EFFICIENT SYSTEM FOR COMPLAINT PORTAL MANAGEMENT USING CLASSIFICATION TECHNIQUE IN DATA ANALYTICS

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ABSTRACT – Mobile based application has been developed for handle multiple complaints in one portal. This mobile application is used to post complaint about EB, Water, transport and so on. In this mobile application, the user can register and login the system using his/her user name and password. After login process the user can post the complaint and forward to appropriate departments

Keywords – Android, Global Positioning System (GPS), Mobile internet

I.   INTRODUCTION

Reporting complaints such as transportation, EB, and water issues are not an easy process for the peoples. They have more procedure and formalities to act such problems like drainage, road damage, infrequent water supply or in short everything is supervised of public places .It is not guarantee that the complaints will be examined by the relevant authority. The complaints are generally not listened to or answered.This is big enough to worry about a small complaint because it is unresolved. To facilitate this grievance process, we are implementing an Android application plan that allows citizens to report infrastructure problems to relevant authorities. In this mobile application, the user can register and login the system using his/her user name and password. After login process the user can post the complaint and forward to appropriate departments.Therefore,people can share, discuss, and solve problems in urban infrastructure in the event of emergencies, or disruptions in everyday life. This complaint application have GPS location tracking .This app is used to resolve the problem and the user provides the ratings based on authority performance.All complaints automatically forward to concern authority based on user locations. Finally provide intimation about complaints in the user login.

II.   LITERATURE REVIEW

Several kinds of research and techniques have been proposed to complaint portal system

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S . Anjali et al. [1] has proposed complaint management system is used to the call log collects information about issues. It is a web application that is designed to track complaints registered by college department or laboratory staff, so this system must provide a platform less web application.Melina Fernandez et al. [2] has proposed complaint management system based on Android. Active citizen involvement can occur when an MC solves their problems and complaints. These government agencies are often called MC (Municipal Cooperation). This is practically possible only with the installation of sensors or cameras or allowing citizens to approach have to go through, such as going to the office and staying there for a while. monitor their time and effort. So, to bridge this gap, we have created an online service that provides a new way for sharing issues between organizations and the people in two words that citizens are used in this way them.

III.   ARCHITECTURE OF EXISTING

Devika Radhakrishnan et al. [3] provide an intelligent management system based on this application to simplify the complaint for the relevant community and make it more accessible and cheaper. It gives simple idea for registration and status of our complaints.whether or not your complaint has been resolved, and show you how to make a complaint.

Pritam Tandel At. [4] Discussed the model of complaint management system using Android architecture. The site will have a mobile phone where users can submit their complaint and check the status of their complaint.

IV.   EXISTING SYSTEM

With the system in place, you must visit the office with a written complaint. Depending on your priorities, complaints can be filed in the paper or department authorities, and also take time . With this system available, no one can accept the complaints received. Solution warranty is provided by oral communication. So this is not intended to solve the problem. Because complaints are an important source of information for improving the basic services and living conditions of our city. Residents may have complaints about the environment and their urban environment, but may not like the traditional grievance process, which they
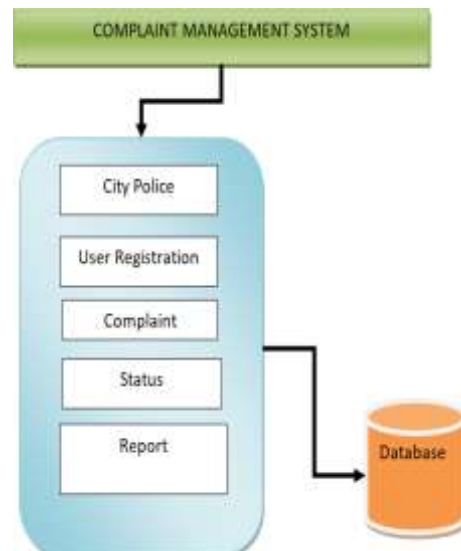
V.   SYSTEM

Fig.1.Architecture of Existing System V.PROPOSED SYSTEM

This proposed system will save people time by initiating the complaint directly . The people don't want to go government office directly . People could solve their issues / posting directly on the complaint application and also people can post their complaints in their login.

This proposed system currently has the following functions:

1.   people can post their complaints through mobile

2.   People capture complaint images and post their login.

3.   GPS function for users to easily monitor their location and their complaint and also check the status of their complaint.

A. Functional modules:

The whole process is divided into four modules. They are

1.Registration or Login Module. 2.Complaint module.

3.Report module. 4.Rating Module.
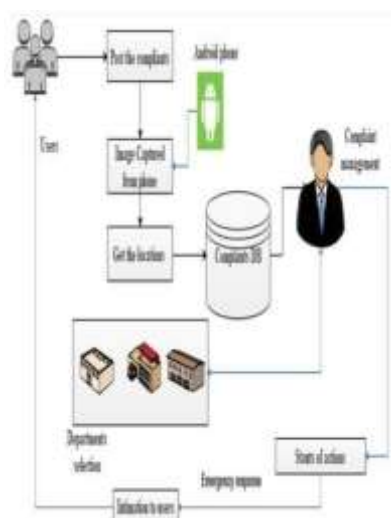
VI.   ARCHITECTURE OF PROPOSED

SYSTEM

Fig.2.Architecture of Proposed system

VII. ADVANTAGES

I. In the world of technology, this system helps people make complaints with the help of cell phones

II. Reduce the time and effort to get complaints by making online complaints

III. You can follow the pattern of your complaint. That is, you can follow whether they have been rejected, Waiting, processed about their complaint

IV. The individual logging feature for all users and employees, you can see the full extent of the complaint and also resolve

VIII. CONCLUSION AND FUTURE ENHANCEMENT

The software was successfully implemented and validated in a "test case". It is easy to use and requires a choice that allows the user to do the required job. Customized methods have been developed to respond to and meet current and future needs. The goals of the software include fast communication, better use of resources, data security, performance tuning, timeliness and access to useful information, users, mobile devices and tolerance. The system is much easier to access because it was developed as a application, allowing users to maintain good relationships with the users. This project provides direct communication between citizens and governmental organizations. This will help solve problems faced in specific areas and by continuing to be creative. To create a good, clean and efficient environment .In the future, this will be able to expand the framework applied to all departments of the central government. The Android app uses the GPRS and sensor system to detect complaints from women and identify when women and children are being harassed.

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