

ONLINE GRIEVANCE REDRESSAL SYSTEM

BY

MD NIMUL ISLAM

ID: 183-25-719

This Report Presented in Partial Fulfillment of the Requirements for the
Degree of Masters of Science in Computer Science and Engineering

Supervised By

Md Zahid Hasan

Assistant Professor

Department of Computer Science & Engineering
Faculty of Science and Information Technology
Daffodil International University



DAFFODIL INTERNATIONAL UNIVERSITY

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APPROVAL

This Project titled “**Online Grievance Redressal System**”, submitted by **Md Nimul Islam**, (ID No:183-25-719) to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of M.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 6 December, 2019.

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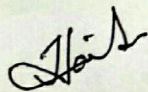
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Department of Computer Science and Engineering
Faculty of Science & Information Technology
Daffodil International University

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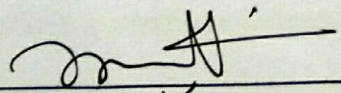
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Professor
Department of Computer Science and Engineering
Faculty of Science & Information Technology
Daffodil International University

Internal Examiner



Dr. Sheak Rashed Haider Noori
Associate Professor & Associate Head
Department of Computer Science and Engineering
Faculty of Science & Information Technology
Daffodil International University

Internal Examiner



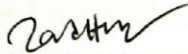
Dr. Mohammad Shorif Uddin
Professor
Department of Computer Science and Engineering
Jahangirnagar University

External Examiner

DECLARATION

We hereby declare that, this project has been done by us under the supervision of **Md Zahid Hasan, Assistant Professor Department of Computer Science & Engineering** Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

Supervised by:



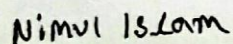
Md Zahid Hasan

Assistant Professor

Department of Computer Science & Engineering

Daffodil International University

Submitted by:



Md Nimul Islam

ID: 183-25-719

Department of Computer Science and Engineering

Faculty of Science & Information Technology

Daffodil International University

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ABSTRACT

In colleges if anyone wants to complaint about something we need to write it down on a paper and submit it in complaint box. So for solving this problem we are creating an Online Complaint Management System for Government Grievances. Here anyone related to collage or any other person can just easily login and submit his complaint ^[5]. This complaint letter will be solved by respective Principal or Admin of this system. In this system the facility of managing User and their data related to their Complaints and their profile is also easy managed. This data can be easily viewed and modified whenever required. This Complaint Management System also provides the functionality of providing a monthly report which will used to maintain information about how many complaints are solved in a particular month. It also provides the validation of Users.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Online Grievance Redressal Framework is the savvy web entry where everybody can post their complaints and here attempting to provide all arrangements around their complaints. Grievance Redressal Framework makes a difference to seek after fast activity for fathoming the grievance, whereas keeping up reasonableness and ease to the clients ^[1]. It acts on complaints or grievances detailed by the organization, empowering incite activities on any issue are raised by citizen and to profit administrations more viably. It respects their complaints in a time sparing and cost-effective way.

Grievance Redressal Framework which is demanded in Government organizations and separations that are specifically enclosed with serving electorates and administrations. As a general rule an Open Relations Officer (Professional) is allotted with the piece of getting protests and beginning a medicinal action, however this instrument as often as possible misses the mark by virtue of the need of master vested inside the Professional over officials of various capacities [2].

Private organizations and Non-Profits secured in advantage transport, for example, lodgings, diners, schools, and so on much of the time will in general set up their case segments, for example, Input shapes and Contact Us pages. Such suggests to incite direct analysis to enable organizations to require healing movement in time. Governments time after time recognize the obligation of customer affirmation from individual associations through Legislation [3] comparatively as fixing vendee Courts and Organizations for talk Resolution [4]. Such customer courts look for after fast action for a change, while keeping up sensibility and straightforwardness to the customer.

To make this task, I have contemplated related work of web application. Actually, I have learned PHP, Larval Framework, XML, JSON, Query Builder, Migrations, Eloquent ORM, and HTTP Tests by making this undertaking.

1.2 Motivation

Associations portray have handle streams for grievance redressal. These square measure once during a while made acclaimed to the open just in the event of individual organizations; governments and non-benefits, generally speaking, share designedly or by request the hierarchy of leadership of officials mindful for taking healing activity [6]. Information Entrances like TripAdvisor and How I square measure driven by clients, partner degreed associations/organizations have the determination to connect and take an enthusiasm Depending on the hankering to correct just as the degree of straightforwardness of the association, complaint redressal stream can fuse the taking after in orders[7].

1.3 Project Purpose

- To make an easy to understand online interface for residents to speak with the legitimate body and, lessening the different and time obstruction among residents and organization.
- To make an internet stage where individuals can share thoughts, conjure discourses, issue complaints, and make suggestions/petitions for change of city administration.
- To empower the citizens, to effectively take part in city organization, to bring straightforwardness and adaptability in the system.

1.4 Research Question

- What happens to the grievances?
- How do I track my grievance?
- How are the grievances dealt with in Central Ministries/Departments?
- What is the system of granting personal hearing on grievances?
- What are the types of grievances which are not taken up for redress by the Department?

- What is the time limit for redress of grievance?
- What action can be taken by me in case of non-redress of my grievance within the prescribed time?

1.5 Expected Outcome

Clients are regularly hesitant to report grievances that target person officials of the organization, particularly those who may impact future intelligent or have the potential to require retribution. Beneath such conditions, the organization must guarantee the client that her personality will be covered up from officials, and ideally from everybody. This, be that as it may, opens the potential issue of beguiling negative inputs intentionally focused on against particular administrators, as the individuals detailing are kept anonymous.

Feedback shapes on-site are inclined to spam entries. There are cases when workers themselves yield criticism - positive for their proficient pick up, and negative on the off chance that focusing on colleagues. A few benefit centers make workers sign clear input shapes to form positive measurements. Such circumstances can be anticipated by looking for verification of the personality of clients. Typically particularly conceivable on online setups, such as ActPlease.com, which employments SMS to confirm the action.

1.6 Report Layout

This report is partitioned into six sections. The sections are abridged beneath:

- i Chapter one covers a presentation of our task alongside the inspiration driving this work. Undertaking reason, expected yield and related inquiries are likewise included here.
- ii Chapter two covers the writing audit and difficulties of our undertaking.
- iii Chapter three is for the most part featured on the portrayed arrangement chart, DFD graph, and business process display and utilize case plan with structure prerequisite of the venture.

- iv Chapter four is plan determination of front-end and back-end structure with our usage prerequisites.
- v Section five depends on the execution with the subtleties of the testing of our task.
- vi Section six which is the last one comprises of end and future conceivable outcomes of our task work.

CHAPTER 2

BACKGROUND

2.1 Introduction

I have considered a few application and site which is related to my project. There are really few applications accessible related to this. I am aiming to portray some applications here.

2.2 Project Scope

- Encourages acknowledgment of Grievance from citizens.
- Produce affirmation and status report of Grievance.
- Keep track of Grievance Redressal.
- Encourages acknowledgment of straightforwardness from citizens.
- Make suggestions/petitions for the advancement of the city organizations.

2.3 Measurements

The feasibility of execution of a complaint redressal part can be determined with the taking after parameters

- Tally of cases got
- Nature of cases got
- Acknowledgment of puzzling input
- Proportion of false data sources
- Time made for healing move
- Accelerations required
- Affirmations and rejections after fruition
- Rehash nature of complaints

2.4 Challenges

Traditional Grievance Redressal segments will in general crash and burn, or are extraordinarily insufficient, by virtue of a couple of these causes:

- Inaccessibility or Trouble to get to suggests to report complaints, now and again done so deliberately, or because of need of need
- Absence of expert of Professional over significant workplaces and authorities in Government associations
- The distinction of senior leader overseers with end clients
- Non-inspiration of front-end chiefs to advance negative contribution to higher-ups
- Dread of residents/clients to report trouble making around officials with extensive position
- The failure of humbler private associations to set up automated systems
- Mistake and spamming of analysis shapes, driving false impressions
- Postponed input affirmation, as information is taken after the advantage has been given, though therapeutic action might be taken usually in the midst of the transport of administration.

CHAPTER 3

REQUIRMENTS SPECIFICATION

3.1 Sequence Diagram

A sequence diagram essentially portrays collaboration between objects in a consecutive request for example the request where these cooperation's happen. We can likewise utilize the terms occasion charts or occasion situations to allude to a succession outline. Succession graphs depict how and in what request the items in a framework work.

Sequence diagram for Citizen(i)

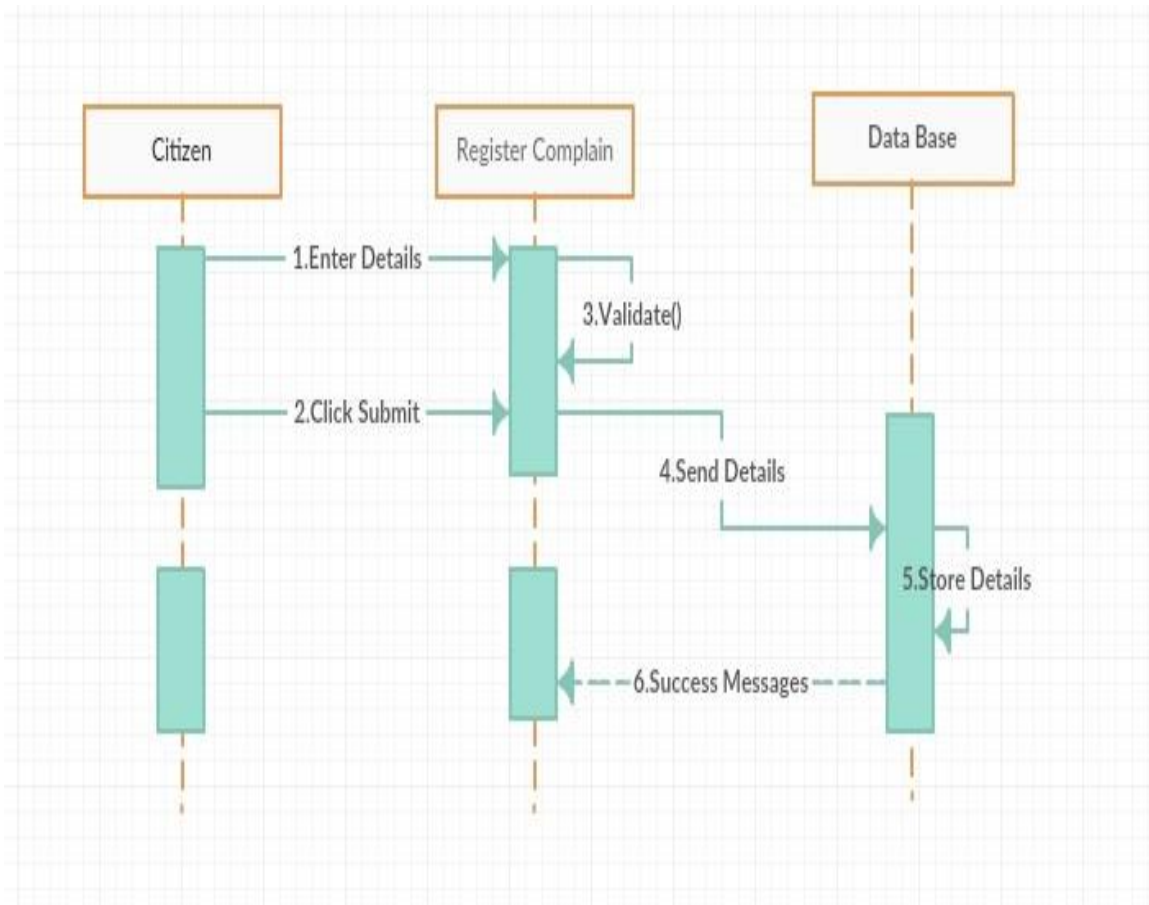


Figure 3.1: Sequence diagram (i)

Sequence diagram for Citizen (ii)

