

Freedom To Code

Complaint Portal

Team Details:

Type: Individual

Team Member 1: Reha Shah 21BCP148

Contact Number of Team Member 1: 9428824639

Problem Statement Selected:

Complaint Portal

There are various issues such as lack of government transport, increasing potholes, water quality that we citizens face every single day which require immediate attention by the government. However, it is a strenuous job to address them properly, in a way that they can be examined upon by the right authority to then later find a solution. To solve this problem, you need to create and design a portal that stores such various problems categorically and hence can be solved sooner.

Solution Name:

Complaint Portal

Technologies Used:

- Python Programming Language
- MySQL – for backend data storage purposes
- MySQL-Python connector (in Python)
- Pygame (in Python) – as the User Interface

Idea Description:

It is an application that lets users post complaints that they want the government (or more realistically the municipal corporations) to solve. It has two different access modes, one for users and the other for administrators (people who see the complaints and provide solutions to them).

In the User Mode: First we ask whether they want to log in (existing user) or sign in (new user). After they do that, we get to the home page, from where the user can go to their profile page, or complaint log (to see the recent complaints they have made and change any details on those), or a page to create new complaint, or the feedback page where they can give feedback about the application or the response to the complaints they have made.

In the Administrator Mode: First we ask for the admin key, without which one cannot access this (the key is: 1123581321). Then on the Admin home page, we can see the total number of complaints that have been logged on the application and how many have been resolved. From there we can go to the complaint log to see the first 10 unresolved complaints in the queue and can provide a solution for them. Once a complaint is resolved, it won't appear in the log again unless the user who posted it is unsatisfied with the solution and changes its status to

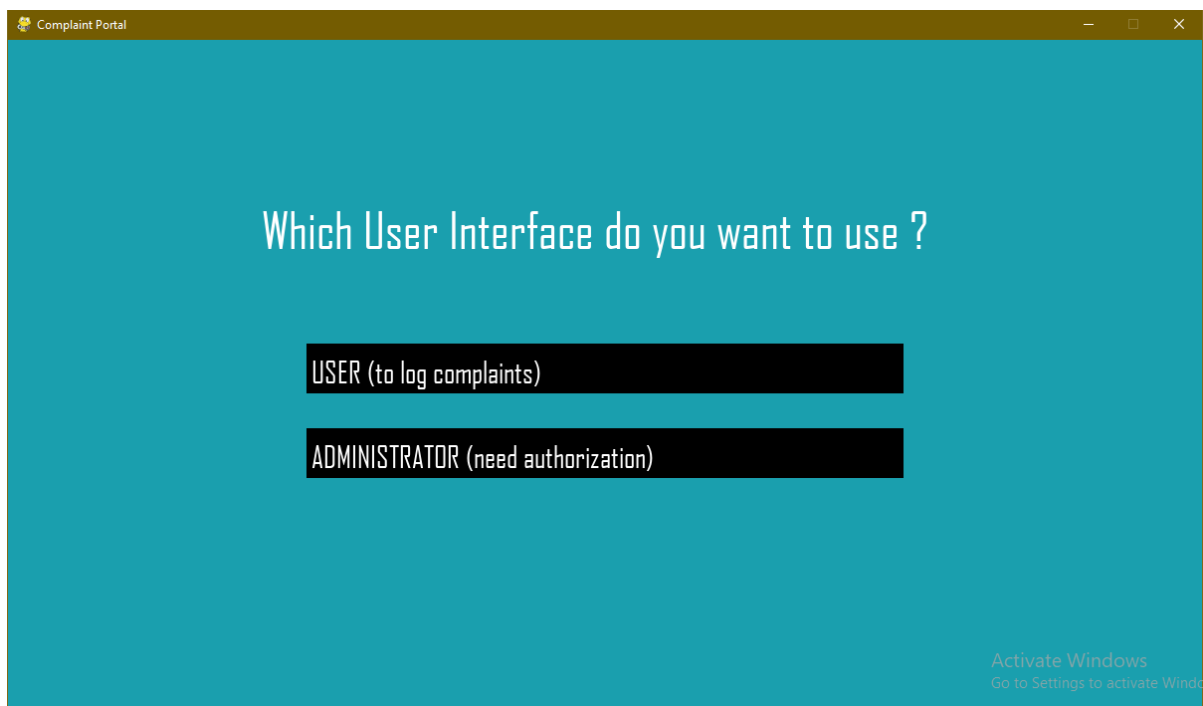
unresolved. We can also go to the feedback log from the home page where there is a queue of unseen feedbacks that the admin can mark as seen. We can only see the first 10 unseen feedbacks at a time, and as the admin marks them as seen, the next ones will appear.

To change the user type or access mode, there is a log out option on the admin and user home screens.

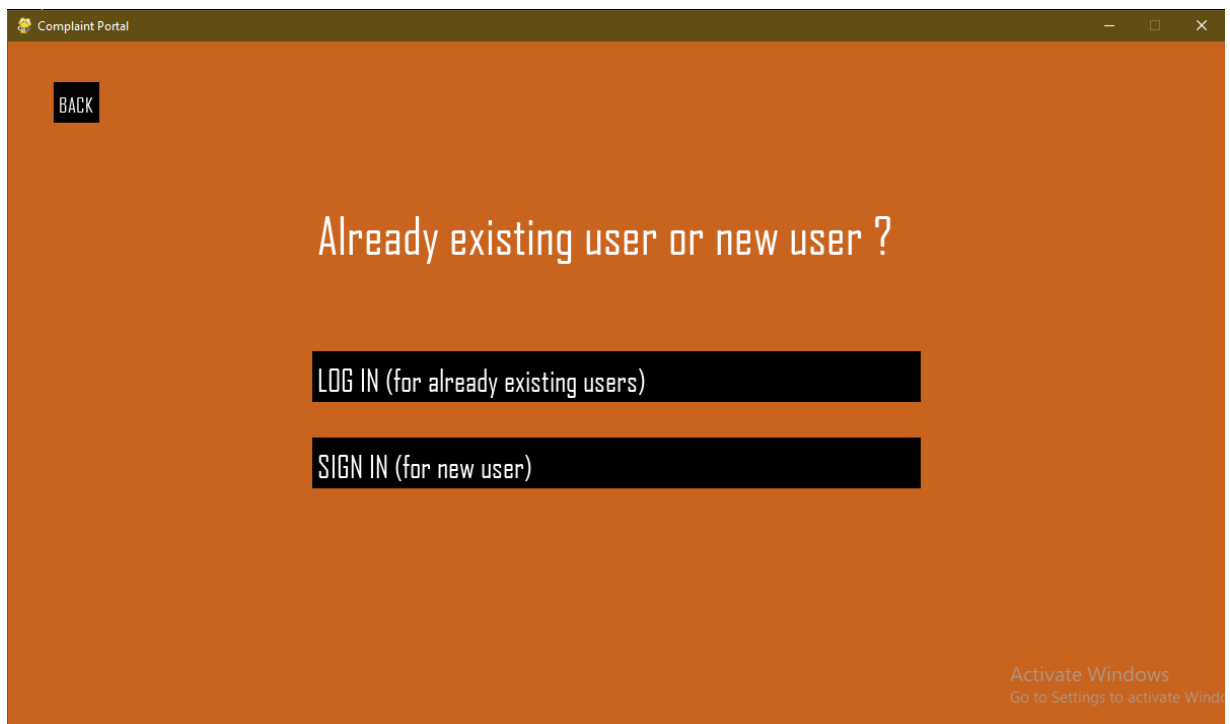
Extra Details:

Screenshots of the Application:

Initial Page:



If User:



Complaint Portal

BACK

Already existing user or new user ?

