### A PROJECT ON

### **COMPLAIN MANAGEMENT SYSTEM**



Mitesh Patel
Project4free.blogspot.com

KADI SARVA VISHWAVIDYALAYA, GANDHINAGAR

## Project Profile

### **Project Definition**

- Complaint Management System provides services for arrived Complaint of people to municipality.
- # people can knows the currently processing status of their
  - Complaints.
- ★ All the complaints arrived from people are distributed to the different departments according to Complaint category.
- ★ Administrator can see all Complaints and Individual Department Complaints.

### • Software Requirement:

**Operating System** 

**System Tools** 

: Windows 2000 or later version

: MS ASP.NET With

C# (Front end)

: MS SQL Server 2005 (Back end)

# System Analysis

### **About Existing System**

- ➡ Person must goes to municipality for his complaints.
- # All the arrived Complaints are submit to the Administrator.
- Administrator distribute complaints among different departments according to complaint type.
- **■** Employees solve the complaints and note the complaint status in books manually.
- Dispatch officer check the books and reply the solved complaints.
- 耳 Inquiry officer gives the current status information of complaints from the books.

### Limitations Of Existing System

No quick data searching facility for useful Information

Employees manually search data about complaints, which they required to process or in the case of inquiry reply.

No proper management of information

Data and useful application details are capped in physical file, which

itself are stored in data/record room. Record has most of file of different department.

**♯**Redundancy in data

There are possible to one complaint checked by one or more employee and same status reported by them. So there is possibility to data redundancy.

Conti...

Possibility of loss complaint Record

All complaints handled manually. So, there is possibility to loss of complaints record because of transferring Complaints record betweens different physical levels and also inattention of employees.

Time consulting problem

There is no proper management procedure for a complaint inquiry for people.

Lots of paper work

For single complaints, many documents are need to be created.

□ Customer who come for Inquiry about his/her Application processing, have to Spend time for receive response because of manually check of processing Details.

## Features of Proposed System

- Fast & Dynamic Data
- Data updating Rights will be provided to Depo
- # Officers so Latest Data can be fetched.
- # Automatic Searching as Per Incoming SMS.
- # Automatic Reply.
- Ajax Controls will be used for that Purpose.

## Advantage of Proposed System

- # Faster and various way of Searching :# Record editing facility :# Security :
- **#** Automation:
- **#** Report Facility:

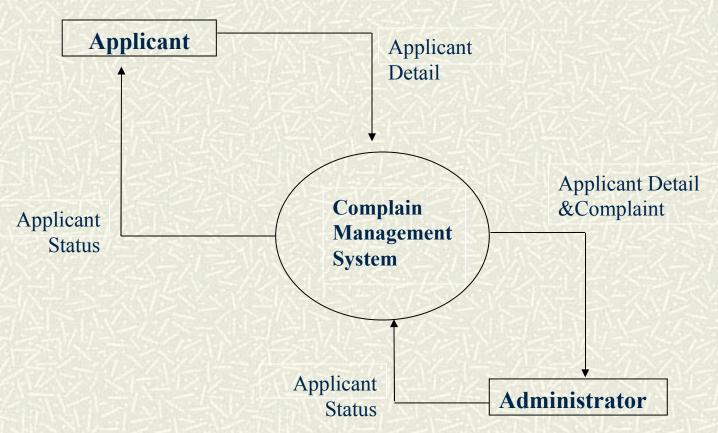
# Project Scope

### Public Complaint Management

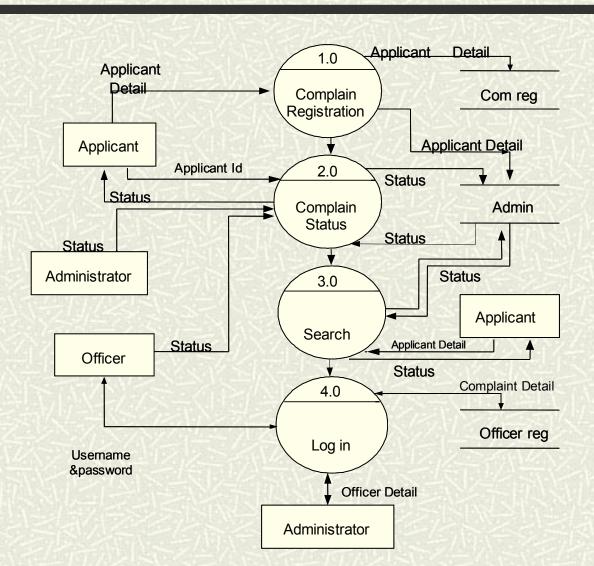
- Receiving people complaints and Provides people complaint status.
- Higher speed of Receiving complaints.
- ♣ Distribution of Related complaints among Different Departments.

