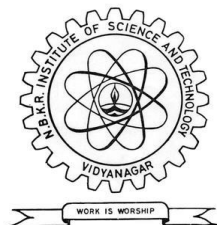# N.B.K.R INSTITUTE OF SCIENCE AND TECHNOLOGY

(AUTONOMOUS)

Affiliated to JNTU , Ananthapuram

Project work

ON

Complaint Mangement System

A report submitted in partial fulfilment of the requirements for award of

degree of

BACHELOR OF TECHNOLOGY

In

COMPUTER SCIENCE AND ENGINEERING
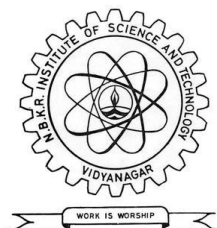
By

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Under the Guidance of

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DEPARTMENT OF CSE

N.B.K.R INSTITUTE OF SCIENCE AND TECHNOLGY ,VIDYANAGAR

N.B.K.R. INSTITUTE OF SCIENCE & TECHNOLOGY

(Approved by AICTE: Accredited by NBA: Affiliated to INT University, Ananthapur)

An ISO 9001-2000 Certified Institution

Vidyanagar -524 413, SPSR Nellore district, Andhra Pradesh, India

BONA FIDE CERTIFICATE

This is to certify that the project work entitled **"COMPLAINT MANAGEMENT SYSTEM"** is a bona fide record done by**. MAHIDHAR MANNURU(20KB1A0581)** in the department of **COMPUTER SCIENCE AND Engineering, N.B.KR. Institute of Science & Technology, Vidyanagar** and is submitted to **JNTU, Anantapur** in the partial fulfilment for the award of B. Tech degree in of **COMPUTER SCIENCE AND ENGINEERING**. This work has been carried out under my supervision.

(Internal Guide)   B.Lakshmana Rao B.Tech, MTech,[Phd]

(ASSISTANT PROFESSOR)

DEPARTMENT OF CSE

Submitted for the Viva-Voice Examination held on

Internal Examiner   External Examiner

Complaint Management System

Abstract:

In pursuit of providing an optimized solution for the student grievance support system, the proposed model uses the mechanism of transforming manual to automation. By providing this mechanism student complaints are noted and verified by presenting the model of a web-based system. By automating the grievance process, the proposed model will improve the relationship between student and management. Grievance system is an online platform of private or public institutions enabling prompt action on any issue raised by the student. The implementation of the Grievance redress portal will be helpful to address the grievance in a time- bound manner. This will ensure transparency and students will be more benefitted. Grievance system helps to pursue quick actions for solving the grievance, while maintaining affordability and ease to the users

INTRODUCTION

A "Grievance" is a feeling of dissatisfaction whether expressed or not, whether valid or not, arising out of anything that is connected with the organization which a student thinks, or even feels to be unfair or inequitable. Some of the dissatisfaction is based upon genuine causes but some of them are not real and are created by the students only to blame

others. This dissatisfaction is called "grievance". Grievance system is an online platform of private or public institutions enabling prompt actions on any issue raised by them. The cell members deal with all types of grievances, received from students. The implementation of the grievance system will be helpful to address all the grievances in a time-bound manner. This system helps to take quicker action on the grievance raised. The proposed model uses the mechanism of transforming manual to automation. By providing this mechanism student grievances are noted and verified by presenting the model of a web-based system. By automating the grievance process, the proposed model will improve the relationship between student and management. In the present scenario, everyone wants to be heard. Everybody wants a system where they can actively present their issues. They want a system to not only accept the complaints effectively, but also solve the issues with the same effectiveness and efficiency. Our project provides such a system to the students. Our project ensures that every student's issue will be heard, Considered and solved as soon as possible in a most efficient manner. It will also make the management well aware of its low points and thus will make it easier for the management to improve its infrastructure.

Existing System

The existing system is completely manual. In order to write the complaint, the student either visits the related department and registers his complaint in the respective complaint register, which is monitored by the respective Department heads. Existing system requires manual process (i.e., sending grievances from lower level to critical level requires manual process.)

 DISADVANTAGES OF EXISTING SYSTEM:

Grievance paper might be replaced.

 Modifications can be done.

Management might neglect the complaint raised by the student.

