DBMS Assignment

Submitted To :- Prof. OP Vyas

Dr. Ranjana Vyas

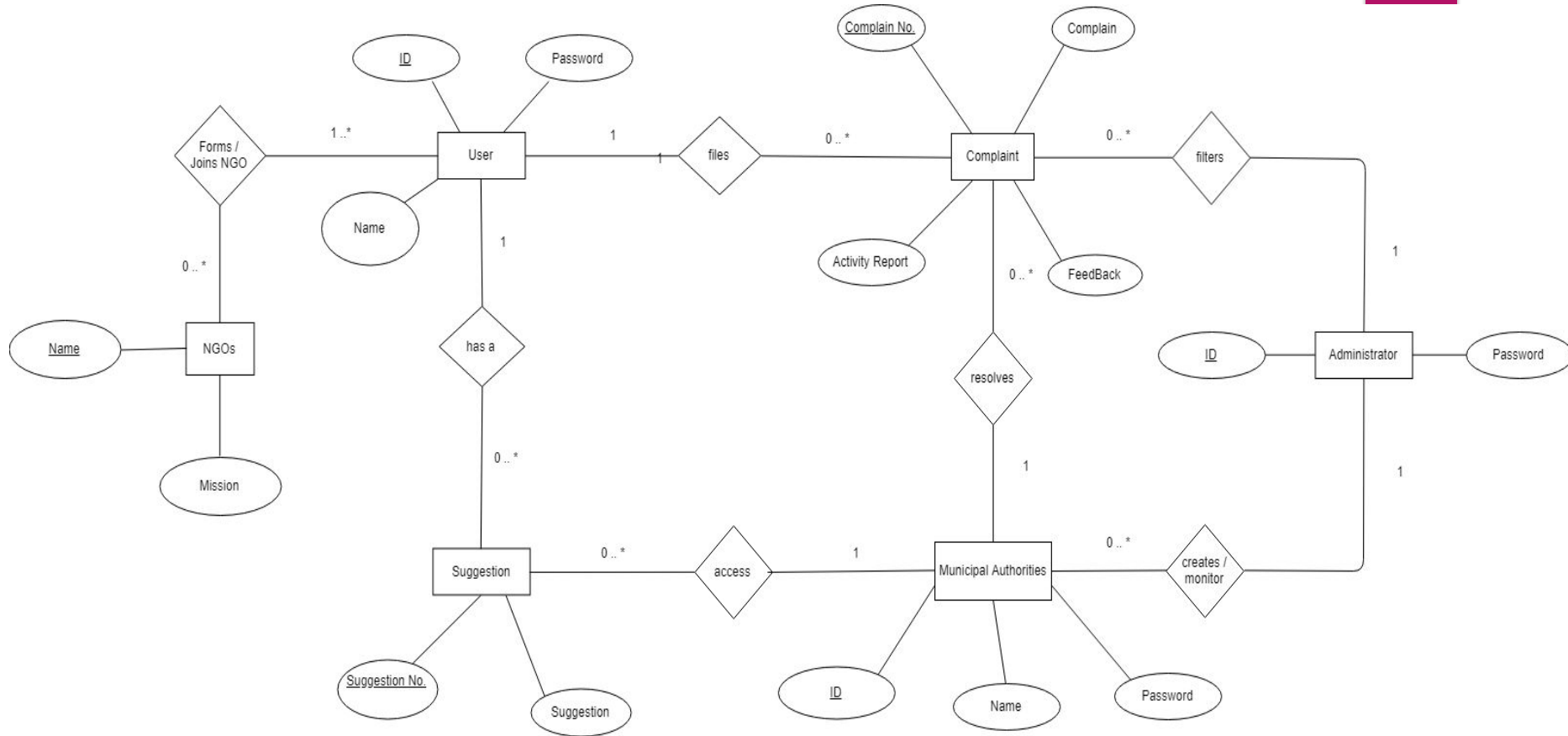# "Grievance Redressal System"

Team Members :

