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(57) Abstract :
ABSTRACT In any service sector organization, proper complaint handling is a primary requirement to be accountable to the users. Complaints provide valuable stimuli to review the company™s performance. Organizations like banks, Cellular telephone services, Internet service providers, e-commerce sites, municipal corporations etc., receive hundreds of complaints in various forms every day. Among the complaints/grievances few are to be addressed immediately, while others can be resolved in a month. For example, issues related to broken or downed power lines, spreading of a disease, sewage in drinking water should be resolved immediately, while faulty street lights, damaged drainage or roads, correction in a birth certificate issued can be resolved within a few weeks. Our proposed invention is to prioritize complaints depending on the seriousness of grievance. Users may report their grievances using a dedicated form or email or handwritten document or typed document. If the grievance is in the form of a typed/handwritten document, it can be scanned to create a digital copy. The occurrence percentage of keywords (that indicate urgency) will be determined by word spotting. This measure determines the priority level of the handwritten /typed complaint. If the complaint is recorded using an email or a form, content can be extracted by using a content extraction component. An organization may offer various services to its clients. Hence, complaints may pertain to any of these services. Categorization component finds the category of recorded grievance from a set of predefined categories. Depending on the seriousness of the complaint, complaints can be prioritized. Complaints that are to be resolved immediately can be identified.

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