

Complaint Management System (AJV-SOF-CMS-001)

Introduction

Complaint management is a system that allows citizen/customers to register their dissatisfaction with the organization. It allows organizations to obtain feedback on how to improve their services and to decrease the likelihood of problems with the citizen/customer base.

Ajeevi Complaint Management system platform displays the daily monitoring, complaint status, the detailed information of complainer.

Ajeevi Complaint Management Dashboard displays the Summary of:

Complaint Summary

- Total number of complaints
- Closed Complaints
- Pending Complaints

Service Summary

- Total number of Services
- Closed Services
- Pending Services

Feedback Summary

- Total Feedback
- Total Excellent
- Total Satisfied
- Total Unsatisfied

Uses

Ajeevi Complaint Management System is useful to resolve & decrease the number of complaints, Ajeevi Complaint

management platform provides the transparency between the service provider & the customers.

By Complaint Management Platform the customer can easily register their complaint & dissatisfaction to the right person easily. The options of uploading the complaint - Writing their complaint in words & Uploading Image.

The Industries which can reap the benefits from Complaint Management system Software include:

- Local Government.
- Transport
- Education
- Franchise
- Healthcare
- Hospitality etc.

Features

- Easy to Register the complaint.
- Customer can track the status of complaint.
- Daily basis monitoring.
- It takes less time.
- Identification & removal of Complaints.
- Customization Capabilities.
- Integration With Existing Systems.
- Reducing the repeated dissatisfactions.
- Improving the services.

ENVIRO

Navigation Menu:

- NAVIGATION
- DASHBOARD
- MASTERS
- OPERATION
- CONFIGURATIONS
- MIS & REPORTS
- DAILY MONITORING

Citizen Grievance - Dashboard Search

Complaint Summary

Total Complaints		Closed Complaints		Pending Complaints	
SLA BREACH	NON SLA BREACH	SLA BREACH	COMPLIANCE%	IN PROGRESS	ON HOLD
33	1451	33	97	2	0

Specifications:

S#	Parameter	Remarks
A	GENERAL	
1	Centralized and Integrated Solution	Ajeevi Complaint Management System
2	Technology Used	COTS (Commercial Off The Shelf) Technology
3	Access Features	RBAC Model (Role-based access and control)
4	Architecture	N-tier scalable architecture, modular design, robust software
5	Framework	.NET Core Framework, ASP.Net MVC
6	Database	SQL Server 2016 and above, Mongo DB, Posgre SQL, Unified database for all SWM data
7	Operating System	Windows / Open Source Linux
8	Front end	Java Script, JQuery, React JS, Angular, HTML, Bootstrap, Razor Pages
9	IOT Hub Integration	Kafka, Rabbit MQ, Socket Programming, Web APIs
10	Application Availability	High availability and DR replicability
11	Single-Sign On facility	Available
12	Audit Trail	Ability for logging, audit, and tracking of any changes carried out on the database
13	Interoperability Standards	Can be integrated with any other application through web APIs (Push or Pull)
14	Security Features	1. Security design with well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system. 2. Support for security features such as W3C specifications, Information access/transfer protocols SOAP, HTTP/HTTPS, etc.

		3. API Integration allowed post authentication
15	External Communication	Through SMS Gateway and SMTP Integration
16	Web Enabled Solution	Yes
17	Services for GIS Integration	Google Maps, ESRI Map, Any other available open map
18	GIS Features	Geomapping, Geotagging, POI, Geofencing through Geo JSON and drawing tool
19	Deployment Features	SaaS Model, On-Premise Model, BOOT Model
20	Cloud Deployment	Amazon AWS, Microsoft Azure
20	Information Security	ISO 27001 certified System
21	Operations	ISO 9001 Certified
B	FUNCTIONAL FEATURES	
➤	General Features	Ajeevi CMS Platform is Easy to Access, Easy to register & User Friendly.
		User can easily enter the Location & Purpose of complaint (Broken bin, Over floating of garbage bin, Absenteeism of sweepers etc.).
		The user can track the status of registered Complaint.
		User can share their feedback on CMS platform.