



WALCHAND COLLEGE OF ENGINEERING, SANGLI

Department of Information Technology

Academic year 2022-23



Go Grievance

Domain:Database



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Mini Project 2

Under the guidance of:

Dr.S.P.Sonavane



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Mini Project 2

NAME OF STUDENT

PRN NO

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2020BTEIT00024

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Outline:

1. Problem Statement
2. Introduction
3. Objective
4. Software Specifications
5. Progress
6. Reference



Problem Statement:

- Develop web base portal to handle grievance system.



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Introduction

- Go-Grievance is web based grievance management application.
- Web application is for both administration and users.
- Admin can analyse the grievances,prioritizes them .
- Admin can maintain records according to grievances registerd by users based on categories.



Objectives:

- To create interface for receiving grievances.
- To manage data(grievances) from users and store them in MySQL database.
- To categories grievances and sort them according to requirement.

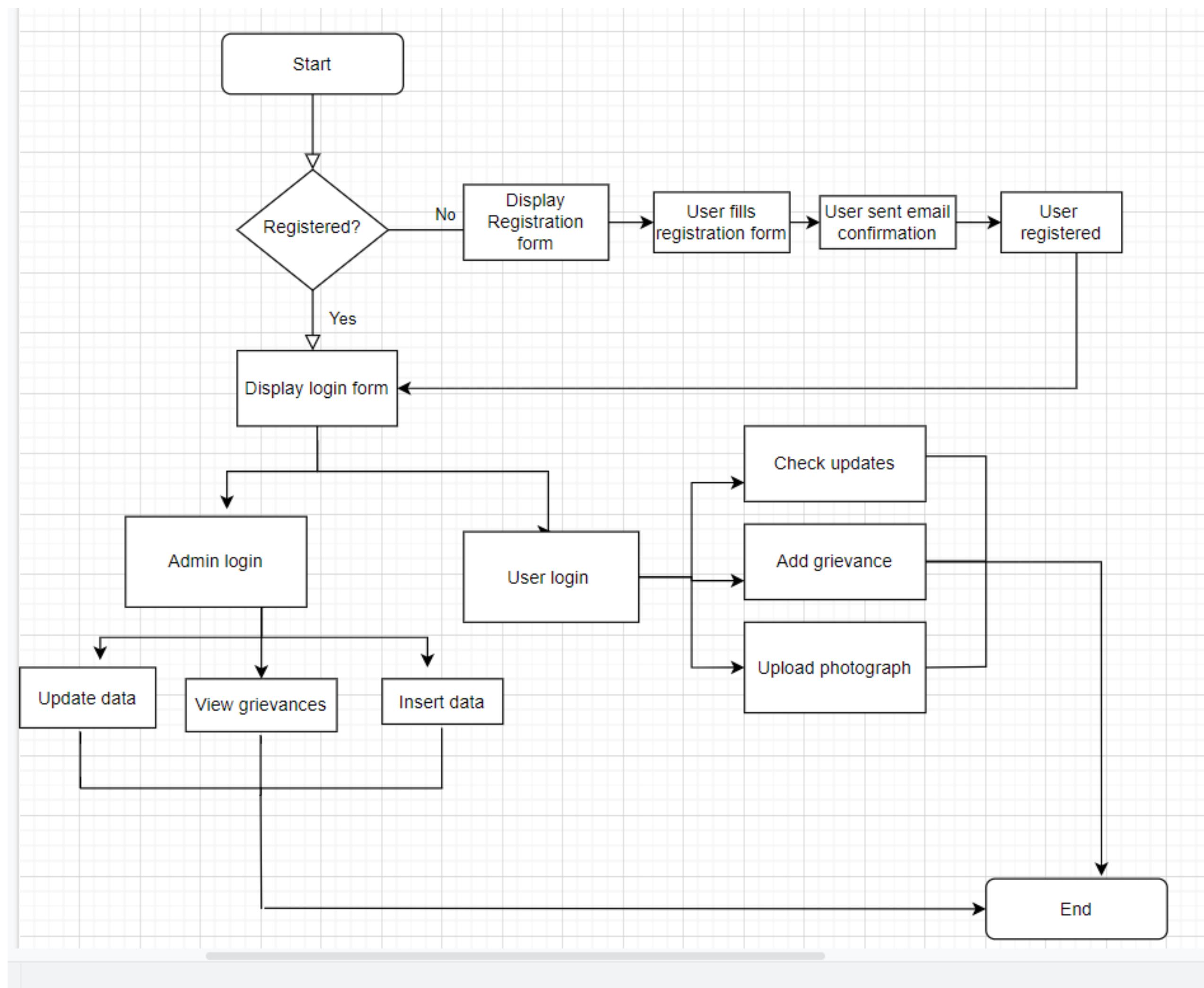


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Flowchart:





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Software specifications:

For Frontend:



For Backend:



Database:





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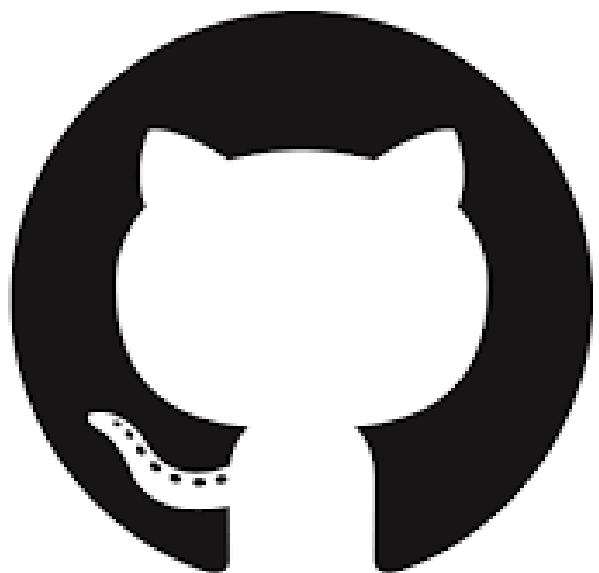


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SOFTWARE SPECIFICATIONS

Project Management:



Platform:



Local Server:





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PROGRESS:



