Complaint Box Mobile Application

Deepa Lakshmi M[1], Dhivya Devi R[2], Dr. M. Caroline Viola Stella Mary[3]

[1](Dept of IT, UG Scholar, Francis Xavier Engineering College,deepalakshmi0462@gmail.com)
[2](Dept of IT, UG Scholar, Francis Xavier Engineering College,dhinshas1826@gmail.com)
[3](Dept of IT, Professor, Francis Xavier Engineering College,carolsam67@gmail.com)

Abstract: This Application will help the everyday citizens under the purview of a civil partnership to enroll their complaints about everyday issues in their ward through a versatile application. It will give a typical man to convey his grumblings and issues to civil authority just as let the metropolitan specialists address the issue in a brief period. A Complaint Management System is one of the most recent efficiency improvement devices utilized broadly by all organizations] any place there is a requirement for booking of objection using administrator and investigation of grievances that are made or are pending. Online grumbling administration framework where the issues of the clients can be enrolled on the web and settled by the various degrees of architects. Additionally, adaptability is given to the clients can without much of a stretch determination their issues by speaking with engineers over the web. This application goes about as a scaffold among clients and officials wherein the client legitimately enlists their grievance to the organization utilizing the web. The absence of paper developments gives protest the executives tasks a speed that was never visualized in manual mode. The site permits clients to enroll protests and consequently calendars and prompts administrators to source objections to concerned offices.

I. INTRODUCTION

Online Complaint Management System gives an online method of tackling the issues looked by the general population by sparing time and destroy corruption. The online grumblings the board framework is to submit questions simpler to arrange, screen, track and resolve, and to give the organization a successful apparatus to distinguish and target issue territories, screen grievances dealing with execution and make application upgrades. Online Complaint Management is an administration strategy for evaluating, dissecting, and reacting to client grumblings. Grievances the board programming is utilized to record resolve and react to client objections, demands just as encourage some other criticism. The fundamental reason for this undertaking is to help the general population in realizing their place details and getting their issues tackled online without going to the office consistently until the issue is settled. By this framework, the general population can spare his time.

INTRODUCTION TO REALM:

Realm Database fills the gap in the field of client-side data persistence. Indeed, there has been a multitude of server products released in recent years, but not much has happened for client-side needs. Up until a few years ago, the standard for building mobile apps on both iOS and Android was SQLite: a fast, but generic, all-purpose SQL database format. Realm, on the other hand, is a modern database solution that focuses on the needs of modern apps. In that sense, it is not an all-purpose database. It is good at reading and writing data extremely fast. The realm is a new type of mobile database that you should not expect to use it the same way as you would an old, generic SQL database. The Realm APIs, built with modern, best-practices code, is much easier to use.

II. PROPOSED SYSTEM

The efficiency of municipal corporations in delivering their duties however, is abysmal Recently, Government is making the most of Information and Communications Technology to enhance the efficiencies and make possible new ways of delivering public services. The government mostly, the needs of people are to be identified their problems and provide respective services. The main focus of the proposed paper aims to overcome the problem faced by the citizen for the delayed response in resolving the several social issues that affect the rate of satisfaction of the

complaints. This application mainly proposed work for the authentication purpose of the user to register their complaints a token is provided to keep user identity safe. An online complaint form will be designed by keeping all the features of the Municipal Corporation. The user can easily register their complaint with their message in the complaint box. The officer works on Municipal Corporation can resolve their work based on the priorities. The online complaint status remains pending; it will be automatically forwarded to the higher official without the notice of the corresponding official. The result of this work is used to build a system to improve the complainant satisfaction.

FLOW CHART:
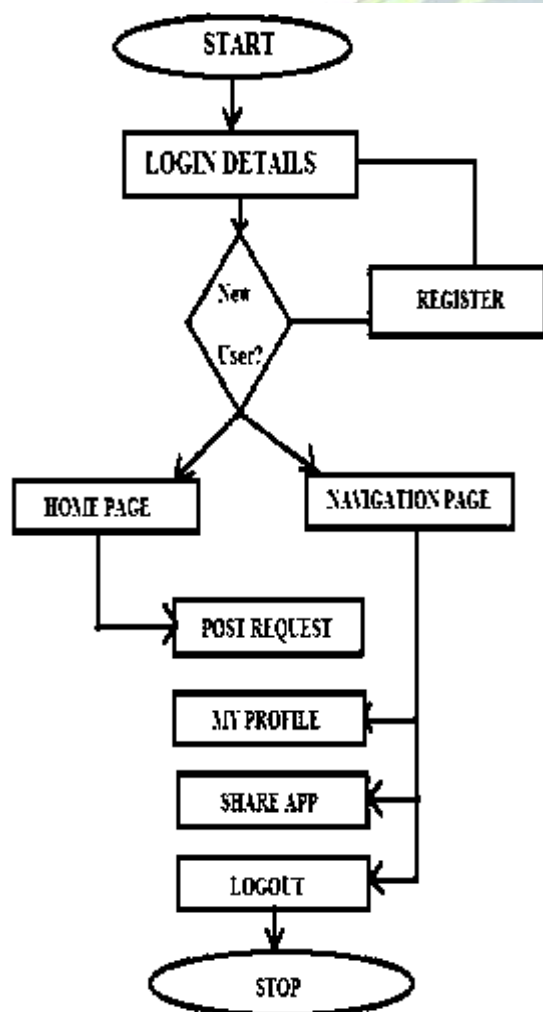
III. EXISTING SYSTEM

The current Complaint Management framework, In Existing System Customers of the Organization, needs to Visit the Organization Whenever they have any Complaints concerning the Products of the Organization, This burns through a parcel of time. Online Complaint Management System gives an online method of tackling the issues looked by general society by sparing time and destroy debasement. The online protests the executives' framework is to submit questions simpler to facilitate, screen, track and resolve, and to furnish the organization with a successful apparatus to distinguish and target issue territories, screen objections taking care of execution, and make business enhancements. Online Complaint Management is an administration method for surveying, dissecting, and reacting to client grievances. Objections the board programming is utilized to record resolve and react to client protests, demands just as encourage some other input.

