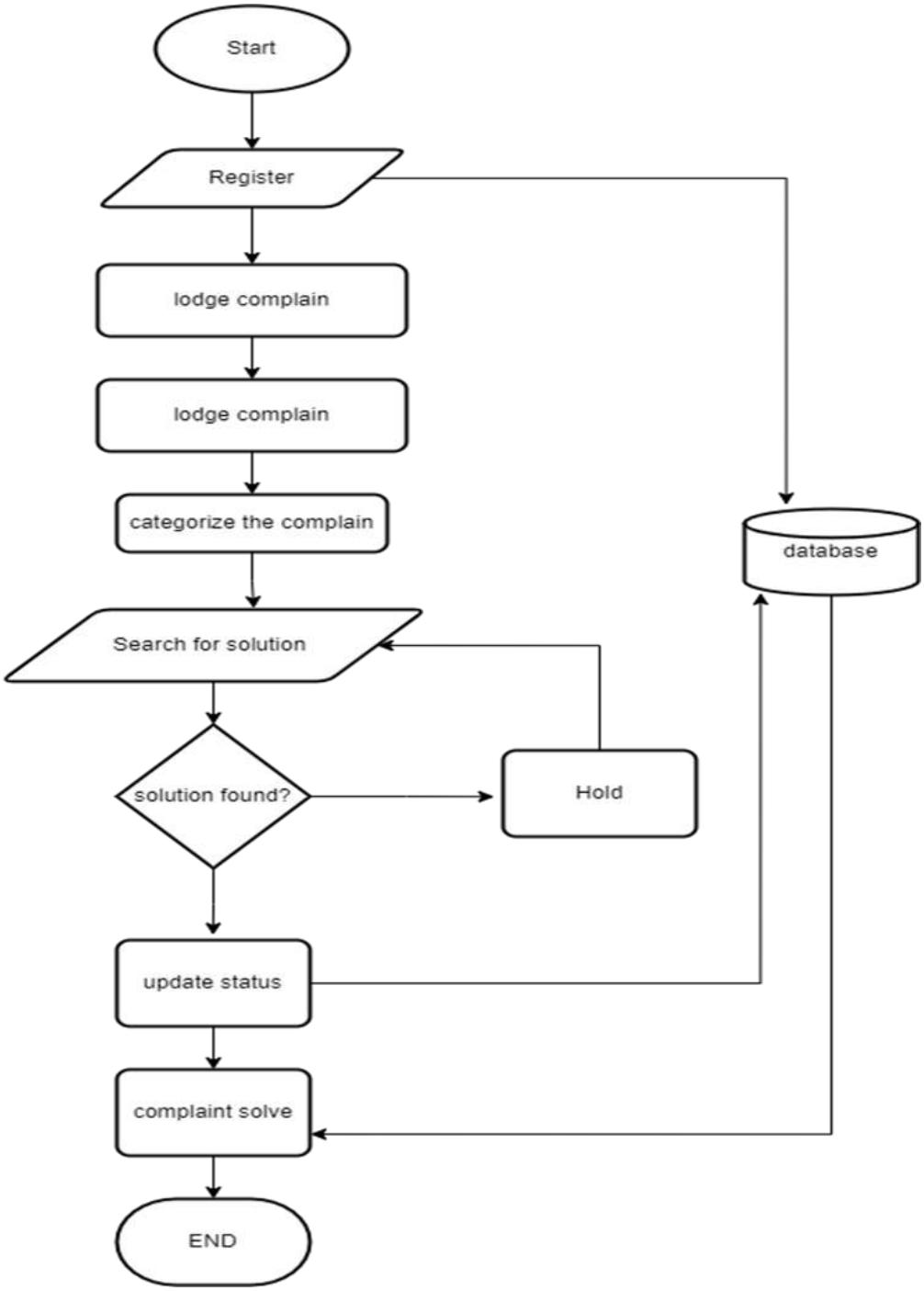

Figure 1: Flow diagram of proposed system

4. Experiment results

4.1 Home page

This is our home page its shows about the web application and its single window to Register the different complaints across the city as well as Admin Panel for solving the complaints. As shown in the figure 3.

