



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

Public Complaint System

Sachin Kumar, Sumit Pranz, Subhesh Kumar Singh, Ranjan Verma, Vaibhav Dwivedi

*Students of Computer Science and Engineering
Lovely Professional University
Delhi-Jalandhar G.T.Road,
Phagwara, Punjab, India*

Under the supervision of
Mrs. Shailja Sharma
Assistant Professor
Department of Computer Science and Engineering
Lovely Professional University
Delhi-Jalandhar G.T.Road,
Phagwara, Punjab, India

Abstract- Public complaint system is a web-based platform to solve the problem directly with concerned officials in particular areas without involving any mediator. This system comprises a direct intermediate which solves the problem of a certain primitive type of complaint solving system as example complaint box at NREGA either comes out as garbage or keeps roaming for months and months, at last, it will not get resolved because proof of accountability does not appear. That previous system results very ineffectively and slow. Now, this web-based platform utilizes geographic information with choosing the location and help to segregate complaints respectively to a divisional officer. this study elaborates the testing of information put by locals and check the response.

Web-based system provides the interface to check regularly the update provided by official or track the request very efficiently.

The public Complaint System provides a web way of solving the issues faced by the general public by saving time and eradicating corruption. The motive of the general public complaints system is to form complaints easier to coordinate, monitor, track and resolve, and trigger the transparency in organization and target problem areas, monitor complaints, tracking the performance of the administrative officer and make improvements in village development. A public complaint System is a technique for responding to public complaints. The complaints System application is used to record resolve and respond to villager's complaints, requests as well as facilitate feedback..

Villager's Problem.,

1. Introduction

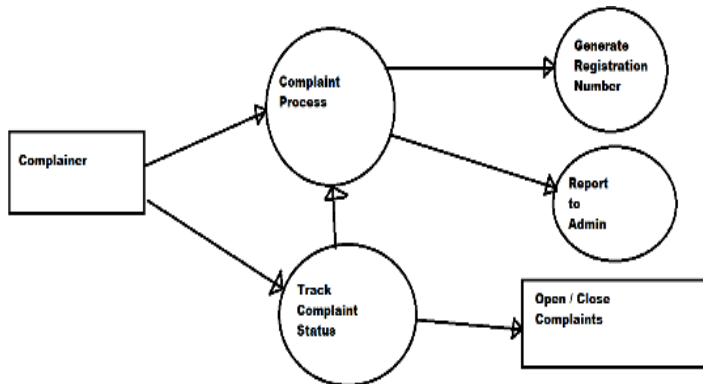
A Public Complaint System is a set of procedures used to address complaints and resolve disputes. Complaint systems have evolved from a major focus on villagers who do not get the benefit of the government scheme and no one is focusing on their complaint application so that they can get benefits of schemes. Villagers can complain about their problem directly to the higher authority like the Block Development Officer (BDO) and Panchayat Development Officer (PDO) and many more officers who are assigned to care for that particular area. the official in charges like Block Panchayat or Panchayat Samiti take care of tahsil block, panchayat Samiti handles problem at village council and take help from Zila Parishad level. These all have their linking, which take a lot of time to get resolved. BDOs and PDOs are state-level civil servants and are responsible for monitoring all programmers related to the planning and development of the Village or gram panchayat. Keeping all these problems in mind Public Complaint System is designed. where every individual people of the village can do complaint to all village officers. After doing the complaint they can track their application by entering complaint ID. and will get to know the status of the complaint like which officer is solving their problem and when it will be solved.

It will show all details of the complainer like how many complaints he has done and how many complaints are open to solve and how many closed or solved complaints. Since BDOs and PDOs service is for every single villagers, a leading-edge technology should not be adopted unless most villagers are ready to use it.

Keywords: Public Complaint, Online Complaints
Complaint Management, Complaints System,

2. PURPOSE

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. this system will fetch transparency and drastically improves the accountability of officials that will lead to a huge difference in societal development.



