

Online Complaint Management System

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Abstract: *The online complaint management system is an online platform designed to streamline the process of filling complaints with police department. This project creates an efficient and user-friendly interface for citizens. By providing a centralized system for complaint management.*

It's an online way of solving the problems encountered by the person by time saving. The purpose of developing centralized complainant management system is that we can easily trace the complaint and resolve it and this process is time saving because of it save lots of time by avoiding the actual presence of particular person. complaint resolving through centralized system help us to access the information from user remote location and it is very easy to monitor the overall process. The user or who registered particular complaint they are easy to check and monitor that whether it is resolved , pending etc.

Keywords: complaint management

I. INTRODUCTION

As we know in 21st century everyone is busy in their daily routine they are working daily to survive in this world so they not able to get any particular time to resolve or help other people problems. If any incident happens, they not dare to register a complaint because they first go to near police station to register a complaint then after register a complaint, they may think about getting torched from the criminal or from the person whom they registered the complaint.

To overcome or avoid such a problem there is solution to develop a complaint registration system better way by developing online solution user must aware about the things and it save lots of time with this system we are easily manage or trace the complaint and this is secured no one now about the user who registered the complaint because the user can register the complaint through the internet connected devices.

During offline complaint registration user has to check their complaint by visiting that police station and ask concern person about that complaint. It is not guaranteeing the case is resolved by visiting two or three times to the police station depending on the depth and nature of complaint it may require time to solve the particular time as we don't know how many times is required to solve the particular complainant so user think to not register a complaint.

In the online system user will trace their complaint they can check the status of complaint whether that complaint is resolved, under progress etc.

The procedure is simple user just fill the complaint about the particular person or the thing after that admin will verify that complaint and handover that complaint to particular department. In this system user who registered that complaint get status from admin.

II. LITERATURE SURVEY

This study outlines a content enabling system that offers both the general public and specialists search, access the particular information access to vast amounts for networked multimedia material. It offers dynamic classification characteristics for wide variety of the data gathered from several options in several languages spoken by people from different cultural backgrounds. Introduced the Online Police Station in 2006, which includes this mechanism. The Online

Police Station offers online help and general information via a virtual reality interface. The public can download forms, file complaints, get guidance, and/or report unlawful activities. Law enforcement experts has the ability to track patterns of criminal activity, which helps to focus reactions and use limited resources more efficiently. [1].

This study details the assessment of the i-recall technology for investigative interviews and criminal reporting. i-recall simulates a cognitive interview (CI) being conducted by a police officer. It uses natural language processing to facilitate the comprehension of witness and combines CI approaches to improve witness memory recollection. i-recall was tested against a textbox computer system that was not interactive in a controlled user research. College sophomores who were playing witnesses to a staged crime that was videotaped used one of the two alternate reporting methods to report what they saw. Witnesses provided information through i-recall on average of 14% and the textbox system of 5% on average, yielding a total of 94% of the information requested. [2].

Effective management of criminal law cases is crucial for the information utilization of public safety. Thus, we address the design of the case information for criminal law in this work. The primary characteristic of this work is that the suggested system is developed using a B/S structure, which is associated with a standard thin client that utilizes a single browser program. Specifically, there are two modules in the proposed system: the Security case subsystem and the Criminal case subsystem. A solution for handling a case, case inquiry, administration is then suggested by the criminal case information system. It is evident that the suggested system can improve the local police station's business processing and information gathering methods, which would increase the effectiveness of its operations. [3].

The enormous impact that the internet and information technology have on a nation's public and business sectors is astounding. Because of this, using online tools to report any suspicious activity is more convenient for people than going to the police station in person. Given that the identity of the individual reporting the crime can be concealed, this method is deemed to be fairly secure. Many crimes go unreported to the police department because the complainant wishes to remain anonymous because of potential risks or dangers. It is also feared that there are numerous unfinished investigations as a result of inadequate documentation from those who reported the incidents The gap between police and person is fulfilled by application that allows person to transfer information. This article informs an application that residents of Riyadh use efficiently handle complaint and system helps the police department identify criminals and can be utilized by the public to file complaints. The primary aim is to increase efficacy and effectiveness of processes. A tool for keeping an eye on and tracking criminal activity across the nation as well as having an extensive online database of data relating to crimes. [4].

It has been demonstrated that crime has a negative impact on economic growth in settings with limited technological resources by discouraging investment and encouraging emigration. Investigating secure reporting routes to promote anonymous crime reporting is one way to address this. In this study, we offer a solution (the Cry Help App) designed to enable safe and discreet crime reporting for members living in an area with limited resources. Our main priority is making the program easy to use. The iterative, user-centric methodology served as the foundation for the system's development. Our prototype system's evaluation and deployment findings show that, altogether, it received a 77.06% rating. This demonstrates that people thought and it was very user-friendly. [5].