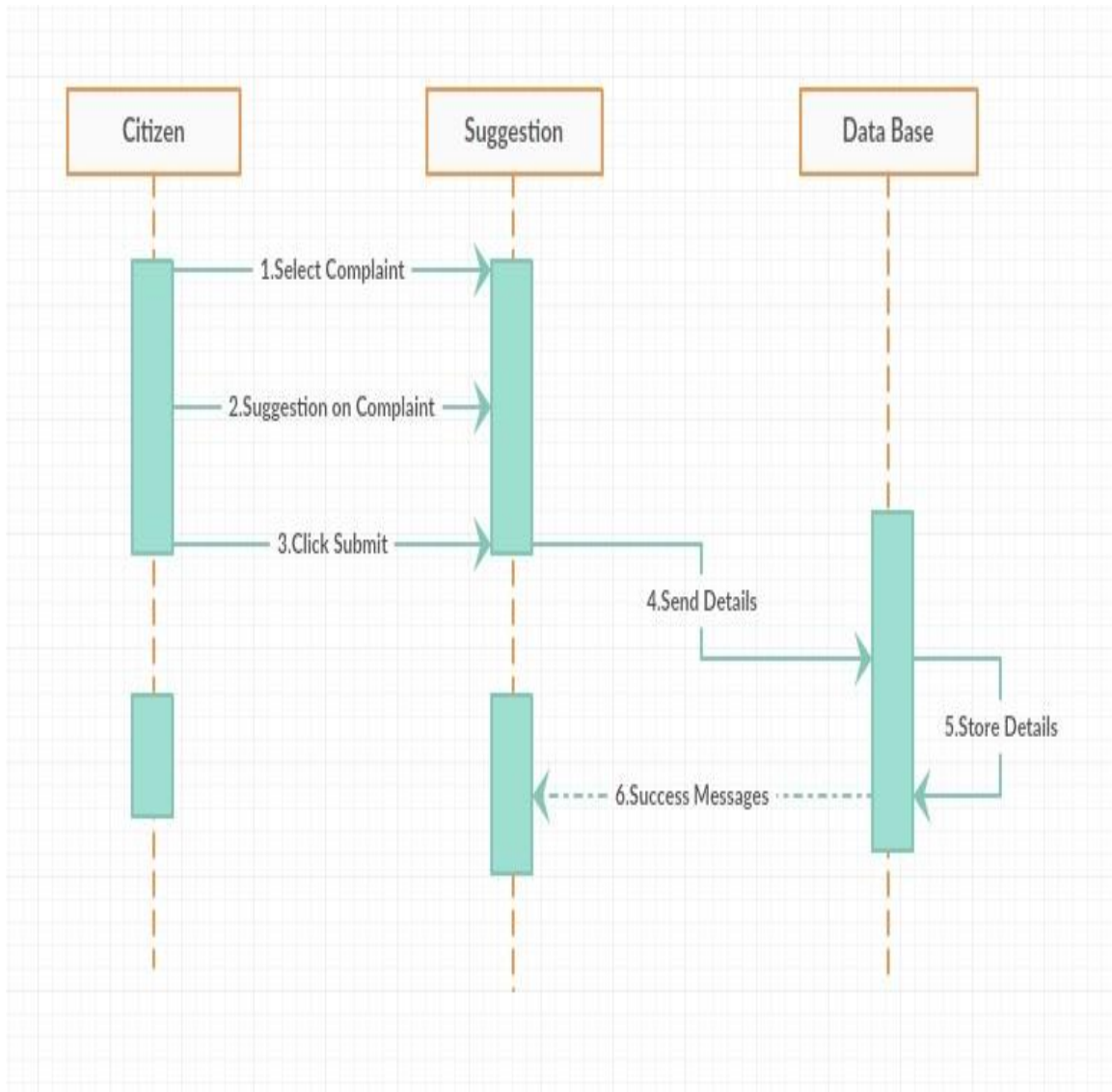


Figure 3.2: Sequence diagram (ii)

3.2 Activity Diagram

Activity diagram is characterized as an UML graph that spotlights on the execution and stream of the conduct of a framework rather than usage. It is additionally called article arranged flowchart. Movement charts comprise of exercises that are comprised of activities which apply to conduct demonstrating innovation.

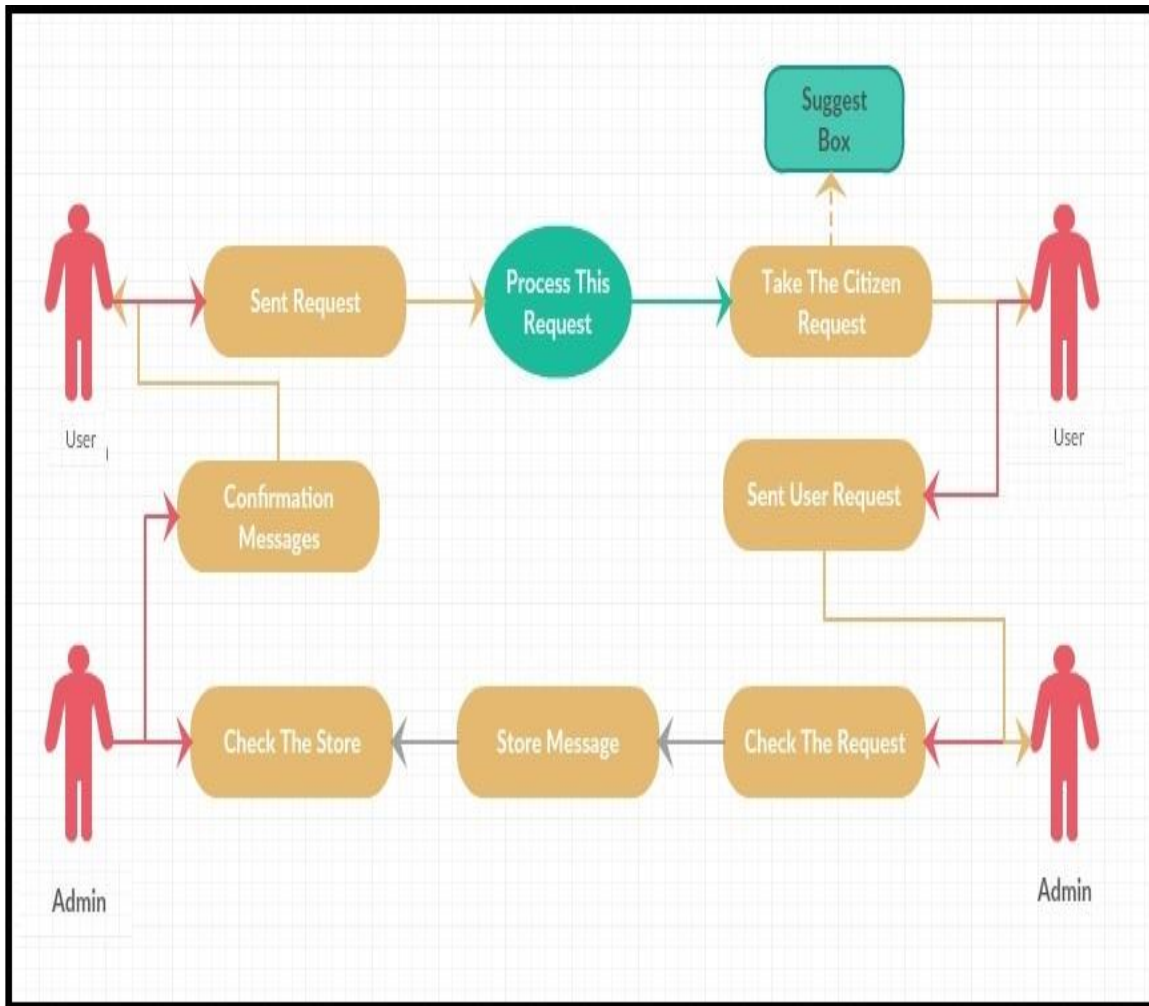


Figure 3.3: Activity Diagram

3.3 Use Case Diagram

A use case graph is a dynamic or conduct chart in UML. Use case graphs model the usefulness of a framework utilizing on-screen characters and use cases. Use cases are a lot of activities, administrations, and capacities that the framework needs to perform.

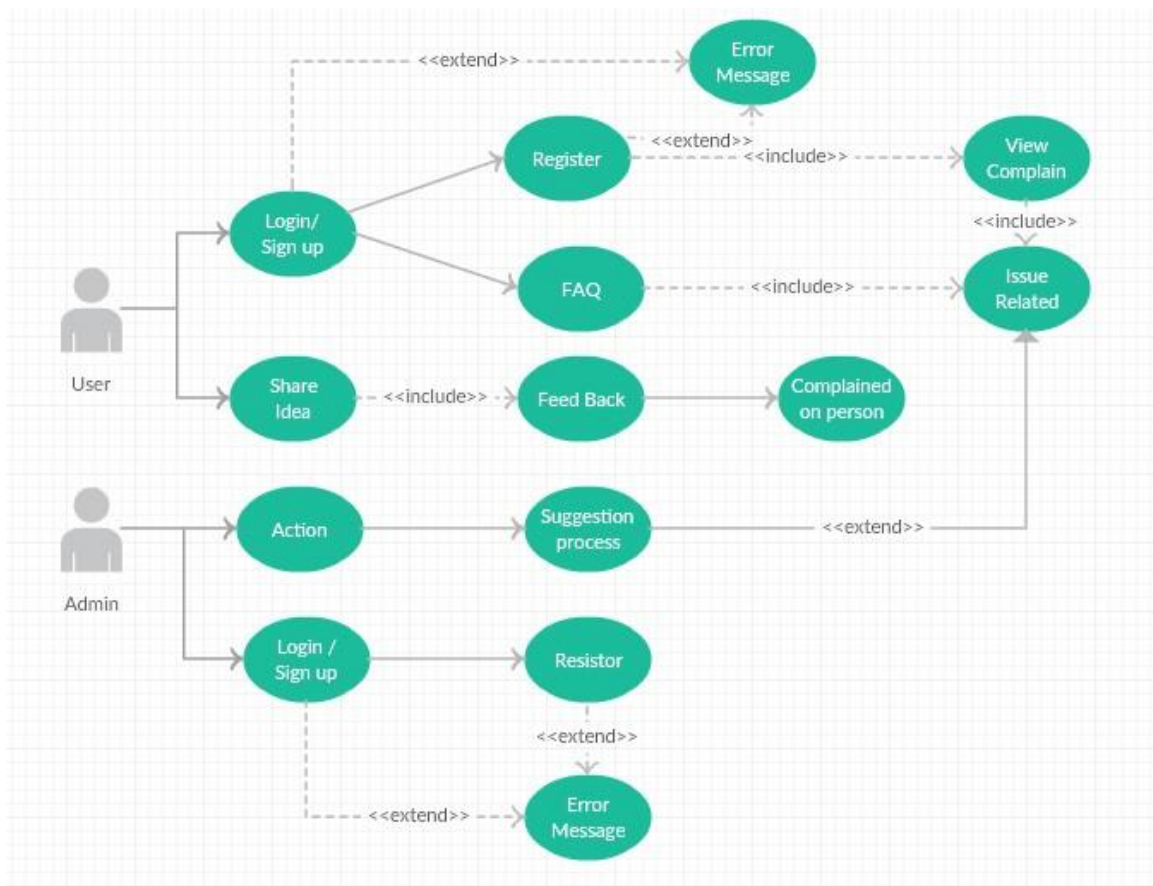


Figure 3.4: Use Case Diagram

3.4 Use Case Details

Use case depictions are made to explain the activities of the utilization case outline. Pre-conditions and post states of an activity performed are clarified being used case portrayal. Use case details of our project have been attached below.

Table 3.1: Details of Use case Submit Complain

Use Case View	Submit any complain
Primary Actor	User
Secondary Actor	Sever
Actor's goal	Sharing idea or submit complain
Pre-condition	Registration
Post condition	Comment idea

Table 3.2: Details of Use Case Submit Solution

Use Case View	Submit solution
Primary Actor	Admin
Secondary Actor	Sever
Actor's Goal	Feedback
Pre-condition	Login
Post condition	Get solution

3.5 Business Model

A business model is an organization's arrangement for making a benefit. It distinguishes the items or administrations the business will sell, the objective market it has recognized, and the costs it foresees

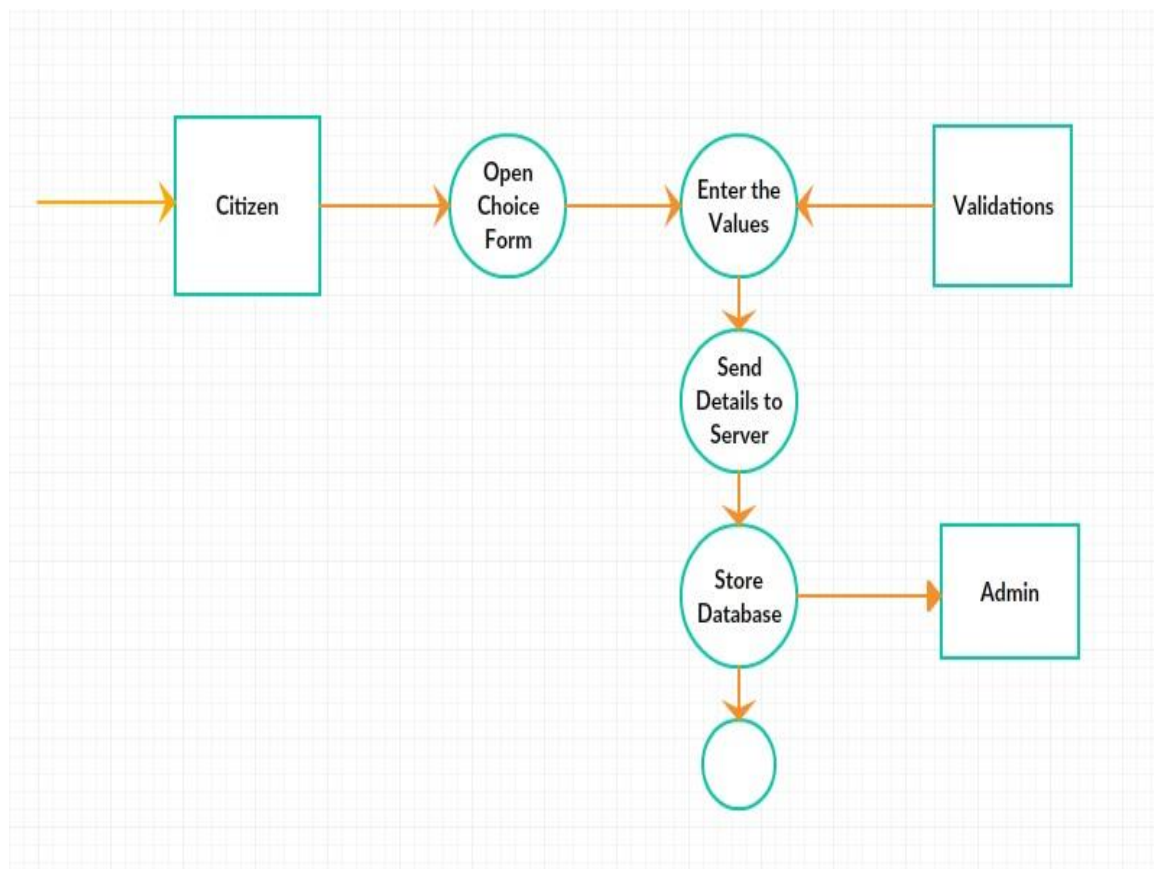


Figure 3.5: Business Model

3.6 Data Flow Diagram

A Data Flow Diagram (DFD) is a method for speaking to a progression of an information of a procedure or a framework (normally a data framework). The DFD likewise gives data about the yields and contributions of every substance and the procedure itself [8].

