

COMPLAINT MANAGEMENT SYSTEM

A PROJECT REPORT

Submitted by

Shubham Kumar Singh (RA2112703010004)

Ayush Kumar (RA2112703010007)

S Sriwanth (RA2112703010022)

Under the guidance of

Dr. LAKSHMINARAYANAN

(Assistant Professor, Department of Networking and Communications, School of Computing)

in partial fulfillment of the requirements for the degree of

BACHELOR OF TECHNOLOGY

In

COMPUTER SCIENCE AND

ENGINEERING with specialization in CYBERSECURITY



DEPARTMENT OF NETWORKING AND COMMUNICATIONS

SRM INSTITUTE OF SCIENCE AND TECHNOLOGY,

KATTANKULATHUR- 603 203

OCTOBER 2022

**SRM INSTITUTE OF SCIENCE AND
TECHNOLOGY KATTANKULATHUR – 603203**

BONAFIDE CERTIFICATE

Certified that 21CSP109L project report titled “**COMPLAINT MANAGEMENT SYSTEM**” is a the Bonafide work of “**SHUBHAM KUMAR SINGH [Reg No: RA2112703010004], AYUSH KUMAR [Reg No: RA2112703010007] and S SRIWANTH [Reg No: RA2112703010022]**”, who carried out the project work under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form any other project report or dissertation based on which a degree or award was conferred on an earlier occasion on this or any other candidate.

Dr. LAKSHMINARAYANAN

Assistant Professor

Department of Networking
& Communications

DR. ANNAPURANI PANAIYAPPAN. K

HEAD OF THE DEPARTMENT

Department of Networking
& Communications

INTERNAL EXAMINER

EXTERNAL EXAMINER



Annexure II

Department of Networking and Communications SRM Institute of Science & Technology

OWN WORK DECLARATION

Degree/ Course: MTech [Int.] Computer Science Engineering with specialization in Cyber Security and Digital Forensic

Student Name: Shubham Kumar Singh/Ayush Kumar/S Sriwanth

RegistrationNumber: RA2112703010004/RA2112703010007/RA2112703010022

Title of Work: Complaint Management System

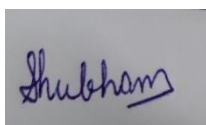
We hereby certify that this assessment compiles with the University's Rules and Regulations relating to Academic misconduct and plagiarism, as listed in the University Website, Regulations, and the Education Committee guidelines. We confirm that all the work contained in this assessment is our own except where indicated, and that We have met the following conditions:

- Clearly references / listed all sources as appropriate
- Referenced and put in inverted commas all quoted text (from books, web, etc.)
- Given the sources of all pictures, data etc. that are not my own
- Not made any use of the report(s) or essay(s) of any other student(s) either past or present
- Acknowledgement in appropriate places any help that I have received from others compiled with any other plagiarism criteria specified in the course handbook / University website

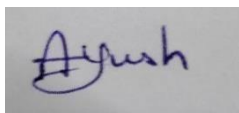
I understand that any false claim for this work will be penalized in accordance with the University policies and regulations.

DECLARATION:

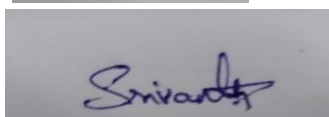
I am aware of and understand the University's policy on Academic misconduct and plagiarism and I certify that this assessment is my own work, except where indicated by referring, and that I have followed the good academic practices noted above.



RA2112703010004



RA2112703010007



RA2112703010022

29/10/2022

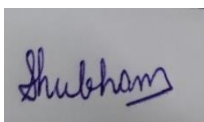
If you are working in a group, please write your registration numbers and sign with the date for every student in your group.

ACKNOWLEDGEMENT

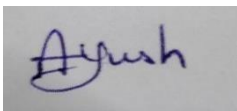
We express our humble gratitude to **Dr C. Muthamizhchelvan**, Vice-Chancellor, SRM Institute of Science and Technology, for the facilities extended for the project work and his continued support. We extend our sincere thanks to Dean-CET, SRM Institute of Science and Technology, **Dr T.V.Gopal**, for his invaluable support. We wish to thank **Dr Revathi Venkataraman**, Professor & Chairperson, School of Computing, SRM Institute of Science and Technology, for her support throughout the project work. We are incredibly grateful to our Head of the Department, **Dr K. Annapurani Panaiyappan**, Professor, Department of Networking and Communications, SRM Institute of Science and Technology, for her suggestions and encouragement at all the stages of the project work.