III. PROPOSED APPROACH

The proposed system will allow users to register Complaint online by providing relevant details and supporting documents. Each Complaint will be assigned a unique reference number for tracking purposes. Administrators will have access to dashboards for managing user accounts, viewing and processing Complaints, and generating reports. Police officers will use the system to update Complaint status, communicate with users, and generate reports. Citizens will be able to track the status of their Complaints and communicate with law enforcement officials if needed.



Figure 1- System Design

There are three modules

1. User Module

User can register with the system and make a complaint by entering all the relevant details regarding complaint user also post or upload the photograph.

2. Admin Module

Admin can easily manage all the complaint any complaint that may be on relevant or not particular the admin can reject that complaint.

Admin send complaint to particular department.

3. Department Module

Department will get all the compliant that is verified by admin Department can mark particular status that the complaint is resolved or solved etc.

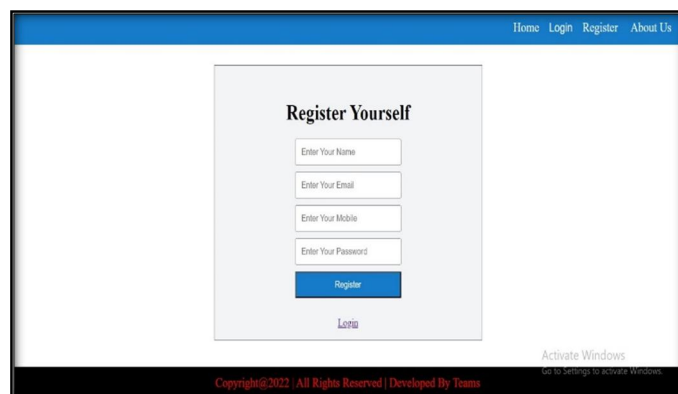


Figure 2- User Registration Module

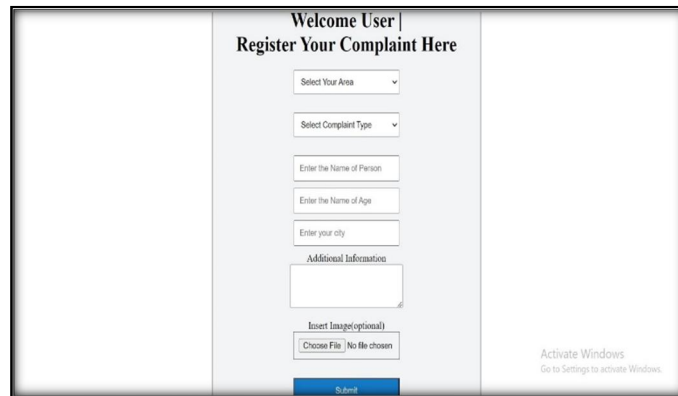
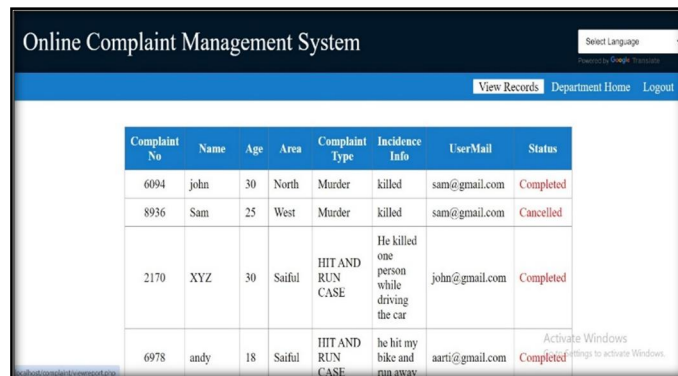


Figure 3-Complaint Module for User



Figure 4- Admin Module



Complaint No	Name	Age	Area	Complaint Type	Incidence Info	UserMail	Status
6094	john	30	North	Murder	killed	sam@gmail.com	Completed
8936	Sam	25	West	Murder	killed	sam@gmail.com	Cancelled
2170	XYZ	30	Saiful	HIT AND RUN CASE	He killed one person while driving the car	john@gmail.com	Completed
6978	andy	18	Saiful	HIT AND RUN CASE	he hit my bike and run away	aarti@gmail.com	Completed

Figure 5- Department Module

IV. CONCLUSION

The online complaint management system offers a modern and efficient solutions for managing complaints and enhancing access to justice. The system aims to provide features which complement the information system and increase the productivity of the system and also it aims to streamline the complaint filling process, improve transparency, no delay of old records and data security. Through careful analysis, design and implementation the project seeks to contribute to the overall efficiency and effectiveness of the criminal justice system

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