Complaint Registration App for E-Governance

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Abstract*: The "Complaint Registration App for e-governance" is a software application designed to allow individuals to easily submit and track complaints to a government agency or private organization. The app provides a user-friendly interface for individuals to enter details about their complaint, including the nature of the issue, the location, and any relevant information or documentation. The Complaint Registration App for e-governance includes a number of features to streamline the complaint submission process and improve communication between individuals and the organization. The Complaint Registration App for e-governance is intended to improve the efficiency and transparency of the complaint submission process and effectively address and resolve issues raised by individuals. The website may utilize various technologies and frameworks, such as React, HTML, CSS, JavaScript, and server-side languages, to create a seamless and engaging user experience.*

Keywords: HTML, CSS, JavaScript

I. INTRODUCTION

Complaint registration app for e-governance is designed to streamline the complaint registration process, making it easier for users to voice their concerns and enabling organizations to respond promptly. In today's fast-paced world, customers often face challenges when it comes to registering complaints. The complaint registration app for e-governance aims to bridge these gaps and provide a convenient platform for users to lodge their complaints effortlessly. The app offers a user-friendly interface, making it simple for customers to navigate and submit their complaints. Whether it's a product defect, service issue, or any other concern, users can describe the problem in detail, attach relevant documents or images, and provide contact information for effective communication.Once a complaint is registered, the app ensures that the information is promptly forwarded to the concerned department or organization. The complaint is assigned a unique identification number for easy tracking and reference. Users will receive regular updates on the progress of their complaint, ensuring transparency and building trust in the resolution process.The complaint registration app for e-governance provides a centralized system to manage and track complaints efficiently. It enables them to prioritize and categorize complaints, assign them to the appropriate team members, and set response timelines to ensure timely resolution.

There are mainly four modules:

1. Collector

2. Sub collector

3. Village officer

4.User

In this paper, we have 4 logins such as for Collector, Sub collector, Village officer and for User. The Collector module is responsible for overseeing the entire complaint registration process. It provides administrative functionalities to manage and monitor the overall complaint handling system. The Sub collector module focuses on managing and resolving complaints assigned to specific geographic areas under their jurisdiction. It serves as an intermediary between the Collector and the Village Officer. The Village Officer module focuses on addressing complaints at the grassroots level. Village Officers are responsible for investigating and resolving complaints within their designated villages. The User module is designed for individuals who need to register complaints and track their progress. It provides an intuitive interface for users to submit complaints and stay informed about their status. The web application 'COMPLAINT REGISTRATION APP FOR E-GOVERNANCE' supports the technical feasibility to a great extends.

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DOI: 10.48175/IJARSCT-12947

ISSN
2581-9429
IJARSCT

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That is, this web application can be operated with the minimum technical support. It uses React as front end, Node.js & Express.js as backend and MongoDB as database. And also it provides accuracy, reliability, ease of access and data security.

II. METHODOLOGY

The methodology for developing the Complaint Registration Web Application revolves around a systematic approach to address the needs of various user roles, including Collector, Sub Collector, Village Officer, and User. The process begins with a comprehensive requirements analysis, where stakeholder inputs are gathered to define functionalities and workflows for each module. This information is then translated into a well-structured system architecture, ensuring modular design and efficient data flow.

The development phase involves concurrent frontend and backend work, creating user-friendly interfaces specific to each role while implementing secure authentication and authorization mechanisms. Complaint registration workflows are designed, incorporating real-time tracking, status updates, and escalation protocols. Rigorous testing, including unit, integration, and user acceptance testing, guarantees a reliable and intuitive application. Continuous user feedback is sought for iterative improvements, and thorough documentation facilitates seamless deployment and user training. The result is a cohesive Complaint Registration Web Application that empowers administrative authorities and citizens alike, enhancing transparency, communication, and grievance resolution within the community.

III. EXISTING AND PROPOSED SYSTEMS

The current Complaint Registration App for e-governance allows users to submit a complaint through a form. The form collects information such as complaint description, category, and contact information. Once submitted, the complaint is stored in a database for review by the appropriate department. The app provides a basic interface for users to track the status of their complaint.