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ABOUT THE PROJECT

This is an online web enabled system for registration of user Complaint . The grievances of users are solved by concerned Municipal Authorities.
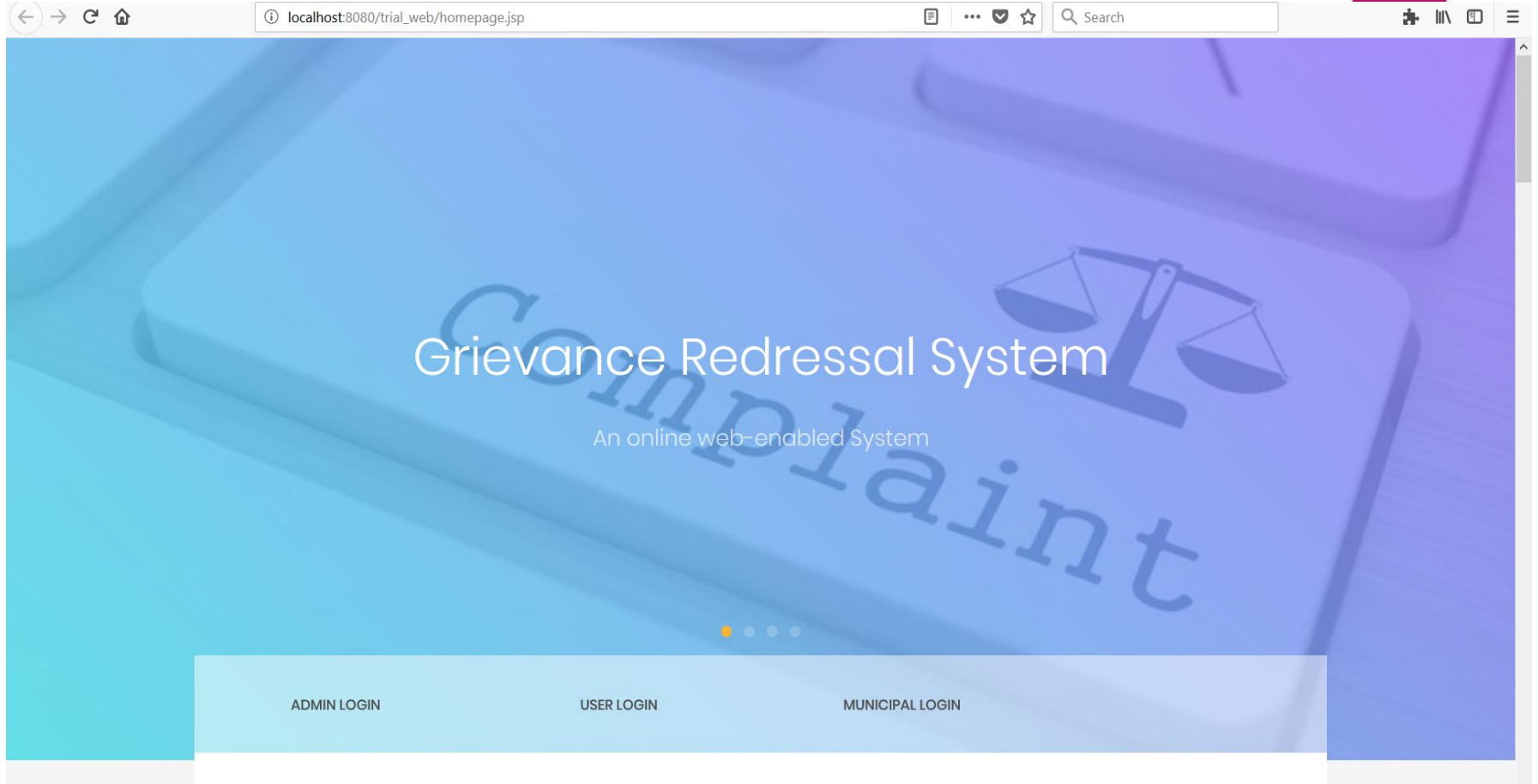
ER-Diagram

TECHNOLOGY USED :