Proposed System:

The idea is to automate the entire complaint process. Grievance can be lodged based on the level (i.e., university, college, course and department) and also based on the category (i.e., transportation, scholarship, lecture time table etc…).Students can able to track the grievance once the complaint has been registered. Students and cell members are provided with a chat box where they can discuss regarding the grievance. Student can provide any document as a proof, which makes the complaint strong. Cell Member can track the pending and completed grievances.

ADVANTAGES OF PROPOSED SYSTEM

Less paper work.

Security and satisfaction of the student.

Increased accuracy and reliabilit

Easy maintenance of data.

Software Requirements

- PHP (back end)
- HTML, Bootstrap
- CSS
- JavaScript
- MS Word 97 or later
- Web Browser: Microsoft Internet Explorer, Mozilla, Google Chrome or later
- MySQL Server (back-end)
- Operating System: Windows 10

PHP:

PHP (recursive acronym for PHP: **Hypertext Preprocessor**) is a widely-used open-source general-purpose scripting language that is especially suited for web development and can be embedded into HTML.

HTML:

HTML (**Hypertext Markup Language**) is the code that is used to structure a web page and its content

Cascading Style Sheets (CSS) is a stylesheet language used to describe the presentation of a document written in HTML or XML (including XML dialects such as SVG, MathML or XHTML). CSS describes how elements should be rendered on screen, on paper, in speech, or on other media.

JAVASCRIPT:

JavaScript (JS) is **a scripting language, primarily used on the Web**. It is used to enhance HTML pages and is commonly found embedded in HTML code. JavaScript is an interpreted language. Thus, it doesn't need to be compiled. JavaScript renders web pages in an interactive and dynamic fashion

MYSQL:

MySQL is **a database management system**.
It may be anything from a simple shopping list to a picture gallery or the vast amounts of information in a corporate network. To add, access, and process data stored in a computer database, you need a database management system such as MySQL Server.

Hardware Requirements

- **Processor:** 1 gigahertz (GHz) or faster processor or SoC
- **RAM:** 1 gigabyte (GB) for 32-bit or 2 GB for 64-bit
- **Hard disk space:** 16 GB for 32-bit OS or 20 GB for 64-bit OS
- **Graphics card:** DirectX 9 or later with WDDM 1.0 driver
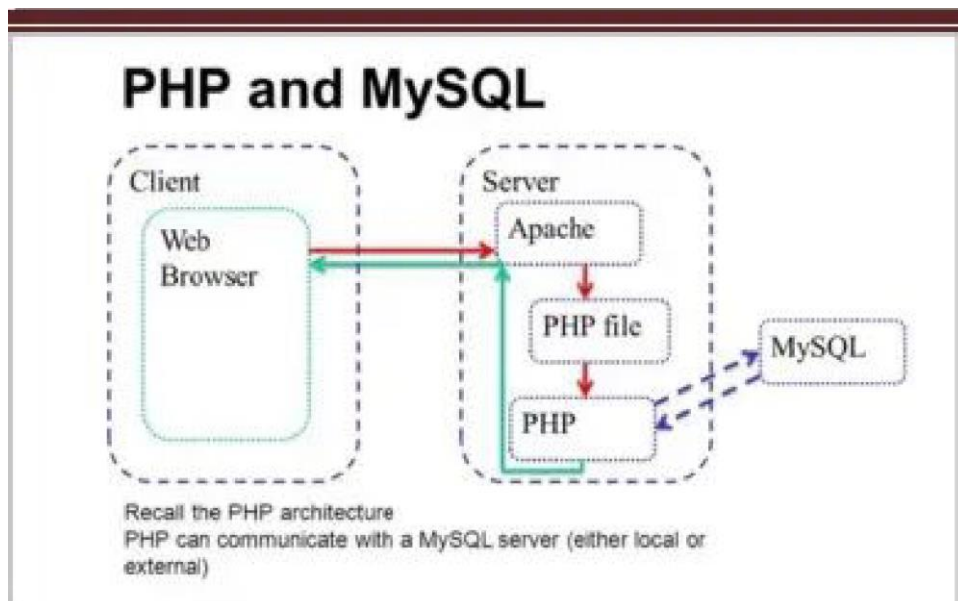- **Display:** 800 x 600

Fig. system architecture for the cms

Modules

This system comprises of 3 major modules with their sub-modules as follows:

Admin

- Login: Admin can login in his personal account using id and password.