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A screenshot of a web browser window displaying the "Complaint Management System" index page. The browser's address bar shows "localhost/Complaint%20Management%20System/index.html". The page has a dark header with "COMPLAINT MANAGEMENT", "User Login", "User Registration", and "admin" links. The main content area features a large "WELCOME TO COMPLAINT MANAGEMENT SYSTEM" title and the subtext "The Easiest Way To Complain Online". Below this is a small note: "Tired off getting ripped off? Fight back and file a customer complaint now. Sign Up Today And You Can Leave Complaints on various topics/company." At the bottom of the browser window, the taskbar shows several open files: "ComplaintMgSystem-P....zip", "complaint-managemen....zip", "WhatsApp Image 202....jpeg", and "NSML RT 100_organize....pdf". The system tray at the bottom right shows the date as 29-11-2022, the time as 15:58, and the weather as 31°C Sunny.



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The screenshot shows a web application titled "COMPLAINT MANAGEMENT SYSTEM". The user is logged in as "Harshad". The main page is titled "Register Complaint". It includes fields for "Category", "Sub Category", "Complaint Type", "State", "Nature of Complaint", "Complaint Details (max 2000 words)" (with a large text area), and "Complaint Related Doc(if any)" (with a file upload input). The browser's address bar shows the URL "localhost/Complaint%20Management%20System/users/register-complaint.php". The taskbar at the bottom shows several open files and system status.



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A screenshot of a web browser window displaying a complaint management system. The URL in the address bar is "localhost/Complaint%20Management%20System/users/complaint-history.php".

The page title is "COMPLAINT MANAGEMENT SYSTEM". On the left, there is a sidebar with a user profile for "Harshad" and links for "Dashboard", "Account Setting", "Lodge Complaint", and "Complaint History". The main content area shows a table titled "Your Complaint Hstry".

