Public Online Complaint Registration and Management System

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Abstract- **The "Public Online Complaint Registration and Management System" is a web-based platform designed to streamline and enhance the complaint resolution process for the public. The system involves three key actors: Users, Officers, and Admin. Users can register, log in, submit complaints, view their complaint history, escalate issues, and provide feedback. Officers can log in, view complaints, reply to user complaints, update proof of work, and change the status of complaints. Admins can log in, manage officers, view and filter complaints, monitor escalated complaints, and access user feedback. This system aims to bridge the gap between the public and officers, providing a transparent, efficient, and accessible way to address and resolve complaints while promoting accountability and eradicating corruption.**

I.　　INTRODUCTION

The Public Online Complaint Registration and Management System addresses the need for an efficient and accessible platform for citizens to report and resolve issues within their locality. The project replaces manual systems with a user-friendly digital solution, allowing citizens to register and track complaints online, minimizing corruption and saving time. Utilizing technologies like Python, Django, HTML, CSS, and JavaScript, the system streamlines complaint management. Divided into Admin, User, and Officer modules, the system facilitates efficient coordination and communication among stakeholders. Following the waterfall model, the project progresses through structured phases. The Public Online Complaint Management System enhances transparency and responsiveness in addressing civic issues, providing a modernized and effective platform for citizens and authorities to interact.

II.　　PROBLEM STATEMENT

The problem statement for the Public Online Complaint Registration and Management System revolves around the inefficiencies and challenges associated with traditional manual complaint resolution processes. The existing systems often result in delays, complications, and potential corruption in addressing public grievances. Citizens face difficulties in regularly visiting offices to resolve their issues, leading to a need for a more accessible and streamlined approach. The project aims to tackle these challenges by introducing an online platform that enhances the speed and transparency of complaint management, making it easier for citizens to report problems and for authorities to coordinate, monitor, and resolve complaints effectively.

III.　　LTERATURE REVIEW

The paper proposes [1] a comprehensive client-server architecture tailored for mobile users, emphasizing the importance of standalone functionality, particularly in scenarios with unstable network conditions. It highlights the significance of integrating web and phone data to engage new customers efficiently. The Android SDK facilitates app development, offering tools like a real gadget emulator and enhanced search capabilities. The Online Interface Framework enhances messaging features, streamlining data connections for improved user experience. The server processes and forwards data to government entities via HTTP calls, enabling efficient complaint analysis and response. Overall, the paper advocates for a robust system that seamlessly integrates mobile technology with data management for enhanced customer service and governmental interaction.

This paper suggests [2] an Electronic Complaint Management System (ECMS) designed to address public grievances, including water supply issues, by bridging the gap between citizens and the government. It aims to streamline complaint processing, reduce unethical practices like bribery, and improve response time. The system categorizes complaints and utilizes a tiered architecture for scalability and versatility. Users are required to provide contact information to deter anonymous complaints. Overall, the ECMS serves as a comprehensive solution for managing community concerns and enhancing public services.

Herein, paper recommends [3] various complaint management systems aimed at improving public services and reducing corruption in government offices. These systems enable citizens to lodge complaints online, track their progress, and suggest solutions. They feature user-friendly interfaces, registration facilities for easy complaint

resolution, and options for citizens to provide feedback on government decisions. Overall, the systems streamline complaint handling, promote transparency, and empower citizens to actively participate in governance.

The paper introduces [4] the adoption of integrated conflict management systems (ICMS) within organizations, building upon the foundational work of various authors such as Berenbeim, Rowe, Baker, McCabe, Ury, Brett, Goldberg, Costantino, Merchant, Slaikeu, and Hasson. Mary Rowe's concept of ICMS, developed in the 1980s and 1990s, emphasizes the need for offering options for complainants within organizational systems. The paper discusses ongoing debates regarding whether conflict should be managed or understood, and practical issues in integrating conflict management systems. Despite these debates, recent research by Lipsky et al. suggests a growing trend among corporations towards adopting ICMS, indicating their recognition of the benefits of integrated conflict management approaches.