We want to convey our thanks to our Panel Head, **Dr. Kayalvizhi Jayavel**, Assistant Professor, and program coordinators **Dr.M.B Mukesh Krishnan**, Associate Professor, Department of Networking and Communications, SRM Institute of Science and Technology, for their inputs during the project reviews and support. We register our immeasurable thanks to our Faculty Advisor, **Dr.Manikandan Kaliyamoorthi**, Assistant Professor, Networking & Communications, SRM Institute of Science and Technology, for leading and helping us to complete our course. Our inexpressible respect and thanks to my guide, **Dr.Lakshminarayanan**, Assistant Professor, Networking & Communications, SRM IST, for providing me with an opportunity to pursue my project under his mentorship. He provided me with the freedom and support to explore the research topics of my interest.

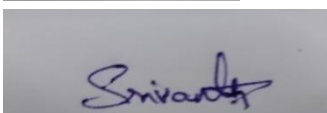
His passion for solving problems and making a difference in the world has always been inspiring. We sincerely thank the Networking and Communications Department staff and students, SRM Institute of Science and Technology, for their help during our project. Finally, we would like to thank parents, family members, and friends for their unconditional love, constant support, and encouragement.



Shubham Kumar Singh



Ayush Kumar



S Sriwanth

ABSTRACT

The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and easy way through android or web Application for Complaint registration and its Tracking and eradicating system and thus to prevent Corruption. We want to develop an application for complaint management system where public can register complaints for street light, water pipe leakage, rain water drainage, road reconstruction and garbage system. To transform the existing manual complaint management system into an automated system. For the better management of complaints to improve efficiency. All the people living in housing schemes societies can use our android application for the registration of their complaints within India

TABLE OF CONTENTS

i	TITLE/COVER	1
ii	BONAFIDE CERTIFICATION	2
iii	DECLARATION OF OWN WORK	3
iv	ACKNOWLEDGMENT	6
v	ABSTRACT	7
vi	TABLE OF CONTENT	7
1	INTODUCTION	8
2	ADVANTAGES	9
3	OBJECTIVES	9
4	PROPOSED OF PROJECT	10
5	LITERATURE SURVEY	10
6	ARCHITECTURE DIAGRAM	11
7	ACTIVITY DIGRAM	12
8	MODULES	13
9	PROGRAMS	14
10	RESULT	26

Introduction:

- Our project entitled “Complaint Management System” aim isto focus on the issues related to internal system
- Complaint Management system is a platform independent application, so this web application can be accessed anywhere in the system.
- The system needs to provide the services to the user who is accessing this system from the collected information and this system gathering Call Registration about the issues to provideservices
- We have described the Advantages, objective of the project.
- We have also provided the names of the books from which we havetaken guidance to complete the work

Advantages:

- Increasing complaint handling efficiency and customer satisfaction.
- Ensuring required levels of safety.
- Giving insights into your own customer service team
- Providing further opportunities to improve
- Reduces the cost of winning new customers and increases customer loyalty

Objective:

- To make complaints easier to coordinate, monitor, track and resolve.
- To provide company with an effective tool to identify and target problem areas, monitor complaints handling performance
- To make business improvements
- Prompt and specific retrieval of data.
- Flexibility in the system according to the changing environment.