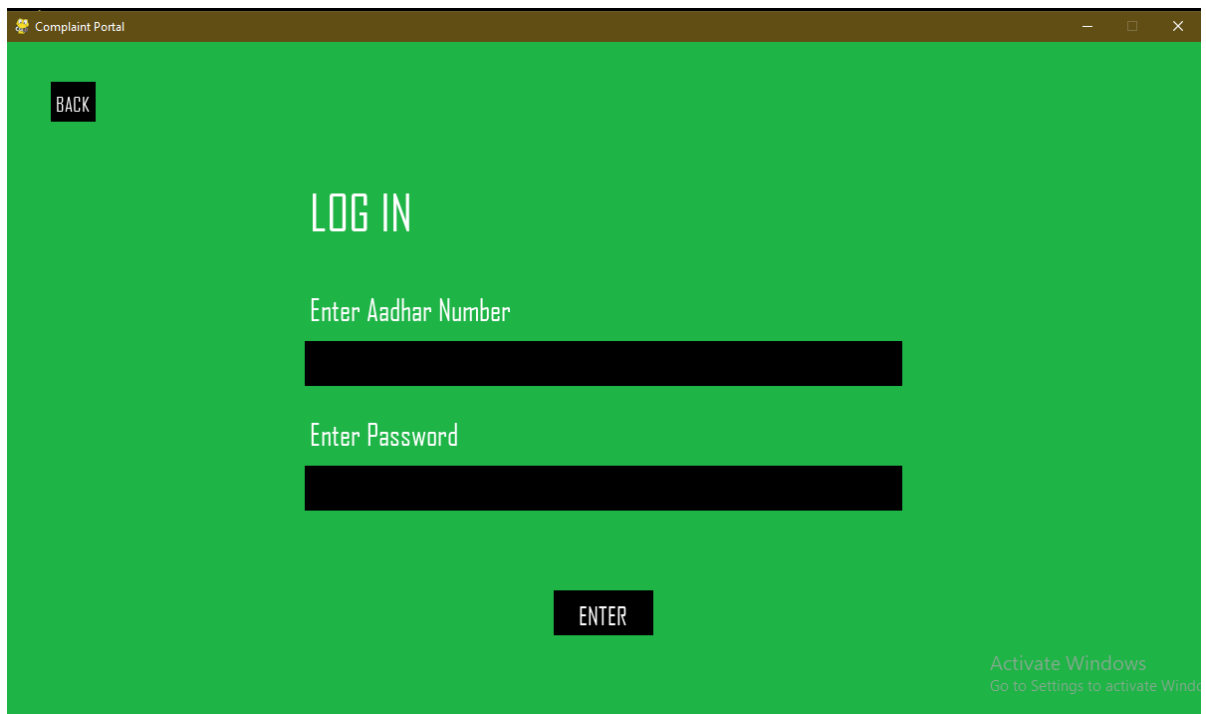
LOG IN (for already existing users)

SIGN IN (for new user)

Activate Windows
Go to Settings to activate Windows

This screenshot shows the login page of the 'Complaint Portal'. The background is a solid orange color. In the top-left corner, there is a small icon of a person and the text 'Complaint Portal'. Below this, in the top-left, is a black button with the word 'BACK' in white. The main heading in the center is 'Already existing user or new user ?' in white. Below the heading are two black buttons: 'LOG IN (for already existing users)' and 'SIGN IN (for new user)'. In the bottom-right corner, there is a small watermark that says 'Activate Windows' and 'Go to Settings to activate Windows'.

Log In:



Complaint Portal

BACK

LOG IN

Enter Aadhar Number

Enter Password

ENTER

Activate Windows
Go to Settings to activate Windows

This screenshot shows the login page of the 'Complaint Portal' with a green background. It features the same 'Complaint Portal' header and 'BACK' button as the previous image. The main heading is 'LOG IN' in white. Below it are two input fields: 'Enter Aadhar Number' and 'Enter Password', each followed by a black rectangular placeholder. At the bottom center, there is a black button with the word 'ENTER' in white. The 'Activate Windows' watermark is also present in the bottom-right corner.

Complaint Portal

BACK

LOG IN

Enter Aadhar Number

123456789012

Enter Password

-

ENTER

Activate Windows
Go to Settings to activate Windows

Complaint Portal

BACK

LOG IN

Enter Aadhar Number

000000000000

Enter Password

reha00

ENTER

Activate Windows
Go to Settings to activate Windows

Complaint Portal

BACK

LOG IN

Enter Aadhar Number

000000000000

Enter Password

n-0

ENTER

Activate Windows
Go to Settings to activate Windows

Sign In:

Complaint Portal

BACK

SIGN IN

Enter Name (max.length 99)

Enter Aadhar Number (12 digits)

Enter Password (max.length 39)

ENTER

Activate Windows
Go to Settings to activate Windows

Complaint Portal

BACK

SIGN IN

Enter Name (max.length 99)

Black White

Enter Aadhar Number (12 digits)

113355779900

Enter Password (max.length 39)

none

ENTER

Activate Windows
Go to Settings to activate Windows

Home Page:

Complaint Portal

HOME PAGE

See User Profile: rehashah2

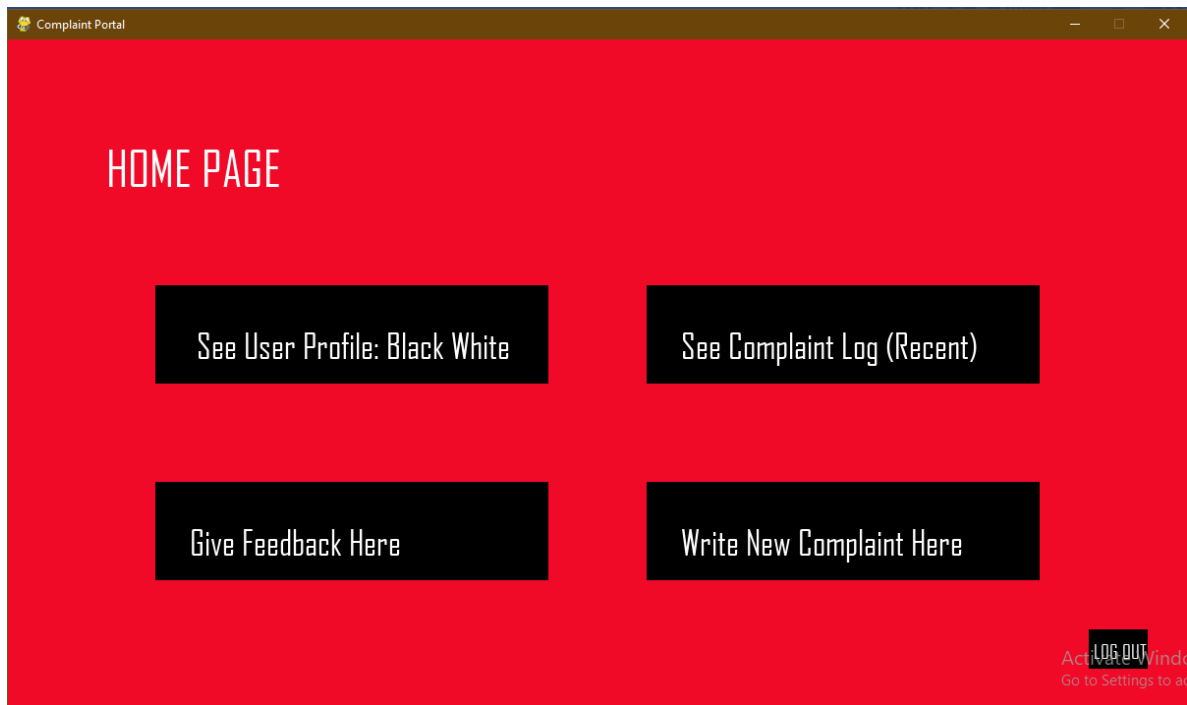
See Complaint Log (Recent)

