**Online Complaint Registration and Management system in Django Web application**

Abstract

# The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and easy way through Django python web Application for Complaint registration and its Tracking and eradicating system and thus to prevent Corruption. We want to develop an Django python web application for complaint management system where public can register complaints for street light, water pipe leakage, rain water drainage, road reconstruction and garbage system. To transform the existing manual compliant management system into an automate system. For the better management of complaints to improve efficiency. In this proposed system Django admin is most powerful parts of Django is its automatic admin interface. It reads metadata in your models to provide a powerful and production-ready interface that content producers can immediately use to start managing content on your site. The most powerful security in Django is CSRF protection help to CSRF attacks allow a malicious user to execute actions using the credentials of another user without that user’s knowledge or consent. Django is a web application framework written in Python programming language. It is based on MVT (Model View Template) design pattern.

## Existing System and Problem Definition

* Its manual process for earlier system.
* Its more time consume for all process.
* Need for more resources.
* There is chance to not resolve user problems.
* Management is chance to forget user complaints.

**Proposed Solution:**

* We want to replace existing manual **CMS (Complaint Management System)** to an web application changing the way of maintaining the society complaints will also prove to be beneficial, improve efficiency and save us time.
* By using this application people can register their complaints in easy and proper format .They will also well aware about their complaints progress. They can also provide feedback about their complaints progress weather they are satisfied or not.
* Also they user can post their requirements through this system and they will receive needed items by admin within couple of hours ,its depending on the needed item and you can also look your status about your requirements. These user complaints, needs requirements maintain by admin. The User post feedback of these CMS system and admin can view this feedback.

**Software and Hardware Requirements**

**Hardware Requirements:**

* System : Dual Core
* Hard Disk : 40 GB.
* Floppy Drive : 1.44 Mb.
* Monitor : 15 VGA Colour.
* Mouse : Logitech.
* RAM : 256 Mb.

**Software Requirements:**

Operating System : Windows OS

Front-End : HTML, CSS, and JS

Back-End : Python,MYSQL

Tool : XAMPP 3.2.1

Framework : Django 3.2.8

**System Modules:**

* **USER**
* Login
* Register
* Post Complaint
* View complaint status
* Feedback
* Upload Geo Location
* **Officer**
* Register
* Login
* View Complaint
* View Report status
* View Feedback
* Update status
* Update proof of work
* **ADMIN**
* Approve the officer Register Account
* The administrator has the full-fledged rights over the OES.
* Can create/delete an account.
* Can view the accounts.
* Can change the password.
* Can hide any kind of features from the both of users.
* Insert the information of available on OES.