- View complaint: Admin can view all information about the complaints

- View/Edit/Delete complaint: System allows admin to view/edit/delete a question.

.

¬ Faculty

• Login: Faculty can login their personal account using id and password, which is provided by the admin.

  View Complaint: A Faculty can view all the complaints.

• Respond: faculty can respond with the latest information

• Add Feedback: Faculty can give feedback to admin regarding any changes or any system problem.

¬ Student/User

• Register: Student can give basic details like Email & Contact number verification by OTP to get registered.

• Login: Student can login using ID and password.

• View Complaint Status: Student /user can view their own complaint status to know their status of their complaint

• **Raise a Complaint:** Student/user can raise their new complaints

Code:

Raise a Complaint:

<!doctype html>

<html lang="en">

<head>

<meta charset="utf-8">

<meta name="viewport" content="width=device-width, initial-scale=1">

<link rel="stylesheet" href="styles.css">

<link href="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/css/bootstrap.min.css" rel="stylesheet" integrity="sha384-EVSTQN3/azprG1Anm3QDgpJLIm9Nao0Yz1ztcQTwFspd3yD65VohhpuuCOmLASjC" crossorigin="anonymous">

```html
<title>RaiseComplaint</title>

</head>

<body>

<nav class="navbar navbar-expand-lg navbar-light bg-light">

<a class="navbar-brand" href="#">Complaint Management System</a>

<button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarNavDropdown" aria-controls="navbarNavDropdown" aria-expanded="false" aria-label="Toggle navigation">

<span class="navbar-toggler-icon"></span>

</button>

<div class="collapse navbar-collapse" id="navbarNavDropdown">

<ul class="navbar-nav">

<li class="nav-item active">

<a class="nav-link" href="raiseComplaint.html">RaiseComplaint <span class="sr-only"></span></a>

</li>

<li class="nav-item">

<a class="nav-link" href="camplaintStatus.html">check Complaint Status</a>

</li>

<li class="nav-item">

<a class="nav-link" href="index.html">Login</a>

</li>

<li class="nav-item">

<a class="nav-link" href="registration.html">Register</a>

</li>

</ul>

</div>

</nav>
```

```html
<div class="container-fluid px-1 py-5 mx-auto">

<div class="row d-flex justify-content-center">

<div class="col-xl-7 col-lg-8 col-md-9 col-11 text-center">

<h3>NBKRIST Complaint Mangement</h3>

<div class="card">

<h5 class="text-center mb-4">We are here for you</h5>

<form class="form-card" onsubmit="event.preventDefault()">

<div class="row justify-content-between text-left">

<div class="form-group col-sm-6 flex-column d-flex"> <label class="form-control-label px-3">Phonenumber/RollNO<span class="text-danger"> *</span></label> <input type="text" id="mob" name="mob" placeholder="" onblur="validate(4)"> </div>




<div class="form-group col-sm-6 flex-column d-flex"> <label class="form-control-label px-3">Username<span class="text-danger"> *</span></label> <input type="text" id="fname" name="fname" placeholder="Username" onblur="validate(1)"> </div>

</div>

<div class="row justify-content-between text-left">

<div class="form-group col-sm-6 flex-column d-flex"> <label class="form-control-label px-3">Email<span class="text-danger"> *</span></label> <input type="text" id="email" name="email" placeholder="" onblur="validate(3)"> </div>

<div class="form-group col-sm-6 flex-column d-flex"> <label class="form-control-label px-3" placeholder="Ex:student">Position<span class="text-danger"> *</span></label> <input type="text" id="job" name="job" placeholder="Ex:student" onblur="validate(5)"> </div>




</div>

<div class="row justify-content-between text-left">

<div class="form-group col-sm-6 flex-column d-flex"> <label class="form-control-label px-3" placeholder="Ex:student">Subject<span class="text-danger"> *</span></label> <input type="text" id="job" name="job" placeholder="Ex:student" onblur="validate(5)"> </div>

<div class="form-group col-sm-6 flex-column d-flex"> <label class="form-control-label px-3" placeholder="Ex:student">Screnshots/Proofs<span class="text-danger"> *</span></label> <input type="file" id="job" name="job" placeholder="Ex:student" onblur="validate(5)"> </div>
```

```html
</div>

<div class="row justify-content-between text-left">

<div class="form-group col-12 flex-column d-flex"> <label class="form-control-label px-3">Explain Your issue In Detail<span class="text-danger"> *</span></label> <input type="text" id="ans" name="ans" placeholder="" onblur="validate(6)"> </div>

</div>

<div class="row justify-content-end">

<div class="form-group col-sm-6"> <button type="submit" class="btn-block btn-primary">Raise a Complaint</button> </div>

</div>

</form>

</div>

</div>

</div>

</div>

<script           src="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/js/bootstrap.bundle.min.js" integrity="sha384-
MrcW6ZMFYlzcLA8Nl+NtUVF0sA7MsXsP1UyJoMp4YLEuNSfAP+JcXn/tWtIaxVXM"
crossorigin="anonymous"></script>

</body>

</html>
```