# Data Flow Diagram

### **Context Level Data Flow Diagram**

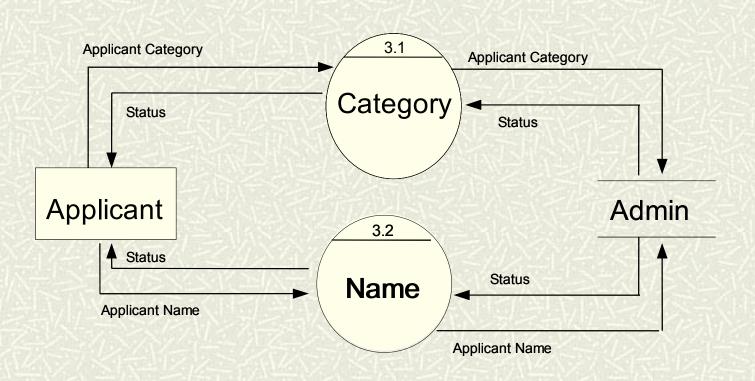


### First Level Data Flow Diagram

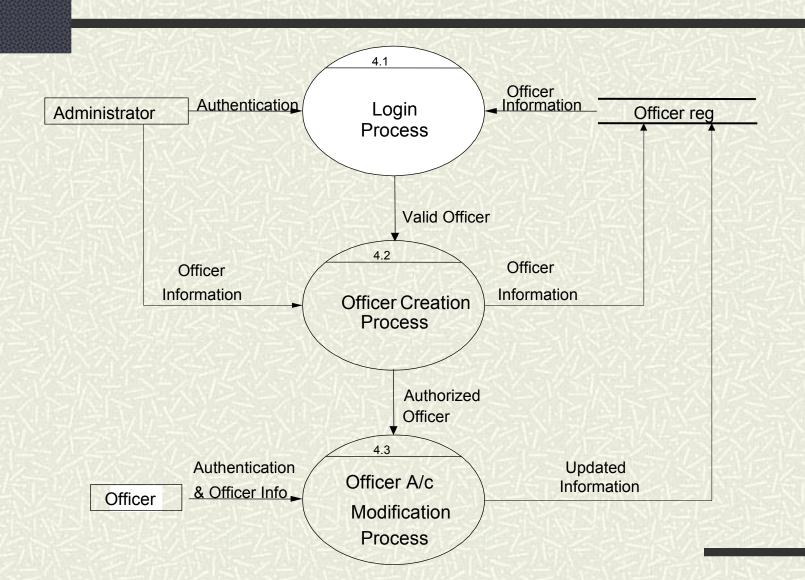


### **Second Level Data Flow Diagram**

#### 3.0 Search Process



### 4.0 Login Process



## **Data Dictionary**

### **Complain Registration**

Field name	Data type	Constraints	Description	
Com id	Numeric(18,0)	Primary key	complain id	
Name	Varchar(20)	Not null	Complain person	
Addr	Varchar(50)	Not null	Person address	
Phone	Varchar(10)	Not null	Person contact no	
Email	Varchar(50)	Not null	Person contact email	
Eleno	Varchar(10)	Not null	Election card no	
Category	Varchar(15)	Not null	Problem type	
Ward	Varchar(15)	Not null	Area of city	
date	Datetime	Not null	Date	
subject	Varchar(50)	Not null	Detail of the problem	

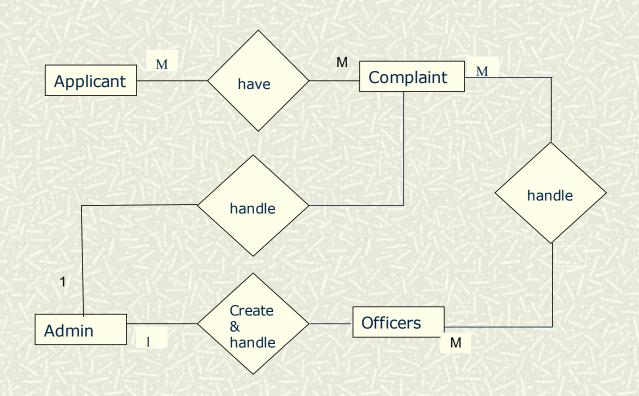
### Login

Field name	Data type	Constraints	Description
User Id	Varchar (50)	Not null	User identification
Password	Varchar (10)	Not null	Password
Name	Varchar (50)	Not null	Officer Name
phone	Varchar (10)	Not null	Officer Phone No.
Category	Text	Not null	Officer Category
Depat	Text	Not null	Officer Depat
Pets Name	Text	Allow Null	Pets Name
Birth Date	Datetime	Allow Null	Officer Birth Date
Hobby	Text	Allow Null	Officer Hobby