► **FRONT-END : HTML5 , CSS , JAVASCRIPT , AJAX**

► **BACK-END : Java , MySQL , Java JDBC, JSP**
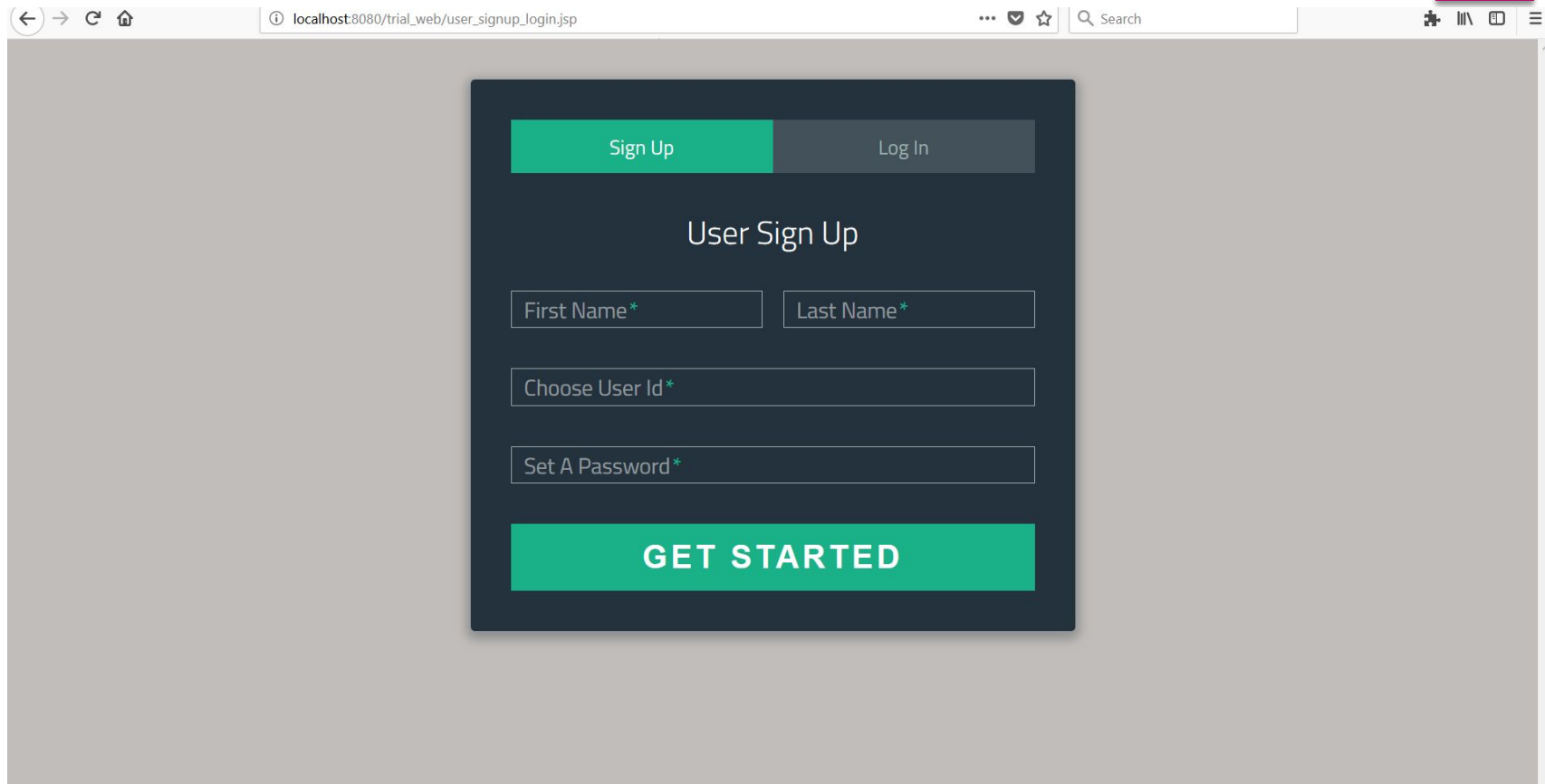
DIFFERENT USERS OF WEBSITE :

► **Admin:** Creates and manages Municipal accounts.

► **Municipal :** Listen to Complain and provide solution.

► **User :** Registers complain , suggestion or feedback.

HOME PAGE

USER-LOGIN

USER-HOMEPAGE

localhost:8080/trial_web/user_login

User Homepage

- Dashboard
- Complains
- Suggestions
- FeedBack
- NGO

Home / Dashboard

Welcome rahul chanderiya !!