Data flow diagram for User

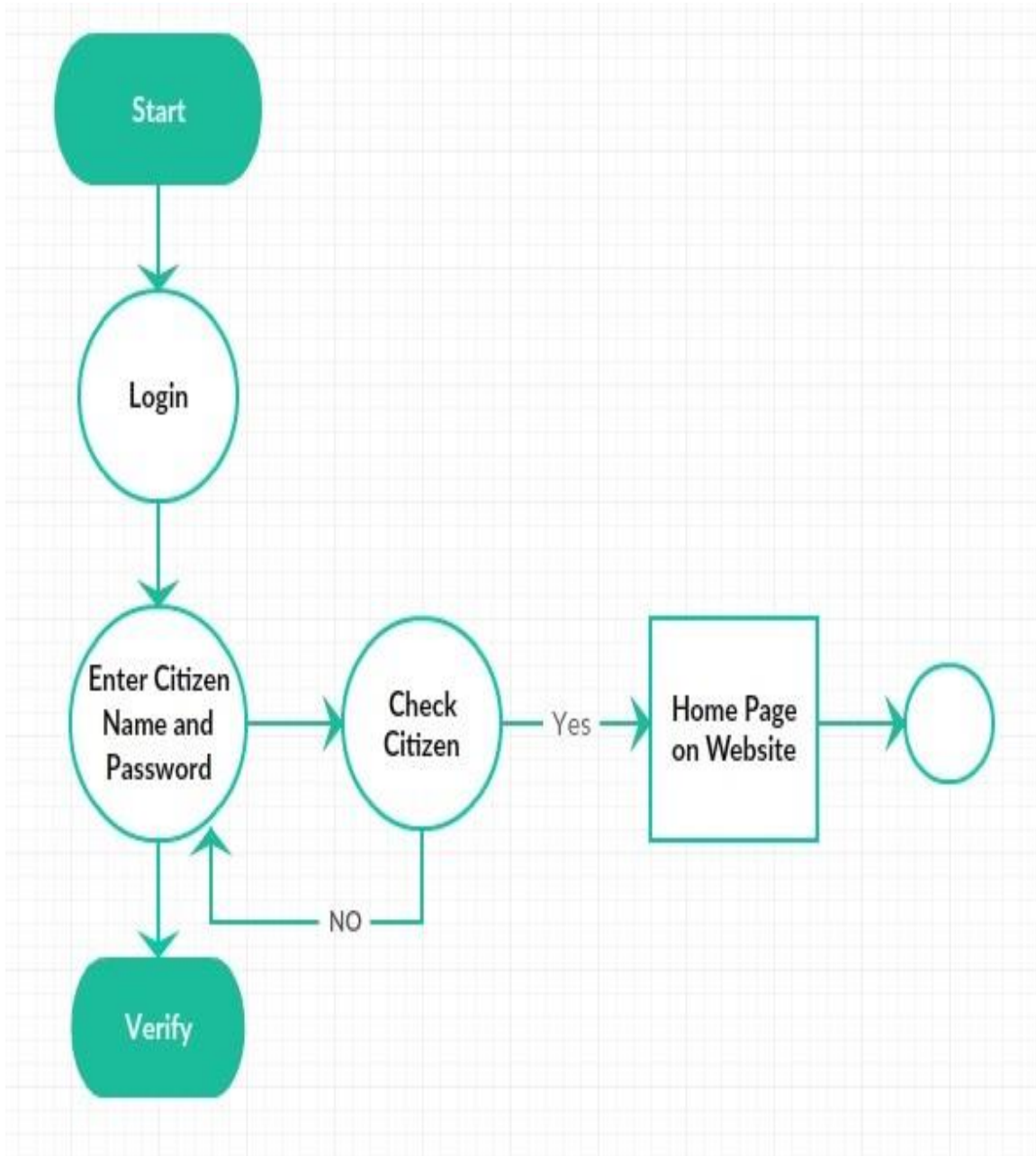


Figure 3.6: Data Flow Diagram for User

Data flow diagram for Admin

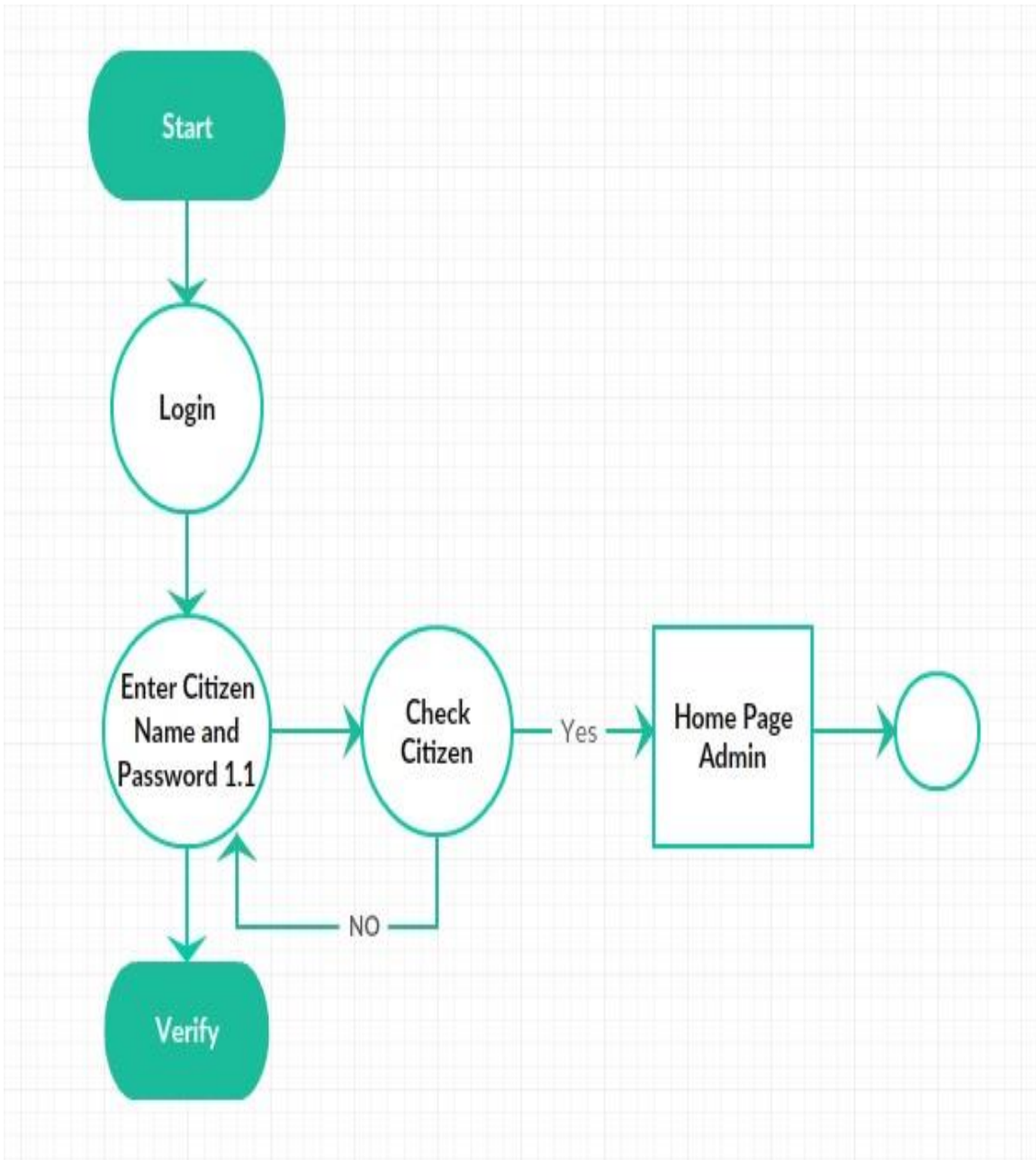


Figure 3.7: Data Flow Diagram for Admin

CHAPTER 4

DESIGN SPECIFICATION

4.1 Front End Design

The front-end style is any place a client interfaces with the machine. I really have attempted to make the UI (User Interface) as easy to use as possible. During this Application frontend style is accomplished through xml that represents protrusive terminology. Some further instruments like adobe XD and Photoshop was acclimated construct the model of the machine.

4.1.1 HTML

Hypertext classification is that the standard terminology for reports intended to be shown in a very application program. It is helped by innovations like Cascading vogue Sheets and scripting dialects like JavaScript.

4.1.2 CSS

CSS is planned to change the partition of introduction and substance, together with format, hues, and textual styles. This partition will improve content openness, offer a great deal of adaptability and the board inside the determination of introduction attributes, change numerous web substance to share data by indicating the important CSS during a different [9]. CSS document, and scale back unpredictability and reiteration inside the auxiliary substance.

4.1.3 JavaScript

JavaScript, regularly abridged as JS, might be an elevated level, taken scripting language that adjusts to the ECMAScript particular. JavaScript has wavy section language structure, dynamic composition, model based article direction, and fantabulous capacities.

4.1.4 Laravel Blade Template

Laravel 5.1 introduces the conception of exploitation Blade, a templating engine to style a novel layout. The layout so designed may be employed by alternative views, and includes a homogenous style and structure^[10]. When compared to alternative templating engines, Blade is exclusive within the following ways in which it doesn't limit the developer from exploitation plain PHP code in views. The blade views so designed, square measure compiled and cached till they're changed.

4.1.5 Localization

Confinement is that the adjustment of an item or administration to satisfy the needs of a particular language, culture or wanted populace's "look-and-feel." A with progress localized administration or item is one that appears to possess been created inside the neighborhood culture. Tests of restriction typify dynamic z's to s' for British English [11]. Moreover to plan language interpretation, such subtleties as time zones, cash, national occasions, local shading sensitivities, item or administration name interpretation, sex jobs and geographic references should all be thought of.

4.1.6 Frontend Scaffolding

The term staging roughly aims to a quickly found out skeleton for AN app or your project. The most purpose of staging is to hurry your progress instead of making it new. Here is that the Jeffrey Way/Laravel-4-Generators for your reference.

4.1.7 Adobe Photoshop

Adobe Photoshop could be an arrangement designs editorial manager created and uncovered by Adobe restriction. For Windows and Mac OS it had been initially made in 1988 by Thomas and John hill. From that point forward, this product framework has become the business typical not exclusively in arrangement illustrations redaction, anyway in advanced workmanship as a whole.

4.1.8 RGB Color

RGB color area or RGB color system, constructs all the colors from the mixture of the Red, inexperienced and blue colors. The red, inexperienced and blue use eight bits every, that have number values from zero to 255. This makes $256*256*256=16777216$ attainable colors.

4.2 Back-End Design

4.2.1 Laravel Framework

Laravel might be an incredible MVC PHP structure, intended for engineers World Health Organization might want a simple and stylish toolkit to form full-featured net applications. Laravel was created by Taylor Orwell. This is often a short tutorial that explains the fundamentals of Laravel framework.

4.2.2 Service Providers

A help provider could be an advertiser that has IT arrangements as well as administrations to complete clients and associations. This expansive term fuses all IT organizations that offer product and arrangements through administrations that are on-request, pay per use or a crossover conveyance model.

4.2.3 Authentication

Validation is that the technique for perceiving a client's character. It's the component of partner Associate in nursing approaching solicitation with a gathering of unmistakable accreditations. The certifications gave are contrasted with those on a get into a data of the affirmed client's data on a territory bundle or inside Associate in nursing validation server.

4.2.4 Authorization

Authorization is that the technique for giving someone authorization to attempt to or make them thing. In multi-client PC frameworks, an administrator characterizes for the framework that clients are enabled access to the framework and what benefits of utilization, (for example, access to which record catalogs, long periods of access, amount

of distributed space for putting away, and afterward forward). Arrogant that someone has signed in to a PC programming framework or application, the framework or application should spot what assets the client is given all through this session. In this manner, approval is normally observed as each the fundamental placing in of authorizations by an administrator and along these lines the real checking of the consent esteems that are begun once a client is getting access.

4.2.5 Encryption

Encryption could be a method of scrambling knowledge in order that solely approved parties will perceive the data. In technical terms, it's the method of changing plaintext to cipher text. In less complicated terms, encoding takes clear knowledge and alters it in order that it seems random. Encoding needs the employment of associate degree encryption key: a group of mathematical values that each the sender and therefore the recipient of an encrypted message recognize.

4.2.6 Hashing

Hashing is an approach to adjust security all through the technique for message transmission once the message is intended for a chose beneficiary exclusively. A recipe produces the hash that shields the insurance of the transmission against interfering.