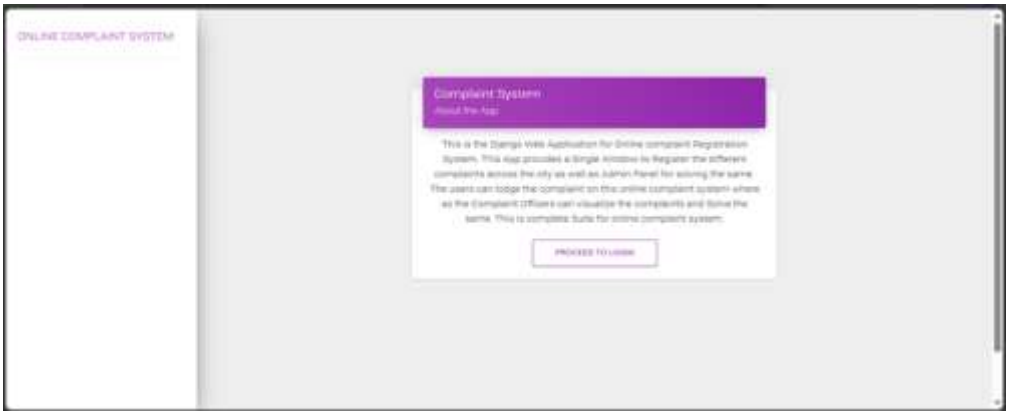

Figure 3: Home Page

4.2 Admin/User Login Page

This is a Login Page for both User and Admin by using a username and password the both can login into the website. As shown in the figure 4.

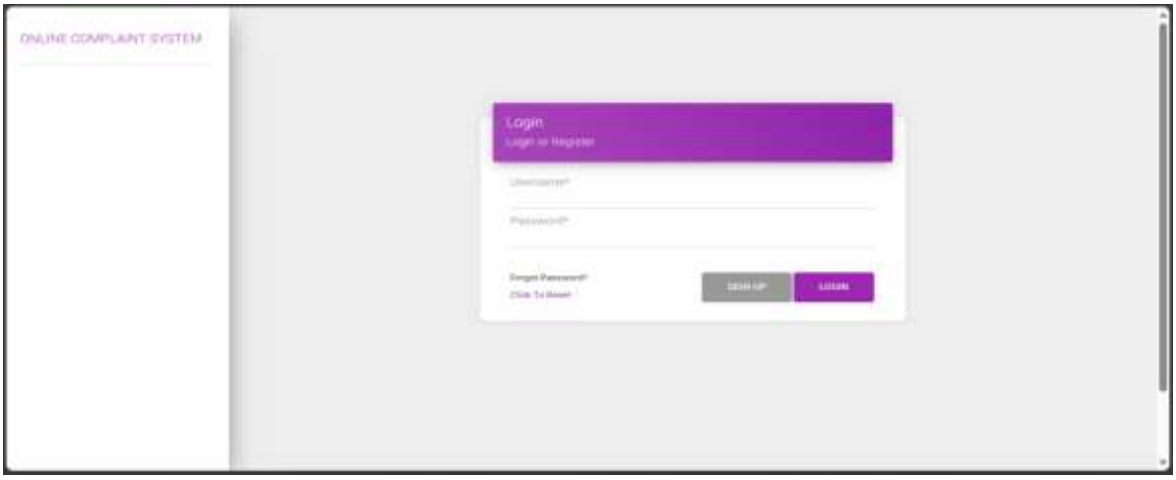

Figure 4: Admin/User Login Page

4.3 Registration Page

This is Registration Page for new user by fill the user info the user can register into the web site. As show in the figure 5.