Give Feedback Here

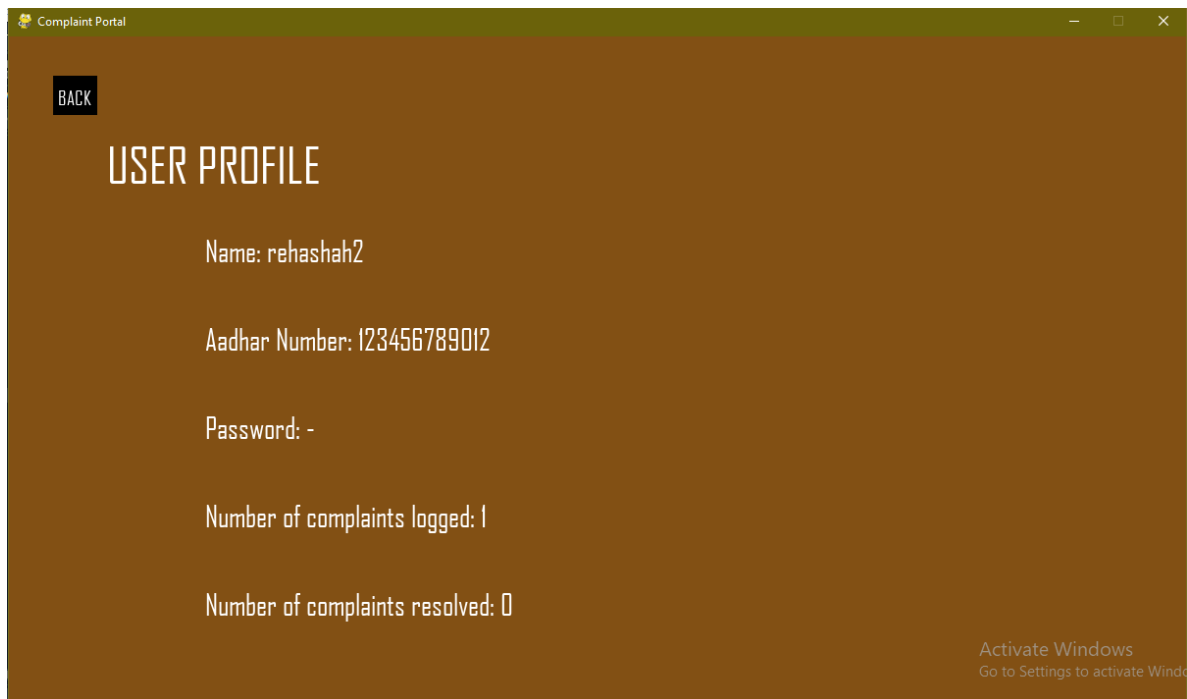
Write New Complaint Here

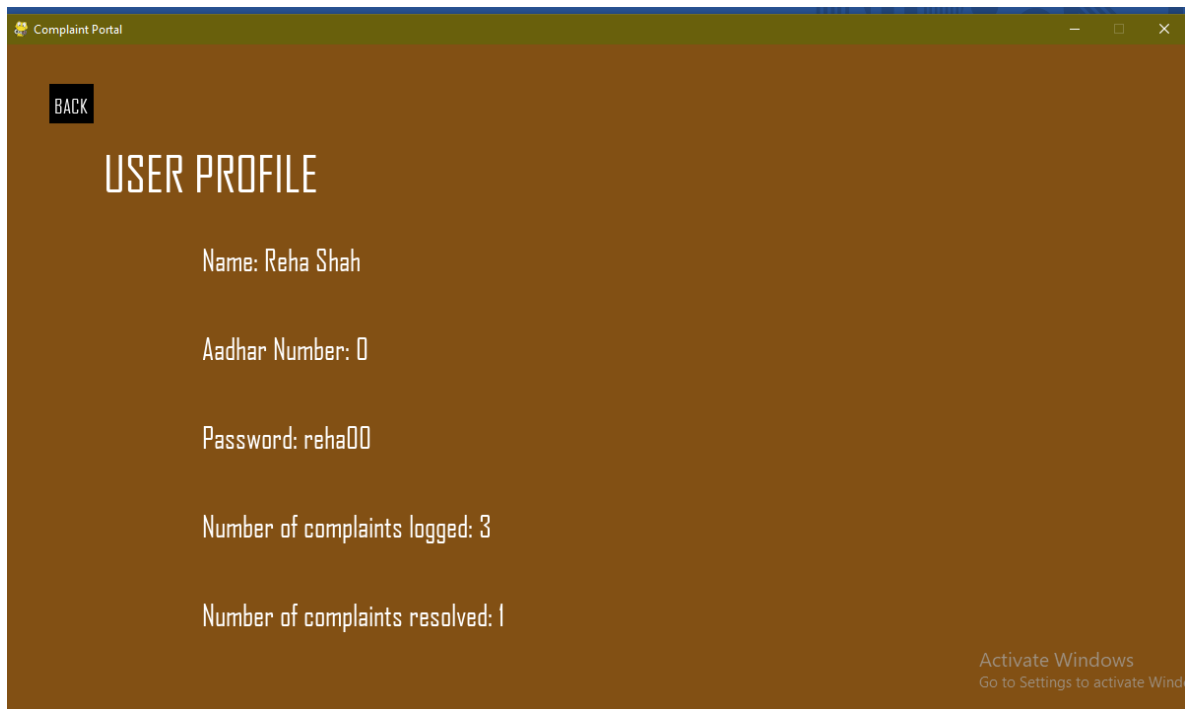
LOG OUT

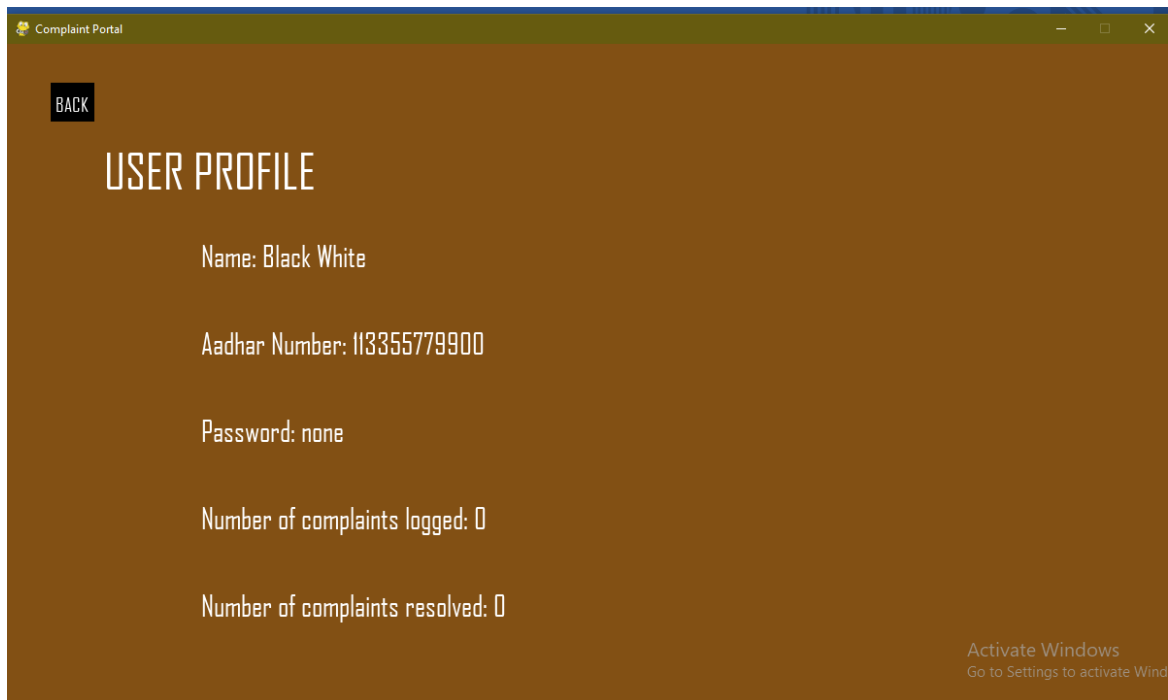
Activate Windows
Go to Settings to activate Windows



User Profile Page:







New Complaint Page:



Feedback Page:

Complaint Portal

BACK

GIVE FEEDBACK

POST

Enter feedback (max.length 199)

Please solve the problems FASTER...

Activate Windows
Go to Settings to activate Windows

Complaint Log:

Complaint Portal

BACK

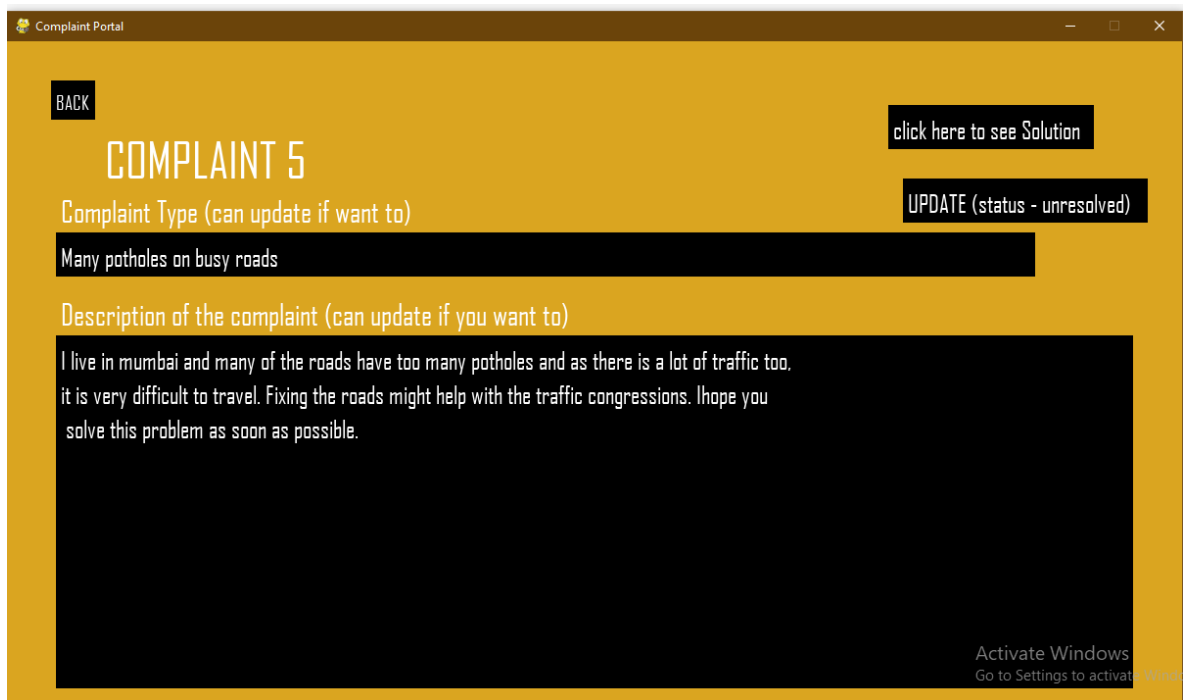
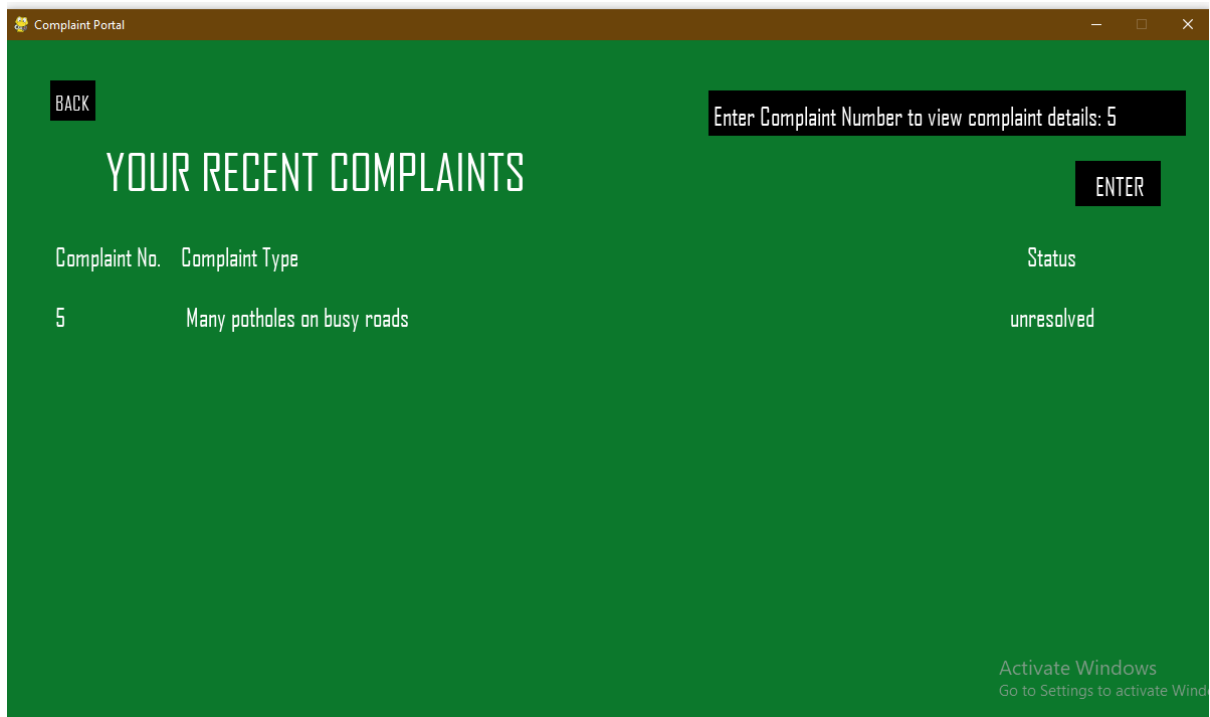
Enter Complaint Number to view complaint details:

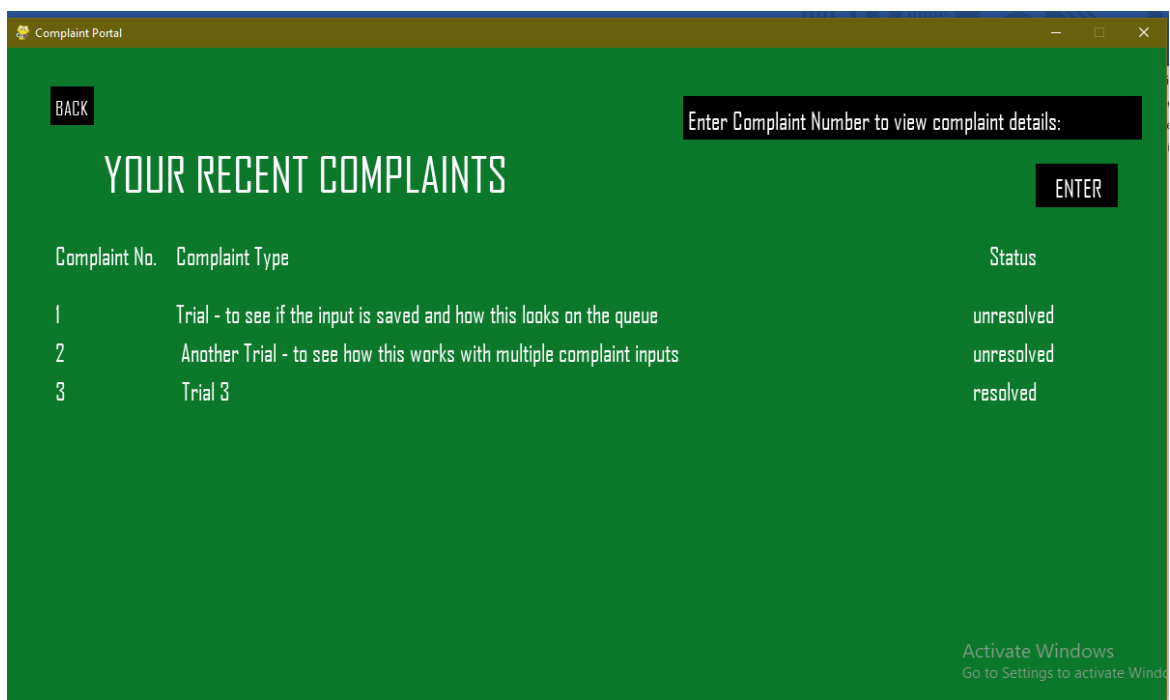
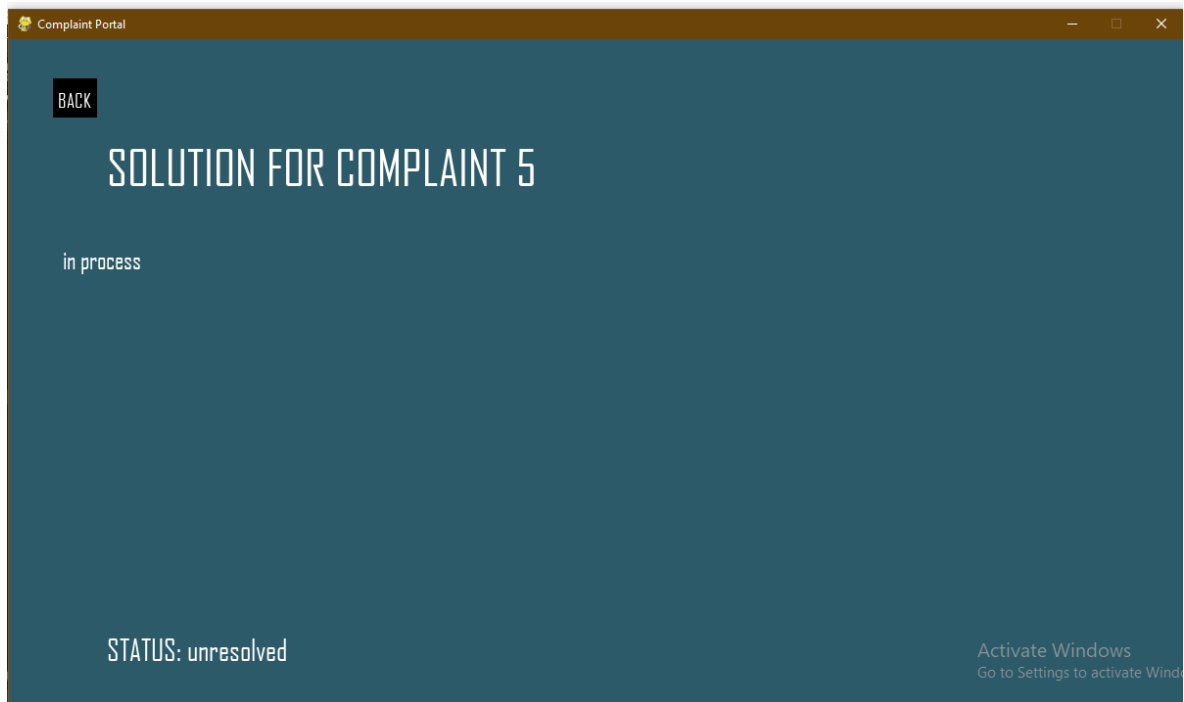
ENTER

