

Complaint Management System (rComplaint)

CHALLENGE/SITUATION

“rComplaint” is a mobile and web Application whose objective is to provide facility to end user who can make complaint for specific department and sub department. User can view his complaints also. Profile can be updated by user. Admin user can track complaints by area, by department, by sub department. It is a simple to use application.

SOLUTION/FEATURES

“rComplaint” is a Complaint Management System which helps the Organization to track down the record of the complaint/suggestion for their assigned department for which user has made complaint/posted suggestion.

1. Directly able to make complaint/suggestion to organization
2. Complaint/suggestion tracking
3. Profile management
4. Advanced search for year, month, area, department and sub-department
5. Easily able to view complaint/Suggestion with web and mobile device
6. Single sign-on- compatible with mobile and web

BENEFITS

No.	Benefits
1.	Electronic complaints registration
2.	Manual process avoided
3.	Saves time
4.	Complaints status can be tracked any time
5	Directly able to make a complaint to particular department
6.	Able to post photos/videos along with complaint
7.	Department can see registered complaints at any point
8.	Report can be generated for complaints registered
9.	Alert/notification sent to citizen once the complaint resolved
10.	Reduces manual process
11.	Saves time
12.	Cost Effective