

Project Use Case & Deployment Confirmation Certificate

This is to formally acknowledge that the following student(s) from K.R. Mangalam University have successfully undertaken and completed an industry-based project under our mentorship, in alignment with the stated objectives and requirements of our organization.

Project Details:

- **Project Title:** Complaint Management System.

- **Domain/Technology Used:**

- Languages: Html, Css, Javascript and Python
- Framework: Flask and React.js
- Database: MySql

- **Industry Use Case / Business Problem Addressed:**

In many industries, customers, employees, and stakeholders often face difficulties in **registering complaints** or **raising grievances** effectively.

Traditional systems — such as physical complaint forms, emails, or phone calls — often suffer from:

- **Slow response times**
- **No real-time status tracking**
- **Poor communication between users and administrators**
- **High chances of complaints getting lost or delayed**
- **No structured feedback collection for service improvement**

This leads to **user dissatisfaction**, **low service quality**, and **inefficient internal processes**.

- **Expected Outcome/Utility of the Project in Our Organization:**

The **Complaint Management System** addresses this real-world problem by providing:

- **Seamless Complaint Submission:**
 - Text or voice-based complaints can be registered easily from any device.
- **Unique Complaint ID and Status Tracking:**
 - Users can monitor the progress of their complaints transparently.
- **Real-Time Admin Notifications:**
 - Admins get immediate alerts, ensuring quicker responses and better accountability.
- **Chatbot Assistance:**
 - Reduces user confusion and support workload through instant guidance.
- **Feedback and Reviews:**
 - Helps organizations gather valuable insights and improve their services based on user opinions.
- **Complaint Location Mapping:**
 - Helps visualize complaint density across different regions for better resource allocation.

Student Details:

Name of Student	Enrollment No.	Program	Year
Sagar	2301010312	B. Tech CSE	2 nd
Shivansh	2301010314	B. Tech CSE	2 nd
Devesh Sharma	2301010317	B. Tech CSE	2 nd
Yash Singh	2301010339	B. Tech CSE	2 nd

Mentor Declaration & Disclaimer:

I, the undersigned, hereby declare that:

1. The above-mentioned project has been developed by the student(s) under my guidance and supervision.
2. The project addresses a real-world use case relevant to our organization.
3. The student(s) have demonstrated the ability to **successfully deploy the solution** in a functional or pilot-ready form.
4. The developed project has the potential to be adopted/implemented for the intended purpose within our organization.
5. All intellectual property rights, confidentiality, or proprietary rights, if applicable, are governed by our internal policies and this document does not transfer any such rights.

Industry Mentor Details:

- **Name:** Mr. Bharat
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Signature & Seal:



A handwritten signature in blue ink, appearing to read "Bharat", written over a horizontal line.