Complaint Status check:

```html
<!doctype html>

<html lang="en">

<head>
```

```html
<meta charset="utf-8">

<meta name="viewport" content="width=device-width, initial-scale=1">

<link rel="stylesheet" href="styles.css">

<link href="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/css/bootstrap.min.css"
rel="stylesheet" integrity="sha384-
EVSTQN3/azprG1Anm3QDgpJLIm9Nao0Yz1ztcQTwFspd3yD65VohhpuuCOmLASjC"
crossorigin="anonymous">

<title>CheckComplaintStatus</title>

</head>

<body>

<nav class="navbar navbar-expand-lg navbar-light bg-light">

<a class="navbar-brand" href="#">Complaint Management System</a>

<button class="navbar-toggler" type="button" data-toggle="collapse" data-
target="#navbarNavDropdown" aria-controls="navbarNavDropdown" aria-expanded="false" aria-
label="Toggle navigation">

<span class="navbar-toggler-icon"></span>

</button>

<div class="collapse navbar-collapse" id="navbarNavDropdown">

<ul class="navbar-nav">

<li class="nav-item active">

<a class="nav-link" href="raiseComplaint.html">RaiseComplaint <span class="sr-
only"></span></a>

</li>

<li class="nav-item">

<a class="nav-link" href="camplaintStatus.html">check Complaint Status</a>

</li>

<li class="nav-item">

<a class="nav-link" href="index.html">Login</a>
```

```html
</li>

<li class="nav-item">

<a class="nav-link" href="registration.html">Register</a>

</li>

</ul>

</div>

</nav>

<br>

<br>



<div class="input-group">

<input type="search" class="form-control rounded" placeholder="Search" aria-label="Search"
aria-describedby="search-addon" />

<button type="button" class="btn btn-outline-primary">search</button>

</div>

<br>

<br>

<table class="table table-dark table-striped">

<table class="table">

<thead>

<tr>

<th scope="col">SN0</th>

<th scope="col">Username</th>

<th scope="col">Phonenumber/RollNO</th>

<th scope="col">Postion</th>

<th scope="col">Subject</th>

<th scope="col">Status</th>
```

```html
</tr>

</thead>

<tbody>

<tr>

<th scope="row">1</th>

<td>Antony</td>

<td>20kb1a0345</td>

<td>Student</td>

<td>JVD Fees</td>

<td>pedning..</td>


</tr>

<tr>

<th scope="row">2</th>

<td>Antony</td>

<td>20kb1a0345</td>

<td>Student</td>

<td>Fee Collection</td>

<td>Resolved..</td>


</tr>

<tr>

<th scope="row">3</th>

<td>Antony</td>

<td>20kb1a0345</td>


<td>Student</td>
```

```html
<td>Hostel Allocation</td>

<td>Resolved</td>




</tr>

</tbody>

</table>

</table>

<script        src="https://cdn.jsdelivr.net/npm/bootstrap@5.0.2/dist/js/bootstrap.bundle.min.js"
integrity="sha384-
MrcW6ZMFYlzcLA8Nl+NtUVF0sA7MsXsP1UyJoMp4YLEuNSfAP+JcXn/tWtIaxVXM"
crossorigin="anonymous"></script>




</body>

</html>
```