Complaint Number	Reg Date	Last Updation date	Status	Action
24	2022-11-28 22:23:49		Not Process Yet	View Details

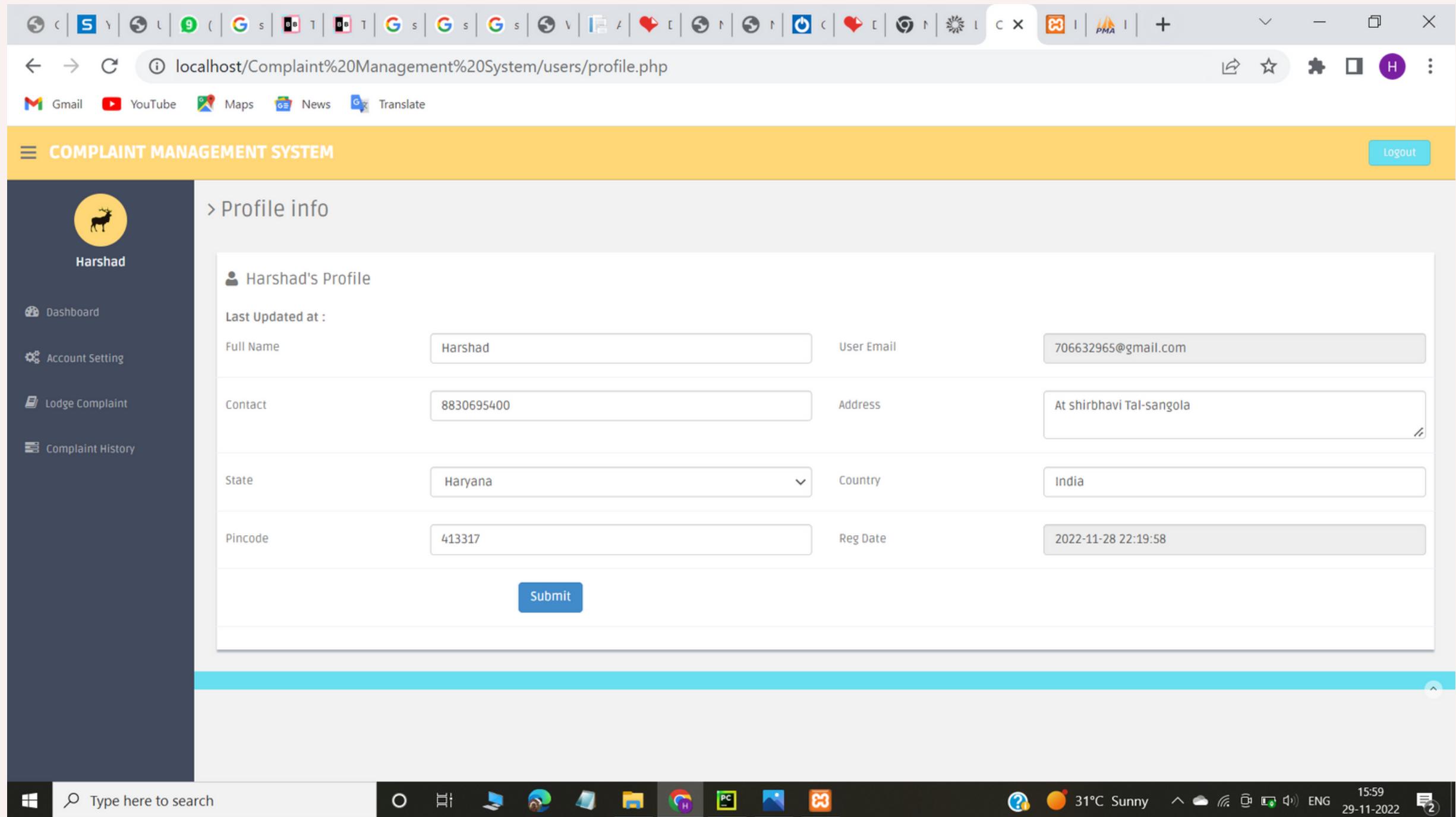
At the bottom, the taskbar shows various icons for Windows, search, and system status (31°C Sunny, ENG, 29-11-2022, 15:59).