3. RESEARCH METHODOLOGY

The research methodology comprises two phases; the primary phase is that the data collection which consists of collecting all relevant information to work for the user and system requirements; the second is the system design.

3.1 DATA COLLECTION BY

INTERVIEWS METHOD

Interviews have been conducted for no. of people to fetch information through questioning the people who were having the information related to this particular subject or have been doing work in this area. The administrator such as the Block Development Officer(BDO) and Panchayat Development Officer (PDO) and therefore the people within the village have been questioned.

3.2 REQUIRMENTS ANALYSIS

Based on the interviews conducted, it is often concluded that the functional requirements are as follows:

- The user must be ready to access their account at any time.
- The application must be portable, it must be running under various web-browsers.
- The design of the interface should be simple, logical and usable by the user.
- There must be separate user privilege roles.
- Application usability must be excessive.

3.3 SYSTEM DESIGN

Designing System is that the method of the process of the design, components, modules, interfaces, and information for a system to fulfil nominal necessities. The Integrated Modelling

Language (UML) has been used as a modelling language to supply the visual image of the designing of the system.

3.3.1 ARCHITECTURE DESIGN

At this stage, there is a need to determine how the villagers will interact with the proposed system and important events occurring in the environment. The output of this phase is the architecture of the proposed system. The architecture is shown in Figure 3.3.1.1

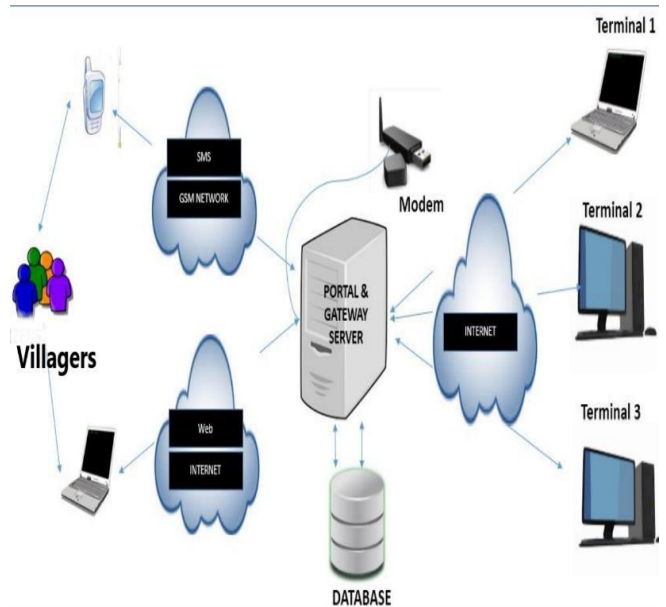


Figure 3.3.1.1

According to the architecture of the proposed system, villagers will interact with the system via the Internet. Villagers can access the online system through a web browser. A modem will be used to connect the system to the GSM network and will then be allowed to send. The proposed system HTML, CSS, JS, C # will be used as a programming language and MVC framework. In the DBMS database is MySQL.

3.3.2 USER INTERFACE DESIGN

User interface (UI) design focuses on predicting what users can do and ensuring that the interface contains elements that facilitate, understand, and use those functions. UI design consisting mainly of the system is usable by the User in the form of the design.

3.3.3 DATABASE DESIGN

The database is used to respond to complaints and complaints of villagers, identify data of villagers and their grievances in interactions between villagers and BDOs. Database design also describes the construction of system architecture. The inputs of the database are shown in Figure 3.3.1