LOGIN PAGE:

First page of our application is login page. User, Officer and Admin can login through this page.
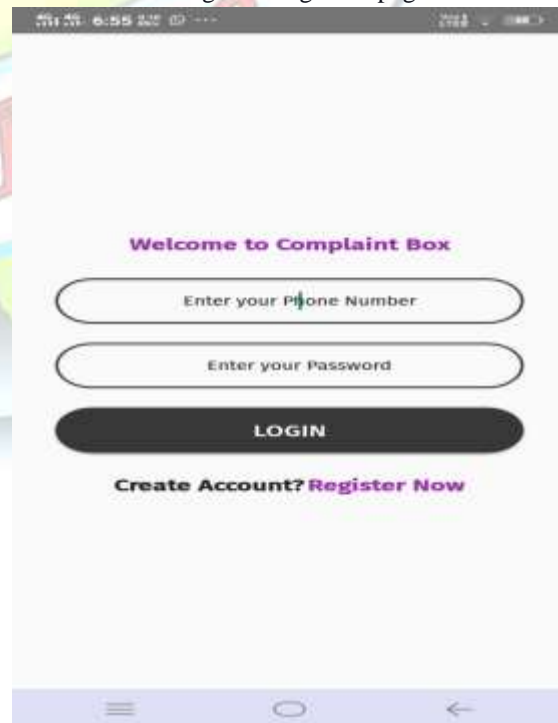
REGISTRATION PAGE:

Registration page is contains all the details about the user and for officer also. And need to enter all the required details.
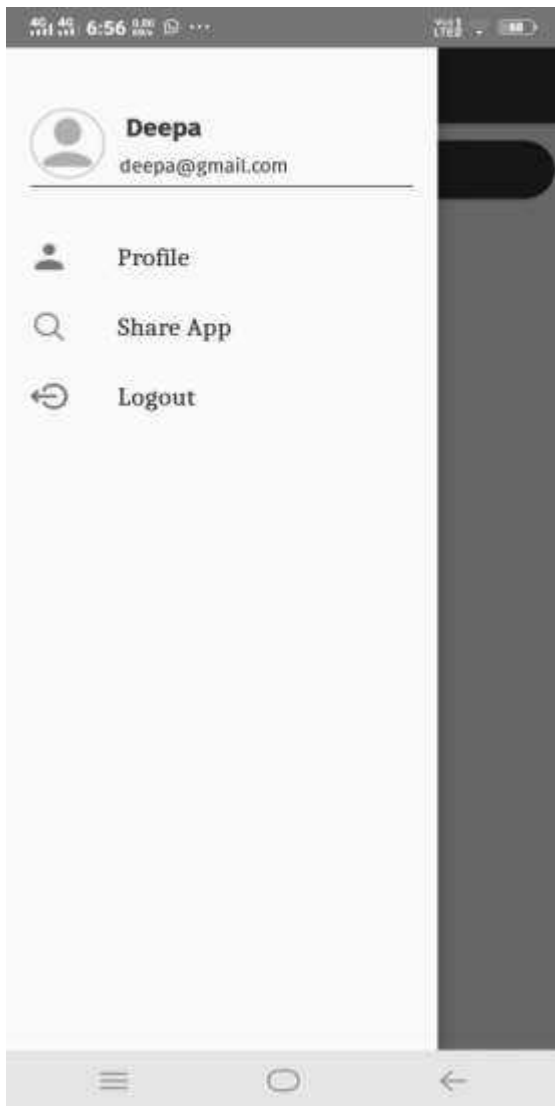
POST REQUEST:

In this page describes the user to post their complaints.

NAVIGATION PAGE:

Navigation page comprises of my profile, Share app and Logout. This is used to edit their own profile.

programming guarantees that each objection movement is taken care of with an ending remark and what goal has been given to the issues. The product empowers you to pull reports dependent on items, issues, and goals with this information you can set up an information base, which helps distinguish and offer the right arrangement immediately. This whole proposed framework, application, and our learning and comprehension of Android have exponentially become in the course of the most recent couple of months. In the future, we can create an IOS application for Apple telephone clients.

REFERENCES

[1]. Ozeki NG SMS Gateway, "SMS Gateway-for Software developers and Service providers," Viewed Jul. 2012; http://www.ozekisms.com.

[2]. Pimpri Chinchwad Municipal Corporation, "SMS and Web-Based Complaint Monitoring System," Viewed Jul. 2012; http://www.asci.org.in/ICT/ Resources/case studies/CITIZENCENTRIC/3   2SMS%20& %20Web%20based%20Complaint%20Monito ring%20System%20Pimpri%20Chinchwad.PD F

[3]. C. Chiao-Chen and C. Yang-Chieh, "Comparing consumer complaint responses to the online and offline environment," Internet Research, vol. 21, pp. 124-137, 2011.

IV. CONCLUSION

Inside protest of the board online complaint programming, you may log and sort the objection Severity or Priority (i.e) High, Low or Medium. This assist support with joining focusing on the high need task and easily resolve all grievances**.** Utilization of protest the executive's