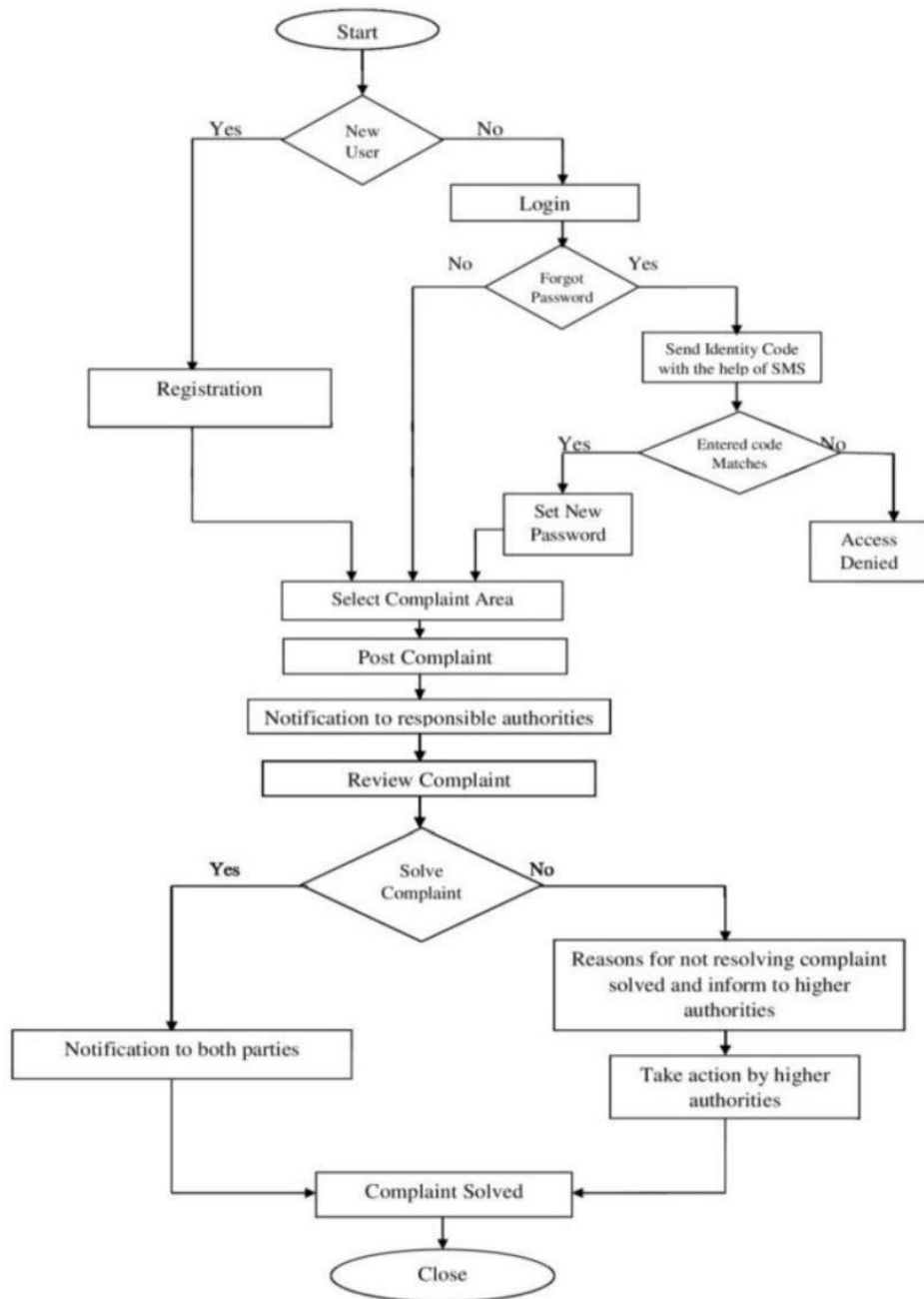
Proposed of project:

- Provides an online way of solving the problems faced by the public by saving time and eradicate corruption
- The ability of providing many of the reports on the system
- Facilitate the process of submitting a complaint.