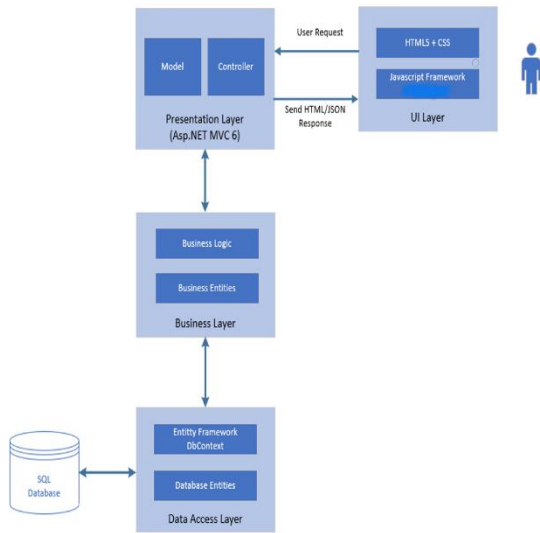


Figure 3.3.3.1 DATABASE DESIGN

3.3.4 DATA FLOW DIAGRAM

The Data Flow Diagram (DFD) is an elegant modelling technique that is useful not only for representing the results of constrained analysis applied for other fields. Such as to show the flow of documents or objects in an organization. DFD technology is very friendly and it is easy to use and understand. DFD is a hierarchical graphical model that depicts the various functions of the system and interchange of data in processes. It is useful to consider each function as a processing station i.e. each function consumes and produces some input file Some output data. DFD has shown in Figure 3. 3.4.1 & 3. 3.4.2

Figure 3.3.4.1 level 0 DFD

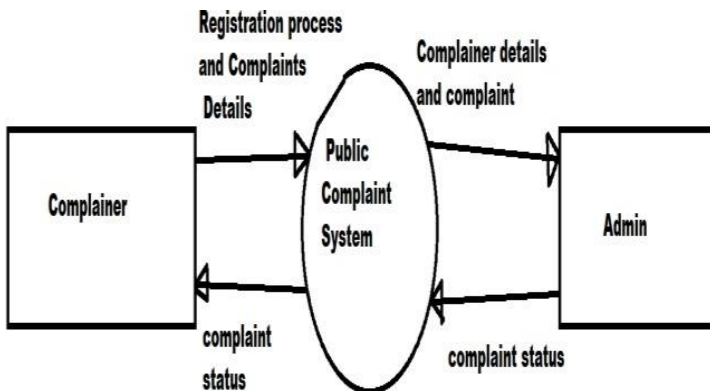


Figure 3.3.4.2 level 1 DFD

3.4 IMPLEMENTATION

As mentioned earlier in the system design, a web and online-based complaint management prototype has been built to support this research. The proposed system has been developed using HTML, CSS, Js, and C# as front end, MySQL as database. and also Used the MVC framework as controllers.

4. SCREEN SHOTS

4.1 REGISTRATION PAGE

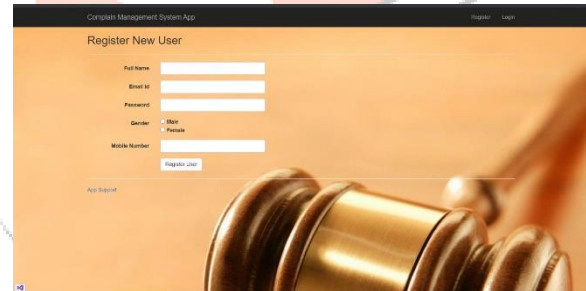


Figure 4.1.1 REGISTRATION PAGE

4.2 LOGIN PAGE

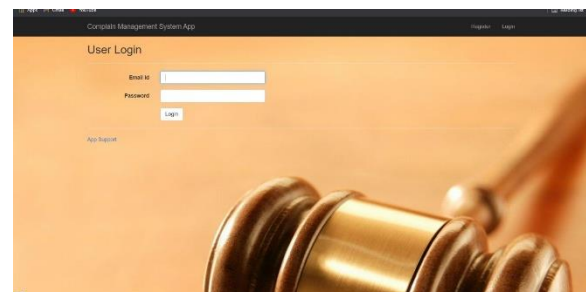


Figure 4.2.1 LOGIN PAGE

without any hassle at anybody's door and common people can also assert their right firmly like.