The improved Complaint Registration App for e-governance will also incorporate a more intuitive user interface with a dashboard that provides real-time updates on the status of the complaint, allowing users to easily track the progress of their complaint. The app will also implement a system for prioritizing complaints based on their severity, ensuring that the most pressing issues are addressed promptly. Additionally, the app will allow for easy communication between the user and the responsible department, providing a platform for exchanging information and updates. Overall, the improved system will provide a more efficient and effective process for complaint registration and resolution.

A) Limitations of the Existing System
* Lack of centralization
* Inefficiency
* Lack of transparency
* Inadequate record keeping

B) Advantages and Features of the Proposed System
* Centralized platform
* Efficiency
* Transparency
* Improved record keeping
* Easy Accessibility

IV. BACKGROUND

Technologies used in this project:

The MERN stack is a popular combination of technologies used to build web applications. MERN stands for MongoDB, Express.js, React.js, and Node.js. Each component of the stack has a specific role to play in the web application development process. MongoDB is a NoSQL database that is used to store and manage the application data. Express.js is a server-side framework for Node.js that helps in building RESTful APIs and handling HTTP requests.

React.js is a front-end framework used for building user interfaces. Node.js is a server-side JavaScript runtime used to build scalable and high-performance applications.
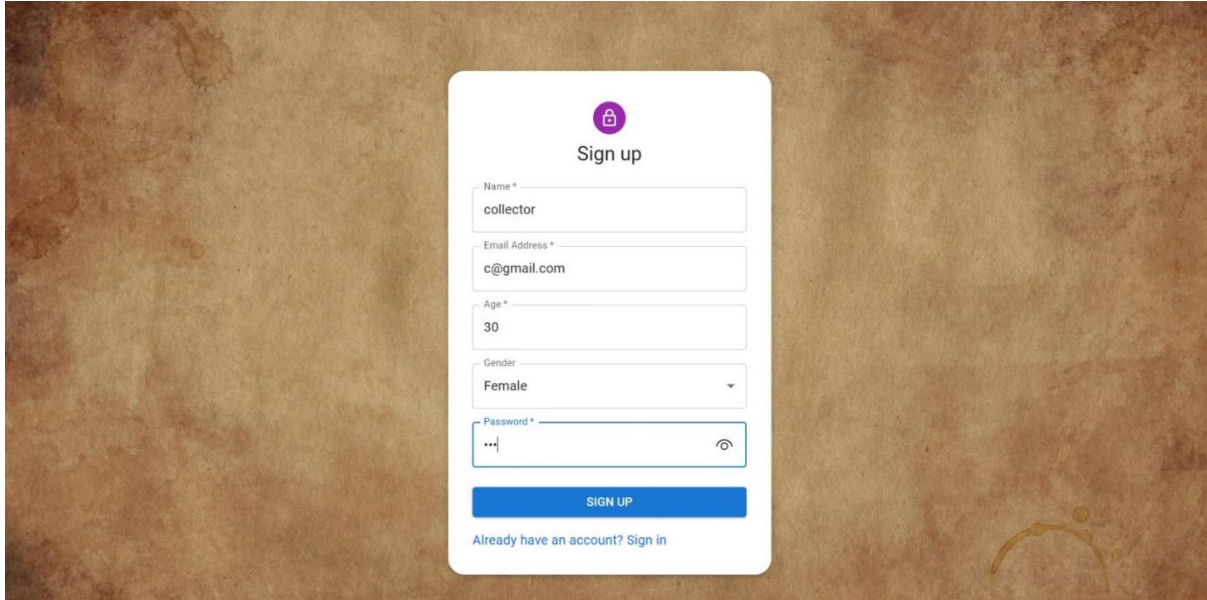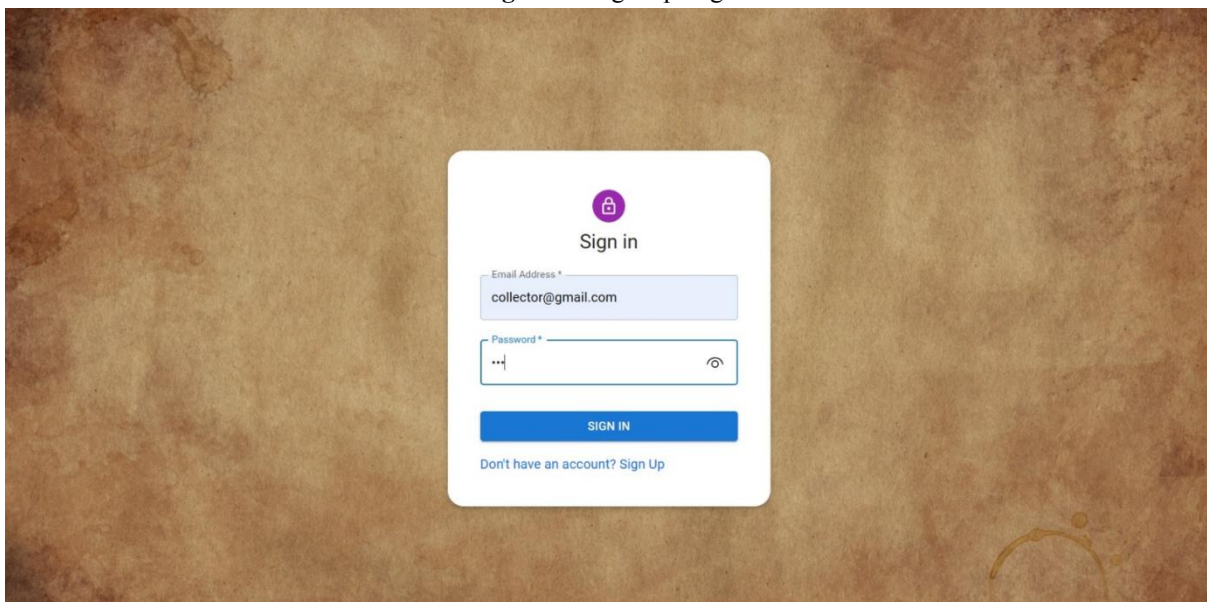
V. RESULT AND DISCUSSIONS

