Grievance Handling System

Syed Mushtaq Ahmed, Mohammad Zain Ul Abedeen, Mohammad Saifuddin, Shaik Maheboob

Computer Science and Engineering, Lords Institute of Engineering and Technology, Hyderabad, Telangana, Andhra Pradesh, India

ABSTRACT

Having realized the importance of Information Technology in improving operational efficiency, the department started its computerized efforts early on. The primary purpose of the Software is to maintain information to monitor and enhance the performance of the departments. The primary purpose of Grievance Handling System is to develop and maintain a community information network, which provides open and free access to online information for the citizens. The primary purpose of grievance handling system is to develop and maintain a community information network, which provides open and free access to online information for the citizens. The hallmark of this community information network is the ability of the general public to obtain information that may not have been previously, or easily accessible to them.
Keywords: Administrator, Department, user, online, Handling System.

I. INTRODUCTION

This pertains to maintenance of details of grievances received, action taken and status of the grievances. Users with access to the Web can enter their grievances and find out the status of its processing. Each grievance will be assigned a unique id for reference. The hallmark of this community information network is the ability of the general public to obtain information that may not have been previously, or easily, accessible to them

A. Municipal Corporation Profile

Municipal Corporation (MC) is a progressive local body dedicated to improving the quality of life of the citizens. A number of key software applications like property tax, registration of births and deaths, health, commercial complexes, water and sewerage charges etc. have been developed in addition to internal accounts and payroll systems for MC.

B. Existing System

Municipal Corporation deals with different day-to-day activities that take place generally in any system. In the existing manual system huge expenditure and a lot of time is spent in communicating the information across different branches. So, there is a need for an integrated automated system, which has some centralized control over the entire process.

The following drawbacks of the existing system emphasize the need for computerization of the Grievance Handling System:
Conventional System makes use of huge amounts of paper for recording transactions.
Difficulty in tracking and retrieving data from the abundant papers is quite difficult.

- Need for Computerization
- Duplication of work avoided
- Paper work is drastically reduced
- Retrieval and access of data is easy

C. Proposed System

Full on-line data entry with online validations on field and referential checking, the goal of the system is to bring down the workload with the increased efficiency and to speed up the activities.

The major activities of Grievance Handling Module are to receive various types of grievances from citizens, facilitate for speedy processing of Grievances received, Updating the status of Grievances as and when required,

informing the citizen about the action taken by the MC and Generation Reports.

II. SYSTEM DESIGN

A. Module Description

1. Administrator

First Administrator will login into the site to enter into the site. He can select the any transaction like (Complaints, Godowns, Departments, Employees, Houses, Feedback, and Change Password).If the administrator selects complaints he can view the all the complaints from the database those are send by the user. If the administrator selects Department Section. In this he can add new department details, View the department details, delete the department details, and modify the department details. If the administrator selects Godowns section. In this he can add new Items of the department, view the department items, delete the department items, and modify the items details. If the administrator selects the employees section. In this he can add new employee details those are working the departments, view the employee details, modify the employee details and delete the employee details. If the administrator selects the Houses section. In this he can add new houses details, view the list of houses and he can delete the houses details. If the administrator selects the Feedback option he can send the feedback to the users and also he can view the feedback send by the user. If the administrator selects the Reports section he can view the different reports like list of houses, list of departments, and list of items. Etc. He can also change his password by using change password option. After completion of entire work he can logout from the site.

2. Department

First Department will login into the site based on the user & password given by the administrator. After login into the site he can perform the transaction like(View Grievances, View Houses, View Godowns, Feedback, Acknowledge, Change password).If the Department selects the view grievances option he can view the list of grievances those are send by the user. He can view the grievances of that particular department only. If the department selects the view houses option he can view the list of godowns information from the database.

If the department selects the feedback option he can view the feedbacks those are send by the user or administrator. He can send the feedback to the user or administrator also. He can send the acknowledgement to the user based on the grievances send by the user. He can change his password by using change password option. After completion of the entire work he can logout from the site.

3. User

First User enters into the site using login and password. If the user is new for the site it will ask for the registration. After completion of the registration he can section the transactions. The user can perform the operations like (Grievance, Status, Feedback, Change password, View Houses, Acknowledgement).If the user sections the grievance option he can send the grievance to the department based on the complaint wants to send to the department. He can also select the complaint category that is either normal or emergency. If the users not know the complaint type he can select the other option in the category and he was sending. After sending the complaint the complaint will goes to the administrator and then he was forward the complaint to the particular department.

