

CONSUMER GRIEVANCE

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ABSTRACT

In this project consumer grievance developed for customizing the query and feedback activities with our tight schedule. There will be a five departments under the customer grievance. They are, Electricity board, Electricity problems, Transport, Bus late, Water, Water leakage problems, Public work Department, Road works, Corporation, Garbage Can. The number of users of internet has grown so rapidly that it has become a necessary part of our daily life. Those complaints are posted by the public and viewed by admin and certain employees. The employees does not carry the problems of public. The particular employee can take actions to recover the problems. This is useful for the public to post the query and feedback.

Keywords: Admin page, Employee page, User page.

INTRODUCTION

“Consumer Grievance” is an expression of dissatisfaction on a consumer's behalf to a responsible party. It can also be described in a positive sense as a report from a consumer providing documentation about a problem with a product or service. In fact, some modern business consultants urge businesses to view customer complaints as a gift. Consumer complaints are usually informal complaints directly addressed to a company or public service provider, and most consumers manage to resolve problems with products and services but it sometimes requires persistence. An instrumental complaint is a complaint made to a person or organization that could take some action and bring about a specific remedy. An expressive complaint is a complaint made for the purpose of expressing feelings, without any realistic chance of anything being done. Most online complaints are expressive complaints. A consumer can post their information, complaints, queries, feedbacks through this website. Here are many potential benefits of consumer complaint management, such as more quickly identifying potential issues, building better relationships with consumers. Hence, this website has the facilities to accomplish the grievance through online. Consumer news and advocacy websites often accept and publish complaints. Publishing complaints on highly visible websites increases the likelihood that the general public will become aware complaint.

LITERATURE REVIEW

Researchers and practitioners recently have given increasing attention to the antecedents and consequences of post purchase consumer complaint intentions and behaviours. Issues pertaining to the nature and structure of the consumer complaint behaviour (CCB) *concept*, however, have not received such attention. The author assesses the validity of the three current operationalizations and taxonomies of CCB using intentions data from four different and independent CCB situations. None is an adequate representation of the empirical observations. Consequently a taxonomy is proposed that is based on exploratory analysis of one of the CCB situations. Confirmatory analysis of the other three CCB situations supports the proposed taxonomy. A validity analysis using complaint behaviour data for the four CCB situations also supports the proposed CCB taxonomy.

METHODOLOGY AND SYSTEM SPECIFICATION:

3.1 MODULES

- Secure Authorization
- Admin
- Employee
- Post complaint
- Response complaint
- Send feedback
- Complaint Registration
- View Registration

(Corporation Department, Water Department, Transport Department, Public works department, Electricity department are all in the under of this project)

3.2 MODULES DESCRIPTION

3.2.1 SECURE AUTHORIZATION:

Authorization is important to prevent fraudulent transaction. Without authorization no one can able to access this application. So its very secure and safe with other persons.

3.2.2 ADMIN:

Customer complaint registration, update the customer complaints and allot the

particular employee to resolve the complaint. The admin can view the report of customer complaint.

3.2.3 EMPLOYEE:

Once the complaint resolved he can update the status of the complaints which is feasible to know about the customer complaints. The employee can view the allotted customer complaints.

3.2.4 POST COMPLAINT:

The consumer can post his complaints to the certain departments. Based on the complaint registered the complaint will be allocated.

3.2.5 RESPONSE COMPLAINT:

Administrator views the client un satisfied Comments with that product performance and finds any flaws then he can demand for a service. Complaint registered that complaint will be allocated that Complaints and sends to the user.

3.2.6 SEND FEEDBACK:

One can able to send their comments and complaints about the site and the service etc in this form.

