Android Based Complaint Register (ABCR)

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Abstract— In digital world it is important to solve problems through the Mobile app. The work presented in this paper is an Android Based Complaint Register, which has the ability to understand people's dissatisfaction and also encourage them to control the quality of the service provider. Wherever the problem occurs, the user will be able to register the complaint immediately through ABCR application.

Keywords —Complaint Manager, Digital show record, Android develop, API.

I. INTRODUCTION

In today's modern world everyone is busy with their own tasks and responsibilities. Each and everyone is busy in completing his/her duty but sometimes due to inadequate service the common people go through many difficulties, which may become an obstacle in completing their tasks on time. Every day citizens complain to service department staff of feeling dissatisfied [2]. ABCR is a system which will allow people to register their complaints through the mobile application.

ABCR is a system which is used to efficiently register the complaints which helps in good management and provides solution to problems faced by people. Initially, this system will be implemented in a particular area and after successful implementation it can be extended for a whole state or country. It provides a facility to people with problems and performs good complaint management so that complainants end up satisfied[4].

II. RELATED WORK

A. Android Libraries

In this, Java-based libraries are specifically used for Android development. Examples of libraries in this category contains the application framework libraries with user interface building, graphics drawing and database access[1].

B. FileZilla

FileZilla uses multiple FTP sessions. One session gets used purely to browse the server. The other sessions are used to do the file transfers. That way, you can always browse the server even during transfers.

C. phpMyAdmin

phpMyAdmin use for SiteWorx control panel. It is a popular and free open source tool used for administering MySQL with a web browser. Typical

operations such as the management of databases, tables, indexes, permissions, and so on are executed with the user interface. Administrators can also use phpMyAdmin to directly execute any SQL statement. Features of phpMyAdmin platforms are database management, Multiple-server administration, Global or subset database searches, Live charts to monitor MySQL server activity, Web interface.

III. PROPOSED MODULE

This model was designed to manage the user complaint efficiently. The application works as an intermediate between the other complaint handling system and the user who faces the problem. The system will help in solving of problem in systematic manner. ABCR will be handling the sensitive data about the user and user complaint. There will be enhanced security feature. ABCR will help to protect data if there is any malicious attack on the system.
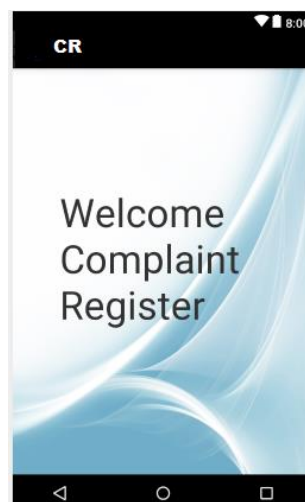
IV. Flow Chart
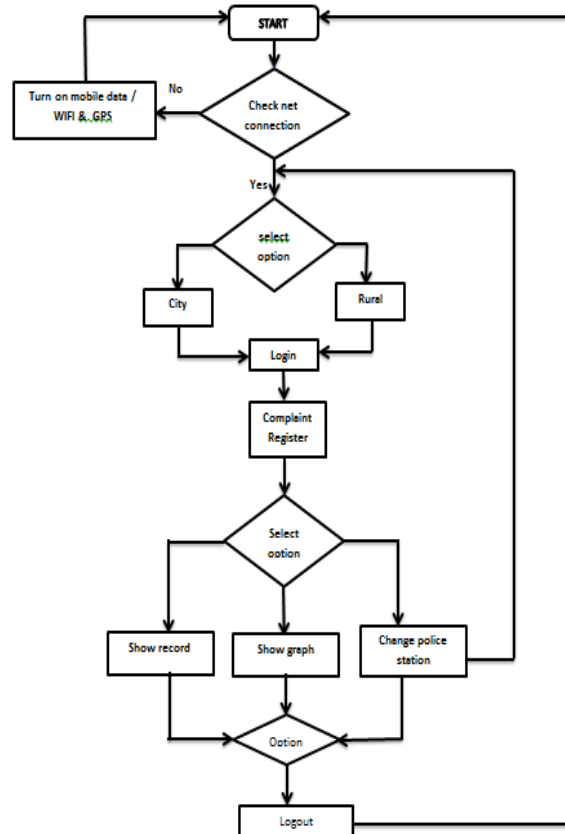
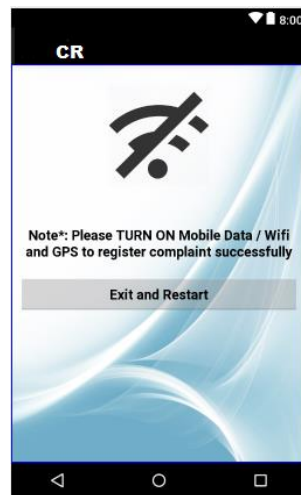V. UI DESIGN MODULE

Fig 1 Welcome Screen
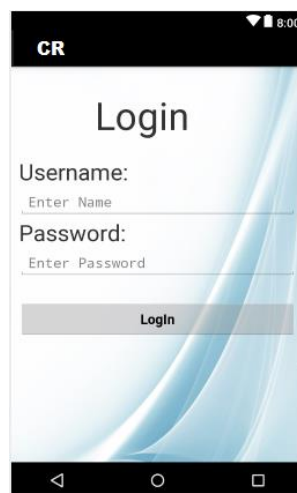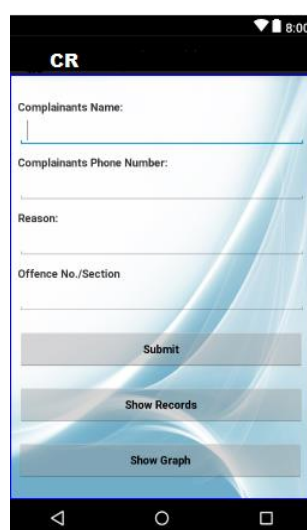
Fig 2 Check Net Connection

Fig 3 Login

Fig 4 Complaint Register

Fig 5 View Complaints

In this, Fig1 shows welcome screen. Fig2 can check condition if net and GPS are ON, click login on the app. Fig3 login with your username and password that you were given from the department. Fig4 fill all the fields properly and submit the complaint. Fig 5 view the complaint, you can see all complaints. It shows how app will work.

VI.   CONCLUSION

ABCR will easily solve the problems people face in day to day life. It is the simple design of the app which will help to use the system easily. It will encourage people to register their problem through the medium they are already connected to. This will allow more and more people to stay connected to the system and as a result, the goal of ABCR will be achieved.

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