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ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM TO MUNICIPALITY

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Abstract: - It help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and easy way through Android Application with the location mark in Google Map for Complaint registration and its Tracking and eradicating system and thus to prevent Corruption. We want to develop an we application for complaint management system where public can register complaints for street light, water pipe leakage, rain water drainage, road reconstruction and garbage system. To transform the existing manual compliant management system into an automate system. For the better management of complaints to improve efficiency. All the peoples living in housing schemes societies can used our android application for the registration of their complaints within India.

Keywords: Android, Complaint.

INTRODUCTION

The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and easy way through web Application for Complaint registration and its Tracking and eradicating Bribing system and thus to prevent Corruption. We want to develop an web application

for Complaint management .To transform the existing manual compliant management system into an automate system. For the better management of complaints to improve efficiency.

2. MODULE DESCRIPTION

USER

- Register
- Post Complaint
- Location Mark in Google Map
- View complaint status
- Feedback
- Get Admin Contact details

OFFICER

- Register
- View Complaint
- Update status
- Update proof of work

ADMIN

- Generate id & password for officer
- The administrator has the full-fledged rights over the OES.
- Create/delete an account.
- View the accounts.
- Change the password.
- Hide any kind of features from the both of users.
- Insert the information of available on OES.
- Access all the accounts of the officer.

2.1 MODULE DESCRIPTION

USER

Registration Module

Another main function of our proposed system is registration, in order to register with the unique application details such as name; password, email, place and time are required.

Post Complaint

User posts their complaint through this application. That is they can't get water regular manner in their area and about the problem description.

Location Mark in Google Map

In this module is used to the user marks their location in the Google Map for the betterment of the complaint registration.

View Status

If the user to compliant the problems they need to a current status of the compliant so it helps to user views the status about their complaint.

Feedback

It helps to give a feedback for after completed the compliant the user to give a feedback about the action what they done in a compliant.

OFFICER

View Complaint

In this module is used to officer view the complaint details who posted the user complaint using the Google map location mark.

Update status

In this module is used to officer updates status for user compliant, update the current status what going on in a compliant.

Update completed proof

It used to if the related compliant work is completed they give a proof using photo format, Officer Update photo proof of work

ADMIN

Generate id & password for officer

In this module is used for generate the unique id and password for the Public Work Department (PWD) officer.

Create/ delete an account

The admin can create an account for new user and also if it's not need an account, admin can remove the user account

View the accounts

In this module used for admin to view all the users account for the reference, it helps to know the users strength.

Change the password

In this module is used for to change the password for the security purpose.

Insert the information of available on OES

Admin want to insert the information of available on Office Economic Stabilization (OES).

3. EXISTING SYSTEM AND PROPOSED SYSTEM

3.1 EXISTING SYSTEM

In the existing system only a compliant can be manual reported, also it has more workload for the authorized person, but in the case of proposed system, the user can register the site and send the first

information report or compliant about a particular compliant registration. To avoid these limitations and make the working more accurately the system needs to be computerized in a better way.

DRAWBACKS OF EXISTING SYSTEM

- Its manual process for earlier system.
- Its more time consume for all process.
- Need for more resources.
- There is chance to not resolve user problems.
- Management is chance to forget user complaints.

3.2 PROPOSED SYSTEM

We want to replace existing manual **CMS (Complaint Management System)** to an android application changing the way of maintaining the society complaints will also prove to be beneficial, improve efficiency and save us time. By using this application people can register their complaints in easy and proper format. Mainly they can mark their location in Google Map while placing the complaint so that it will help the people in easy manner. They will also well aware about their complaints progress. They can also provide feedback about their complaints progress weather they are satisfied or not. Also they user can post their requirements through this system and they will receive needed items by admin within couple of hours ,its depending on the needed item and you can also look your status about your requirements. These user complaints, needs requirements maintain by admin. The User post feedback of these CMS system and admin can view this feedback.

ADVANTAGES OF PROPOSED SYSTEM

- To compliant our problem at any time
- Minimum time needed for the various processing
- The system is greater efficiency and better service
- User friendliness and interactive
- Minimum time required and also minimizes manual data entry.