This paper proposes [5] the implementation of an Integrated Conflict Management System (ICMS) inspired by Mary Rowe's concept. It addresses the need for efficient complaint management in municipal systems by leveraging advancements in technology, particularly smart mobile devices and web-based platforms. The proposed system aims to streamline the complaint process by enabling citizens to submit complaints online, utilizing features such as GPS technology to ensure accurate location reporting and reduce fraudulent or duplicate complaints. By offering a web-based platform accessible via mobile devices, the system enhances accessibility, transparency, and efficiency in handling citizen grievances compared to traditional manual methods.

The paper brings forth [6] "Complaint Go," an online complaint registration system that utilizes web services and Android technology. The system aims to provide a convenient platform for users to register complaints and grievances, enhancing accessibility and efficiency in addressing citizen concerns. Through the integration of web services and Android applications, Complaint Go streamlines the complaint process, potentially improving response times and overall customer satisfaction.

This paper proposes [7] the development and implementation of an Online Complaint Management System. It likely outlines the features and functionalities of the system designed to facilitate the efficient handling and resolution of complaints through an online platform. Additionally, it may discuss the benefits of such a system, its potential impact on improving customer satisfaction, and possibly provide insights into its design and architecture.

This paper offers [8] the development and implementation of an Online Complaint Management System aimed at enhancing productivity and efficiency in addressing public grievances. The system aims to provide an online platform for citizens to register complaints, track their status, and receive timely resolutions. It emphasizes saving time and combating corruption by streamlining the complaint process and ensuring timely responses from department administrators. Additionally, the system will generate various reports to monitor complaint statuses and administrator performance, with rewards for outstanding performance. It also includes a section to inform citizens about government-provided facilities. Overall, the system aims to improve transparency, accountability, and public service delivery.

The paper likely profounds [9] the development of an Online Complaint Management System designed to streamline the process of registering, tracking, and resolving complaints. It may detail the functionalities of the system, such as user registration, complaint submission, administrator management, and reporting features. The proposed system likely aims to improve efficiency, transparency, and accountability in handling complaints by leveraging online platforms and technology. Additionally, it may discuss the potential benefits of implementing such a system, such as faster response times, better communication between users and administrators, and increased public satisfaction.

This paper provided [10] references outline various initiatives aimed at improving complaint registration and management systems within municipal corporations. These systems leverage technologies such as web services, Android applications, blockchain, and encryption to enhance efficiency, transparency, and security. Key features include user-friendly interfaces, rating mechanisms for solutions, real-time tracking of complaints, and automation to streamline processes. The overarching goal is to empower citizens, improve governance, and enhance the quality of life through digital solutions.

IV. DRAWBACKS IN EXISTING SYSTEM

The existing complaint registration and management system faces several drawbacks, prompting the need for the proposed Public Online Complaint Registration and Management System. In the current manual system, there are delays in addressing public grievances due to paperwork, lack of efficient coordination, and potential corruption. Citizens encounter challenges in regularly visiting offices to report and follow up on their complaints, leading to a less responsive and transparent process. The absence of a digital platform results in difficulties in monitoring and tracking complaints effectively. Additionally, the reliance on paperwork contributes to inefficiencies, making it challenging to identify and target specific problem areas promptly. Overall, the drawbacks in the existing system emphasize the necessity for a more streamlined, accessible, and technology-driven approach to complaint management.

V.   PROPOSED SYSTEM

•   The proposed Public Online Complaint and Registration System, optimized for website applications, offers a streamlined approach to public complaint resolution.

•   Users can easily register and monitor complaints through the user-friendly web interface. The distributed database ensures secure storage of complaint details, facilitating efficient management.

•   Real-time tracking and automated enhance communication. The website's accessibility and responsive design prioritize user experience. Robust security measures safeguard sensitive information.

