Tribhuvan University Faculty of Humanities and Social Science

Complaint Management System

A PROJECT REPORT

Submitted to

Department of Computer Application

United College

In partial fulfillment of the requirements for the Bachelors in Computer Application

Submitted by

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Roll no: 6-2-421-2-2018

June, 2022

Under the Supervision of

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Supervisor's Recommendation

I hereby recommend that this project prepared under my supervision by **SAMRAT DHAKAL** entitled "**COMPLAINT MANAGEMENT SYSTEM"** in partial fulfillment of the requirements for the degree of Bachelor of Computer Application is recommended for the final evaluation.

……..

Er. Juned Alam

SUPERVISOR

Department of Computer Application

United College.

Tribhuvan University

Faculty of Humanities and Social Science

United College

LETTER OF APPROVAL

This is to certify that this project prepared by **SAMRAT DHAKAL** entitled "**COMPLAINT MANAGEMENT SYSTEM"** in partial fulfillment of the requirements for the degree of Bachelor in Computer Application has been evaluated. In our opinion it is satisfactory in the scope and quality as a project for the required degree.

…….. **SIGNATURE of Supervisor** Er. Juned Alam Department of Computer Application United College Kumaripati, Lalitpur.	…… **SIGNATURE of Graduate Program Coordinator** Mr. Anup Shakya Department of Computer Application United College Kumaripati, Lalitpur.
……..…… **SIGNATURE of Internal Examiner** **Internal Examiner**	……..…… **SIGNATURE of External Examiner** **External Examiner**

Abstract

Complaint Management System is a web-based application where the user will be able to grab the opportunity to give feedback and general query of teachers, students and non-teaching staffs. The user can get facility to complain to faculty if they are facing problems. Besides this, they may be able to communicate directly with core management team of college.

harassment in college are mostly Hate speech, Trolling, Hacking, Message bombing, online sexual harassment, cyber stalking, etc. (1) Hate speech: Hate speech is a type of online harassment in which the harasser uses offensive and degrading language against the victim. This type of harassment can be directed at any group of people, but is often directed at marginalized groups such as women, minorities, and LGBTQIA+ people. (1) Trolling: Trolling is a type of online harassment in which the harasser deliberately tries to upset or anger the victim. This can be done by making offensive or inflammatory comments, sending threats or abusive messages, or by trying to provoke the victim into an argument. (2) Hacking: Hacking is a type of online harassment in which the harasser gains unauthorized access to the victim's online accounts or devices in order to cause them harm. This can include stealing personal information, posting embarrassing photos or messages, or even taking over the account to impersonate the victim. (3) Message bombing: Message bombing is a type of online harassment in which the harasser sends a large number of messages to the victim in a short period of time. This can be done to flood the victim's inbox with messages, to prevent them from using their account, or simply to annoy and upset the victim

So, the aim of this project is to deal with such problem. The objective of complain management system is to make complain easier to coordinate, monitor, track and resolve by tracking the status of complaint.

In this project the user can sign up for an account and provide login information before you send your complaint request. The user must fill up some needed information to start up a complaint to any topic that they're against.

Acknowledgement

In the accomplishment of this project successfully, many people have best owned upon me their blessings and the heart pledged support, this time I am utilizing to thank all the people who have concerned with this project.

Primarily I would like to express our special thanks of gratitude to our teachers and supervisor Er. Juned Alam who gave me the golden opportunity to do this wonderful project on the topic Complaint Management System, which also helped me in doing a lot of research and we came to know about so many new tools and technologies.

The project member's respect and thanks to our Head of Department Mr. Anup Shakya, for providing us an opportunity to do this project and providing all those supports.
Secondly, we would also like to thank our all teachers, parents and friends who helped us a lot in finalizing this project within the limited time frame.

Table of contents

Contents

List of Figures

List of Tables

1 Introduction

1.1 Introduction

Complaint Management System is a project that can request a complaint through an online service. The system is easy to operate and manage, the user can sign up for an account and provide login information before you send your complaint request. The user must fill up some needed information to start up a complaint to any topic that they're against.

Complaint Management System is a web-based application where the user will be able to grab the opportunity to give feedback and general query of teachers, students and non-teaching staffs. The user can get facility to complain to faculty if they are facing problems. Besides this, they may be able to communicate directly with core management team of college. This application is based on the PHP platform.

Countless success stories can be found of people who have been harassed, from their teachers, classmates and other staff common forms of harassment in college are mostly Hate speech, Trolling, Hacking, Message bombing, online sexual harassment [1]

In CMS user will have to choose from dynamic dropdown and state their complaints

user can choose from: -

- Building (access, broken sinks, soap, paper towels, complaints about building, open college)
- Teachers (boring, talk too much, suppression of ideas, not enough education, tough grading)
- Lunch (gross, chaotic, expensive, indigestion)
- Bullying, Harassment, Discrimination

1.2 Problem Statement

The problem of Current CMS is listed below:

- Student and not able to communicate with core management team.
- Most of the educational institutes follow traditional approach and ask student to write application which rarely reach high ranking member of institutes.
- Student who faced Hate speech, Trolling, Message bombing in pandemic period had difficulties to state their problems.

1.3 Objective

The objective of this project is to study how the Complaint Management System works and process of running in present world.

- It is designed to increase efficiency and save time.
- To provide service as per the user requirements.
- To protect and hear from students who are facing problems.
- To make good relationships between students and management team.
- To go paper less.

1.4 Scope and Limitation

Countless success stories can be found of people who have been harassed, from their teachers, classmates and other staff common forms of harassment in college are mostly Hate speech, Trolling, Hacking, Message bombing, online sexual harassment.