4.2.6 COMPLAINT REGISTRATION:

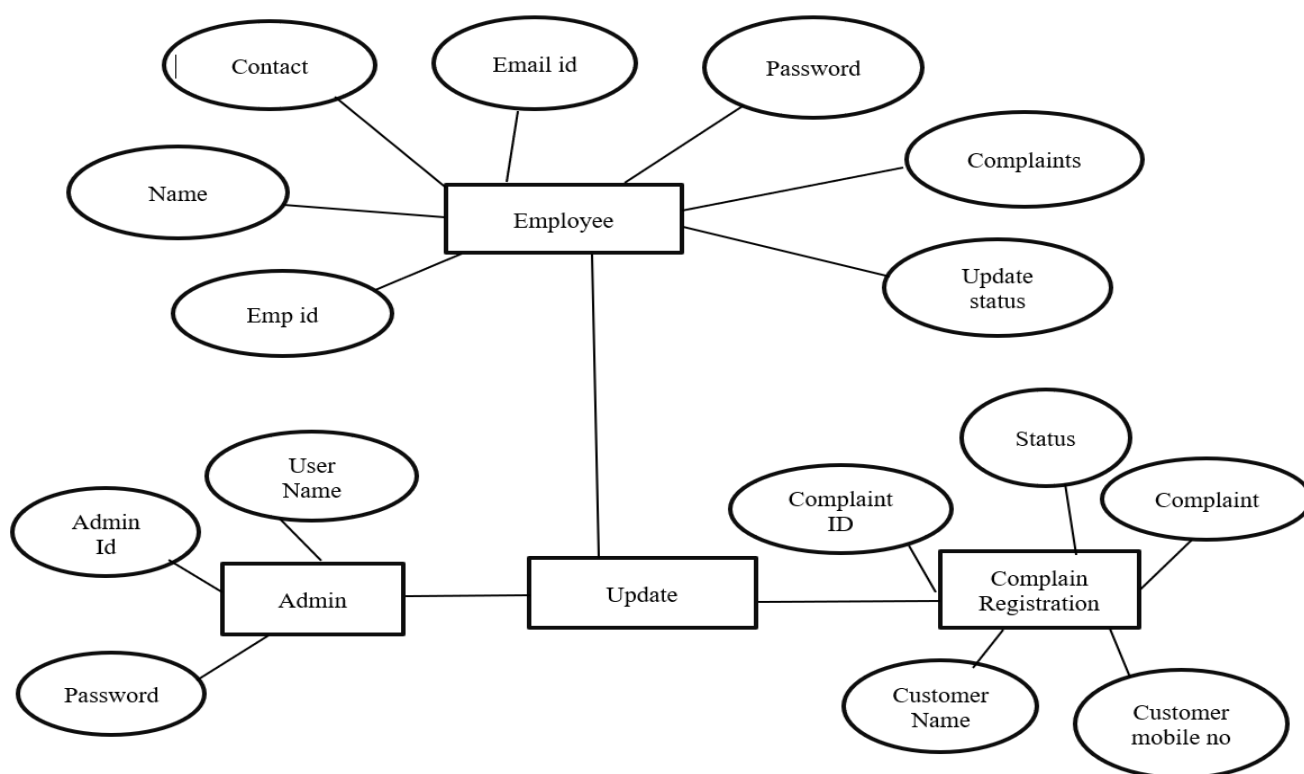
In this module the admin can register the customer complaints by giving the customer name, mobile no, product name and complaints details, so its easy to retrieve the complaints easily.

4.2.7 VIEW REGISTRATION:

In this module the employee and admin can view the user’s registration whether they are post complaints are not.

FLOWCHART

4.1 ENTITY RELATIONSHIP DIAGRAM:



FUTURE WORK

The project has a very vast scope in future. The project can be implemented on intranet in future. Project can be updated in near future as and when requirement for the same arises, as it is very flexible in terms of expansion. With the proposed functional the complaints is now

able to manage and hence run the entire work in a much better, accurate and error free manner. The following are the future scope for the project.

The system is highly scalable and user friendly. Almost all the system objectives have been met. The system has been tested under all criteria.

The system minimizes the problem arising in the existing manual system and it eliminates the human errors to zero level. The design of the database is flexible ensuring that the system can be implemented. It is implemented and gone through all validation. All phases of development were conceived using methodologies. User with little training can get the required report.

The software executes successfully by fulfilling the objectives of the project. Further extensions to this system can be made required with minor modifications.

CONCLUSION

The “Consumer Grievances” has been developed to satisfy all proposed requirements. The process is maintained more simple and easy. The system is highly scalable and user friendly. Almost all the system objectives have been met. The system has been tested under all criteria. The system minimizes the problem arising in the existing manual system and it eliminates the human errors to zero level. The design of the database is flexible ensuring that the system can be implemented. It is implemented and gone through all validation. All phases of development were conceived using methodologies. User with little training can get the required report. The software executes successfully by fulfilling the objectives of the project. Further extensions to this system can be made required with minor modifications.

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