4.2.7 Mail

A mail server is that what might be compared to your well-disposed neighborhood deliverer. Each email that is sent goes through a progression of mail servers on its gratitude to its alleged beneficiary. In spite of the fact that it will appear to be a message is conveyed right away - speeding from one workstation to an alternate inside the squint of a watch - truly a luxurious arrangement of moves happens. While not this arrangement of mail servers, you'd exclusively be prepared to send messages to people whose email address spaces coordinated your own.

4.2.8 Query Builder

The information question manufacturer gives an advantageous, familiar interface to making and running data inquiries. It will be acclimated perform most data tasks in your application, and chips away at all upheld information frameworks.

4.2.9 Migrations

Movements are reported information changes, made all through your application's improvement lifecycle that you simply will move back or re-run at any reason in time.

4.2.10 Eloquent ORM

Eloquent ORM discuss with a complicated implementation of the PHP Active Record Pattern that makes it terribly straightforward to move with application info. Articulate ORM is that the terribly powerful however very communicatory ORM, which permit USA to figure with the info objects and relationships victimization abundant articulate and communicatory syntax.

4.2.11 HTTP Tests

The HTTP choices technique is employed to request data concerning the communication options accessible for the target resource. The response could embrace associate permit header indicating allowed HTTP strategies on the resource, or varied Cross Origin Resource Sharing headers.

CHAPTER 5

IMPLEMENTATION AND TESTING

5.1 Implementation of User

HTTP choices technique employed requesting data concerning the communication options accessible for the target resource. The response could embrace associate permit header indicating allowed HTTP strategies on the resource, or varied Cross Origin Resource Sharing headers.

This is my project home page screen shot. My project provides different kinds of services such as GIS,ACC,DDM,NES etc.

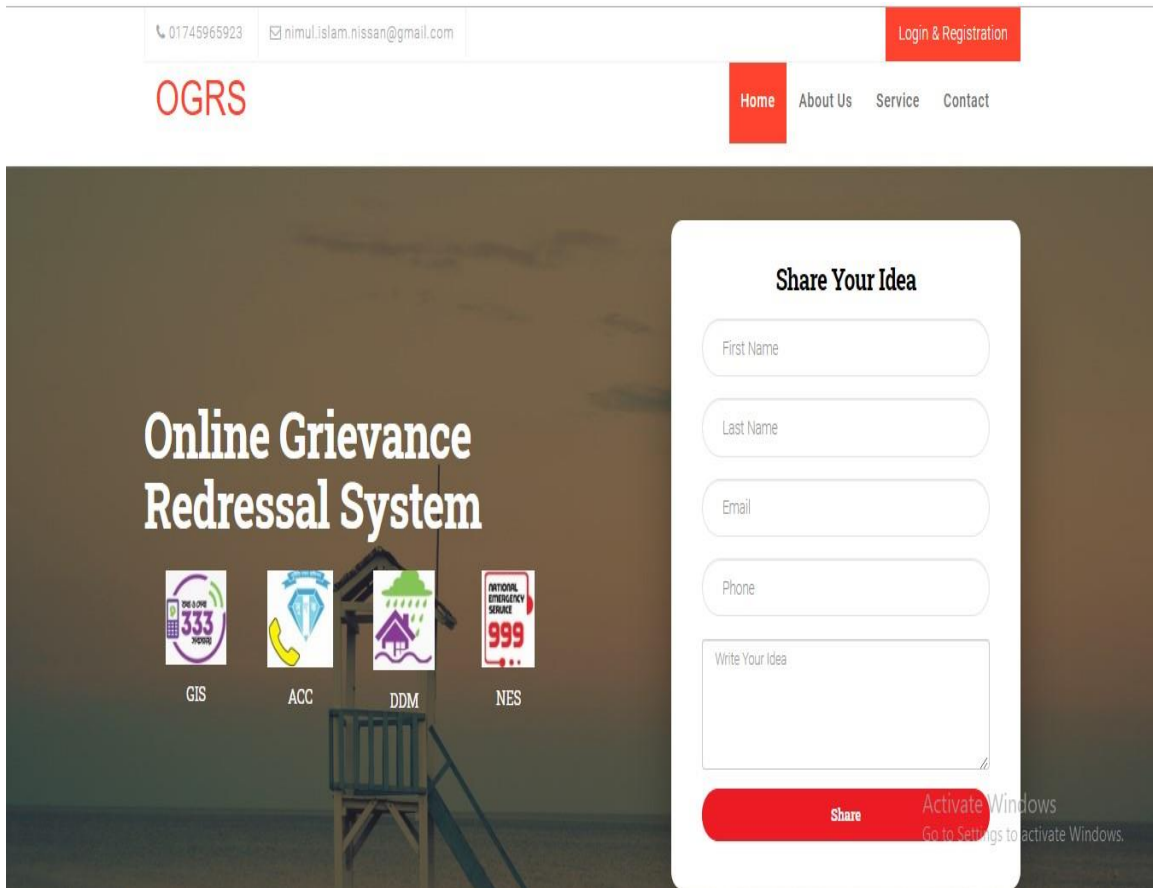


Figure 5.1: Home Page

The picture is the footer section of my website. In this section, user can access some quick links and basic informations.

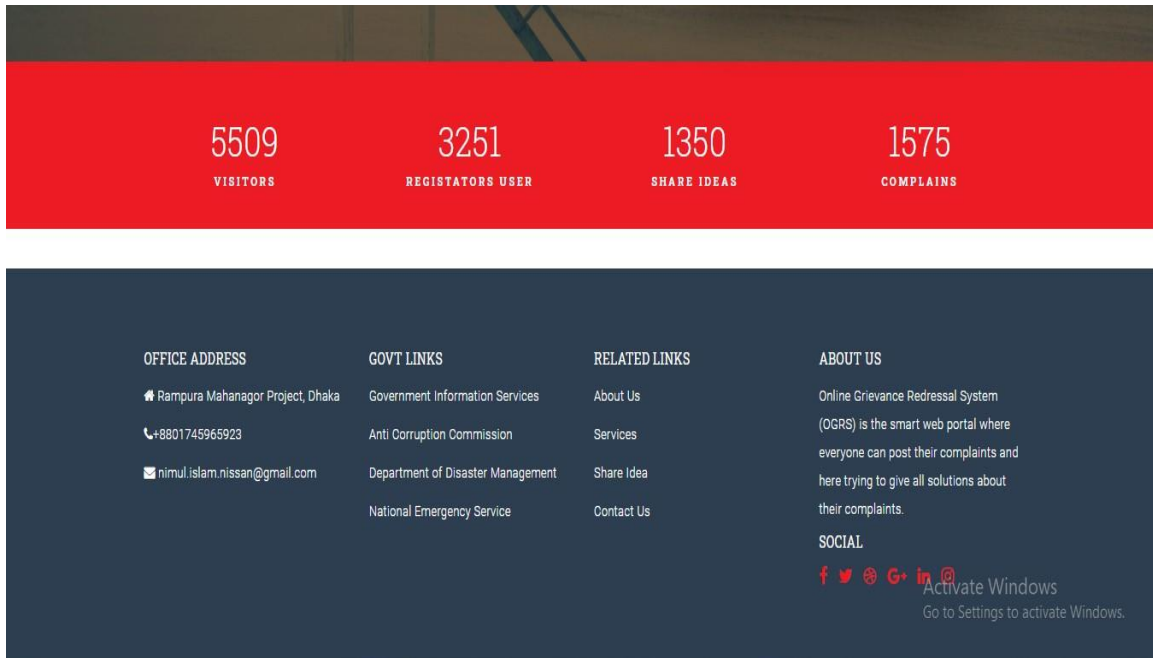


Figure 5.2: Footer Page

This page shows some informations in my project.

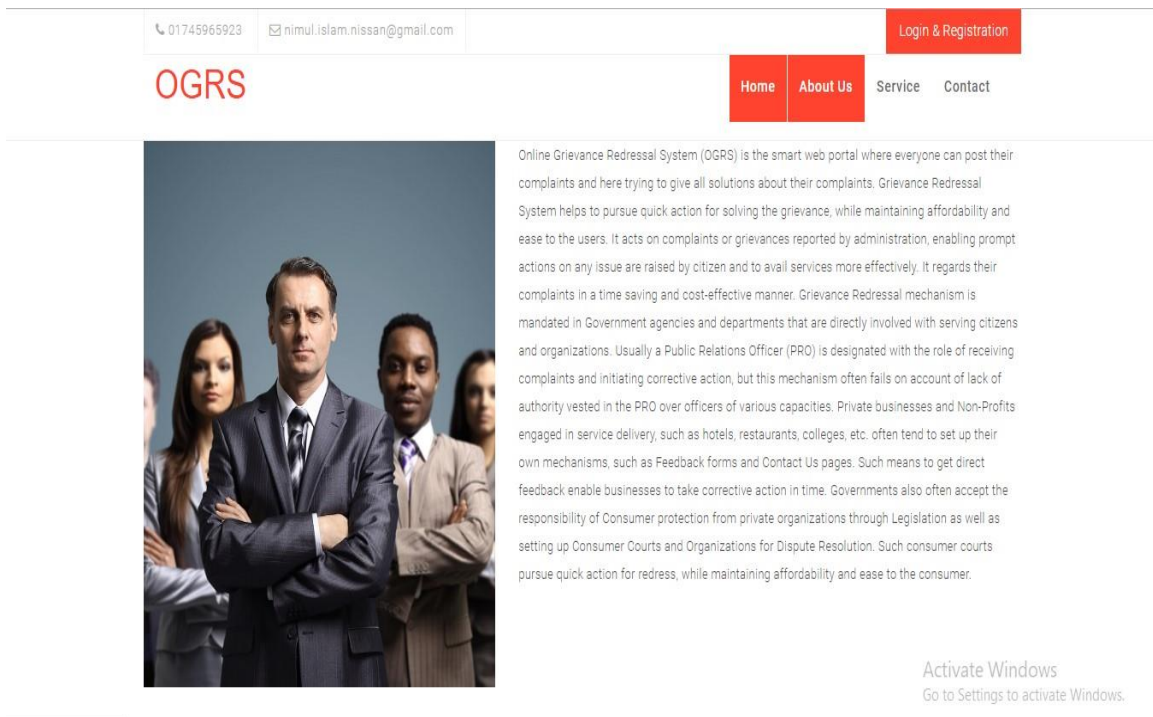


Figure 5.3: About Page

In this page describes what kinds of service provides in my project. In my website, people can easily any kinds of complaining and share their idea as well as comments any complaining.

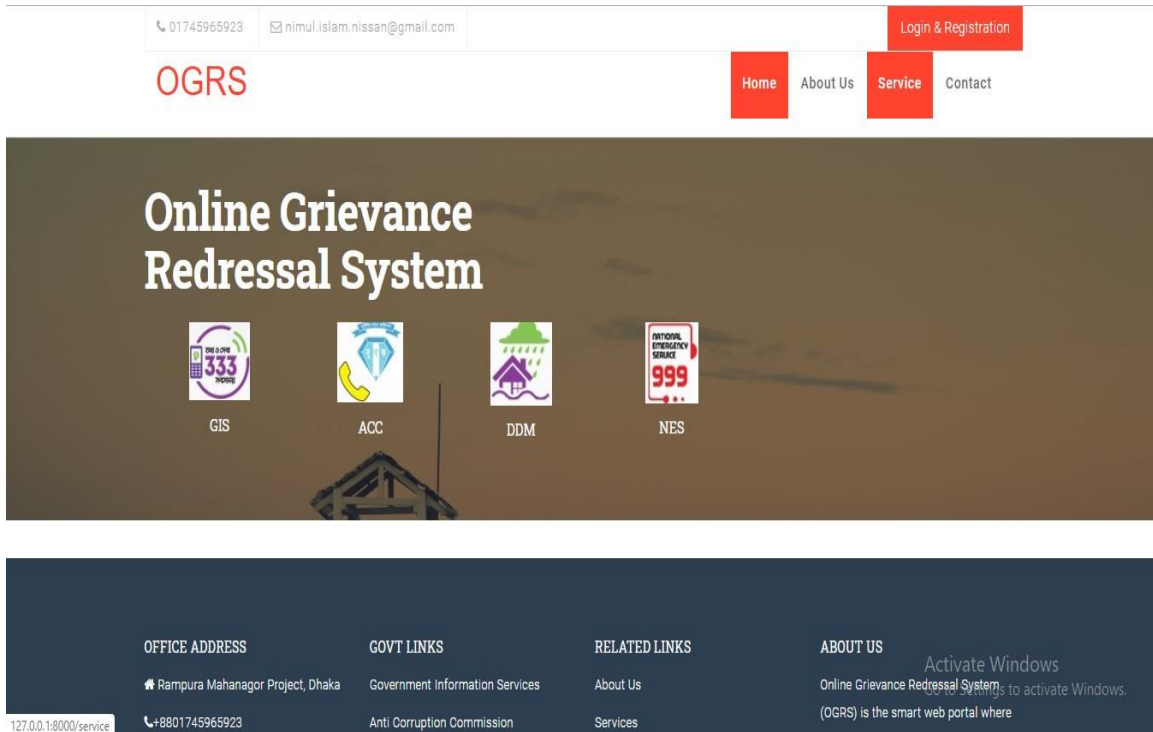


Figure 5.4: Service Page

User should be restarted to put any complain. User provides name, email and password.