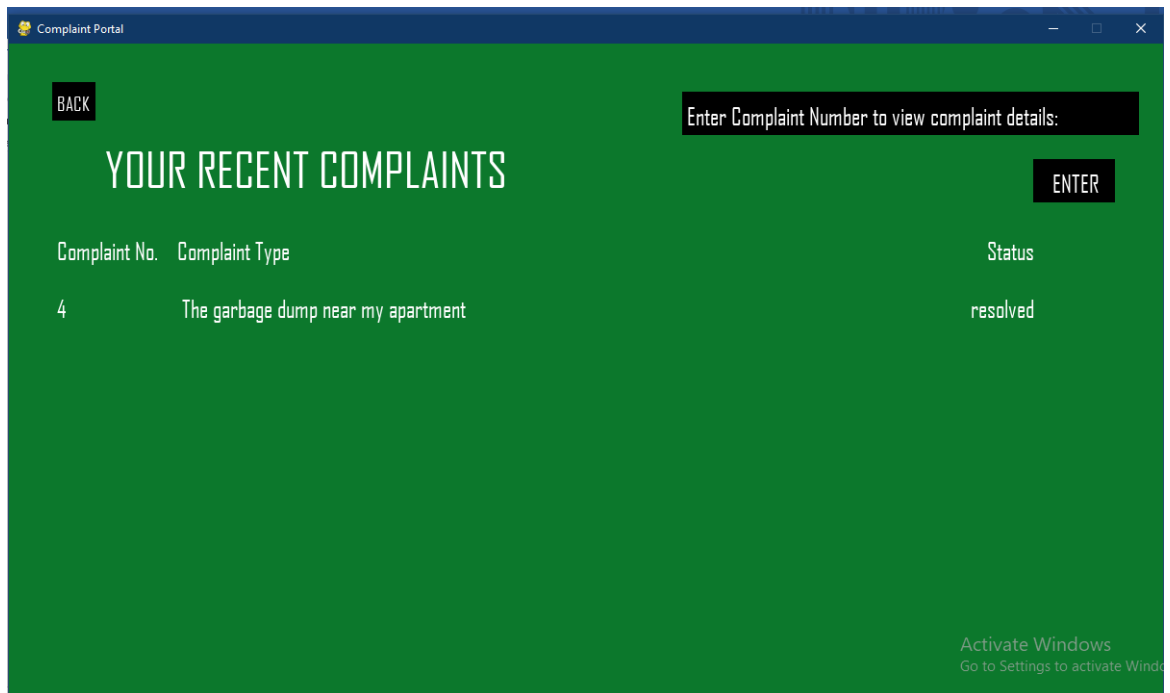
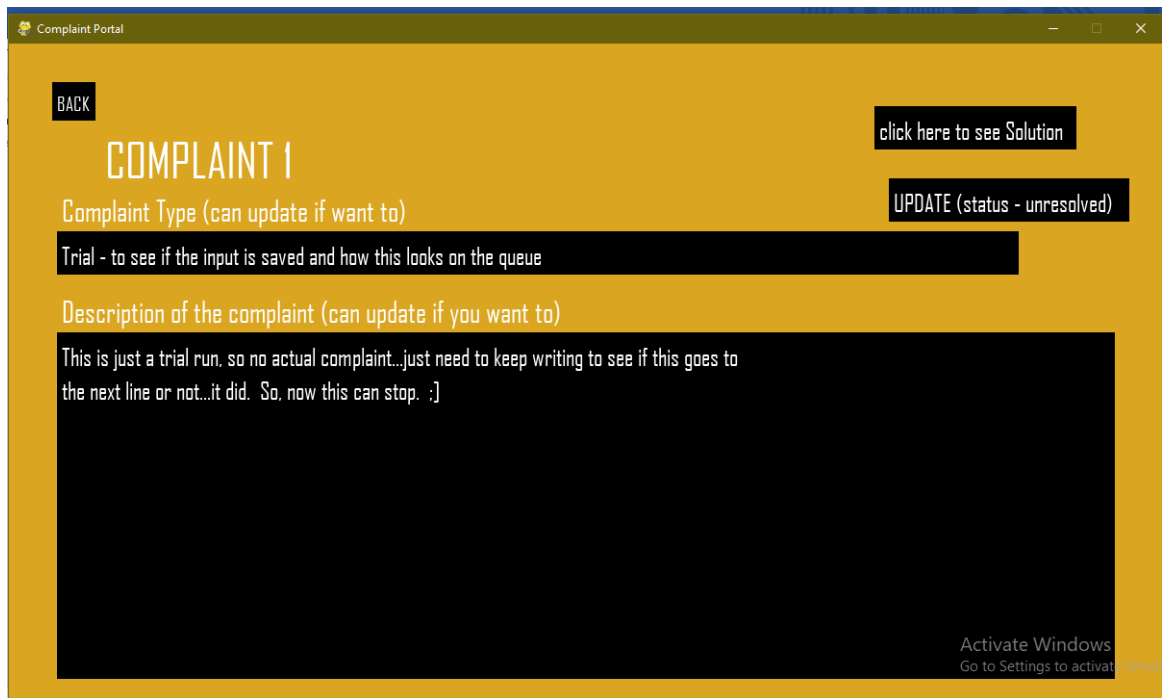
YOUR RECENT COMPLAINTS