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The screenshot shows a web browser window displaying the 'COMPLAINT MANAGEMENT SYSTEM'. The URL in the address bar is 'localhost/Complaint%20Management%20System/users/profile.php'. The page title is 'Profile info' under 'Harshad's Profile'. The left sidebar includes links for Dashboard, Account Setting, Lodge Complaint, and Complaint History. The main form contains fields for Full Name (Harshad), User Email (706632965@gmail.com), Contact (8830695400), Address (At shirbhavi Tal-sangola), State (Haryana), Country (India), Pincode (413317), and Reg Date (2022-11-28 22:19:58). A 'Submit' button is at the bottom. The taskbar at the bottom shows various application icons and system status.



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The screenshot shows a web browser window with the URL `localhost/Complaint%20Management%20System/users/change-password.php`. The page title is "COMPLAINT MANAGEMENT SYSTEM". On the left, there is a sidebar with a user profile picture of a deer, the name "Harshad", and menu options: Dashboard, Account Setting, Lodge Complaint, and Complaint History. The main content area is titled "Change Password" and contains three input fields: "Current Password", "New Password", and "Confirm Password". A "Submit" button is located at the bottom of the form. The browser's status bar at the bottom shows the time as 15:59.



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The screenshot shows a web browser displaying a dashboard for a Complaint Management System. The URL in the address bar is `localhost/Complaint%20Management%20System/users/dashboard.php`. The dashboard has a yellow header with the text "COMPLAINT MANAGEMENT SYSTEM" and a "Logout" button. On the left, a sidebar for the user "Harshad" includes links for "Dashboard", "Account Setting", "Lodge Complaint", and "Complaint History". The main area displays three icons representing different types of complaints: one with a red border and a red exclamation mark, one with a blue border and a blue exclamation mark, and one with a green border and a green exclamation mark. Below these icons, the numbers 1, 0, and 0 are displayed respectively. A red message box at the bottom of this section says "1 Complaints not Process yet". The taskbar at the bottom shows various application icons and system status indicators.



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Admin Login

localhost/Complaint%20Management%20System/admin/adminlogin.php

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[BackToHome](#)

Admin Login

Welcome to admin login

Email_ID:

Password:

Type here to search

23°C Mostly clear 09:34
ENG 03-12-2022



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The screenshot shows a web browser window with the following details:

- Title Bar:** CMS | User Login
- Address Bar:** localhost/Complaint%20Management%20System/users/
- Content Area:**
 - A teal header bar with the text "SIGN IN NOW".
 - Two input fields: one for email (706632965@gmail.com) and one for password (displayed as four dots).
 - A "Forgot Password?" link.
 - A teal "SIGN IN" button with a key icon.
 - Text at the bottom: "Don't have an account yet? [Create an account](#)".
- Taskbar:** Shows the Windows Start button, a search bar with "Type here to search", and various pinned icons (File Explorer, Edge, File History, Task View, Control Panel, File Explorer, and a color palette).
- System Tray:** Shows the date (03-12-2022), time (09:35), battery status, and network connection.



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The screenshot shows a web browser window titled "CMS | User Change Password" with the URL "localhost/Complaint%20Management%20System/users/change-password.php". The page is part of the "GRIEVANCE MANAGEMENT SYSTEM" and is titled "Change Password". It features a sidebar with a user profile for "Harshad" and links to "Dashboard", "Account Setting", "Lodge Grievance", and "Grievance History". The main content area contains three input fields: "Current Password", "New Password", and "Confirm Password", each with a corresponding text input box. A "Submit" button is located at the bottom of the form. The browser's taskbar at the bottom shows the Windows Start button, a search bar, and several pinned icons.



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CMS | User Register Complaint X +

localhost/Complaint%20Management%20System/users/register-complaint.php

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GRIEVANCE MANAGEMENT SYSTEM

Logout

Harshad

Dashboard Account Setting Lodge Grievance Grievance History

> Register Grievance

Category Select Category

Grievance Type Grievance State Select State

Nature of Grievance

Grievance Details (max 2000 words)

Grievance Related Doc(if any) Choose File No file chosen

Submit

Type here to search Indian Rupee 09:35 03-12-2022 ENG



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A screenshot of a web browser displaying the "Complaint History" page of a Complaint Management System. The URL in the address bar is "localhost/Complaint%20Management%20System/users/complaint-history.php".