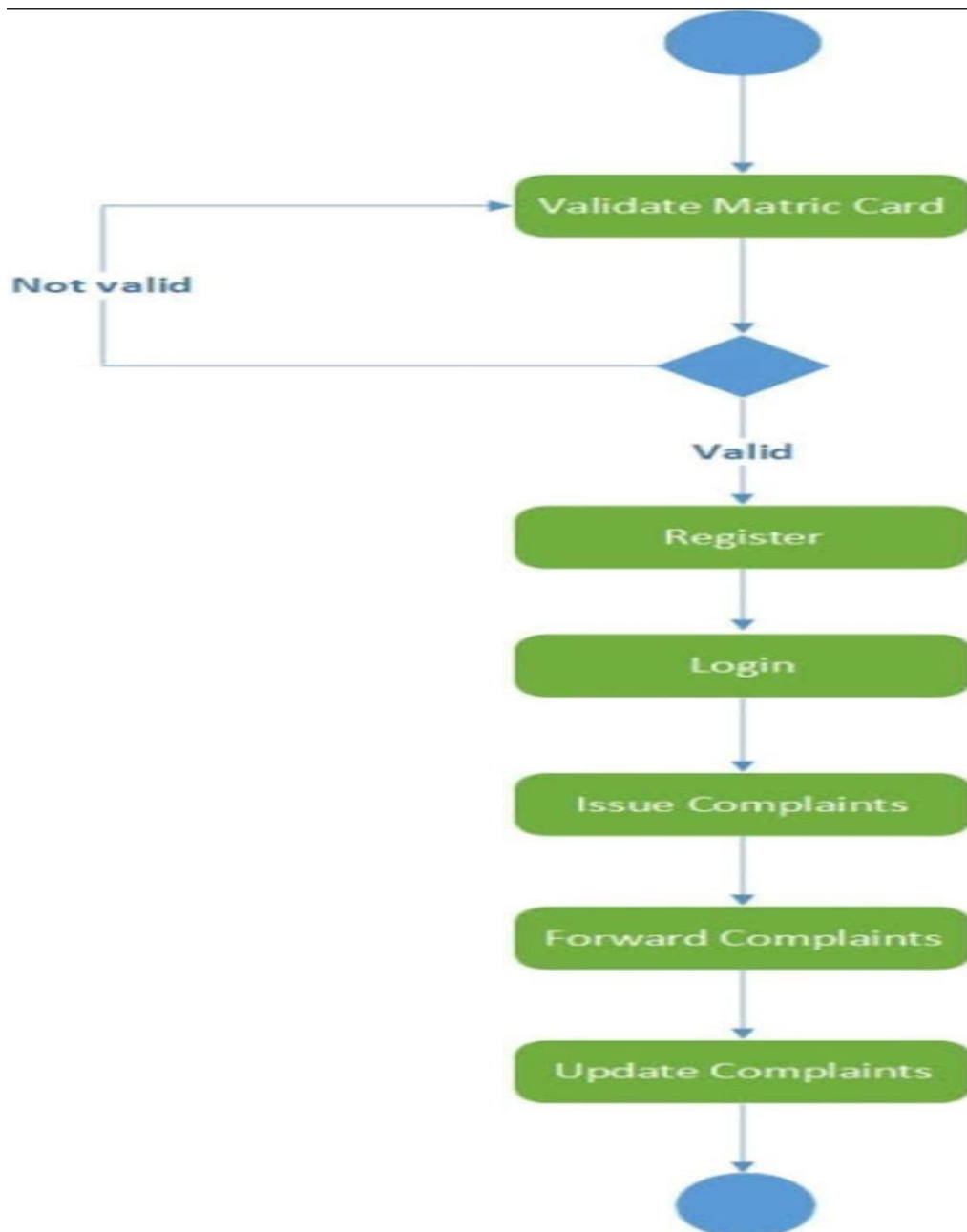
Literature Survey:

Author,s Name	Year of Publication	Observation
Hirschman	1970	Consumers break the relationship With supplier, retailer of product or brand.
Warland , Herrmann and Willits	1975	Consumers are upset with the way They are treated and do something about it.
Day and London	1977	Consumers would like to forget about the dissatisfaction with the product or services.

Architecture Diagram:



Activity Diagram:



Modules:

- **Login Page**

This page consists options of entering the username and password using which the user can login into the existing account

- **System Admin Model**

The admin can view all the team details and all the customer details

- **Product Admin Model**

He can view Complaint details and Forward Complaint to Product Handling team

- **System Interface Model**

It can internally generate complaint id

- **Customer Module**

He can view his profile and send complaint

Code Explanations:

1. Importing Tkinter Module

Tkinter is the standard GUI library for Python. Python when combined with Tkinter provides a fast and easy way to create GUI applications.

```
from tkinter import * from tkinter.ttk
import * from tkinter.messagebox import
*
```

In the code above, which is for importing tkinter just write 3 line of code.

2. Importing the Sqlite3 Module

SQLite is a C library that provides a lightweight disk-based database that doesn't require a separate server process and allows accessing the database using a nonstandard variant of the SQL query language.

```
import sqlite3
```

In the code above, which is for importing sqlite just write one line of code.

3. Create Database

This module is for Creating a Database. def

```
_init_(self):
self._db = sqlite3.connect('complaintDB.db') self._db.row_factory
= sqlite3.Row
self._db.execute('create table if not exists complainTable(ID integer primarykey
autoincrement, FirstName varchar(255), LastName varchar(255), Address Text, Gender
varchar(255), Comment text)') self._db.commit()
```

In the code above, which is for the creating a database name “complaintDb.db” and for the table name “complainTable”

4. Main Window

The Design and Style for Main Window.

