Online Textile Industry based Complaint Grievances Management System

J. Suganya, P. Gowri
II-Msc(cs)
PG & Research Department of Computer Sciences and Application.
Vivekanandha College of Arts And Sciences For Women (Autonomous)

Dr. P. Sumitra.
,M.Sc.,M.Phil.,Ph.D.,MCA.,
Asst. Professor of PG & Research Department of Computer Sciences and Application.
Vivekanandha College of Arts And Sciences For Women (Autonomous)

I.INTRODUCTION

Addison international is a 22 years old company which is manufacturing &exporting the home furnishing made ups and fabrics. We are exporting home furnishing fabrics all over the India.

Being part of this industry since its infancy stage and still going strong makes us very much a veteran of this industry. Currently, covering all the major markets of the India like Chennai,Bangalore, Delhi and Mumbai.

Based in Karur, TamilNadu we have an in-house facility of researching and design, able assisted by a team of efficiency and knowledgeable designers to maintain complete command over the quality and exclusively of our range.

Our showroom and sampling unit is located in industrial hub of Karur. Our production facility in Gujarat and Ahmadabad complete with all modern entities. A strong,dedicated and experienced workforce of more than 47 people work to meet the delivery deadlines adhering to the highest quality standards as demanded by the line of business.

With a fast changing market dynamic and even quicker in the design trends, our constant Endeavour is to be ahead of the market with fast turn around of new cutting edges contemporary styles at most realistic prices.

II.EXISTING SYSTEM
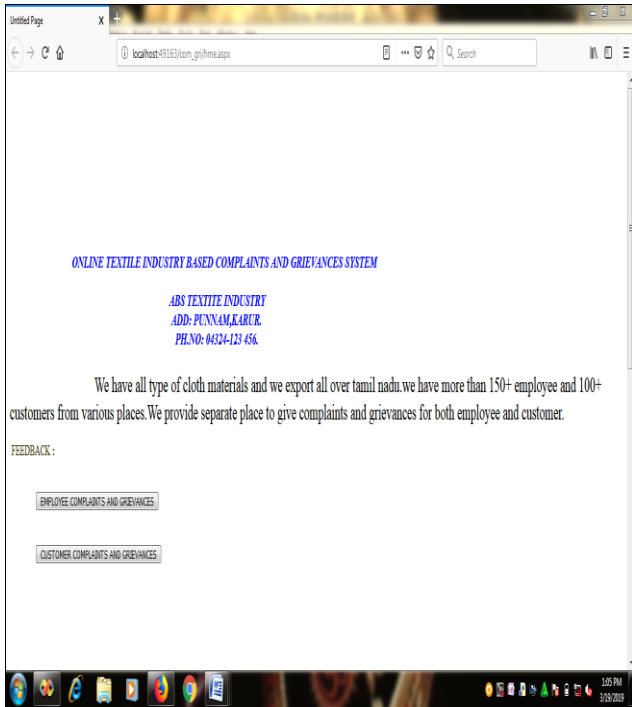
The existing system of this project is already computerized but the end user doesn't know whether the information is received to the admin or not
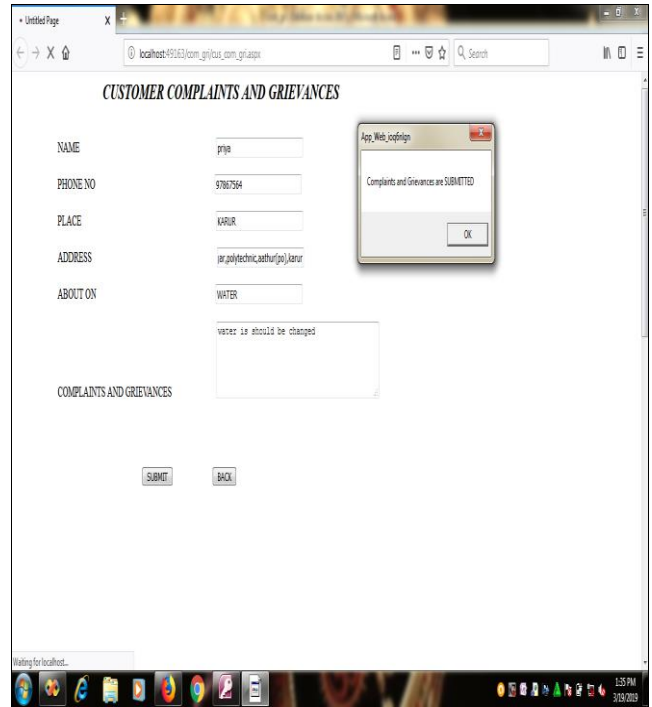.

