

# CONSUMER GRIEVIENCES SYSTEM

LEELAVATHI . S , K . RENUKA

**Abstract**—This Project entitled “Consumer Grieviences System”, Front End as PHP, Back End as MYSQL. In today's busy world time is a vital issue which can't be managed by noticing each and every phenomenon with our tight schedule. So now a day's Automatic systems are being preferred over manual system to make life simpler and easier in all aspects. To make it a grand success PHP is the latest internet technology developed. The number of users of internet has grown so rapidly that it has become a necessary part of our daily life. The matter of concern in this project is development of Website based Garbage Monitoring System. As the population of world is increasing day by day, the environment should be clean and hygienic for our better life leads. In most of the cities the overflowed garbage bins are creating an obnoxious smell and making an unhygienic environment. And this is leading to the rapid growth of bacteria and viruses which are causing different types of diseases. To overcome these situations efficient garbage collection systems are getting developed based on Software. Various designs have already been proposed and have advantages as well as disadvantages. This paper is a review of Garbage Monitoring System based on Website. This application is used for the Peoples to recover the Atmosphere clean and hygiene. Not only Garbage System including Water leakage complaints, Electricity Problems, Ration etc., Those Complaints are posted by the Public and viewed by Admin and certain Employees. The Employees does not carry the problems of public means Admin can take actions of Particular Employees to recover the Problems.

**Keywords**— Consumer Grieviences, Garbage Monitoring System, PHP, MySQL.

## I. INTRODUCTION

In today's busy world time is a vital issue which can't be managed by noticing each and every phenomenon with our tight schedule. So now a day's Automatic systems are being preferred over manual system to make life simpler and easier in all aspects. To make it a grand success PHP is the latest internet technology developed. The number of users of internet has grown so rapidly that it has become a necessary part of our daily life. The matter of concern in this project is development of

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Website based Garbage Monitoring System. As the population of world is increasing day by day, the environment should be clean and hygienic for our better life leads. In most of the cities the overflowed garbage bins are creating an obnoxious smell and making an unhygienic environment. And this is leading to the rapid growth of bacteria and viruses which are causing different types of diseases. To overcome these situations efficient garbage collection systems are getting developed based on Software. Various designs have already been proposed and have advantages as well as disadvantages. This paper is a review of Garbage Monitoring System based on Website. This application is used for the Peoples to recover the Atmosphere clean and hygiene. Not only Garbage System including Water leakage complaints, Electricity Problems, Ration etc., Those Complaints are posted by the Public and viewed by Admin and certain Employees. The Employees does not carry the problems of public means Admin can take actions of Particular Employees to recover the Problems.

## II. SYSTEM STUDY

### 1) Existing System:

In the existing system garbage is collected by corporation by weekly once or by 2 days once. Though the garbage shrinks and overflows the garbage bin and spread over the roads and pollutes the environment and also Public Complaints and Problems doesn't cared by the certain Employees.

### Disadvantages:

- It had Paper Work.
- There is no human interaction if users have some enquiry.
- Time Consuming

### 2) Proposed System:

The system excludes the need of maintaining paper Complaints as all the records are managed electronically. Administrator doesn't have to keep a

manual track of the users. Users don't have visit the office for certain Complaints. The system then calculates the Complaints for every user and updates the information.

**Advantages:**

- Users don't have visit the office for complaints.
- It saves human efforts and resources.
- System can be accessed anytime and from anywhere

### III.SYSTEM DEVELOPMENT

#### A. MODULES DESCRIPTION

##### 1)Secure authorization:

In this module we can authorize each and every user of the application. Without authorization no one can able to access this application. Soits very secure and safe with other persons.

##### 2)Admin module:

In this module, the admin can manage the all the activities of the application. Those activities are, employee registration, update employee, etc. 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)Employee module:

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

##### 4)Customer 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.

##### 5)Post complaint:

In case client is not satisfied with the product performance and finds any flaws then he can demand for a service in the company by posting his request to the company. Based on the complaint registered the complaint will be allocated.

##### 6)Response complaints:

Administrator views the client un satisfied Comments with that product performance and finds any flaws then he can demand for a service. Complaint registered

##### 7)Send feed back:

This module is meant for the user to submit their comments about this details and its overall activates. One can able to send their comments and complaints about the site and the service etc in this form.

#### B. SOFTWARE DESCRIPTION

##### 1) FRONT END: PHP:

PHP stands for Hypertext Preprocessor. PHP scripts run inside Apache server or Microsoft IIS. PHP and Apache server are free. PHP code is very easy. PHP is the most used server side scripting language. PHP files contain PHP scripts and HTML. PHP files have the extension "php", "php3", "php4 or "phtml". Generate dynamic web pages. PHP can display different content to different user or display different content at different times of the day Process the contents of HTML forms. We can use an PHP to retrieve and respond to the data entered into an HTML form. Can create database-driven web pages. An PHP can insert new data or retrieve existing data from a database such a MySQL.