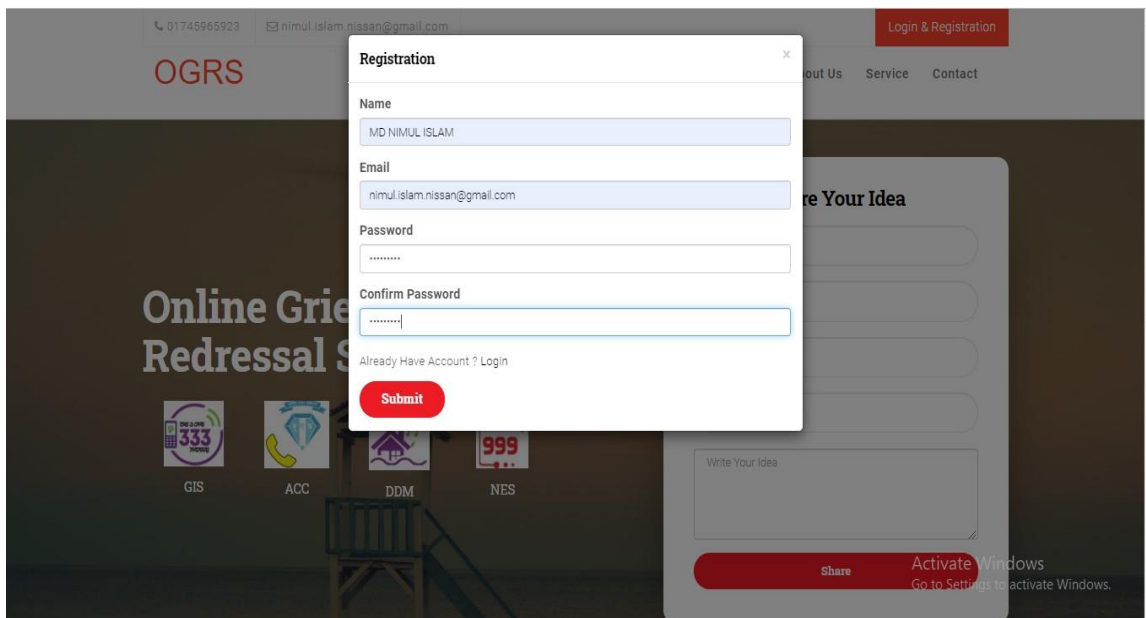


Figure 5.5: Registration Page

If anyone puts same email, it will provide a message “The email has already taken”.

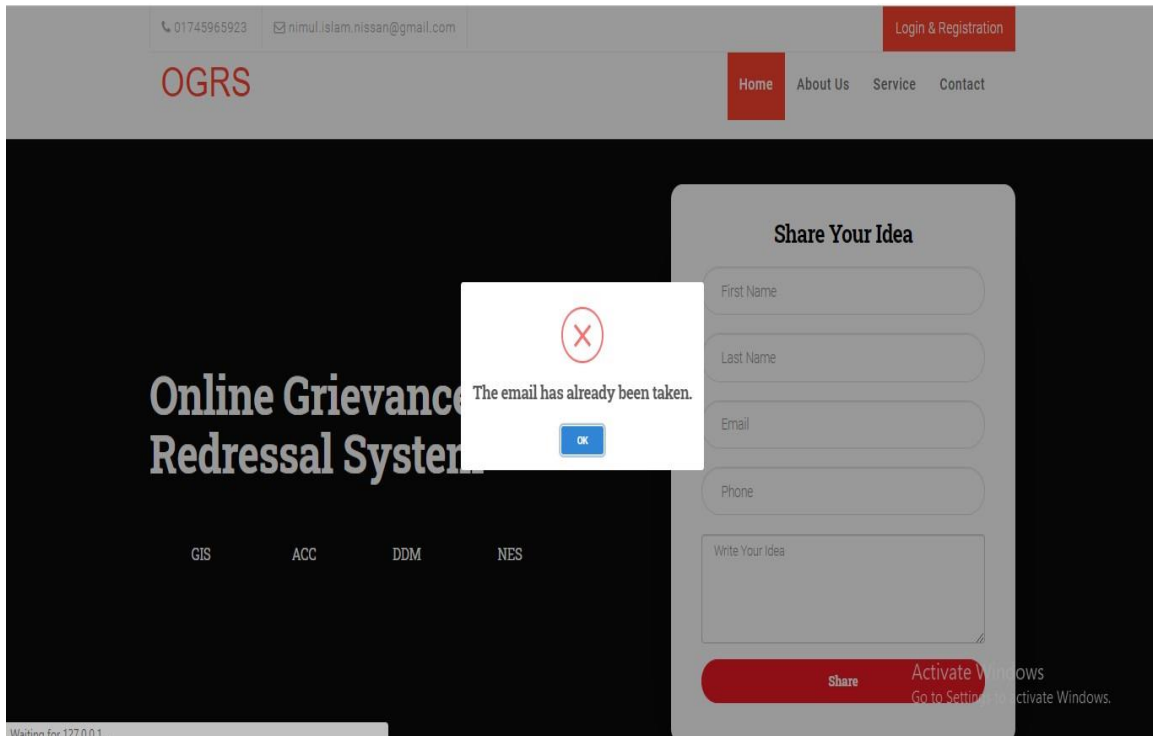


Figure 5.6: Registration Error Message Page

If any user login in my website, they give email and password. Then the user click the submit button.

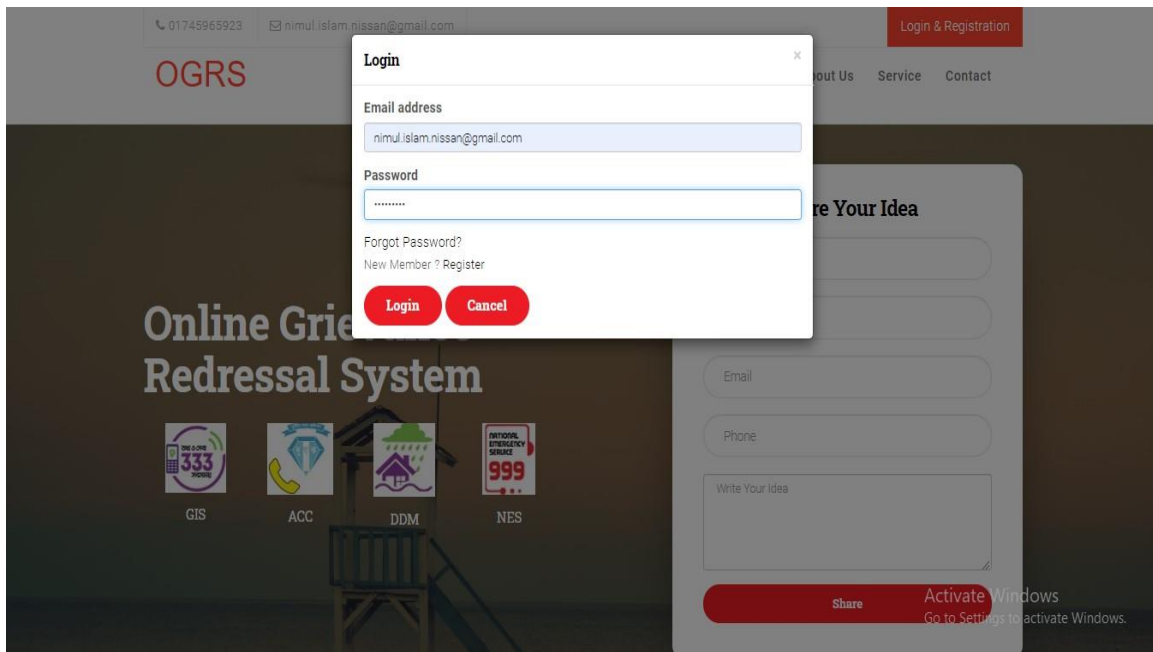


Figure 5.7: Login Page

The page is showed after successfully Login, the user shows name in header section.

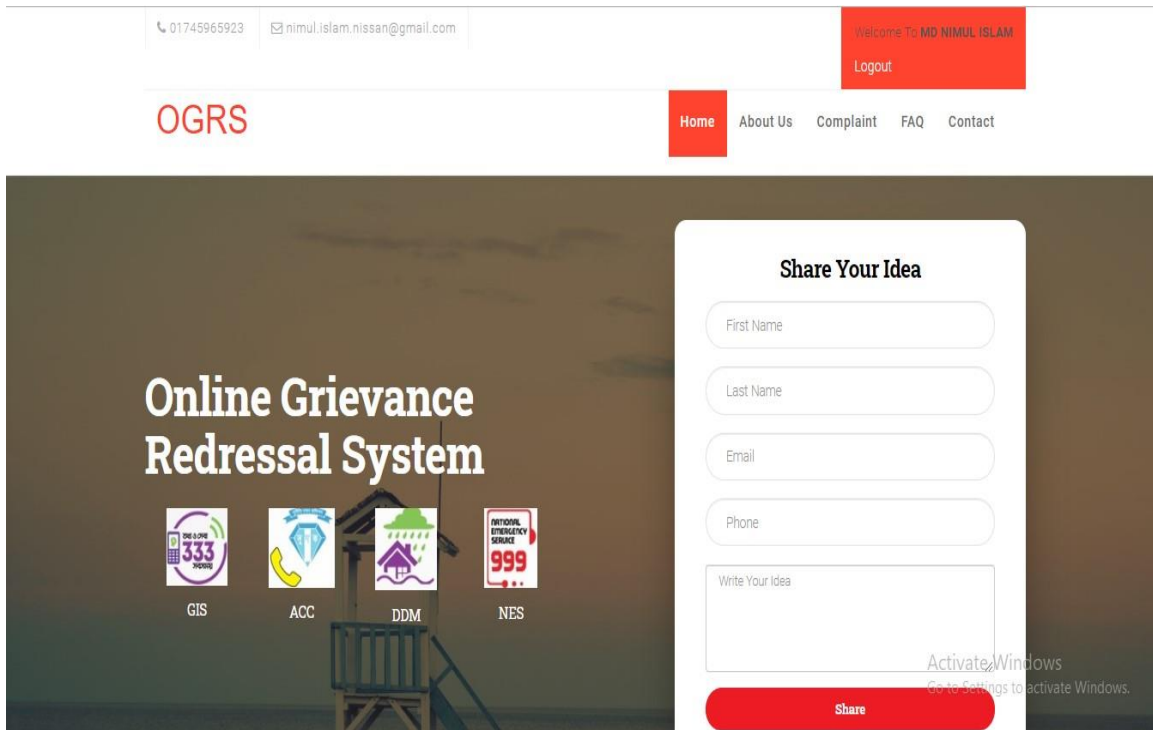


Figure 5.8: Successfully Login Page

If the user presses GIS icons, he/she shows this message box that ways he/she gets call or any message to send this message box in Government Information and Service sector.

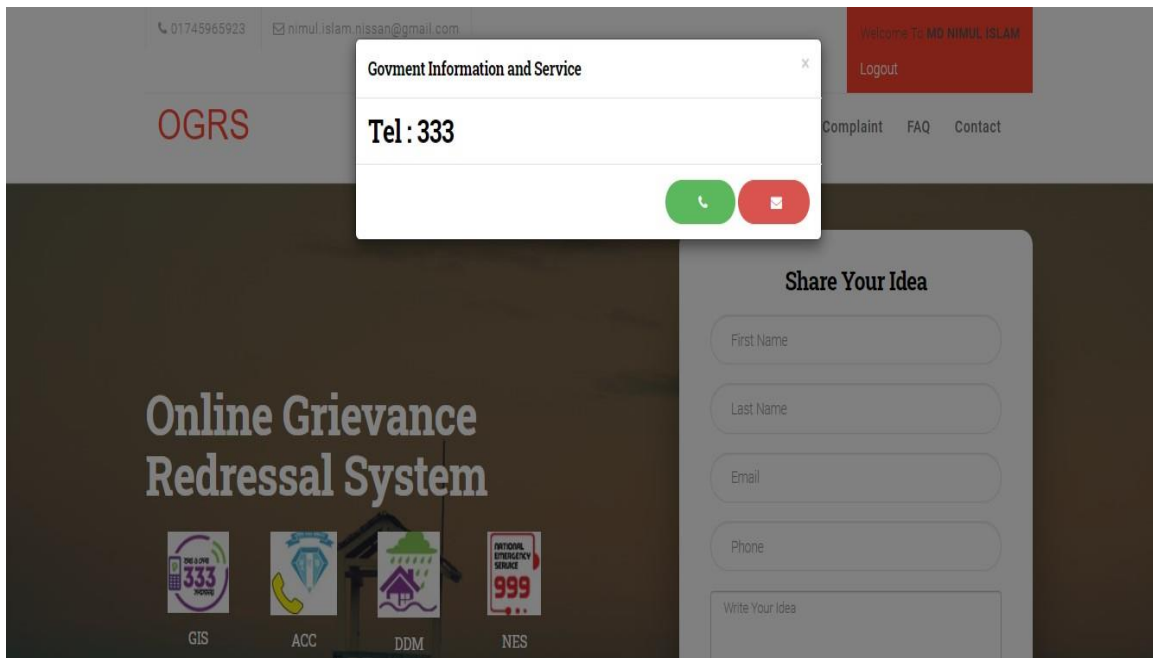


Figure 5.9: GIS Site Page

If the user presses ACC icons, he/she shows this message box that ways he/she gets call or any message to send this message box in Anti-Corruption Commission sector.