DRAWBACKS

➤ The registered complaint and grievances will not be redirected , it will stored in database.
➤ There are limited space to write complaint and grievances .
➤ The user doesn't know whether their complaint and grievances are added or not.
➤ Report can't be viewed because there is no report form.
➤ There is no security for database so, there is a chance of missing records.
➤ Anyone can access the database without any authentication.
➤ There will be a delay in updating of problem.
➤ User does not know the status of the problem

PROPOSED SYSTEM

This system gives the solution to the problem by forwarding it to the concern authorities within in a particular time. The main idea for developing this proposed system is to replace the existing system with a advanced computerized system.

DRAWBACK

The proposed system provides solution to the existing system by extending its facilities such as
➤ The registered complaint and grievances will be redirected to the specific departments.
➤ Large number of complaints or grievances can be posted simultaneously.
➤ Lot of records are stored in database, there is no chance of missing records because of good security.
➤ After posting their complaints and grievances the popup message will be displayed to assure that the text is added.
➤ In this system the flexibility of interaction will be easier and can be completed in quicker time.
➤ Faster retrieval of reports.
➤ The report will be display to the users whether the complaint and grievances are rectified.

III.EXPERIMENTAL ANALYSIS

HOME PAGE

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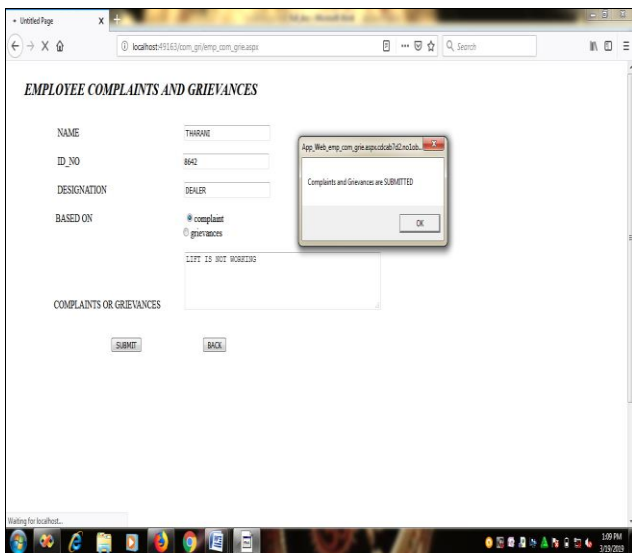**ISSN: 2278-0181**
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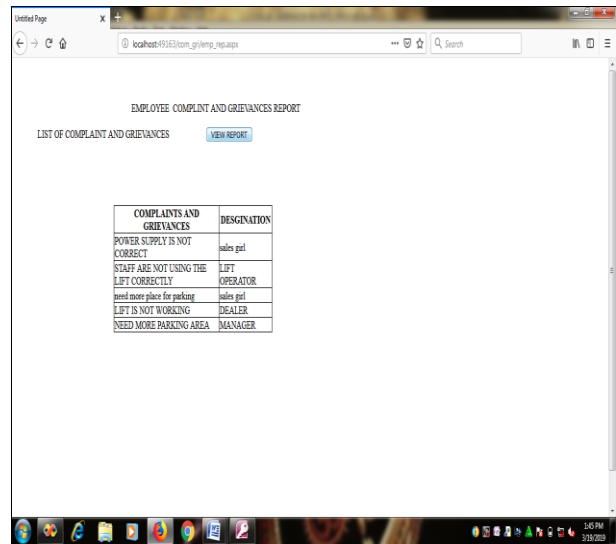
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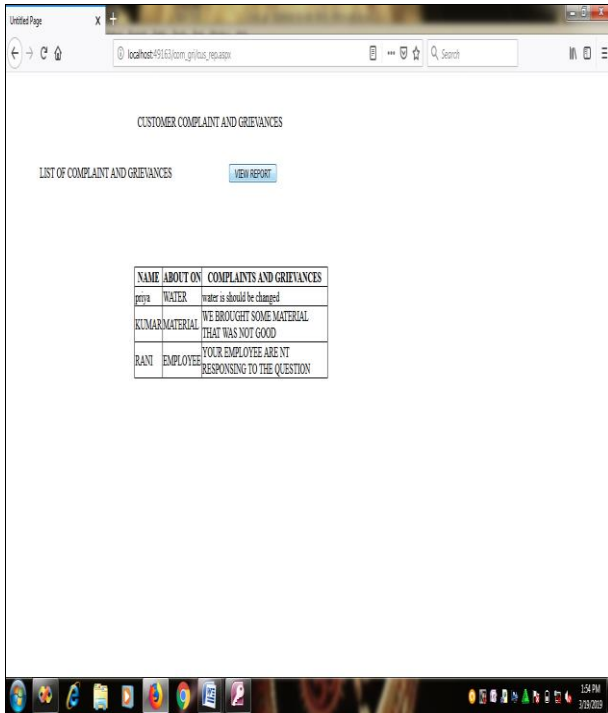