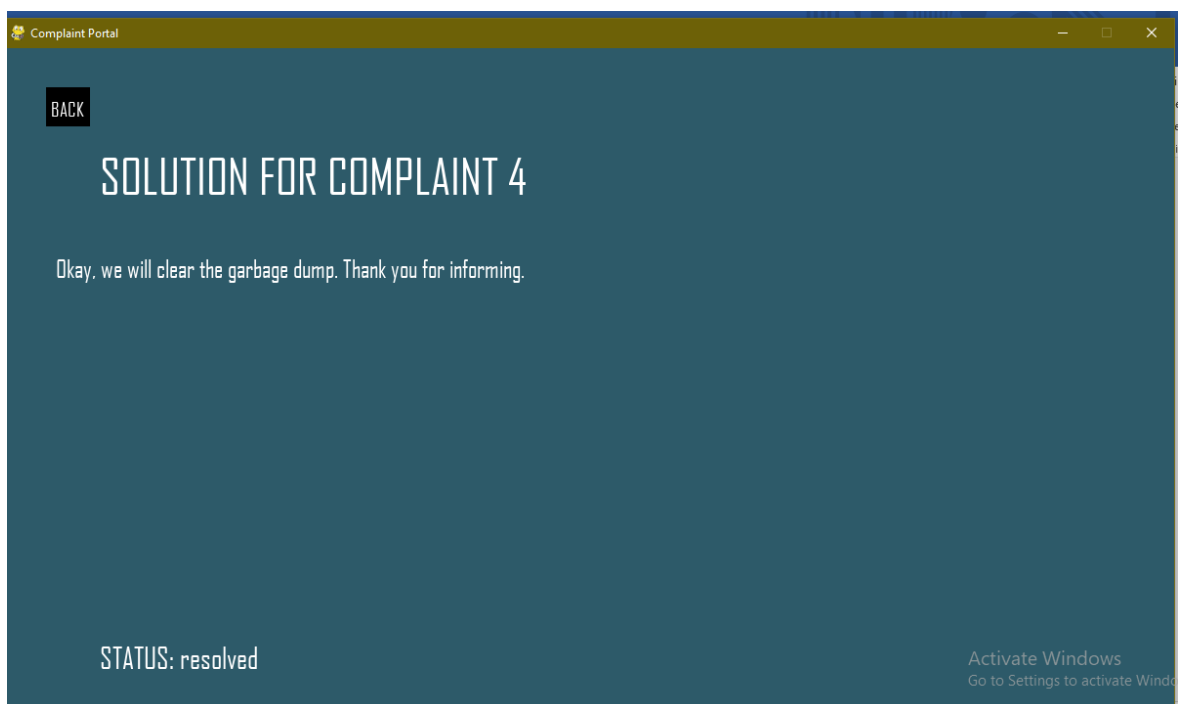
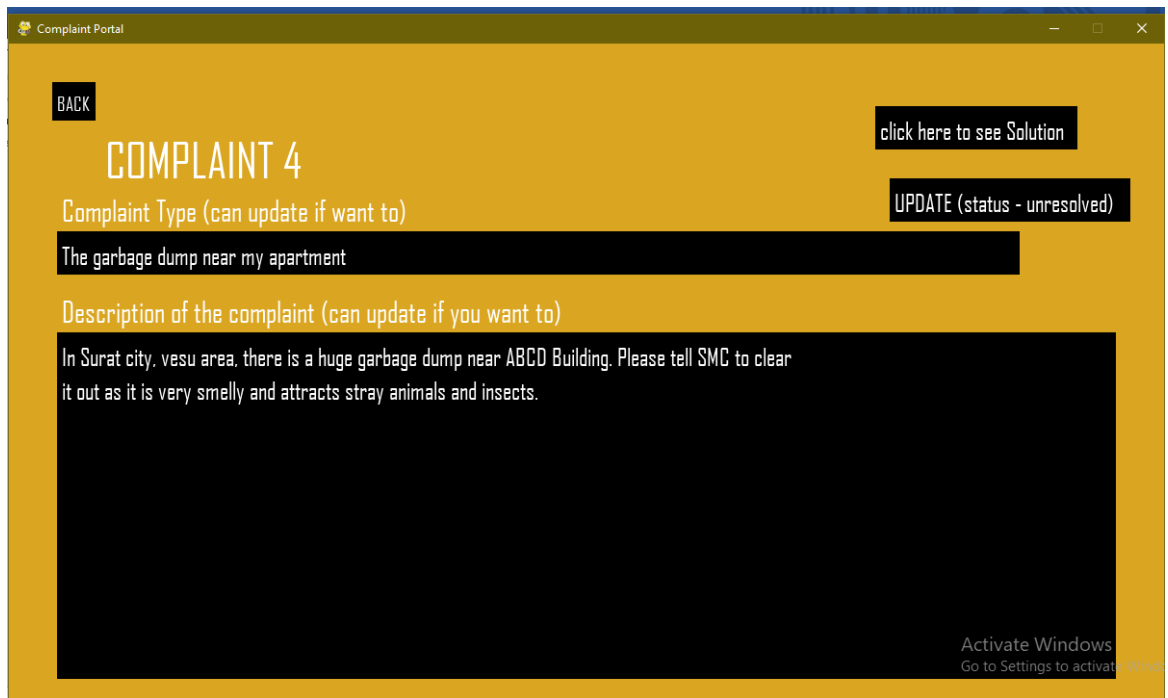
Complaint No.	Complaint Type	Status
5	Many potholes on busy roads	unresolved

Activate Windows
Go to Settings to activate Windows

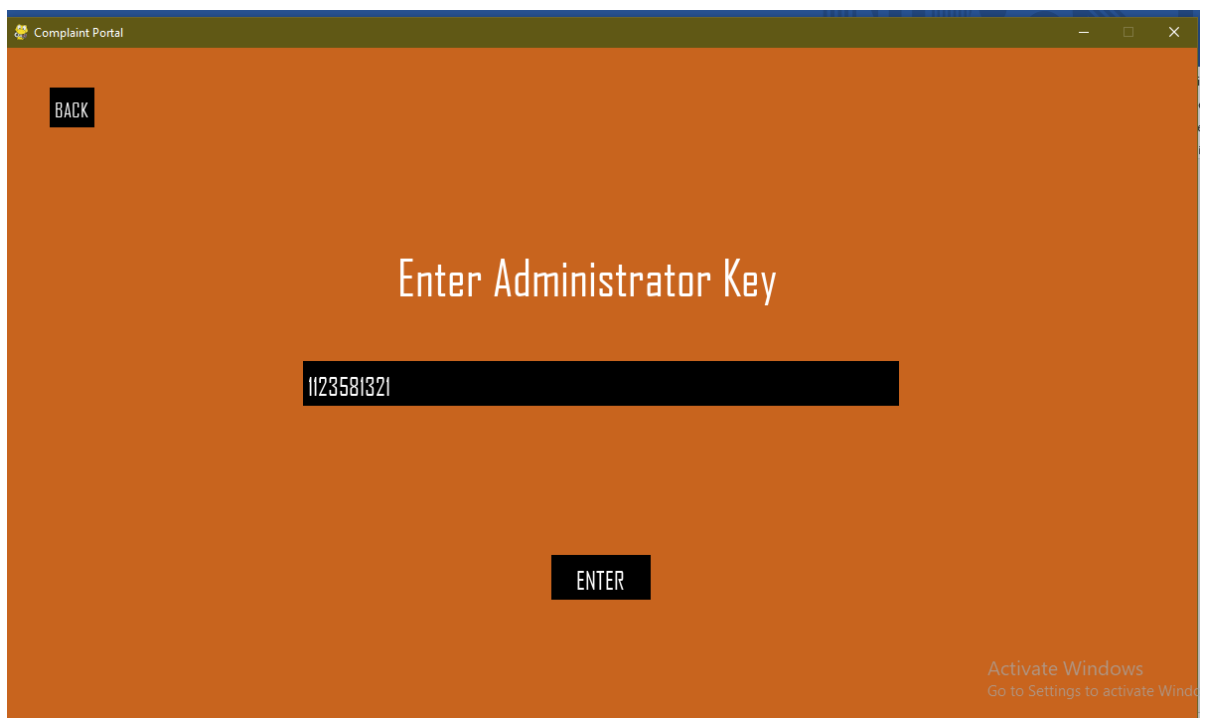
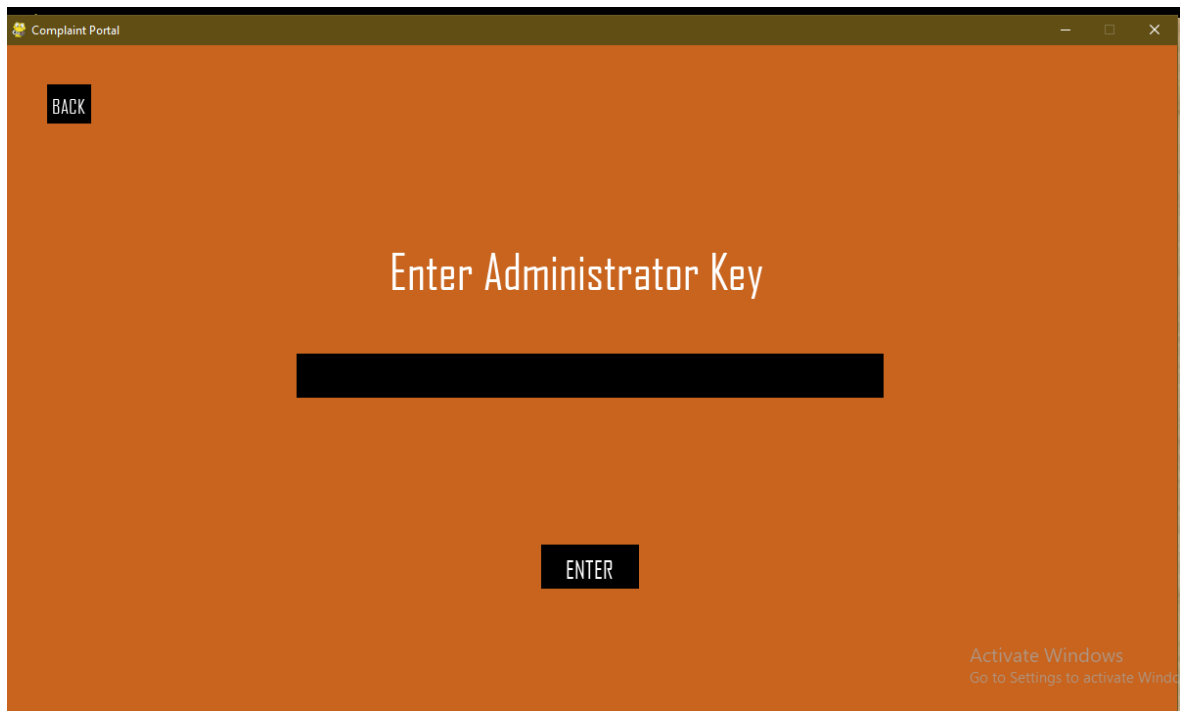