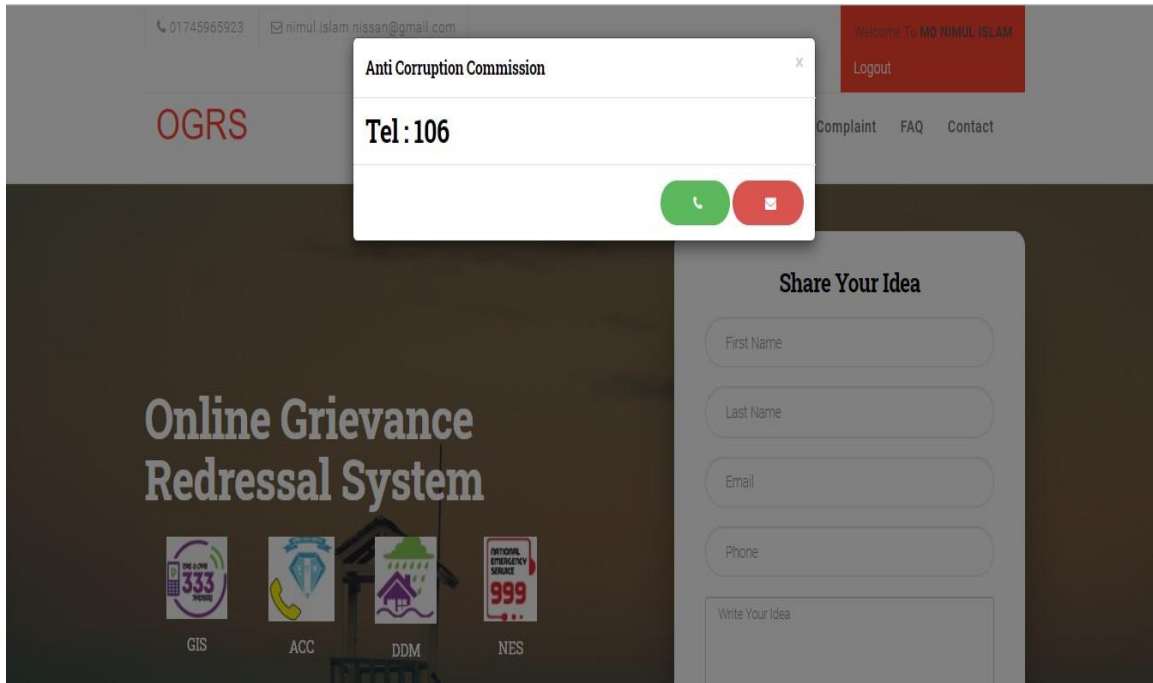


Figure 5.10: ACC Site Page

If the user presses DDM icons, he/she shows this message box that ways he/she gets call or any message to send this message box in DDM sector.

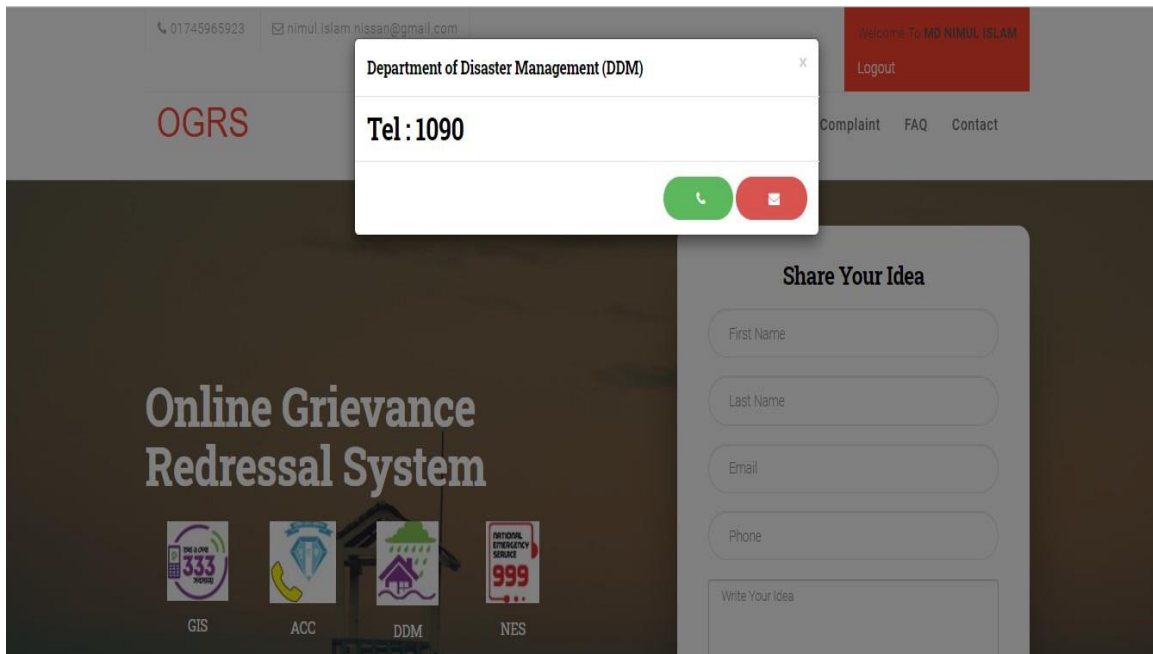


Figure 5.11: DDM Site Page

If the user presses NES icons, he/she shows this message box that ways he/she gets call or any message to send this message box in NES sector.

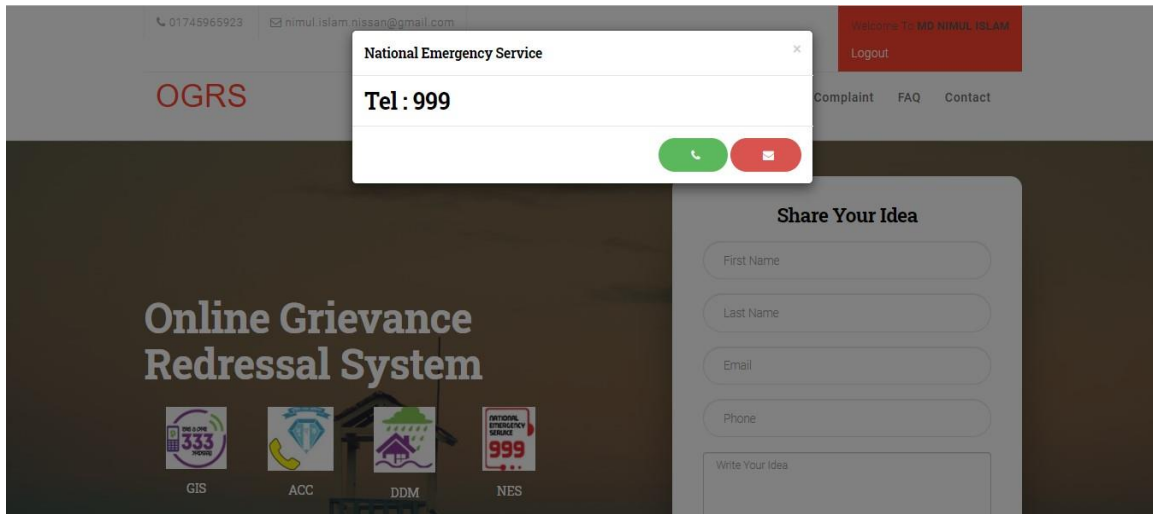


Figure 5.12: NES Site Page

5.2 Implementation of Admin

If admin login in my website, they give email and password. Then the user click the submit button.

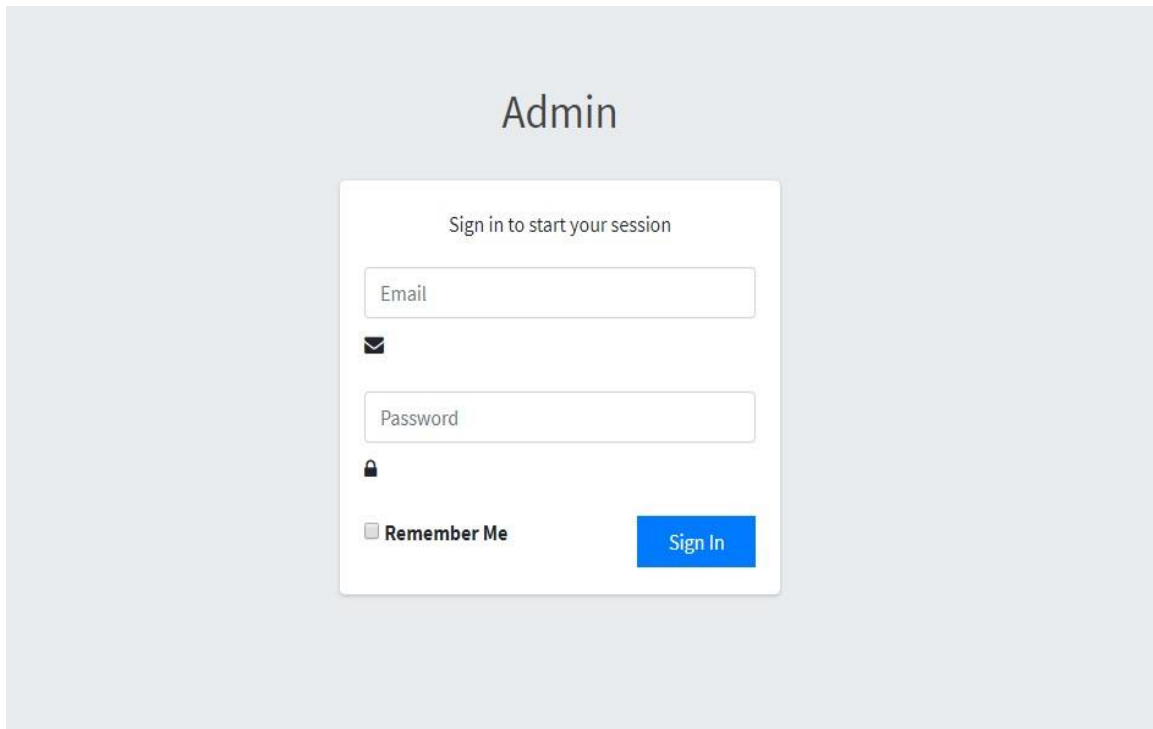


Figure 5.13: Admin Login Page

After successful login the page, the admin has showed the dashboard.

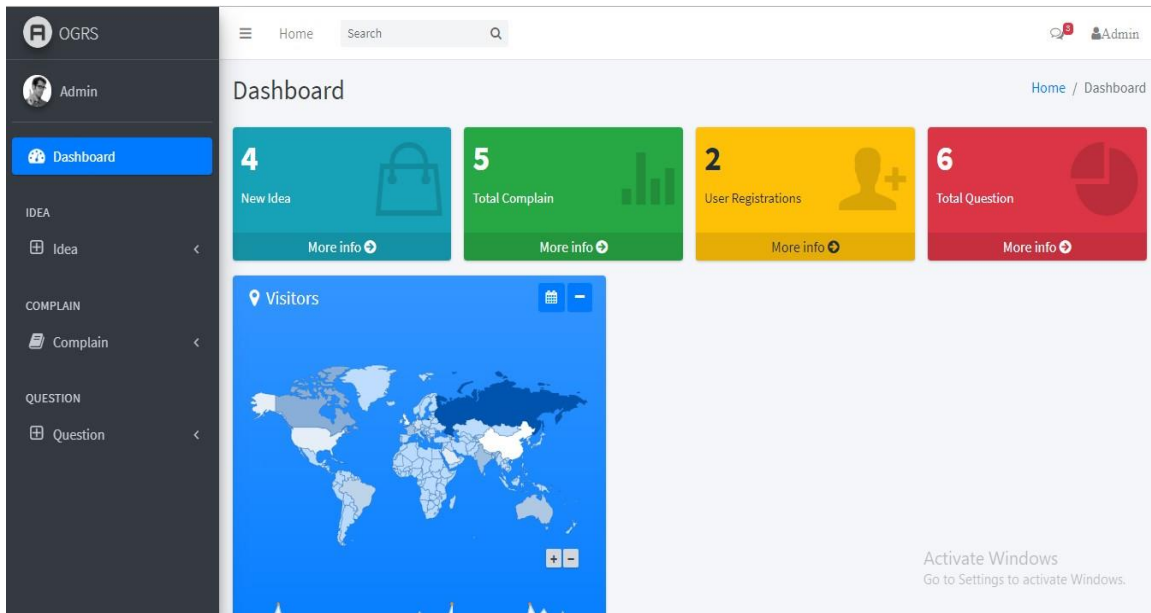


Figure 5.14: Dashboard Page

The admin has showed all complain list in the dashboard and replayed this complain.