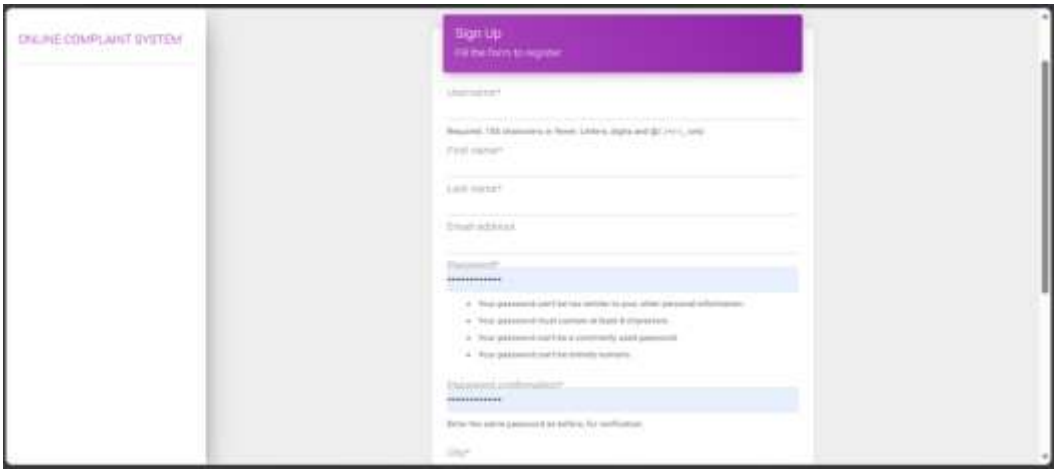

Figure 5: Registration Page

4.4 Admin Dashboard

This is an Admin dashboard in this page admin can view total complaint, solved complaint, unsolved complaint and update the complaint status. As shown in figure 6.

Figure 6: Admin Dashboard

4.5 User Dashboard

This is a User dashboard in this page user can view their profile, unsolved and solved complaints and also user can add a complaint. As show in figure 7.

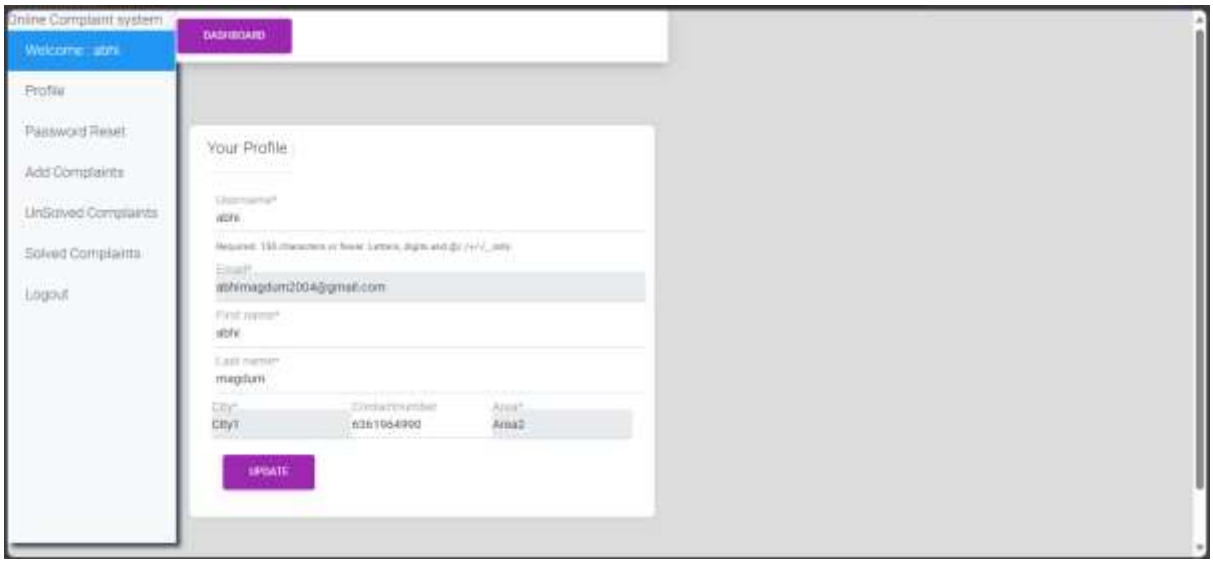

Figure 7: User Dashboard

5. Conclusion

This study An Online Complaint Registration System for City Corporation is a web application used in organizations to address complaints and resolve disputes. Establishes direct communication between citizens and the city corporation, enabling the efficient reporting and resolve of localized issues. Through a dedicated application, citizens can easily register complaints, which are then sent to a central server via the internet. A user-friendly web interface categorizes and visualizes these complaints, streamlining their resolve. This system enables user to raise complaints online which includes road, light, water and etc. and has the potential to improve incident reporting for emergency services. In summary, it offers an efficient way to report and resolve complaints without the need for physical visits to city corporation offices, contributing to a cleaner and more peaceful environment.

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