•   The system, tailored for web applications, provides an efficient, transparent, and user-centric platform, promoting streamlined complaint resolution and improved public service regarding the issues.

VI.   PROPOSED METHODOLOGY

User Interface:

People access a user-friendly website to report complaints or check the status of existing ones. The website is designed to look good and work well on various devices.

Behind the Scenes:

The website interacts with a database called MYSQL.

Complaint details are stored and managed in a database system called MySQL.

Testing:

The system goes through different tests to make sure it works smoothly.

Tests include checking if links, forms, and the overall design function correctly.

Technology Stack:

The system uses a combination of Python, Django, MySQL for its foundation.

It is designed to adapt to different devices and handle various levels of user activity.

Encouraging Improvement:

The system encourages the development of similar complaint management systems.

The goal is to foster better communication between citizens and local authorities to address civic issues.
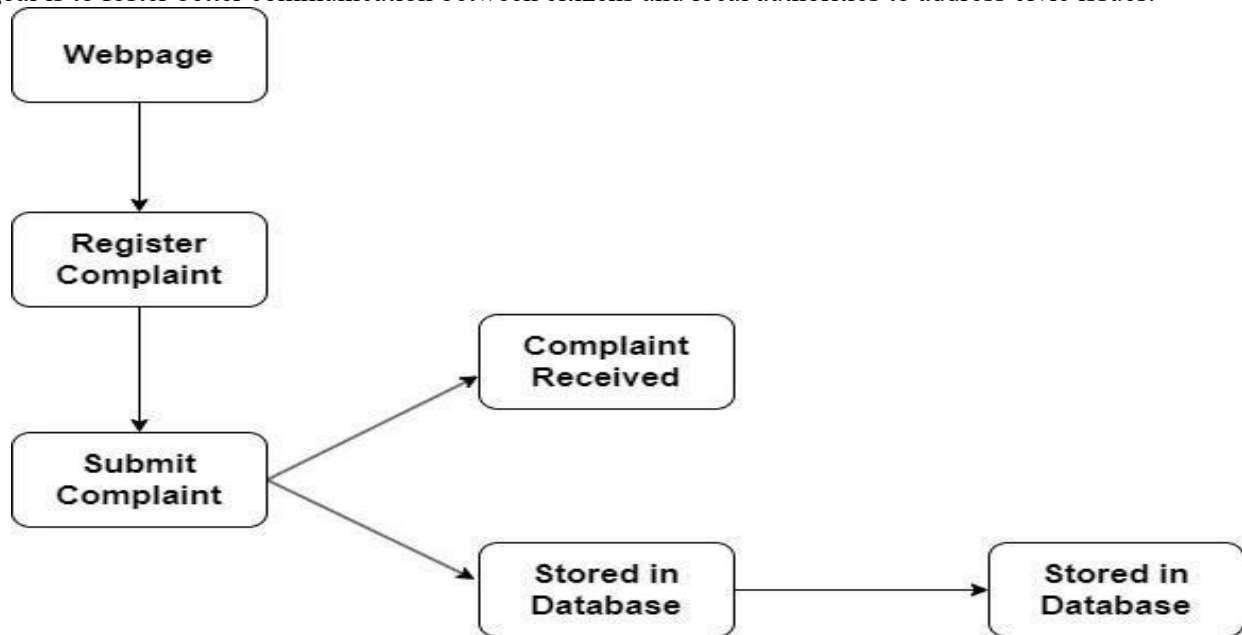
Fig 1. System Methodology

CONCLUSION

The Public Online Complaint Registration and Management System emerges as a pivotal solution, fostering seamless communication between the public and government officers.

This digital platform not only expedites complaint registration and resolution but also stands as a beacon for transparency and efficiency. By providing a user-friendly interface, it not only saves time but also addresses the pressing issue of corruption. In essence, it transforms the traditional complaint-handling paradigm, making it more accessible, responsive, and accountable.

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