### Admin

Field name	Data type	Constraints	Description
Com Id	Numeric(18,0)	F.K	User identification
Status	Text	Not null	Status

## Entity Relationship Diagram

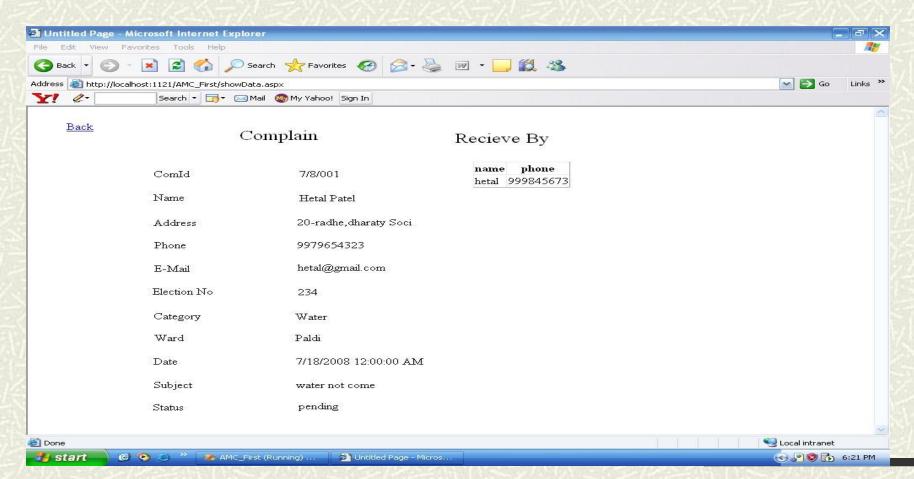


### Input/Output Design

### **<u> Complaint Registration</u>**



### ★ Show Data(Output)



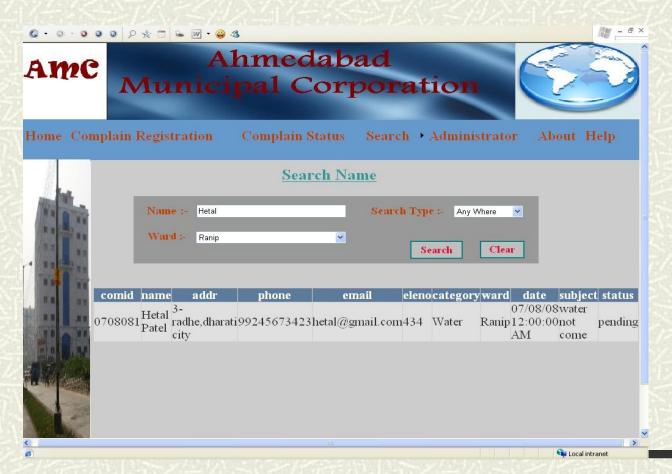
• Complaint Status(Output)



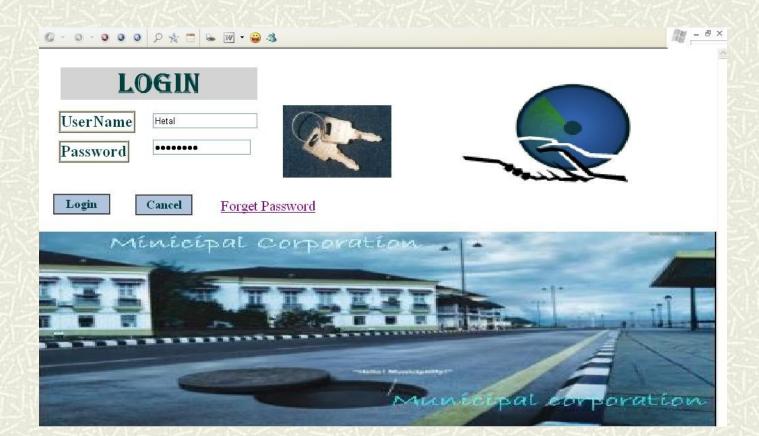
#### **Search Category(Output)**



Search By Name(Output)



### # Login



### **■** Officer Registration



### Change password



## <u>Advantage</u>

- # Automation
- # Save Time
- # Status
- # Fast Search

### **Limitation**

- This site not provide validation at a time
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### Created By

- Patel Jalpa(100)
- Patel Rushvi(133)