4.3 COMPLAINT REGISTRATION PAGE

Figure 4.3.1 COMPLAINT REGISTRATION PAGE

4.4 COMPLAINT DETAILS PAGE



Figure 4.4.1 COMPLAINT DETAILS PAGE

4.5 COMPLAINT SEARCH PAGE

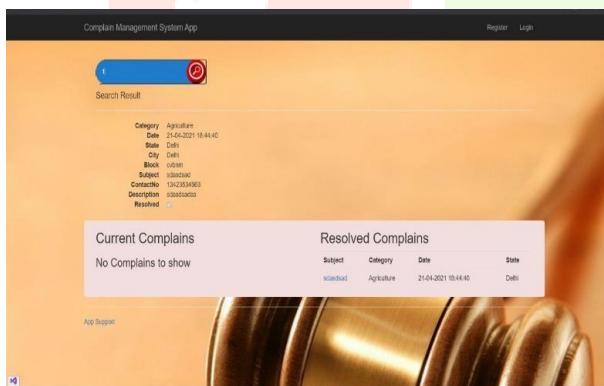


Figure 4.5.1 COMPLAINT SEARCH PAGE

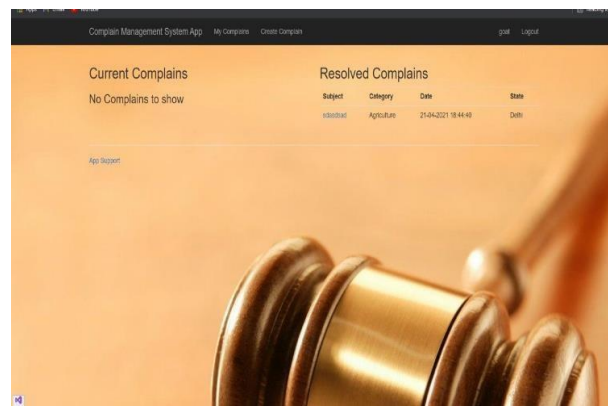
4.6 CURRENT & RESOLVED COMPLAINT PAGE

Figure 4.6.1 CURRENT & RESOLVED COMPLAINT PAGE

5. CONCLUSION

Based on the result of the study that has been carried out, it can be concluded that:

The public complaint system is an Online based web platform for managing villager's complaints related to any segment



Blockwork by Block Development Officer (BDO) and Panchayat Development Officer (PDO) combinedly has been designed and built using HTML, CSS, Js, and C# as the programming language. MySQL as database.

The goal achieved by the software is quick access, better productivity, optimal use of resources, efficient management of records.

The system is designed for the current and future requirements of development keeping their harmonic concern in mind and is made very flexible and easily available.

The system has the benefits of easy access because it is being developed as a platform (complaint application) so the admin can maintain proper contact with their users, which may be accessed anywhere. All Interaction between the complainer/user and admin has been done through the Public complaint system(online), so this communication cost also is reduced.

REFERENCES

- [1] Dennis, A, Wixom B, Roth R., 2012, System Analysis and Design, Fifth Edition.
- [2] Garrett's, J. J., 2011, The Elements of User Experience: User-Centered Design for the Web and Beyond (2nd Edition).
- [3] Morville, P and Rosenfeld, L, 2006, Information Architecture for the World Wide Web: Designing Large-Scale Web Sites. (3rd Edition).
- [4] <https://www.coursehero.com/file/56155604/16859-DFD-and-structure-chartdoneppt/6>
- [5] https://www.researchgate.net/publication/336716292_Online_Complaint_Management_Systems
- [6] Blodgett, J. G., K. L. Wakefield, et al. (1995). "The Effects of Customer Service on Consumer Complaining Behavior." *Journal of Services Marketing* 9(4): 31- 42.
- [7] Susanto, T.D. & Goodwin, R.D., 2006, An SMS-based e-Government model. Proceedings of the Eighth

International Conference on Enterprise Information Systems,
185-188.

[8] Schach, S. R., 2008, Object-oriented software engineering, index. ISBN 978-0-07-352333-