User Homepage

Welcome,
rahul@1997

☰ Home / Complains / File New Complain

Complain

Enter Your Complain
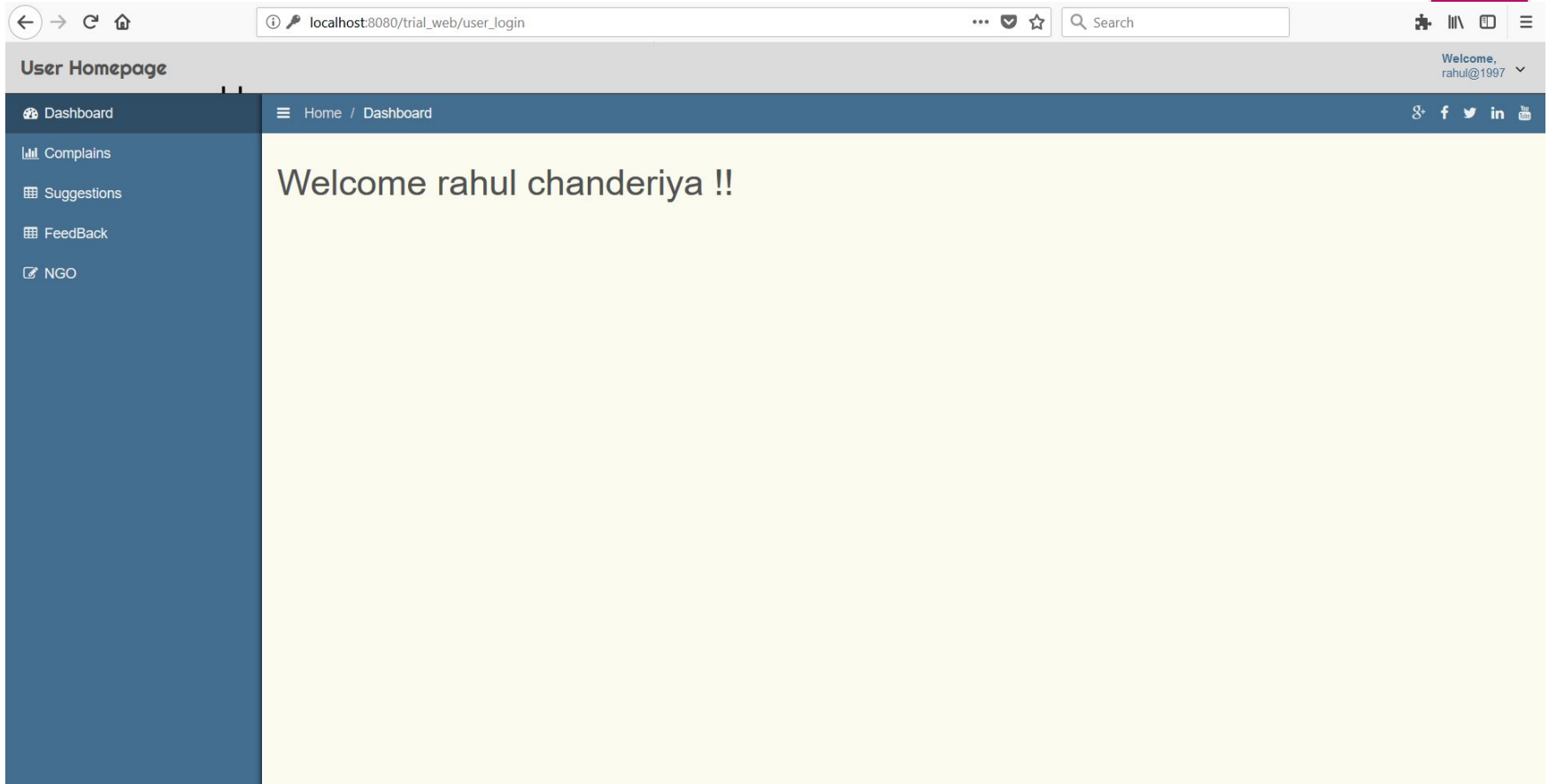
Submit

- Dashboard
- Complains
    - My Complains
    - All Complains
    - File New Complain
- Suggestions
- FeedBack
- NGO

User Homepage

- Dashboard
- Complains
- Suggestions
  - Give Suggestion
- FeedBack
- NGO

☰ Home / Complains / File New Complain

Suggestion

Enter Your Suggestion

Submit

User Homepage

- Dashboard
- Complains
- Suggestions
- FeedBack
  - Give FeedBack
- NGO

Home / Complains / FeedBack

FeedBack

Enter Complain Number

Enter Your Feedback

Submit

User Homepage

- 🎨 Dashboard
- 📊 Complains
- ⊞ Suggestions
- ⊞ FeedBack
- ☑ NGO
  - My NGO
  - All NGO
  - Join New NGO
  - Form New NGO