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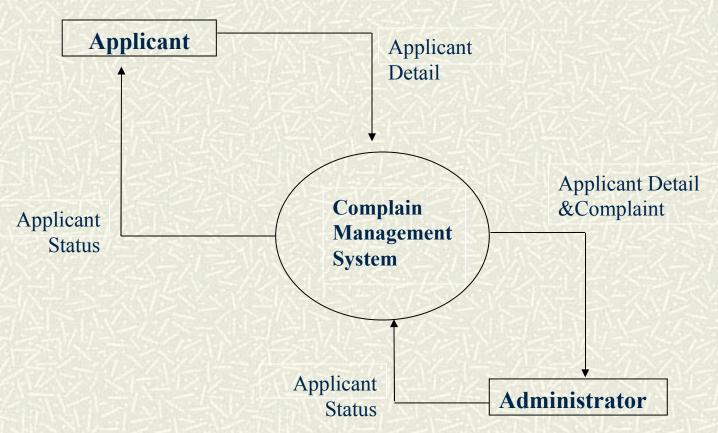
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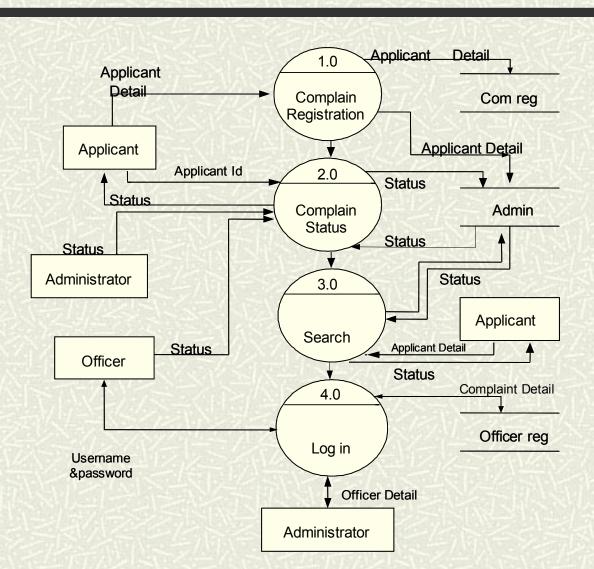
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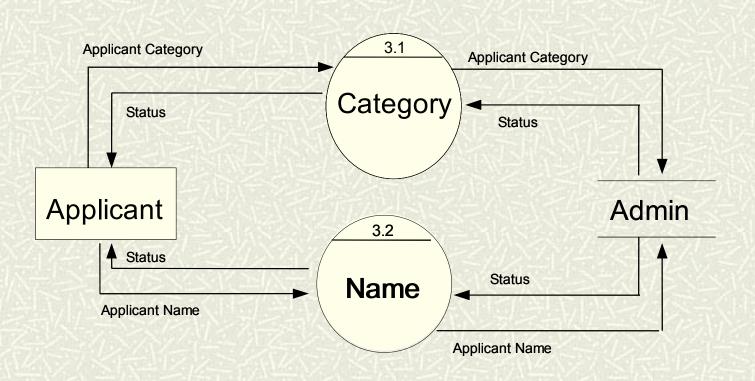


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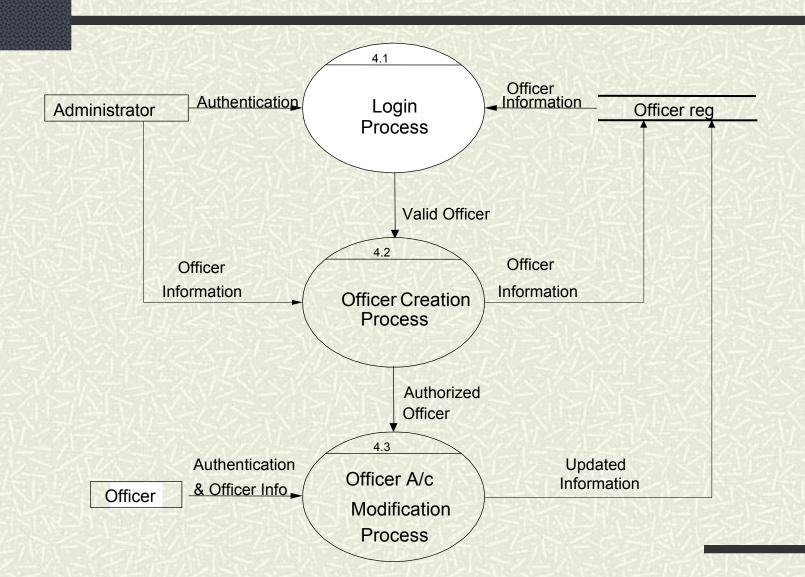