So first of all you have to design the main screen. This display screen have a label of firstname, lastname, gender and comment, for the radio buttons haveonly two male and female and for the buttons it is view complain and submit now. So let's see the way to put into effect this.

```
conn = ConnectionDatabase() root
= Tk()
root.geometry('550x350')
root.title('Complaint Management System') root.configure(bg='blue')
```

```
labels = ['First Name:', 'Last Name:', 'Address:', 'Gender:', 'Comment:'] for i in
range(4):
Label(root, text=labels[i]).grid(row=i, column=0, padx=10, pady=10)
```

```
ButtonList = Button(root, text='View Complain')
ButtonList.grid(row=5, column=1)
```

```
BuSubmit = Button(root, text='Submit Now')
BuSubmit.grid(row=5, column=2)
```

```
# Entries
firstname = Entry(root, width=40, font=('Arial', 14))
firstname.grid(row=0, column=1, columnspan=2)
```

```
lastname = Entry(root, width=40, font=('Arial', 14)) lastname.grid(row=1,column=1,
columnspan=2)
```

```
address = Entry(root, width=40, font=('Arial', 14)) address.grid(row=2,column=1,
columnspan=2)
```

```
GenderGroup = StringVar() Radiobutton(root,
text='Male', value='male',
variable=GenderGroup).grid(row=3, column=1)
Radiobutton(root, text='Female', value='female',
variable=GenderGroup).grid(row=3, column=2)
```

```
comment = Text(root, width=40, height=5, font=('Arial', 14)) comment.grid(row=4,
column=1, columnspan=2, padx=10, pady=10)
```

You can also minimize or maximize the design of main screen window as in linewith your choice and make it extra attractive.

When the above code is executed, let's see the output of this code.

5. Create Table

This Module is for Creating a Table.class

```
ComplaintListing: def
    _init_(self):
self.connectionDB = ConnectionDatabase() self.connectionDB.row_factory =
sqlite3.Row self.root
= Tk()

self.root.title('List of Complaints') tree =
Treeview(self.root) tree.pack()
```



```

tree.heading('#0', text='ID')

tree.configure(column=('#FirstName', '#LastName', '#Address', '#Gender',
'#Comment'))

tree.heading('#FirstName', text='First Name')
tree.heading('#LastName', text='Last Name')
tree.heading('#Address', text='Address') tree.heading('#Gender',
text='Gender') tree.heading('#Comment', text='Comment')

tree.column('#0', stretch=NO, minwidth=0, width=100)
tree.column('#1', stretch=NO, minwidth=0, width=100)
tree.column('#2', stretch=NO, minwidth=0, width=100)
tree.column('#3', stretch=NO, minwidth=0, width=100)
tree.column('#4', stretch=NO, minwidth=0, width=100)
tree.column('#5', stretch=NO, minwidth=0, width=300)
cursor =
self.connectionDB.ListRequest()
for row in cursor:

tree.insert("", 'end', '#{ }'.format(row['ID']), text=row['ID'])

tree.set("#{ }".format(row['ID']), '#FirstName', row['FirstName'])
tree.set("#{ }".format(row['ID']), '#LastName', row['LastName'])
tree.set("#{ }".format(row['ID']), '#Address', row['Address'])
tree.set("#{ }".format(row['ID']), '#Gender', row['Gender'])
tree.set("#{ }".format(row['ID']), '#Comment', row['Comment'])

```

Programs:

Login Page:

```
from tkinter import * from  
tkinter import messagebox
```

```
def Ok():
```

```
    uname = e1.get() password =  
e2.get()
```

```
    if(uname == "" and password == "") :
```

```
        messagebox.showinfo("", "Blank Not allowed")
```

```
    elif(uname == "Admin" and password == "123"):
```

```
        messagebox.showinfo("", "Login Success")  
root.destroy()
```

```
    else :
```

```
        messagebox.showinfo("", "Incorrent Username and Password")
```

```
root = Tk() root.title("Login")
```

```
root.geometry("300x200") global
```

```
e1 global e2
```

```
Label(root, text="UserName").place(x=10, y=10)
```

