Online Complaint System for GIET Gunupur

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Abstract:
Online Complaint Management System for GIET provides an online way of solving the problems faced by the student by saving time and hustle. The objective of the complaints management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide students with an effective tool to report a failure in electricity, hardware section WiFi, plumber and other problems.

Keywords: PHP, MYSQL, JAVA SCRIPT, ONLINE SYSTEM, COMPLAIN MANAGEMENT, HTML, JQUERY

I. INTRODUCTION

As we are aware of the fact that our life is becoming very fast day by day and here computer is the most important thing that help us to keep the pace. One computer can do the work of hundreds or thousands of people. At the same time a computer does the computational work efficiently and correctly. In almost every sphere of our life such as Government and Private Office,

Business place, Store House, School, College and various organizations are interested to make their system computerized. A complaint system is a set of procedures used in organizations to address complaints and resolve disputes. There is also a major need to collect, review and understand the nature of conflict management and complaint systems around the world. Online Complain Management is a Web based project developed in PHP/MySQL which used to manage Student’s complain Online. User can login, and Create complain, view complain details and track the status of its complain. It has one Admin module where Admin can login and View all complain details, assign the complaint to specific Employee to work and check the status of Assigned Complain.

Admin can Create/ Update or Delete employee details, View reports based on Prebuild Criteria. Employee can also and check all complain assigned to it, work on complain and Update the status of complain. Once Completed Employee can close the complaint and student can view the complaint status and employee comments. Complaints management software is used to record resolve and respond to customer complaints, requests as well as facilitate any other feedback.

II. RELATED WORK

Many authors extended the work of Berenbeim, Rowe, and Rowe and Baker, on the topic of internal complaints systems. They included: Douglas M. McCabe, William J. Ury, Jeanne M. Brett, and Stephen B. Goldberg. Cathy Costantino and Cristina S Merchant, and Karl A. Slaikeu and Ralph H. Hasson extensively explored issues of designing conflict management systems.

The concept of an integrated conflict management system was conceived and developed by Mary Rowe, in numerous articles in the 1980s and 1990s. She saw the need to offer options for complainants and therefore a linked system of choices within an organizational system. The idea of a systems approach has endured well.

In recent years however, there has been discussion as to whether conflict should be "managed" by the organization—or whether the goal is to understand, deal with and learn from conflict.

There is also concern about practical and theoretical issues in "integrating" a system, with some observers preferring the idea of "coordinating" a conflict system. However 2012 research by David Lipsky et al., suggests that an increasing number of corporations see themselves as having "integrated conflict management systems," or "ICMS."

III. EXISTING SYSTEM

In our existing complaint system students go to the office and register the complaint which sometimes creates chaos in the office area because of the long queues. The employees then go through the registers and see the complains and go to the hostels to cure it and there is no one to look on to the time taken and the transparency is very poor. So we have developed this new online complaint system for the college which would be managed by the administration who would appoint the employees.

IV. DRAWBACKS OF EXISTING SYSTEM

1. Tracing a complains is difficult
2. No database for the resources used by the employee
3. Information is not maintained efficiently

V. PROPOSED SYSTEM

In the proposed system the students can complain through the website itself without going to the office and standing in long queues.

They can even track the complaint and get to know about the employee who has been assigned. Even it’s a win-win condition for the administrator as well as the employee they could easily give the details.
VI. FEATURES OF THE PROJECT

- Dashboard
- Admin: Login, View all complains
- Admin: Create / Update / Delete Employee
- Admin: Assign complain to Employee for Work
- Employee: Login, View complains assigned
- Employee: Work on Complain and update its Status
- Student: Login, Create complain
- Student: View complain status, view complains History

VII. SCREEN

Figure 1. Proposed System

Figure 2. Students Screen for complaining

Figure 3. Students screen for complain details

Figure 4. Admin screen for complain details

VIII. CONCLUSION

The website has been computed successfully and was also tested successfully by taking “test cases”. It is user friendly, and has required options, which can be utilized by the user to perform the desired operations. Application software meets the information requirements specified to a great extent. The system has been designed keeping in view the present and future requirements in mind and made very flexible. The goals that are achieved by the software are instant access, improved productivity, optimum utilization of resources, efficient management of records, simplification of the operations, less processing time and getting required information, user friendly, portable and flexible for further enhancement.

IX. REFERENCES

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