##### 2) BACK END: MYSQL:

MYSQL is a relational database system. If you can believe many diehard MYSQL fans, MYSQL is faster, more reliable, and cheaper -- or, simply put, better -- than any other database system (including commercial systems such as Oracle and DB2). Many MYSQL opponents continue to challenge this viewpoint, going even so far as to assert that MYSQL is not even a relational database system. We can safely say that there is a large bandwidth of opinion.

- The fact is that there is an ever increasing number of MYSQL users, and the overwhelming majority of them are quite satisfied with

MYSQL. Thus for these users we may say that MYSQL is good enough.

- It is also the fact, however, that MYSQL still lacks a number of features that are taken for granted with other database systems. If you require such features, then MYSQL is (at least for the present) not the database system for you. MYSQL is not a panacea.

#### **IV. TESTING METHODOLOGIES**

System testing is the state of implementation, which is aimed at ensuring that the system works accurately and efficiently as expect before live operation, commences. It certifies that the whole set of programs hang together System testing requires a test plan, that consists of several key activities and steps for run program, string, system and user acceptance testing. The implementation of newly design package is important in adopting a successful new system. Testing is important stage in software development. System test is implementation should be a confirmation that all is correct and an opportunity to show the users that the system works as they expected It accounts the largest percentage of technical effort in software development process. Testing phase is the development phase that validates the code against the functional specifications. Testing is a vital to the achievement of the system goals. The objective of testing is to discover errors. To fulfill this objective a series of test step such as the unit test, integration test, validation and system test where planned and executed.

##### **1)Unit testing:**

Unit testing is testing changes made in a existing or new program this test is carried out during the programming and each module is found to be working satisfactorily. For example in the registration form after entering all the fields we click the submit button. When submit button is clicked ,all the data in form are validated. Only after validation entries will be added to the database.

##### **2)Validation testing:**

Software validation is achieved through a serious of testes that demonstrate conformity with

requirements. Thus the proposed system under consideration has been tested by validation & found to be working satisfactory.

##### **3)Output testing:**

Asking the user about the format required by them tests the output generated by the system under consideration. It can be done in two ways, One on screen and other on printer format. The output format on the screen is found to be correct as the format designed n system test.

##### **4)Testing results :**

All the tests should be traceable to customer requirements the focus of testing will shift progressively from programs Exhaustive testing is not possible. To be more effective testing should be which has probability of finding errors. The following are the attributes of good test

1. A good test has a probability of finding a errors
2. A good test should be “best of breeds”
3. A good test to neither simple nor too complex

##### **5) SYSTEM IMPLEMENTATION**

System Implementation is the stage in the project where the theoretical design is turned into a working system. The most crucial stage is achieving a successful new system and giving a user confidence in that the new system will work efficiently and effectively in the implementation stage. The stage consist of

1. Testing a developed program with sample data
2. Detection and correction of error
3. Creating whether the system
4. meets a user requirements
5. Making necessary changes as desired by users.
6. Training user personal

The implementation phase is less creative than system design. A system design may be dropped at any time prior to implementation, although it becomes more difficult when it goes to the design phase. The final report of the implementation phase includes procedural flowcharts, record layouts, and a workable plan for implementing the candidate system design into a operational design.PHP and MY SQL has offer very efficient yet a simple

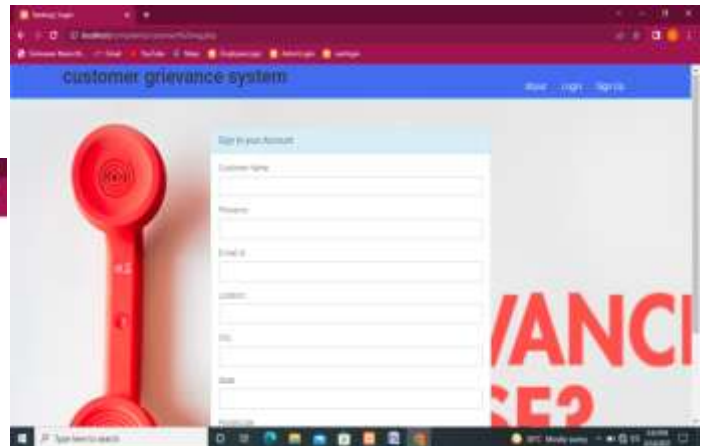
implementation technique for development of the project.