If the user selects the status option he can view the status of the grievance that he was sent previously. If the user selects the feedback option he can send the feedback to the administrator or department and also he can view the feedbacks those are send by the administrator or department. If the user selects the view houses option he can view his house details.

If the user selects the acknowledgement option he can view the acknowledgement that was send by the department. The user can change the password by using change password option. After completion entire work he can sign out from the site by using logout option.

III. USECASES

This shows a set of use cases and actors and their relationships. These diagrams illustrate the static use case view of a system and are important in organizing and modelling the behaviours of a system.
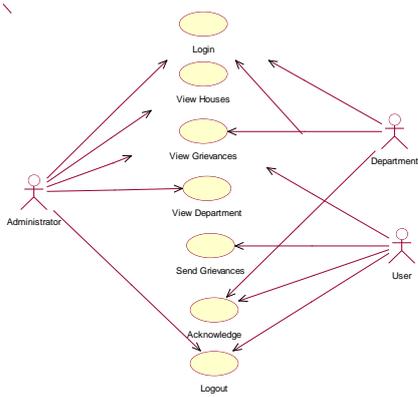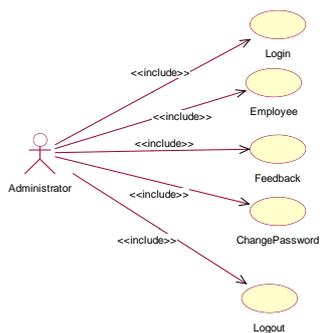
Figure 1. Use case diagram
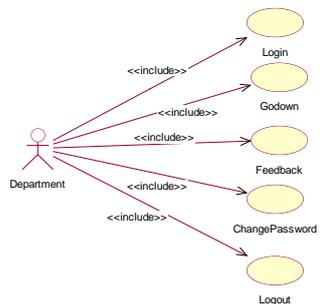

Figure 2. Administrator Use cases

Figure 3. Department Use cases

IV. RESULTS AND DISCUSSION

Figure 4. Home page
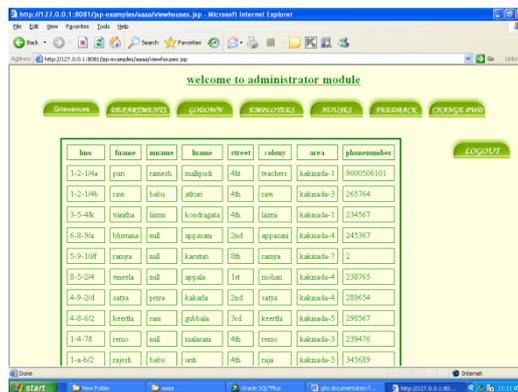

Figure 5. Login Page

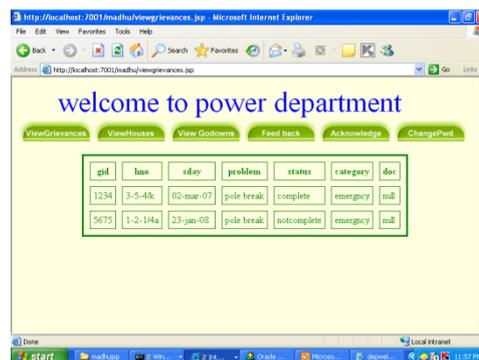**Figure 6.** Administration View model

Figure 7. View Grievances

V. CONCLUSION

The project entitled Grievance Handling System offers a good replacement to the existing system. The design and development can definitely meet the user specification. It also eradicates the limitation of the manual system. Our database is structured in such a fashion, which can accommodate future enhancements and structuring. It reduces the paper work and it also saves the valuable time of the organization. It also reduces the burden of the applicants by giving updated information about the organization. The Grievance Handling system is also very easy as almost everything is automated. This project is developed in Java using ORACLE as the database, so the application features more security and user friendliness. The application is highly reliable and result oriented.

VI. REFERENCES

[1] Roger S. Pressman," Software Engineering-A Practitioner's Approach".

[2] Oracle 8i Complete Reference by Kevin Loney & George Koch.

[3] Java Complete Reference by Herbert Schildt & Peter Norton

[4] Java Servlet Programming by Jason Hunter & William Craw fold

[5] JavaBeans: Developing Component Software in Java

[6] Java Programming Language By Ken Arnold, James Gosling, David Holmes

[7] A Programmer's Guide to Java SCJP Certification: A Comprehensive Primer By Khalid Azim Mughal, Rolf Rasmussen