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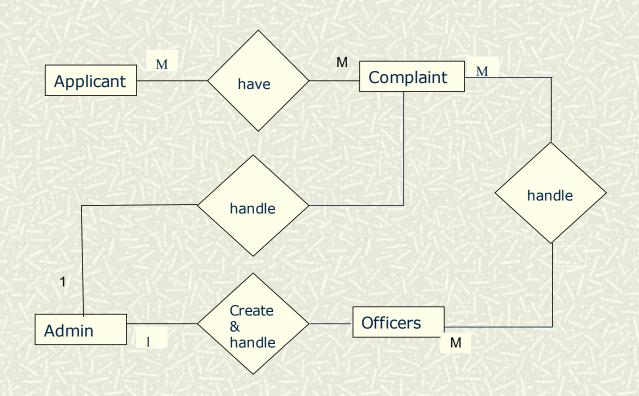
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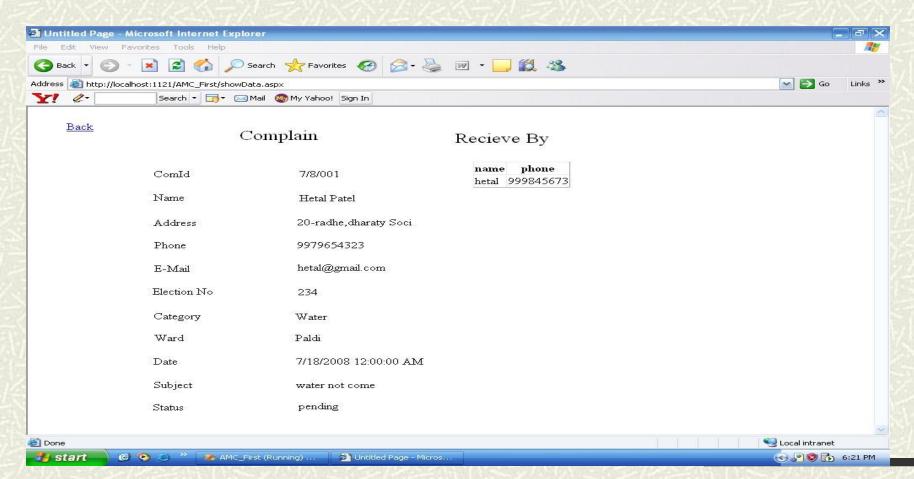


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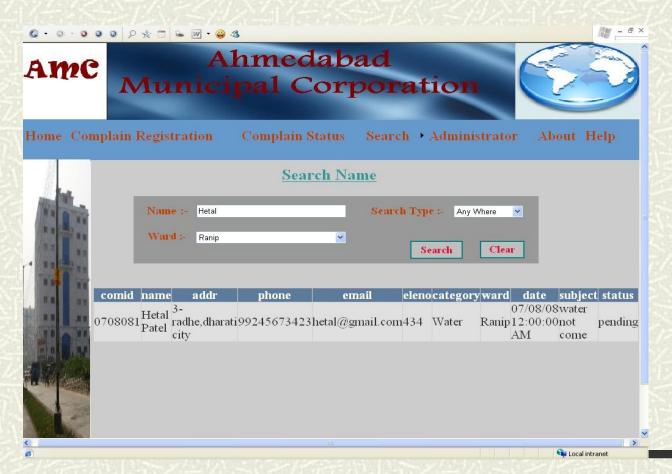
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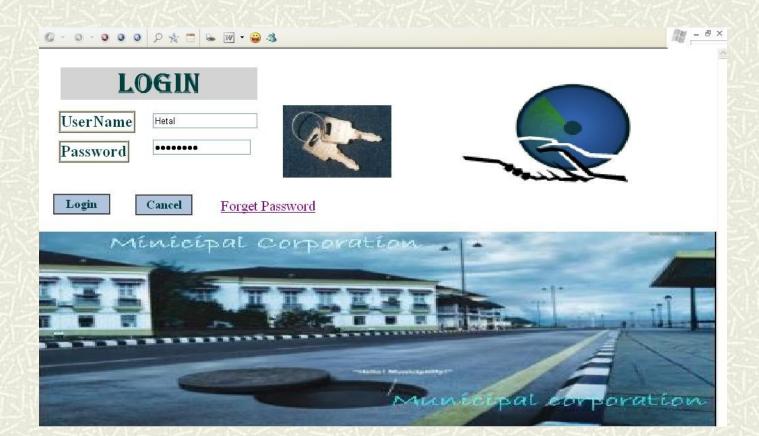
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