The page has a yellow header bar with the text "GRIEVANCE MANAGEMENT SYSTEM" and a "Logout" button. On the left, there is a dark sidebar with a user profile picture and the name "Harshad", followed by navigation links: "Dashboard", "Account Setting", "Lodge Grievance", and "Grievance History".

The main content area is titled ">Your Complaint Hstory". It contains a table with columns: "Complaint Number", "Reg Date", "last Updation date", "Status", and "Action". There are no visible rows in the table.

The taskbar at the bottom shows the Windows Start button, a search bar with "Type here to search", and several pinned application icons. The system tray shows the date and time as "03-12-2022 09:35".



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The screenshot shows a web browser window titled "CMS | Dashboard" with the URL "localhost/Complaint%20Management%20System/users/dashboard.php". The page is titled "GRIEVANCE MANAGEMENT SYSTEM" and features a sidebar for user "Harshad" with options: Dashboard, Account Setting, Lodge Grievance, and Grievance History. The main area displays three icons representing different grievance categories, each with a value of 0.

Category	Value
Icon 1 (Document)	0
Icon 2 (Document)	0
Icon 3 (Document)	0

At the bottom, there is a search bar and a taskbar with various icons and system status information.



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CMS | User Change Password

localhost/Complaint%20Management%20System/users/profile.php

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GRIEVANCE MANAGEMENT SYSTEM Logout

Profile info

Harshad

Dashboard Account Setting Lodge Grievance Grievance History

Harshad's Profile

Last Updated at : 2022-12-02 20:56:40

Full Name	Harshad	User Email	706632965@gmail.com
Contact	8830695400	Address	satara
State	Punjab	Country	India
Pincode	413317	Reg Date	2022-11-30 09:36:55

Submit

Type here to search

0 11 Indian Rupee ENG 09:35 03-12-2022



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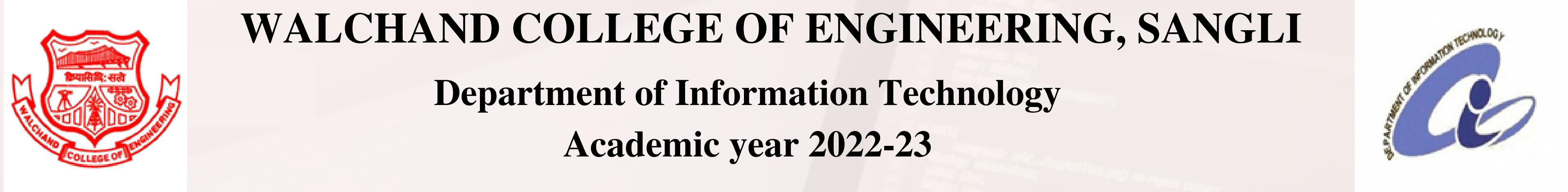


The screenshot shows a web browser window titled "Header Demo" with a tab for "WhatsApp". The URL in the address bar is "localhost/Complaint%20Management%20System/admin/dashboard.php". The page has a yellow header bar with the text "Welcome To Admin Dashbord" in the center. On the left side of the header, there is a link "LoginAsUser". On the right side, there is a link "LogOut". Below the header, there is a large circular icon containing a user profile symbol. To the right of the icon, there are four orange-colored buttons labeled "Update", "View", "Insert", and "Notify". The bottom of the screen shows a Windows taskbar with various icons and system status information.



REFERENCES:

- [1] Mohan, P. Poorna Chandra, E. Vijay, M. Logesh; “Online Grievance Management System at Institute level” Mar. Vol. 6 Issue.03|Mar 2019
- [2] Elijah E.O and Abdullahi U; “Imperatives of Customer Relationship Management in Nigeria Banking Industry” Kuwait chapter of Arabian Journal of Business and Management Review. Vol. 2 No.1 pp 60.62. 2012



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THANK YOU