## V. EXPERIMENTAL RESULTS

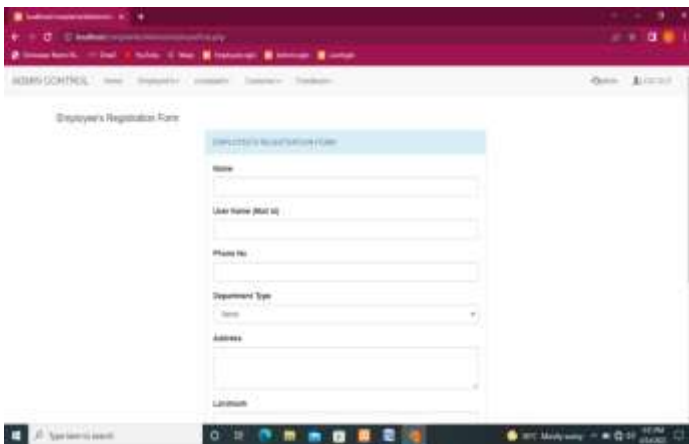
### 1)Admin Login



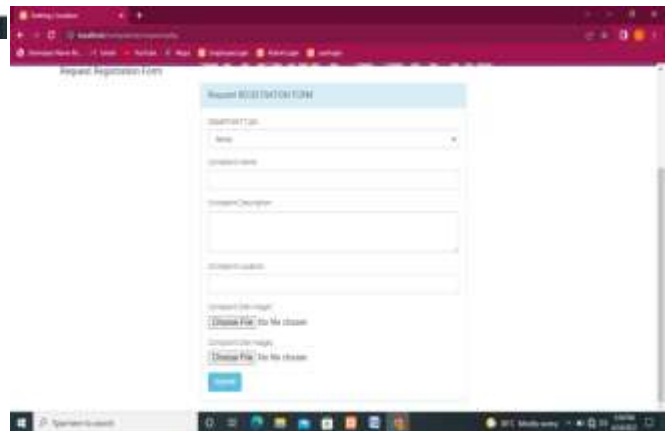
### 4)Customer Registration



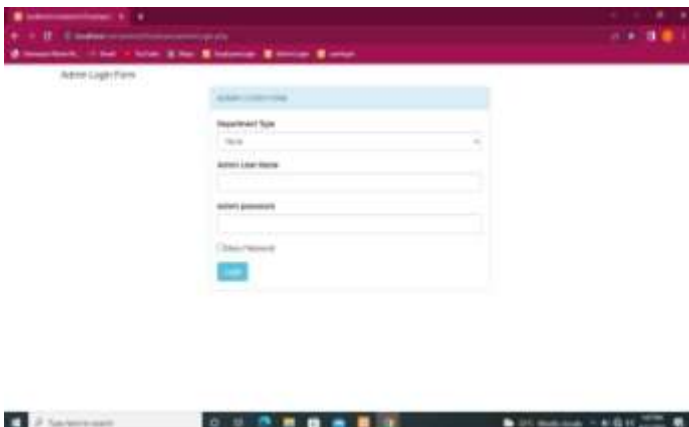
### 2)Employee Registration



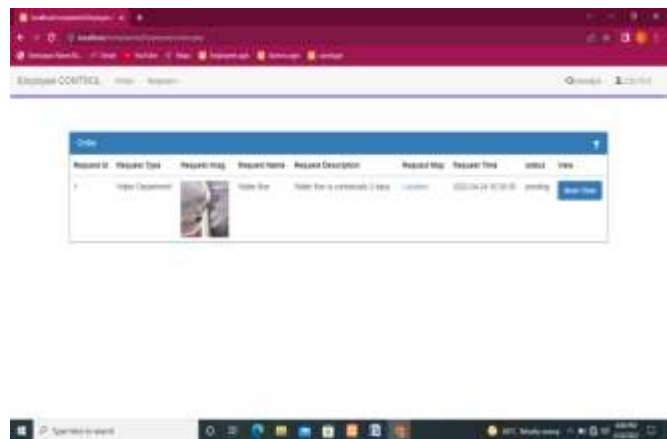
### 5)Complaint Registration Form



### 3)Employee Login Page



### 6)Complaint View



## 7) Customer's Feedback



Sl	Name	Department	Message
1	...	...	...



## VI. 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.

### SCOPE FOR FUTURE ENANCEMENT

In the system all the records are managed electronically. Administrator doesn't have to keep a manual track of the users. Users don't have visit the office for certain Complaints. The system then calculates the Complaints for every user and updates the information. This paper is a review of Garbage Monitoring System based on Website. This application is used for the Peoples to recover the Atmosphere clean and hygiene. Not only Garbage System including Water leakage complaints, Electricity Problems, Ration etc., Those Complaints are posted by the Public and viewed by Admin and certain Employees. The Employees does

not carry the problems of public means Admin can take actions of Particular Employees to recover the Problems. Now it is an website in future they will be create an app.

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