EMPLOYEE   COMPLAINT AND GRIEVANCE REPORT

CUSTOMER COMPLAINTS AND GRIEVANCES PAGE

CUSTOMER COMPLAINT AND GRIEVANCE REPORT

IV. MODULES DESCRIPTION:

HOME PAGE

The home page acts as a welcome page of the project. The home page lets the user to enter their details into the required page.

This page consists of the link options like staff complaint and grievances page, customer complaints and grievances page, when the link is clicked the corresponding link page is activated. These are linked by the hyperlink option.

CUSTOMER COMPLAINTS AND GRIEVANCES PAGE

This page is developed to register the customer's complaints and grievances with their details. It consists of many fields like name , address , E-mail id , phone number, complaint or grievances date, time and complaints or grievances.

In additionally this page contains two buttons upload button and back button. The above field details are filled by the user through the text box, drop down list box and radio button.

The user must fill all these details and then click the upload button to register their complaints or grievances. The uploaded complaint or grievances will be directed to the corresponding departments.

CUSTOMER COMPLAINTS AND GRIEVANCE REPORT

The customer complaint and grievances report describes about the complaints or grievances with their details. This page contains one text box for entering date and one view report button.

The report displays the details like name, address, phone number, complaint or grievances time and complaints or grievances. This report is displayed based on date wise.

If the user enters the date in the text box and click the view report button, the corresponding date related records are displayed. This report can be displayed using the grid control.

EMPLOYEE COMPLAINT AND GRIEVANCE REPORT

The grid view control is used to display the report module. The grid view enables to connect a data source and display the records in the tabular format, all the required fields are displayed in one page, it is implemented through the output module. The report displays the details like complaints and grievance, designation. For this report generation the FROM condition is used with the EXECUTE query in that SELECT statement is used for retrieval of records.

EMPLOYEE COMPLAINT AND GRIEVANCEPAGE

In this module, when the submit button is clicked, the error was occurred like the "can't find the path". This error is occurred in the connection string. That is the database table path was not correctly given in the code. This error is corrected by using unit testing. After that the conformation is made whether the testing has been done effectively or not. The message is displayed as "Complaints and grievance are submitted" if the module is executed successfully, all these was done under the unit testing.

V. CONCLUSION

The Online Textile Industry Based Complaint And Grievances Management System project has developed to carry out the complaints and grievances in the textile industry. This system is designed and testedsuccessfully. It was executed with successful database connectivity, to ensure that the software meets all the needs. This application can be easily handled by all the new users.

Implementing a new proposed system is considered to be a most difficult stage in achieving a successful processing system is turned into advanced computerized system. The basic aim of the project is to give solution for the user's complaint and grievances by informing to the concern department's within in a system generated time limit. Several pages are developed in effective manner like employee complaint and grievances, and customer complaint and grievances, reports for each page. All these are done in ASP.NET, it is very effectively supported to design the web pages.

This proposed system reduces the travelling trouble and cost expenses. It is very useful for the end user. By using this application the user can easily upload their complaints and grievances without any delay. It is developed by efficient

design and efficient data. This system provides very high level security . And also future enhancement is also possible.It will provide better opportunities and guidance in future developing project independently. It is also a web enabled project. Data storage and retrieval will become faster and easier to maintain because data is stored in a systematic manner and in a single document.

It is concluded that in each and every step of the project more effort had been taken. It has been a great pleasure for me to work on this existing system as challenging project. This project proved good for me as it provides practical knowledge of not only learning in extent windows application MS ACCESS server, but also about all handling procedure related with the "Online Textile Industry Based Complaint And Grievances Management System".

VI.FUTURE ENCHANCEMENT

The Online Textile Industry Based Complaint and Grievances Management System project has a great potential for future growth and enhancement.
No software produced can be said to be fulfilled or completed software. In future, it might have some errors and also in need of some additional features, all it is depends only on the user and user requirements, like as access database, oracle also has additional features and secure one. So in future the same proposed system may be developed using oracle as backend tool.

In this fast changing technology, all the software even a simple project needs the additional features in future. So that there will be no restrictions in this system for inserting additional techniques in future.

VII.WEB REFERENCES:

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