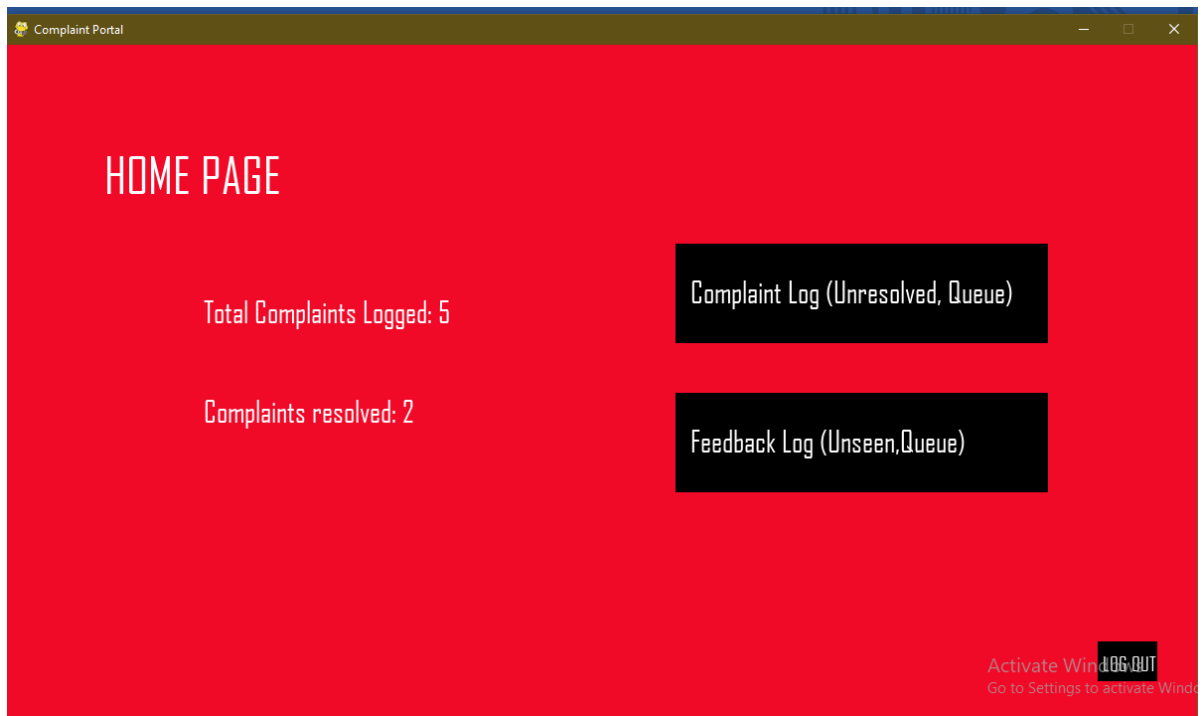




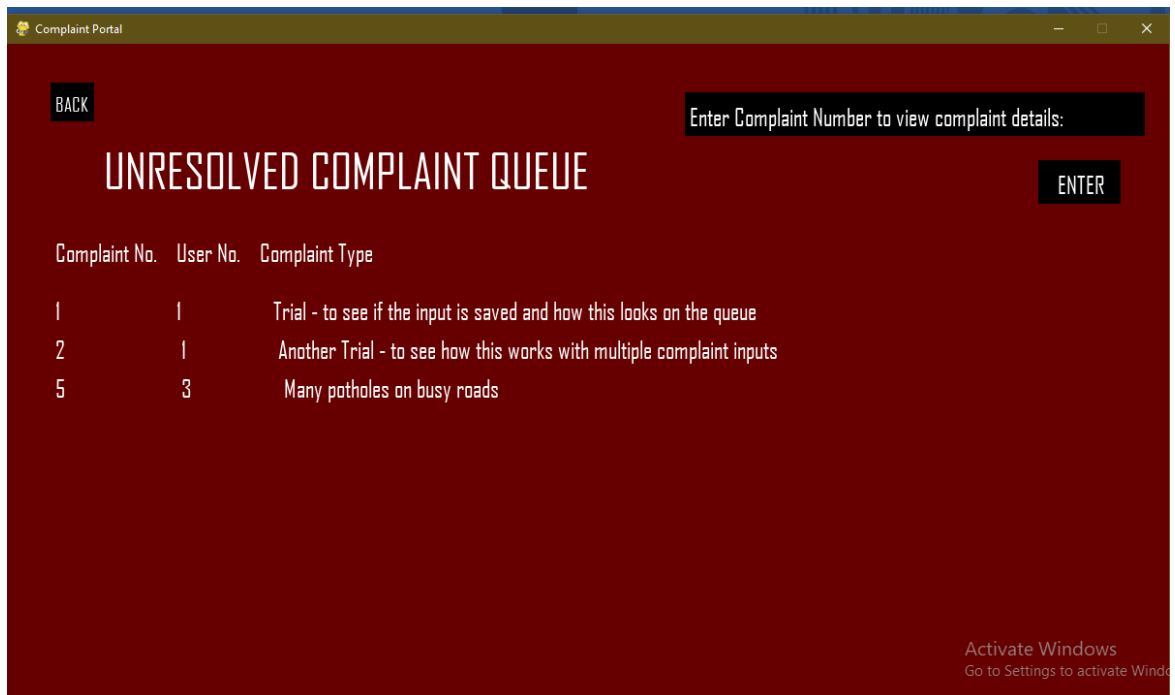
If Admin:

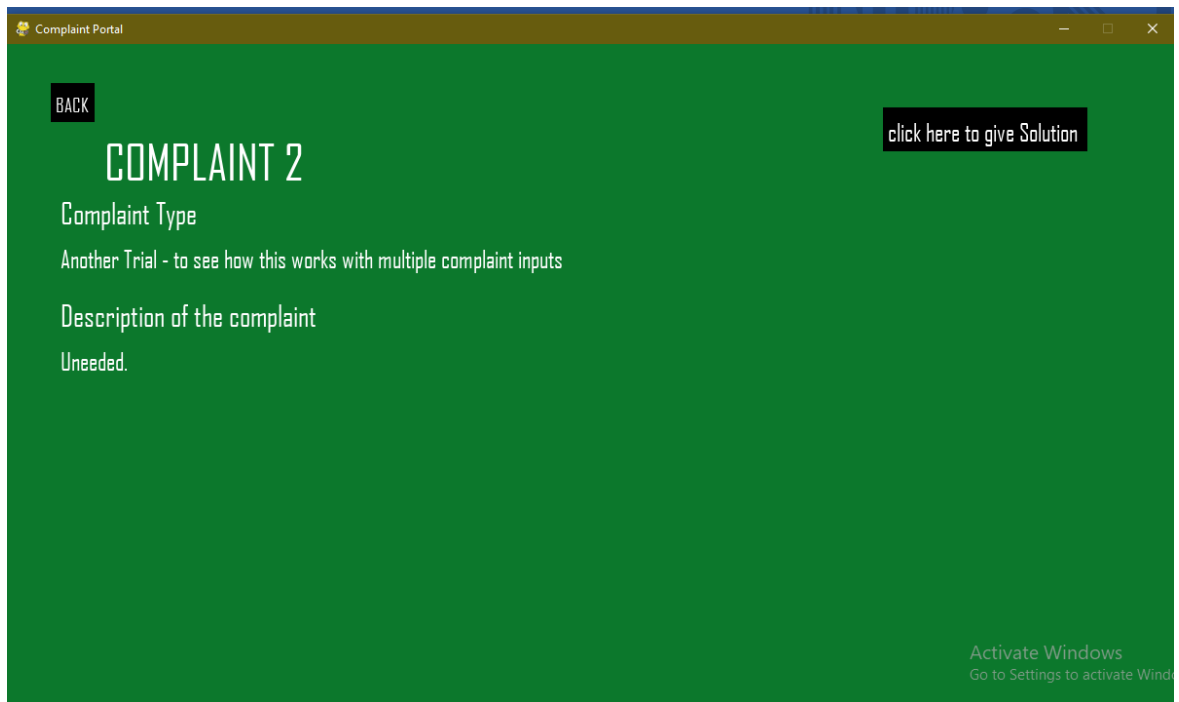


Home Page:

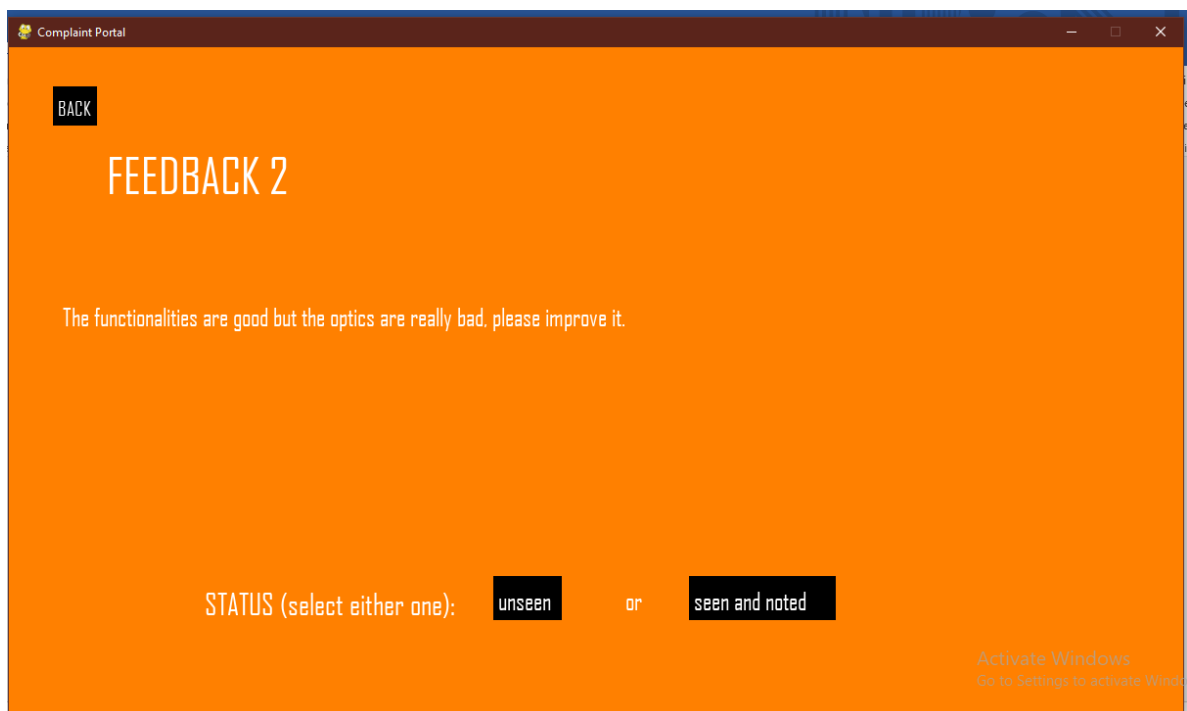
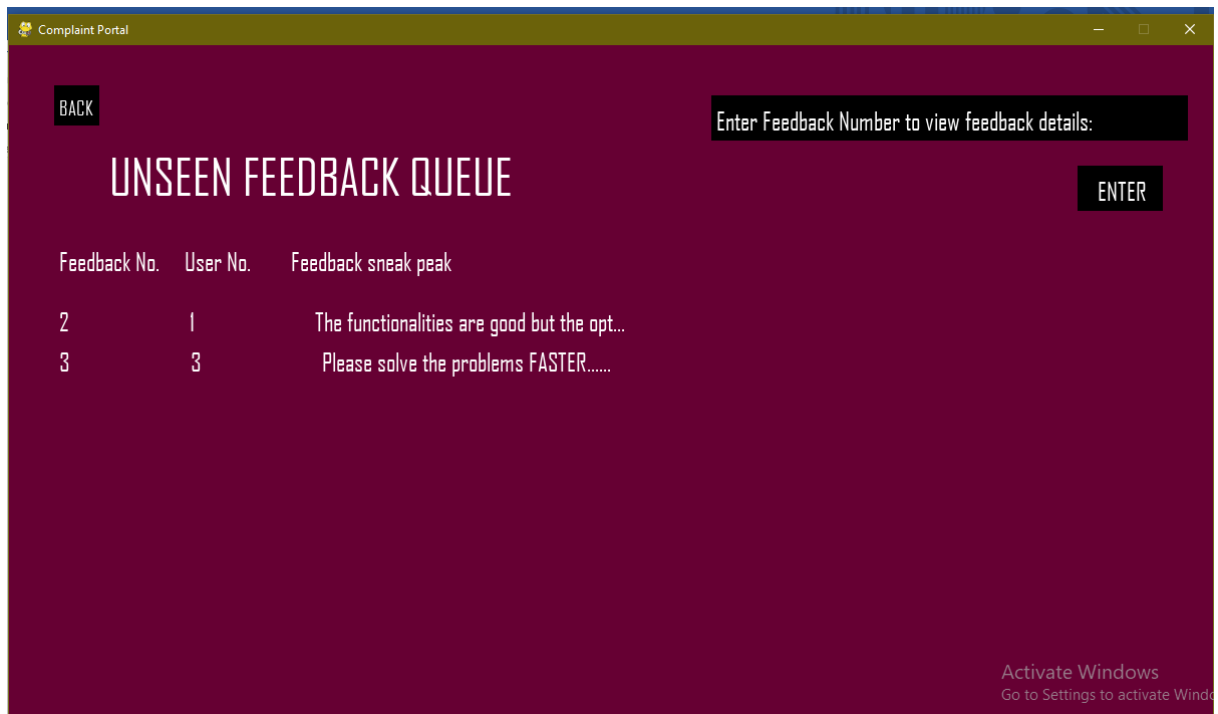


Complaint Log:





Feedback Log:



Complaint Portal

BACK

FEEDBACK 3

Please solve the problems FASTER...

STATUS (select either one): unseen or seen and noted

Activate Windows
Go to Settings to activate Windows.

Data in MySQL:

```
mysql> select * from user_data;
```

u_no	name	aadhar_no	password
1	Reha Shah	0	reha00
2	Nobody	1	n-0
3	rehashah2	123456789012	-
4	Black White	113355779900	none

```
4 rows in set (0.00 sec)
```

```
mysql> select * from complaint_log;
```

c_no	logged_by_u_no	comp_type	description	solution	status
1	1	Trial - to see if the input is saved and how this looks on the queue	This is just a trial run, so no actual complaint...just need to keep working to see if this goes to the next line or not...it did. So, now this can stop. ;]		unresolved
2	1	Another Trial - to see how this works with multiple complaint inputs	Unneeded.		unresolved
3	1	Trial 3	for time pass.		unresolved
4	2	The garbage dump near my apartment	In Surat city, vesu area, there is a huge garbage dump near ABCD Building. Please tell SMC to clear it out as it is very smelly and attracts stray animals and insects.		resolved
5	3	Many potholes on busy roads	I live in mumbai and many of the roads have too many potholes and as there is a lot of traffic too, it is very difficult to travel. Fixing the roads might help with the traffic congestions. I hope you solve this problem as soon as possible.		resolved
6	3	Many potholes on busy roads	I live in mumbai and many of the roads have too many potholes and as there is a lot of traffic too, it is very difficult to travel. Fixing the roads might help with the traffic congestions. I hope you solve this problem as soon as possible.		unresolved

```
5 rows in set (0.00 sec)
```

```
mysql>
```

Activate Windows
Go to Settings to activate Windows.

```
mysql> select * from feedback;
```

f_no	given_by_u_no	feedback	status
1	1	This is the best application I have made so far.....exclamation mark.vbvefvururbfenf4ir39fe4trfmmre9f4mf9emf9e4mf.	seen
2	1	The functionalities are good but the optics are really bad, please improve it.	unseen
3	3	Please solve the problems FASTER...	unseen

```
3 rows in set (0.00 sec)

mysql> _
```