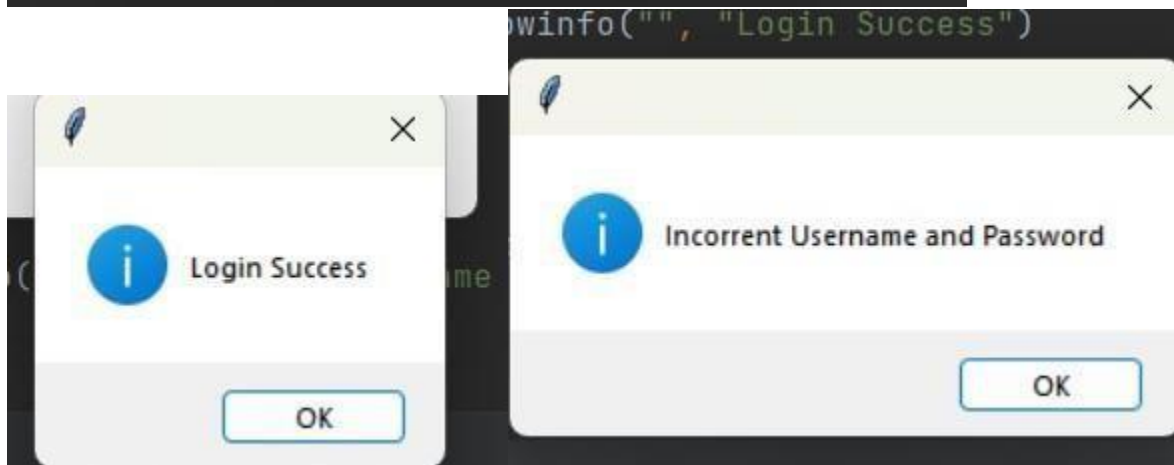
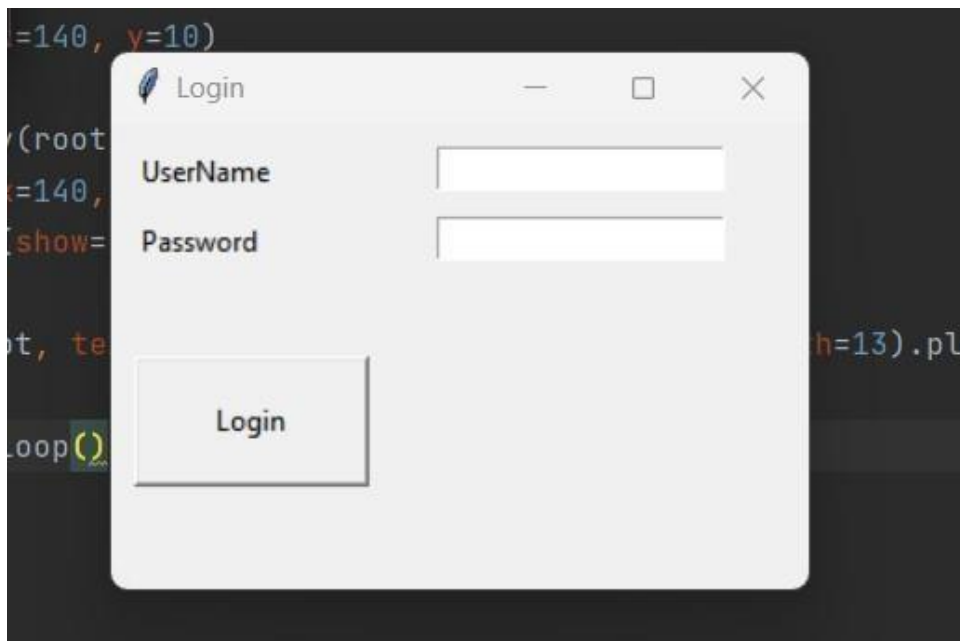
```
Label(root, text="Password").place(x=10, y=40)
```

```
e1 = Entry(root) e1.place(x=140,  
y=10)
```

```
e2 = Entry(root) e2.place(x=140,  
y=40) e2.config(show="*")
```

```
Button(root, text="Login", command=Ok ,height = 3, width = 13).place(x=10,y=100)
```

```
root.mainloop()
```



Complete Source Code:

Complaint-System-Main.py from tkinter

```
import * from tkinter.ttk import * from
tkinter.messagebox import *
```

```
from complaintListing import ComplaintListing from
configdb import ConnectionDatabase #Config
```

```

conn = ConnectionDatabase() root
= Tk() root.geometry('550x350')
root.title('Complaint Management System') root.configure(bg='blue')

#Style

style = Style() style.theme_use('classic') for styles in
['TLabel', 'TButton', 'TRadioButton']:
style.configure(styles, bg='blue')

labels = ['First Name:', 'Last Name:', 'Address:', 'Gender:', 'Comment:'] for i in
range(4):
Label(root, text=labels[i]).grid(row=i, column=0, padx=10, pady=10)

ButtonList = Button(root, text='View Complain')
ButtonList.grid(row=5, column=1)

ButtonSubmit = Button(root, text='Submit Now')
ButtonSubmit.grid(row=5, column=2)

# Entries

firstname = Entry(root, width=40, font=('Arial', 14)) firstname.grid(row=0,column=1,
columnspan=2)