Figure 1: Sign Up Page
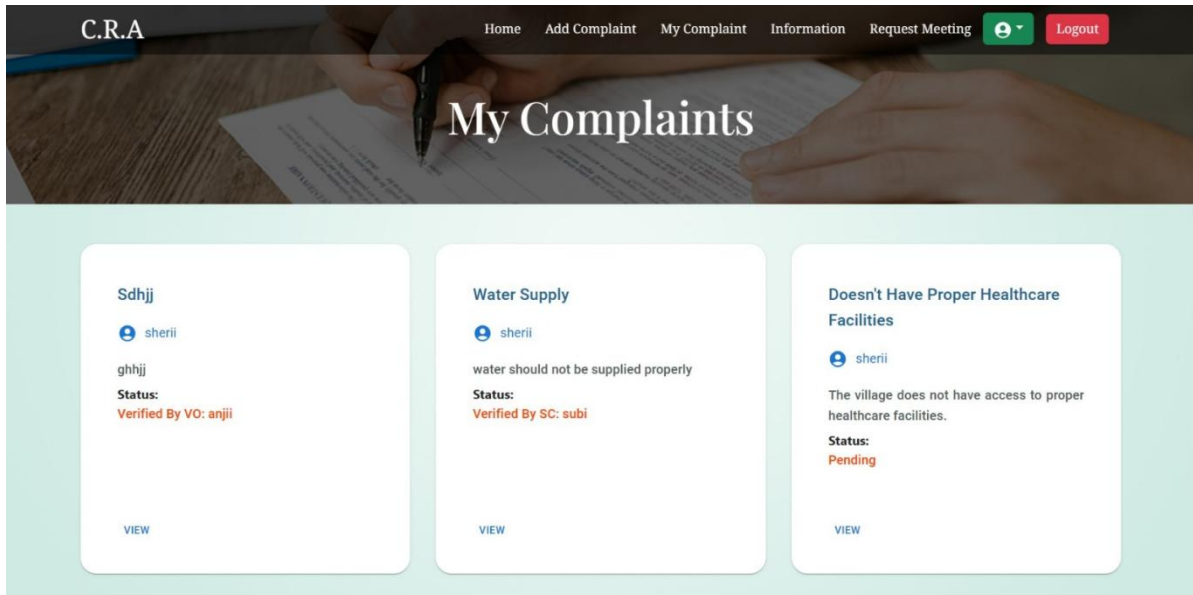

Figure 2: Sign In Page
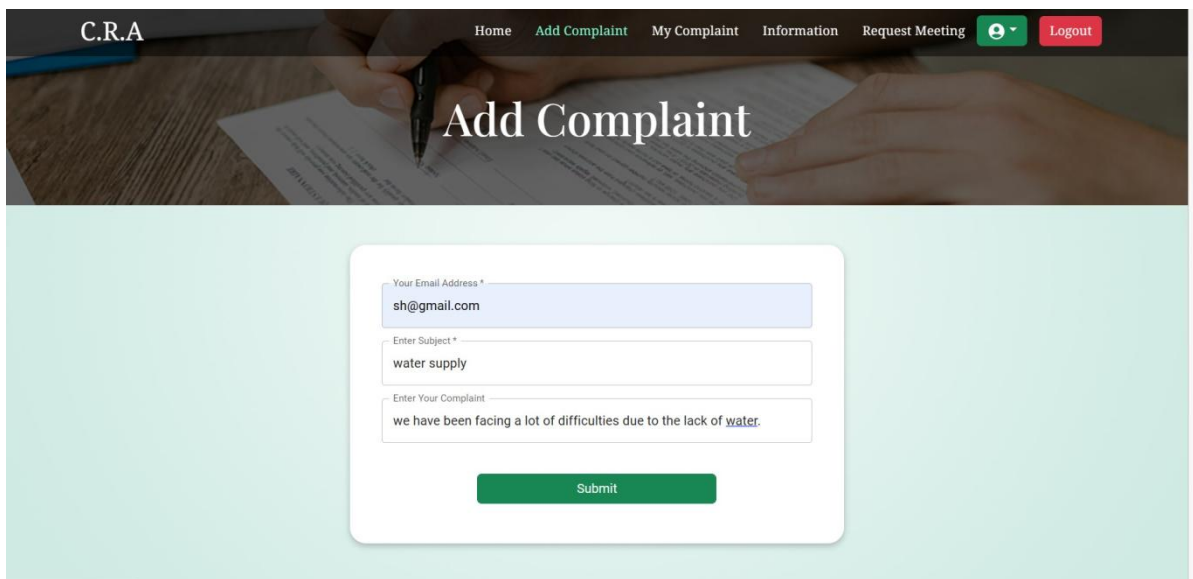
Figure 3: All complaints page

Figure 4: Add complaint page

VI. CONCLUSION

In conclusion, the Complaint Registration Web Application, equipped with its distinct modules catering to Collector, Sub Collector, Village Officer, and User roles, stands as a testament to effective and responsive governance in the digital age. By seamlessly integrating user-friendly interfaces, secure authentication mechanisms, and real-time tracking, this application empowers both administrative authorities and citizens to collaborate harmoniously in addressing concerns and grievances. With a commitment to transparency, efficient workflows, and continuous improvement driven by user feedback, the application redefines the way communities engage and resolve issues, fostering a more connected and proactive approach to creating positive change and enhancing the overall well-being of the society.

Due to limited time allotted for the project, there are features, which I couldn't implement. Thus the system offers the scope of future enhancement. As this software is reliable to use, any modification in accordance with the necessity of

the user can be done for the future use. Any additional feature can be implemented very easily. So what we call this software also a user friendly.

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