4. SYSTEM INPUT AND OUTPUT IMPLEMENTATION:

4.1 INPUT DESIGN

Input Design is one of the most expensive phases of the operation of computerized system and it is often the major problem of a system. A large number of problems with a system can usually be tracked backs to fault input design and method. Needless to say, therefore, that the input data is the life blood of a system and have to be analyzed and designed with utmost case and consideration.

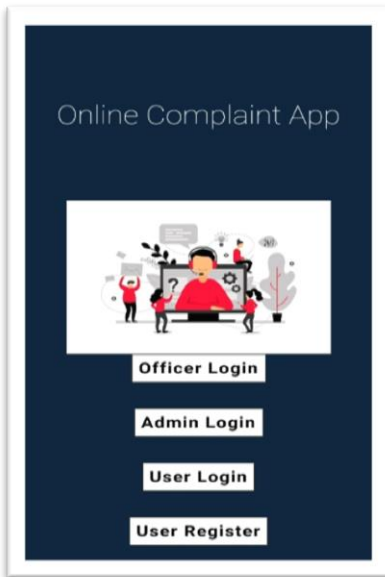


Figure 1: Welcome Page

Figure 2: User Registration

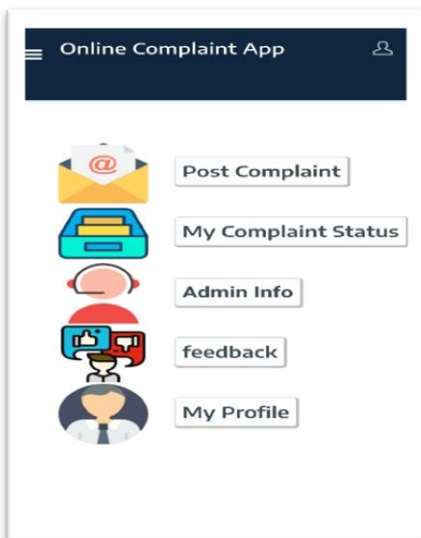


Figure 3: User Menu

Figure 4: Post Complaint

4.2 OUTPUT DESIGN

Output Design generally refers to the results and information's that are generated by the system for many end-users, output is the main reason for developing the system and the basis on which they evaluate the usefulness of the application. The objective of a system finds its shape in terms of the output. The analysis of the objective of a system leads to determination of

outputs. Outputs of a system can face various forms. The most common are reports, screen displays, printed forms, graphical drawings etc.



Figure 5: View Complaint

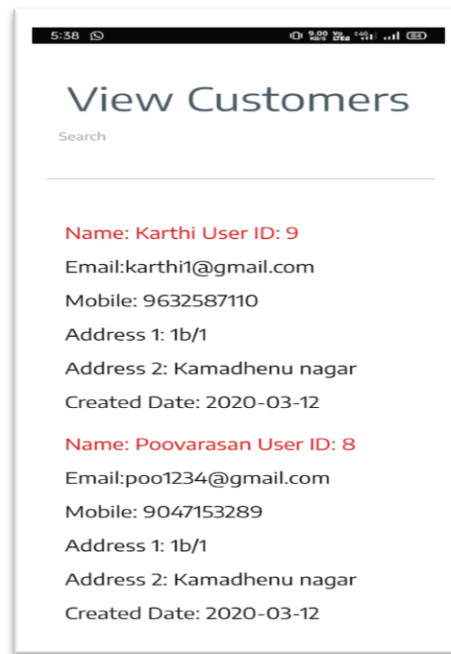


Figure 6: View Customers

5. CONCLUSION

This is online complaint base application, Easy to access for public and officer. Its reduce time consuming for both user and officers. Total problem with descriptions are updated this system. In conclusion, Negative customer feedback need to be addressed via a customer complaint management system, and need to be carefully analyzed. Moreover, they must to recognize the mistakes in the service standards. Furthermore, the company needs policy and practice in CMS. For better handling the complaint we must implement the system under the control of CMS system. As the aim of this study was to support the company to minimize the customer complaint and increase the efficiency of the company, we tool benefit from CMS model. Besides, we set questionnaires and distribute them through the passengers to get their feedback for the system. We found that CMS can increase the level of customer confidence followed by securing the service for the customers and for the company. Moreover, CMS save the time of the customers and make the customers more loyal to the system and to the company and make them repeat their purchases. Furthermore, it give some benefit to the customers and better shape employees and managers behavior while interact with customers

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