```

```
lastname = Entry(root, width=40, font=('Arial', 14)) lastname.grid(row=1,column=1,
columnspan=2)
```

```
address = Entry(root, width=40, font=('Arial', 14)) address.grid(row=2,column=1,
columnspan=2)
```

```
GenderGroup = StringVar() Radiobutton(root,
text='Male', value='male',
variable=GenderGroup).grid(row=3, column=1)
Radiobutton(root, text='Female', value='female',
variable=GenderGroup).grid(row=3, column=2)
```

```
comment = Text(root, width=40, height=5, font=('Arial', 14)) comment.grid(row=4,
column=1, columnspan=2, padx=10, pady=10)
```

```
def SaveData():
message = conn.Add(firstname.get(), lastname.get(), address.get(),
GenderGroup.get(), comment.get(1.0, 'end'))
firstname.delete(0,'end') lastname.delete(0, 'end')
address.delete(0,'end') comment.delete(1.0, 'end')
showinfo(title='Add Information', message=message)
```

```
def ShowComplainList():
```

```
listrequest = ComplaintListing()
```

```
ButtonSubmit.config(command=SaveData) ButtonList.config(command=ShowComplainList)
```

```
root.mainloop()
```

Configdb.py import

```
sqlite3
```

```
class ConnectionDatabase: def
```

```
    _init_(self):
```

```
        self._db = sqlite3.connect('complaintDB.db') self._db.row_factory
```

```
        = sqlite3.Row
```

```
        self._db.execute('create table if not exists complainTable(ID integer primary key
        autoincrement, FirstName varchar(255), LastName varchar(255), Address Text, Gender
        varchar(255), Comment text)') self._db.commit() def Add(self,firstname,lastname,address,
        gender,comment): self._db.execute('insert into complainTable (FirstName, LastName,
        Address, Gender, Comment) values (?, ?, ?, ?, ?)', (firstname, lastname, address, gender,
        comment)) self._db.commit()
```

```
        return 'Your complaint has been submitted.' def
```

```
        ListRequest(self):
```

```
            cursor = self._db.execute('select * from complainTable') return cursor
```

ComplainListing.py from

```
tkinter import * from
```

```

tkinter.ttk import *
import sqlite3

from configdb import ConnectionDatabase

class ComplaintListing: def
    _init_(self):
        self.connectionDB = ConnectionDatabase() self.connectionDB.row_factory =
        sqlite3.Row self.root
        = Tk()
        self.root.title('List of Complaints')tree =
        Treeview(self.root)tree.pack()
        tree.heading('#0', text='ID')
        tree.configure(column=('#FirstName', '#LastName', '#Address', '#Gender',
        '#Comment'))
        tree.heading('#FirstName', text='First Name')
        tree.heading('#LastName', text='Last Name')
        tree.heading('#Address', text='Address')
        tree.heading('#Gender', text='Gender')
        tree.heading('#Comment', text='Comment')
        tree.column('#0', stretch=NO, minwidth=0,
        width=100) tree.column('#1', stretch=NO,
        minwidth=0, width=100) tree.column('#2',
        stretch=NO, minwidth=0, width=100)
        tree.column('#3', stretch=NO, minwidth=0,

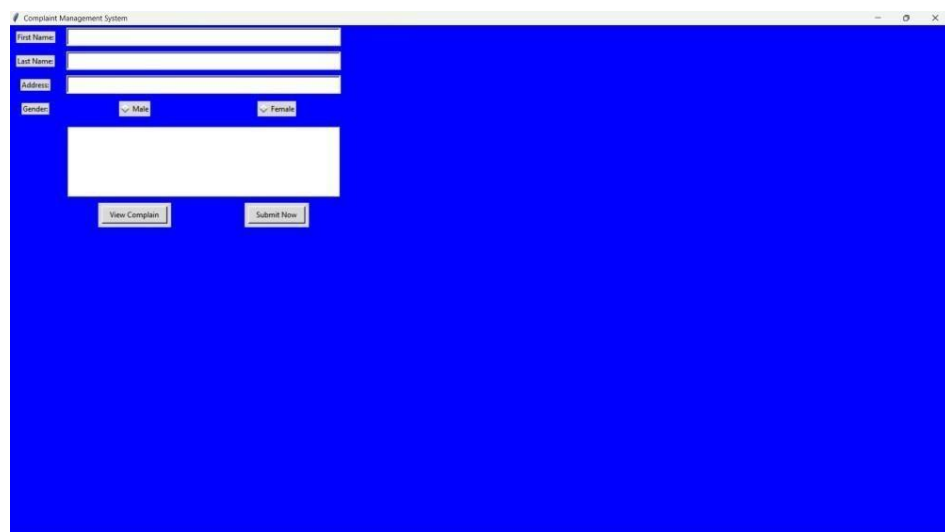
```