☰ Home / NGO / My NGO

My NGO List

NGO Name	Mission	No. of User Connected
ngo-1	misssion-1	2
ngo-2	mission-2	1

User Homepage

- 🎨 Dashboard
- 📊 Complains
- ▦ Suggestions
- ▦ FeedBack
- ✏ NGO
  - My NGO
  - All NGO
  - Join New NGO
  - Form New NGO

☰ Home / NGO / All NGO

All Available NGO List

NGO Name	Mission	No. of User Connected
ngo-1	misssion-1	2
ngo-2	mission-2	1
ngo-3	mision-3	1

Search

Welcome,
rahul@1997 ⌄

☰ Home / NGO / Join New NGO

- 🚗 Dashboard
- 📊 Complains
- ▦ Suggestions
- ▦ FeedBack
- ☑ NGO
  - My NGO
  - All NGO
  - Join New NGO
  - Form New NGO

NGO Name

Enter NGO Name you Wish to Join

Submit

User Homepage

Dashboard

Complains

Suggestions

FeedBack

NGO

My NGO

All NGO

Join New NGO

Form New NGO

☰ Home / NGO / Form New NGO

Form New NGO

Choose NGO Name

Choose NGO Mission

Submit

MUNICIPAL LOGIN PAGE

Municipal Homepage

- Dashboard
- Complains
- Suggestions
- Activity Report

Home / Dashboard

Welcome rahul !!

Dashboard

Complains

My Complains

Pending Complains

All Complains

Redirect Invalid Complain

Suggestions

Activity Report

Home / Complains / Pending Complains

My Pending Complains

Complain No.	Complain	Activity Report	Feed Back
1002	comp-3	Pending	Pending

☰ Home / Complains / Redirect Invalid Complain

- 🎨 Dashboard
- 📊 Complains
  - My Complains
  - Pending Complains
  - All Complains
  - Redirect Invalid Complain
- ▦ Suggestions
- ▦ Activity Report

Redirect Invalid Complains

Enter Complain No.

Submit

Municipal Homepage

- 🎨 Dashboard
- 📊 Complains
- 🏢 Suggestions
- 🏢 Activity Report
  - Provide Activity Report

☰ Home / Activity Report / Provide Activity Report

Activity Report

Enter Complain Number

Enter Activity Report

Submit

ADMIN LOGIN PAGE

Dashboard

Complains

Suggestions

Create Municipal Accounts

☰ Home / Dashboard

Welcome Admin !!

Admin Homepage

Dashboard

Complains

All Complains

Invalid Complains

Delete Complain

Suggestions

Create Municipal Accounts

☰ Home / Complains / All Complains

All Available Complains

Complain No.	Complain	Activity Report	Feed Back
1000	comp-1	Invalid Complain	feedback-1
1001	comp-2	Pending	Pending
1002	comp-3	Pending	Pending
1003	comp-4	Pending	Pending

Admin Homepage

- 🛞 Dashboard
- 📊 Complains
  - All Complains
  - Invalid Complains
  - Delete Complain
- ▦ Suggestions
- ▦ Create Municipal Accounts

☰ Home / Complain / Delete Complain

Delete Complaint Record

Complain No.

Delete

Admin Homepage

Welcome, admin

- **Dashboard**
- **Complains**
- **Suggestions**
  - View Suggestions
- **Create Municipal Accounts**

Home / Suggestion / View Suggestion

Suggestion List

Suggestion No.	Suggestion	Given By
1000	sug-1	rahul chanderiya
1001	sug-2	rahul chanderiya
1002	sug-2	ankit gupta

Admin Homepage

- Dashboard
- Complains
- Suggestions
- Create Municipal Accounts
- Mail to Employee

☰ Home / Create Municipal Accounts / Mail to Employee

Create Employee Account

Employee Name

Employee E-mail Address

Submit

BIBLIOGRAPHY

- Telusko Learnings (You Tube) for use of java servlet , java server pages and java JDBC.

- Colorlib.com for the templates used for making project.

- Stackoverflow.com : For resolving of different kind of bugs encountered during building of Project.

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THANK YOU !!