## DEPARTMENT OF INFORMATION SCIENCE AND ENGINEERING ACHARYA INSTITUTE OF TECHNOLOGY

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Title of the Project: BBMP Complaint Management System

# ABSTRACT

The project which has been aptly named is a system/portal whereby users can register/lodge their complaints to the BBMP Authorities. They also have the ability to view, modify and delete their complaints if they find it necessary to do so. They will also be given a status to their complaints to see the progress that has been made by the authorities to fulfill the demands of the user who has registered the complaint.

A user will be given a Complaint ID which will be required for them to input whenever they require to modify and delete their complaints. These Complaint IDs are unique in nature and thus will help the BBMP Authorities to separate/identify the various complaints that has been registered by the user with no confusion. An Authority who is of the BBMP can view all the complaints that have been registered and update the status of the complaints whenever the problems of the user has been solved.

This project is completely Command Based with proper implementation of the various File Structure concepts with our main focus/technique being SEQUENTIAL SEARCHING. This helps us to find a particular complaint from the n number of complaints that would be registered by the user. Our Main Focus on this project is to make it easy for a user to register, view, modify and delete the complaints with no hassle and to make the process seamless and make it the least cumbersome as possible. A primary goal of this project is to overcome the existing problem caused by the current system and method.

# Team Member Details

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