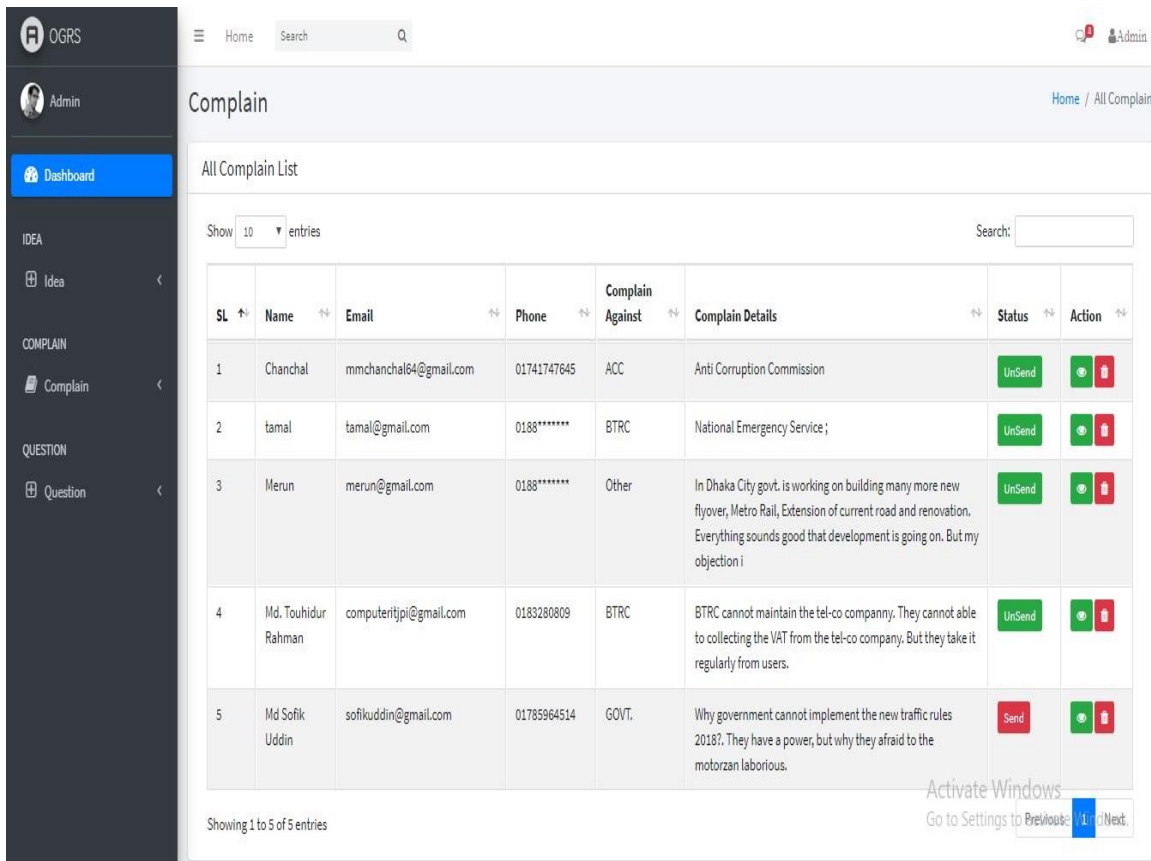


Figure 5.15: Complain List Page

The admin has showed all complain list in the dashboard and view this complaint.

The screenshot shows the 'Complain Details' page. The left sidebar contains navigation options: Dashboard, IDEA, Idea, COMPLAIN, Complain, QUESTION, and Question. The main content area displays a table with the following data:

SL	4
Name	Merun
Phone	0188*****
Email	merun@gmail.com
Complaint Against	Other
Complaint Details	In Dhaka City govt. is working on building many more new flyover, Metro Rail, Extension of current road and renovation. Everything sounds good that development is going on. But my objection i
File	
Status	UnSend

At the bottom right, there is a Windows activation watermark: 'Activate Windows Go to Settings to activate Windows.'

Figure 5.16: View Complain List Page

The admin view this complaint and replayed this complain using email.

The screenshot shows the 'Send Email' page. The left sidebar is the same as in Figure 5.16. The main content area displays a form with the following fields:

- Title:** (empty)
- Sending Email:** (blue header bar)
- Name:** Md Sofik Uddin
- Email address:** sofikuddin@gmail.com
- Subject:** Subject
- Body:** Why government cannot implement the new traffic rules 2018?. They have a power, but why they afraid to the motorzan laborious.

At the bottom left, there is a blue 'Submit' button. At the bottom right, there is a Windows activation watermark: 'Activate Windows Go to Settings to activate Windows.'

Figure 5.17: Send Complain Page

The admin replayed this complain using email.

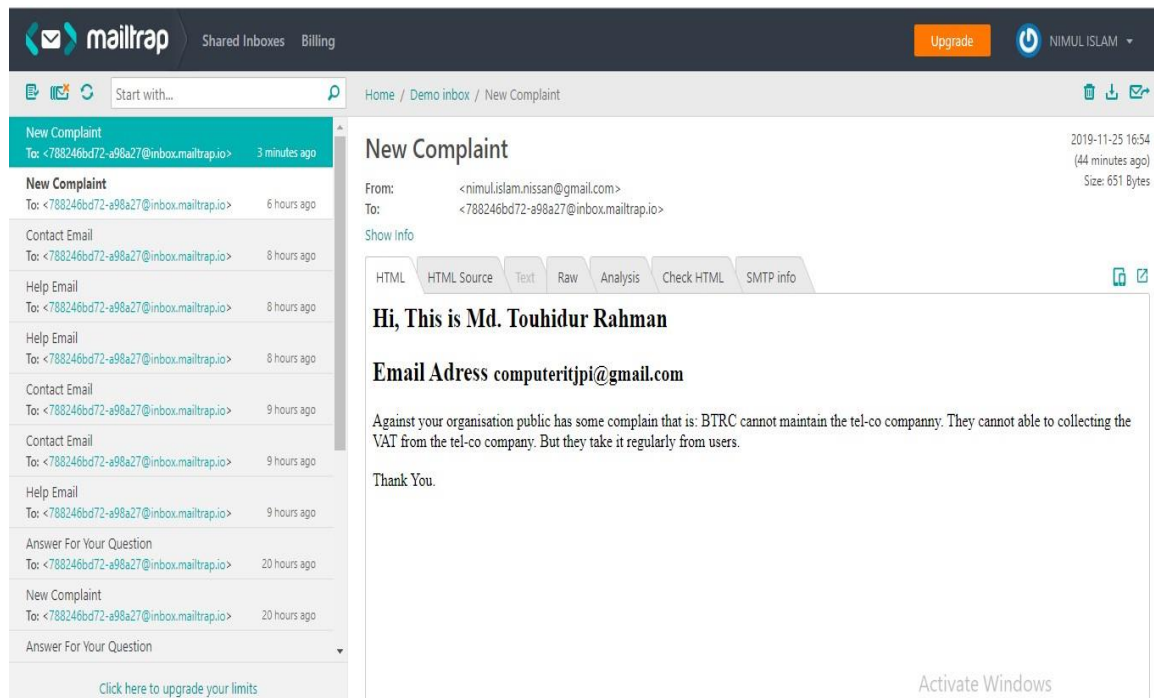


Figure 5.18: Mail Page

The User adds any complain using name, phone number, email and details or adding image.

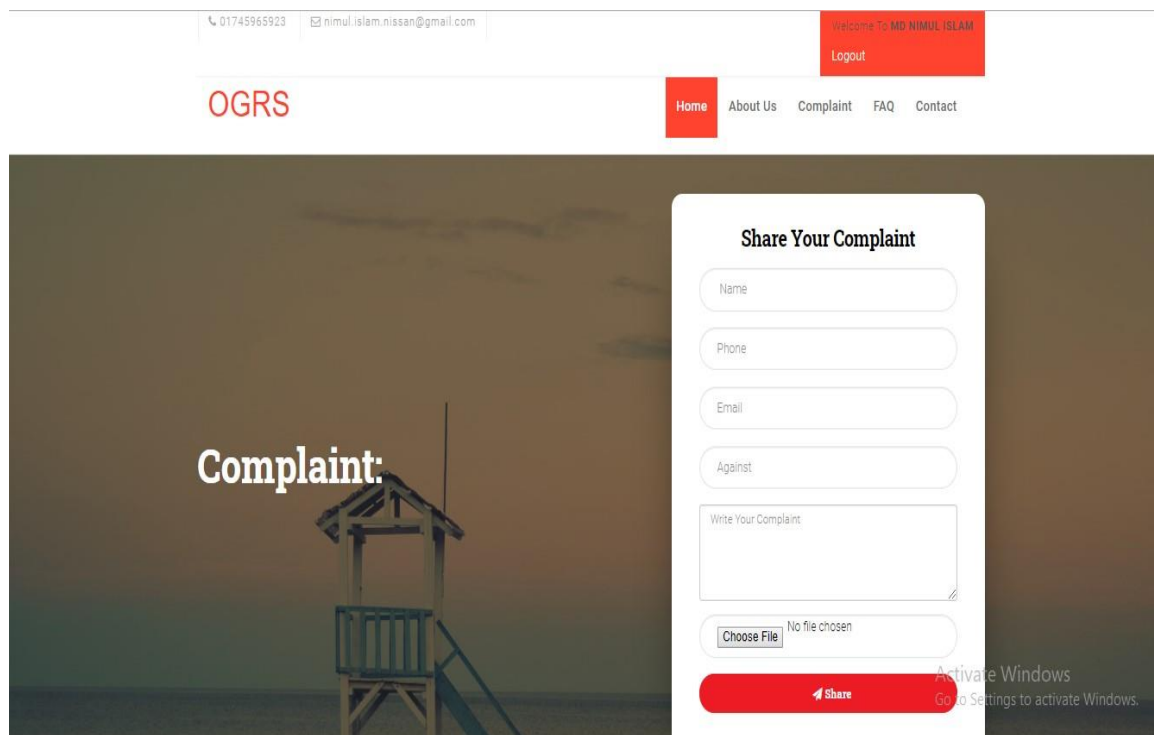


Figure 5.19: Add Complain Page

The user show any complain and gives any suggestion on this complains.

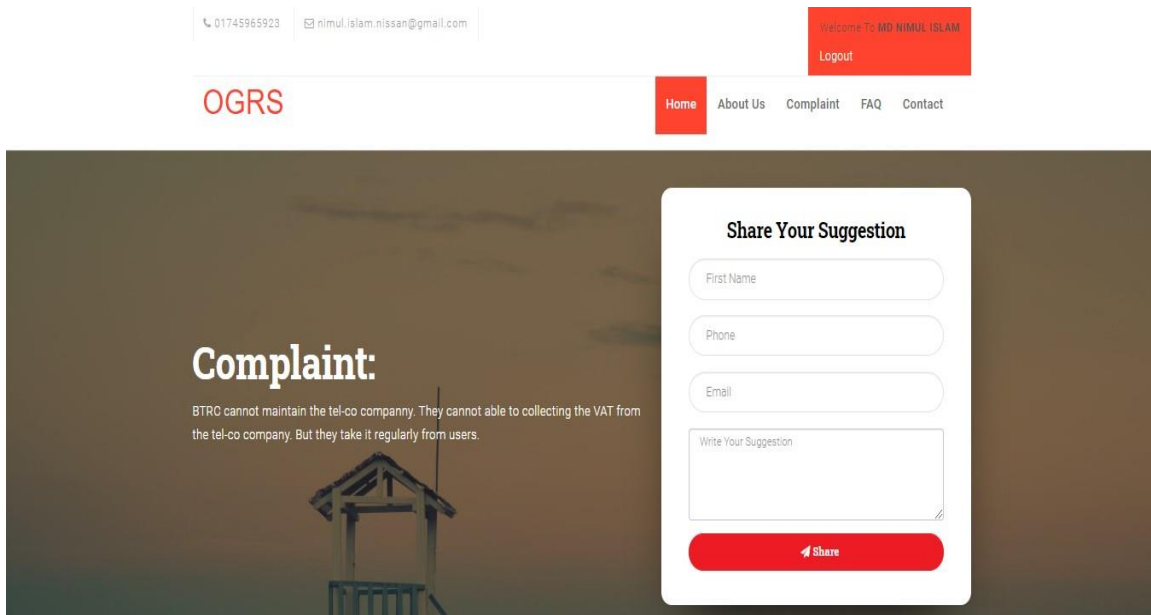


Figure 5.20: View Complain and Share Suggestion Page

The user asks any frequently question using name, phone number, email and details or adding image.

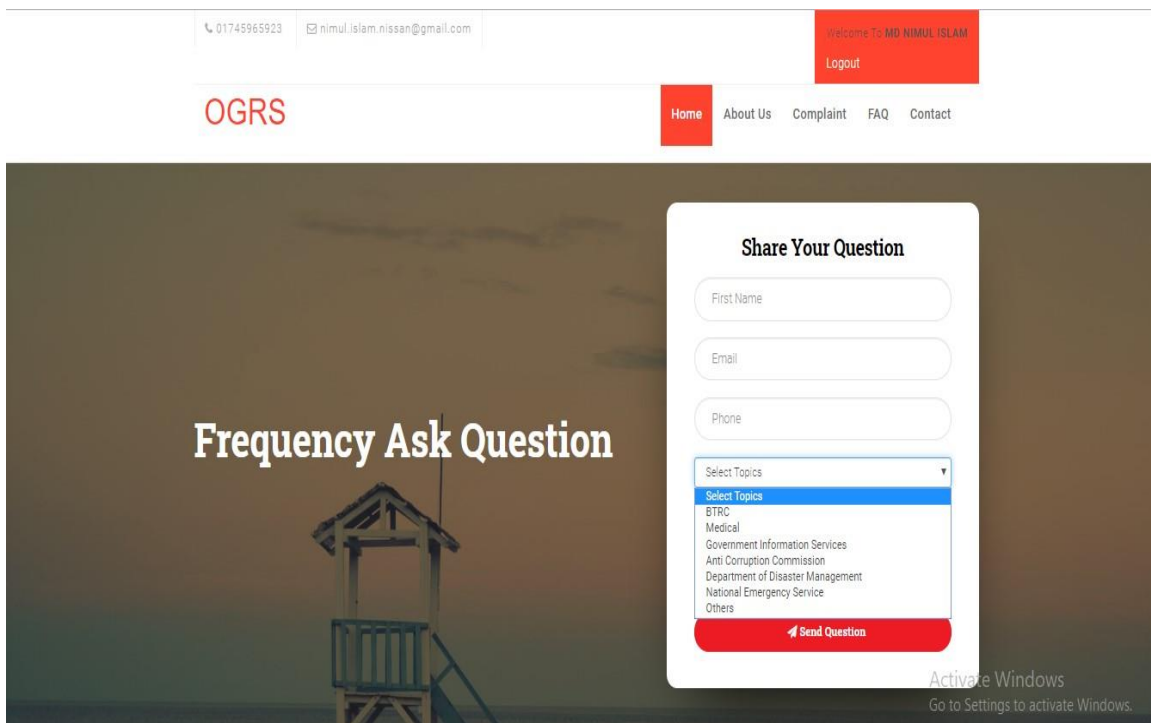


Figure 5.21: Frequently Ask Question Page

5.3 Implementation of Testing

The user asks any frequently question using name, phone number, email and details or adding image. Then the user gets a popup message.