Login code:

```php
<?php
 session_start();


 if (!isset($_SESSION['username'])) {

                        $_SESSION['msg'] = "You must log in first";

                        header('location: login.php');

 }
 if (isset($_GET['logout'])) {

                        session_destroy();

                        unset($_SESSION['username']);
```

```php
                        header("location: login.php");
 }
?>
```

```html
<!DOCTYPE html>
<html>
<head>
                        <title>Home</title>
                        <link rel="stylesheet" type="text/css" href="style.css">
</head>
<body>


<div class="header">
                        <h2>Home Page</h2>
</div>
<div class="content">
                        <!-- notification message -->
                        <?php if (isset($_SESSION['success'])) : ?>
    <div class="error success" >
                        <h3>
      <?php
                        echo $_SESSION['success'];
                        unset($_SESSION['success']);
      ?>
                        </h3>
    </div>
                        <?php endif ?>
```

```php
    <!-- logged in user information -->

    <?php  if (isset($_SESSION['username'])) : ?>

                        <p>Welcome    <a    href="home.php">    <strong><?php    echo
$_SESSION['username']; ?></a></strong></p>

                        <p> <a href="index.php?logout='1'" style="color: red;">logout</a> </p>

                         <p> </p>

    <?php endif ?>

</div>


</body>

</html>
```