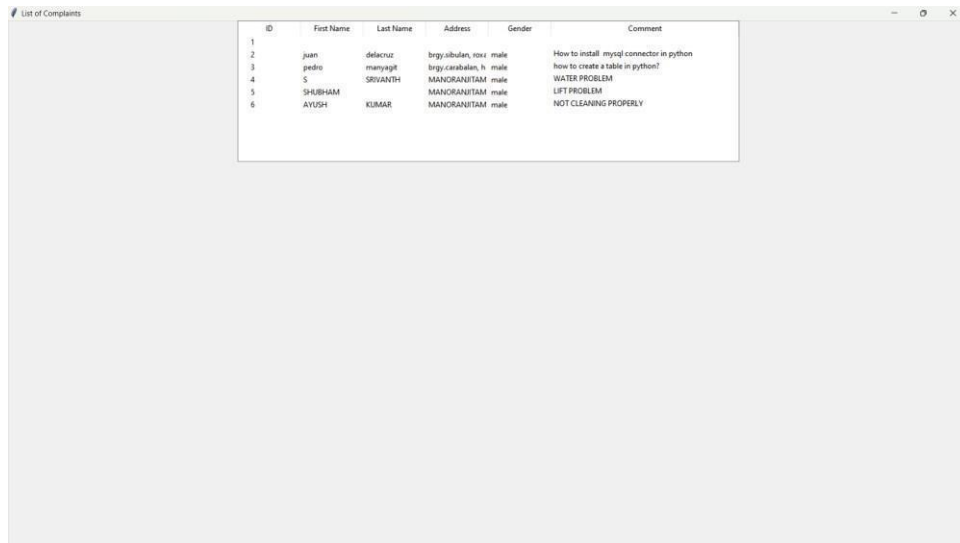


```

width=100) tree.column('#4', stretch=NO, minwidth=0,
width=100) tree.column('#5', stretch=NO, minwidth=0,
width=300) cursor = self.connectionDB.ListRequest() for
row in cursor:
tree.insert("", 'end', '#{ }'.format(row['ID']), text=row['ID'])
tree.set("#{ }".format(row['ID']), '#FirstName', row['FirstName'])
tree.set("#{ }".format(row['ID']), '#LastName', row['LastName'])
tree.set("#{ }".format(row['ID']), '#Address', row['Address'])
tree.set("#{ }".format(row['ID']), '#Gender', row['Gender'])
tree.set("#{ }".format(row['ID']), '#Comment', row['Comment'])

```





The screenshot shows a web application window titled "List of Complaints". Inside the window, there is a table with 6 rows of data. The table has 6 columns: ID, First Name, Last Name, Address, Gender, and Comment. The data is as follows:

ID	First Name	Last Name	Address	Gender	Comment
1					
2	Juan	delacruz	brgy.silbular, rose	male	How to install mysql connector in python
3	Pedro	manaygit	brgy.carabalan, h	male	how to create a table in python?
4	S	SRIVANTH	MANORANJITAM	male	WATER PROBLEM
5	SHUBHAM		MANORANJITAM	male	LIFT PROBLEM
6	AYUSH	KUMAR	MANORANJITAM	male	NOT CLEANING PROPERLY

Result:

Successfully learned many things so far while doing this project and implemented and the outputs are executed.

<p align="center">SRM INSTITUTE OF SCIENCE AND TECHNOLOGY (Deemed to be University u/s 3 of UGC Act, 1956)</p>		
<p align="center">Office of Controller of Examinations</p>		
<p align="center">REPORT FOR PLAGIARISM CHECK ON THE SYNOPSIS/THESIS/DISSERTATION/PROJECT REPORTS</p>		
1	Name of the Candidate (IN BLOCK LETTERS)	1. SHUBHAM KUMAR SINGH 2. AYUSH KUMAR 3. S SRIWANTH
2	Address of the Candidate	SRM UNIVERSITY KTR CAMPUS
3	Registration Number	1. RA2112703010004 2. RA2112703010007 3. RA2112703010022
4	Department	DEPARTMENT OF NETWORKING & COMMUNICATIONS
5	Faculty	Faculty of Engineering and Technology
6	Title of the Synopsis/ Thesis/ Dissertation/Project	COMPLAINT MANAGEMENT SYSTEM
7	Name and address of the Supervisor /	Dr..LAKSHMINARAYANAN SRM INSTITUTE OF SCIENCE AND TECHNOLOGY, KATTANKULATHUR,TAMIL NADU - 603 203
8	Software Used	NETBEANS IDE
9	Date of Verification	11-11-2022