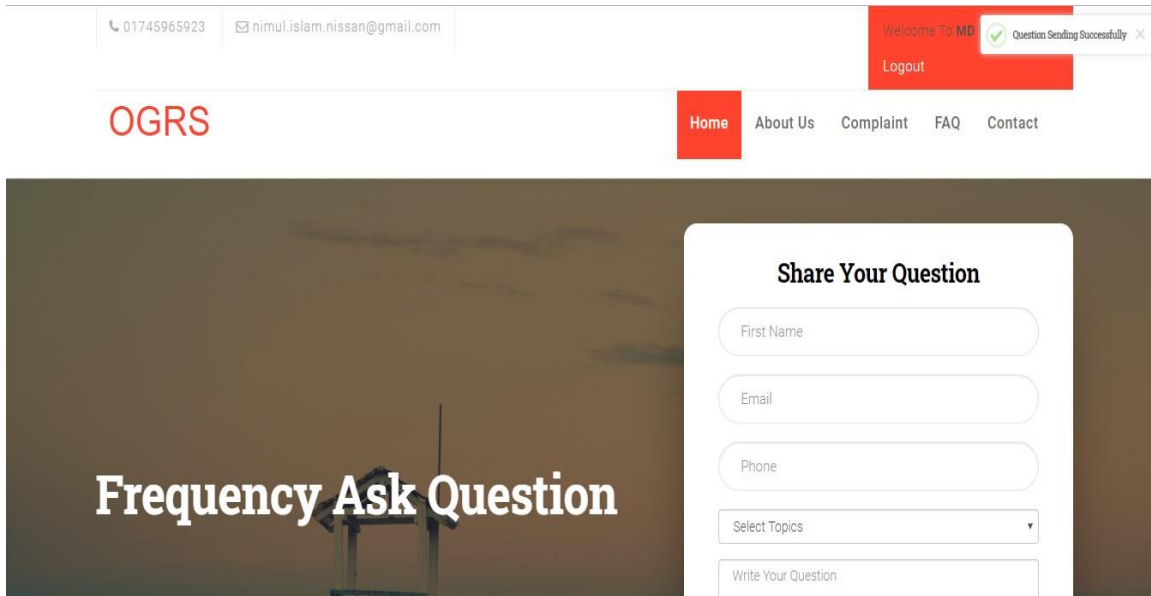


Figure 5.22: Frequently Ask Question Pop up Message Page

The user share any idea using name, phone number, email and details or adding image.

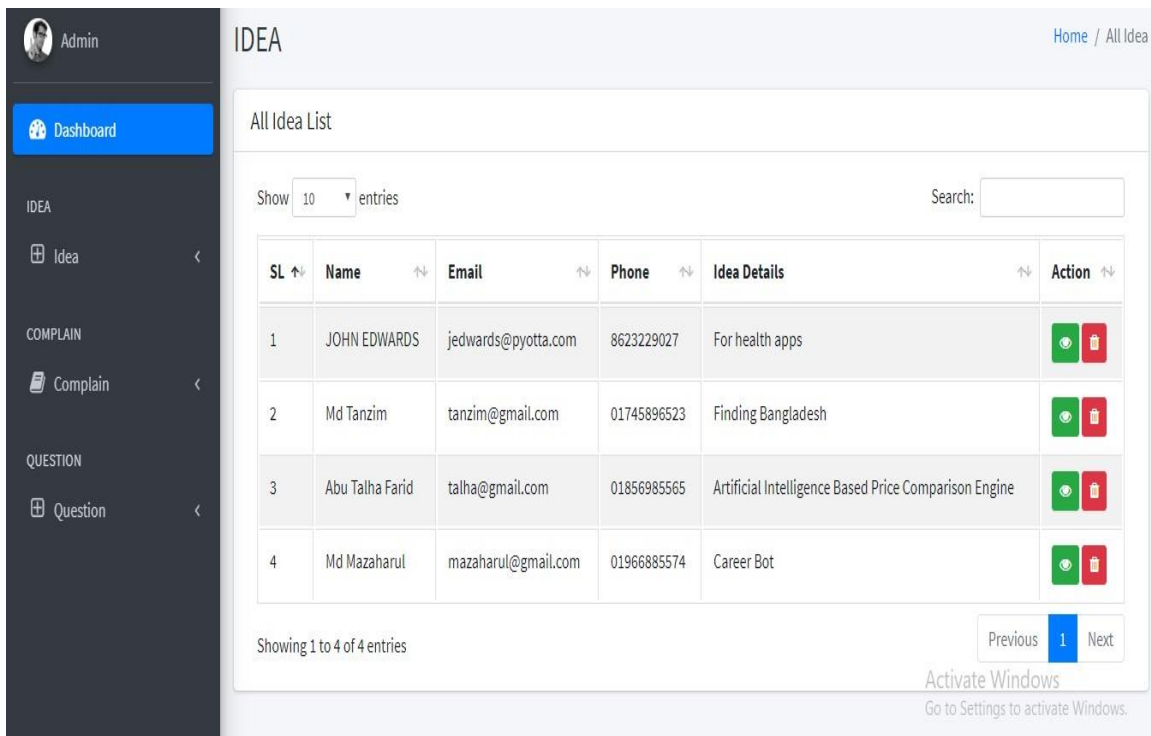


Figure 5.23: Share Idea Page

The user share any idea using name, phone number, email and details or adding image. Then he gets a popup message.

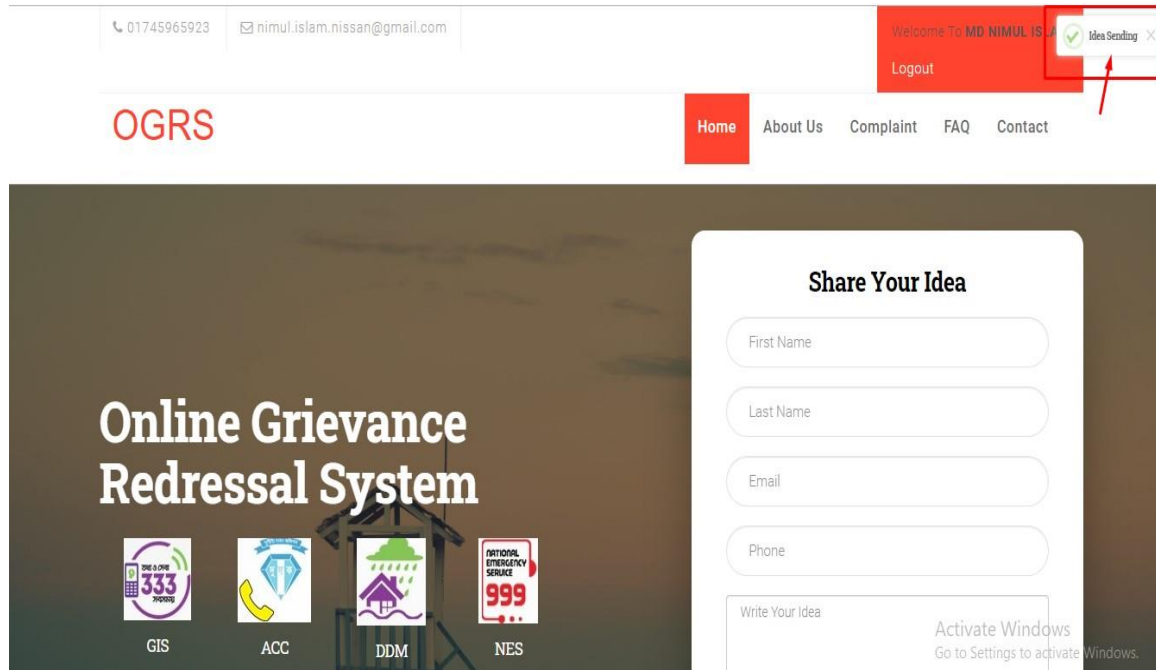


Figure 5.24: Send Share Idea Page

The user only shows the replay complains which sent from the admin.

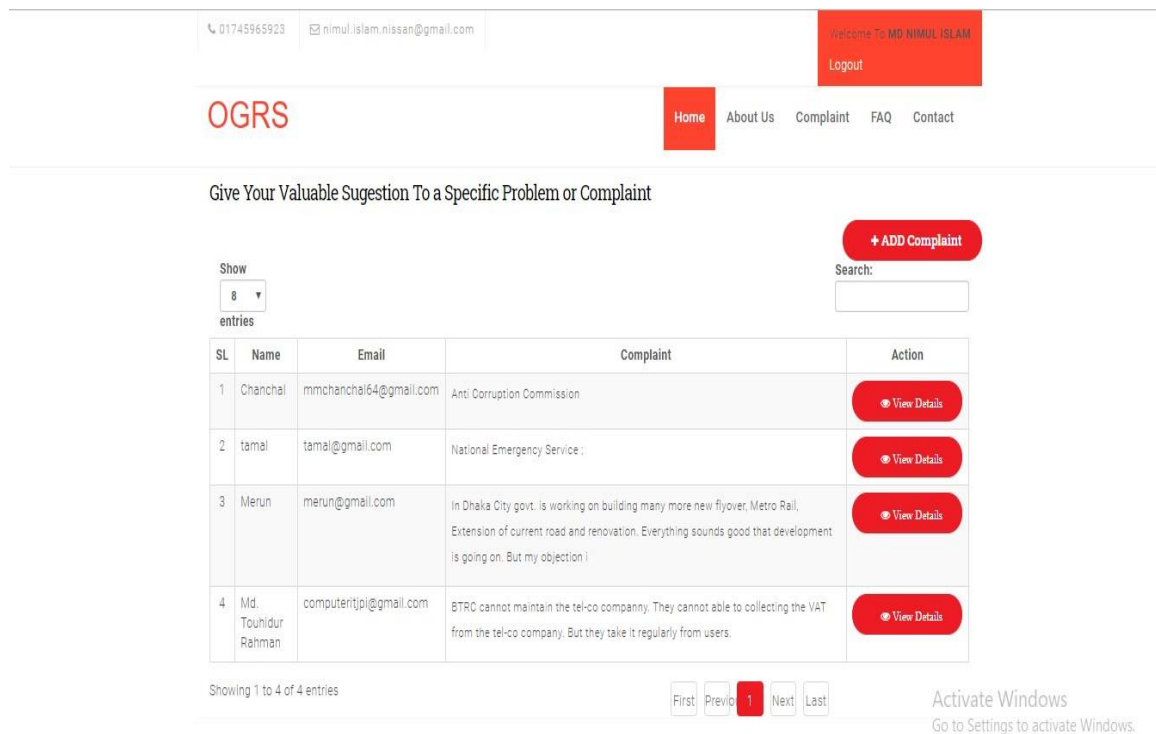


Figure 5.25: User View Complain List Page

CHAPTER 6

CONCLUSION AND FUTURE SCOPE

6.1 Conclusion

The metropolitan enterprise locks within the assignment of endorsing building plans, subdividing plots and regularizing structures with the city limits. The citizens have no clue as to the status of individual cases. The site has opened the conduits of information to the open through the Web. Presently, at the tap of a mouse, the status of the application is known without running from column to post. This permits online following and observing the development of any such paper inside the town arranging area. This has too made a difference in the area in assembly the statutory due dates set for the discharge of plans additionally permits citizens to get to the status of the transfer of their applications. The extend too imagines the creation of a building plan database and it's ensuing facilitating on the location so that citizens are able to know the exact nature of the endorsement given and are not attracted to buying unapproved buildings creating future complications for themselves.

The state governments might consider steps to advance broad and easy access of the individuals in country and urban range to data on open administrations, points of interest of government plans, status of applications, assignments and licenses, etc. they could ensure this through an efficient and staged computerization of authoritative operations with the assistance of NIC, and the accentuation on giving fast data and help to the individuals over the counter for need administrations in all workplaces with open interface.

6.2 Future Scope

My future objective is to execute this venture in our city and diminish the holding up time. My underlying objective is to offer help for the android application storm cellar and afterward extend our administration all through the nation or even the world. I am attempting our best to make this application more easy to use and simpler to deal with so nobody needs to sit around pausing.

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