Registration code:

```php
<?php include('server.php') ?>

<!DOCTYPE html>

<html>

<head>

 <title>Registration system PHP and MySQL</title>

 <link rel="stylesheet" type="text/css" href="style.css">

</head>

<body>

 <div class="header">

                        <h2>Register</h2>

 </div>


 <form method="post" action="register.php">
```

```php
<?php include('errors.php'); ?>
<div class="input-group">
  <label>Username</label>
  <input type="text" name="username" value="<?php echo $username; ?>">
</div>
<div class="input-group">
  <label>Email</label>
  <input type="email" name="email" value="<?php echo $email; ?>">
</div>
<div class="input-group">
  <label>Password</label>
  <input type="password" name="password_1">
</div>
<div class="input-group">
  <label>Confirm password</label>
  <input type="password" name="password_2">
</div>
<div class="input-group">
  <button type="submit" class="btn" name="reg_user">Register</button>
</div>
<p>
  Already a member? <a href="login.php">Sign in</a>
</p>
<p></a href="home.php"></a></p>
    </form>
</body>
```
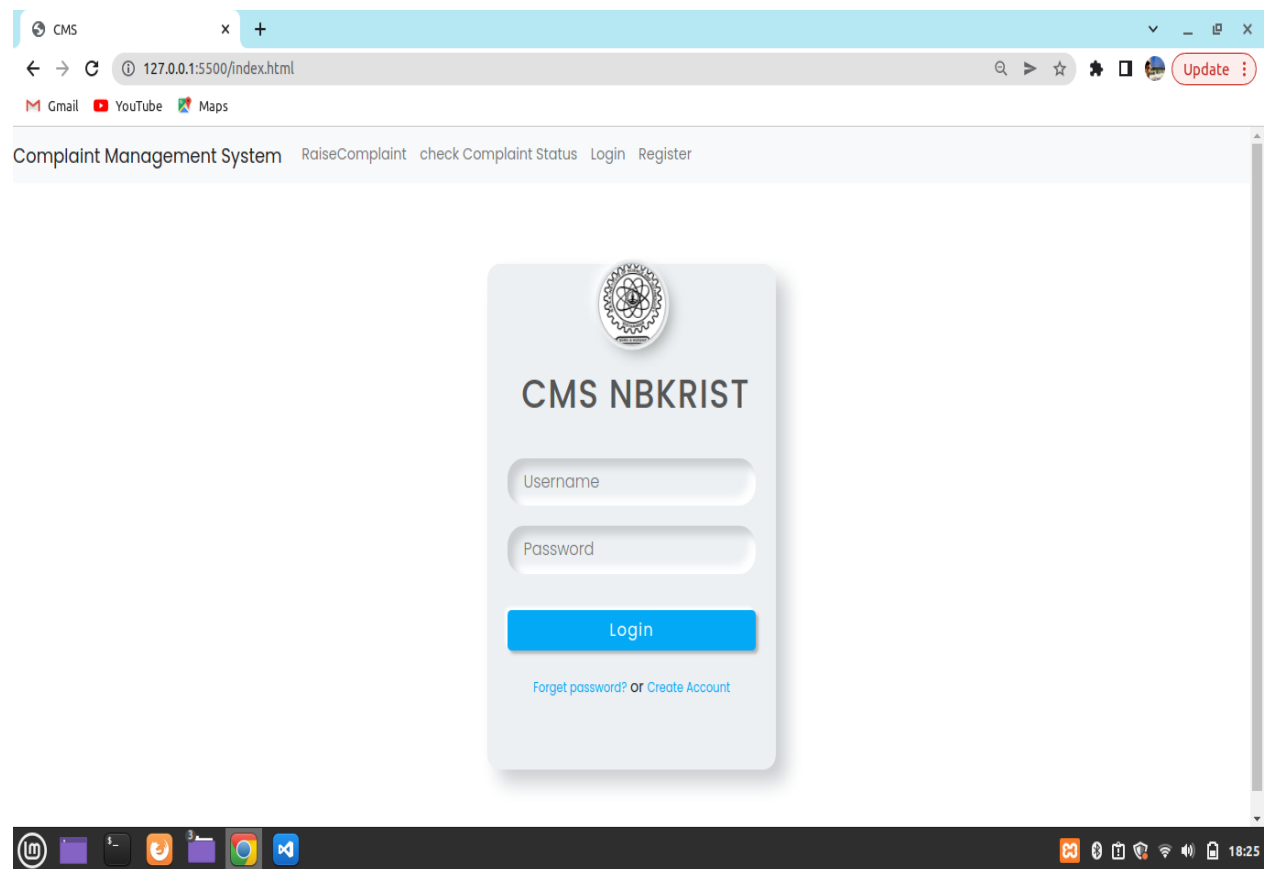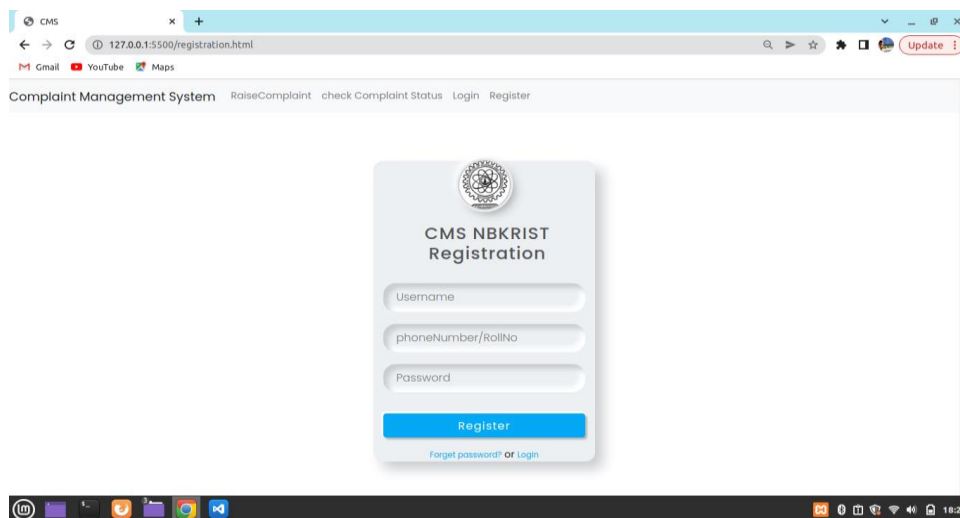
</html>

Screenshots:

Fig.Login page

fig..Registration

Fig:Raise a Complaint

Fig: Search for Particular Complaint

Conclusion :

Designed in order to reduce the burden of maintaining bulk of records of all student's grievance details of who study in Educational Institution. Maintaining the project and database is also easy and manageable. The

fact that there are hardly such systems prevailing curtailing to the complaint redressed for students enrolled in numerous organizations. This project has demonstrated a proposed Grievance system for the grievance redressed of students covering various domains of complaints which could be lodged easily and thus leading to easy and sure solutions to the problems being faced by a student on a regular basis. Inserting, Retrieving, Updating the details of all users are easy. "Finally, online student grievance system comes out as better, quicker, simpler management analyser"

Reference:

www.google.com , **www.wikipedia.com**

 www.w3schools.com

www.javatpoint.com