1.4.1 Scope

- Helps to get knowledge about the fundaments of student rights.
- Provides platform to communicate with faculty members.
- Complaint can be registered in different categories for immediate response.
- Effective co-operation between student and faculty heads.

1.4.2 Limitation

- User cannot assess without registering.
- Access unavailable when offline.

1.5 Development Methodology

The Waterfall Model was the first Process Model to be introduced. It is also referred to as a linear-sequential life cycle model. It is very simple to understand and use. In a waterfall model, each phase must be completed before the next phase can begin and there is no overlapping in the phases.

The Waterfall model is the earliest SDLC approach that was used for software development.

The waterfall Model illustrates the software development process in a linear sequential flow. This means that any phase in the development process begins only if the previous phase is complete. In this waterfall model, the phases do not overlap.

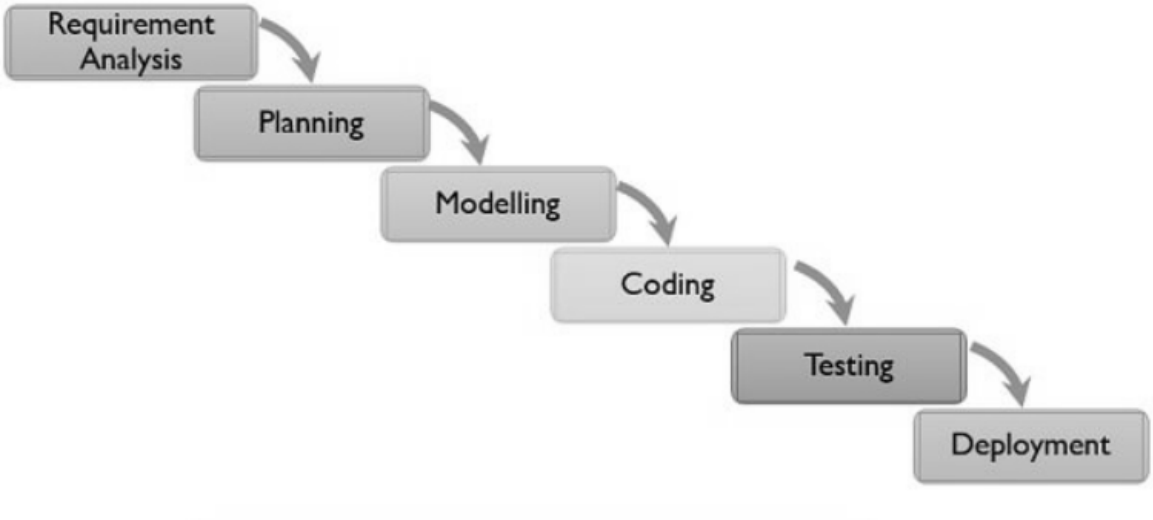

Figure 1-1 Waterfall Model

1.6 Report Organization

The main report is organized in a chapter-wise manner. The report consists of five different chapters.

- Chapter 1: Introduction

  Introduction relay on the very first component of report organization. Here, I have briefly introduced my project, its existing problems, our solution to that problem and its scope and limitations. It consists of vision and scope of the system which is designed.

- Chapter 2: Background Study and Literature Review

  This chapter includes project related theories, general concepts and study of preexisting similar projects. It consists of the research works for the system.

- Chapter 3: System Analysis and Design

  All the documentation of actual project development activities like requirement gathering, feasibility study modelling and designing are included in this chapter. The initiatives for the collection of requirements are also enclosed here itself.

- Chapter 4: Implementation and Testing

  In implementation part, I have defined the tools used to implement our project like CASE tools and testing is performed for each function of the product.

- Chapter 5: Conclusion and Future Recommendations

  This chapter include conclusion and recommendations of the project. On dealing with the conclusion and recommendations of the system, at the end of the report, the references along with appendices have been included.

2 Background Study and Literature Review

2.1 Background Study

Online student complaint management system is a web-based application that was designed to make the process of resolving complaints made by students in the university environment easy. Using the software, the university management would be able to maintain an effective, timely, and equitable complaints handling system that is easily accessible by the students. [2] One can make their profile and update their information.

With the digitalization in educational institutions many of the institutes are also keeping links for the online CMS. There are few institutions which have working online CMS they provide qualitative environment to the students.

2.2 Literature Review

A Complaint Management System is considered one of contemporary productivity enhancement gear extensively by means of all companies and management. It provides an online way of solving the problems faced by the students by saving time. The objective of complain management system is to make complain easier to coordinate, monitor, track and resolve by tracking the status of complaint.

In this portal department will be able to get full information from students to solve the problem of applicant. [3]

I hereby, got up with these ideas It not only focuses for the complaints but also encourage students and making them emotionally strong stating that we management team are with you when you need us.

A complaint system is a set of procedures used in organizations to address complaints and resolve disputes. Complaint systems in the US have undergone several innovations especially since about 1970 with the advent of extensive workplace regulation.[5] Notably in many countries, conflict management channels and systems have evolved from a major focus on labor-management relations to a much wider purview that includes unionized workers and also managers, non-union employees, professional staff, students, trainees, vendors, donors, customers, etc. There is also a major need to collect, review and understand the nature of

conflict management and complaint systems around the world. Studies and citations are needed about how complaint systems work for women as well as men. Research is needed as to how systems work for many different national groups, for people of different socio-economic classes, and different ages, and different religions, and especially for contract workers and immigrant workers, in every country. Studies (and citations) are needed about complaint systems in health care, in faith based organizations, in schools, in political organizations, in the military and in many specialized occupations. Studies are needed about important specialized issues like free speech. [3]

3 System Analysis and Design

3.1 System Analysis

Waterfall methodology was used for building this application. This project had fixed specification, ample time and enough resources so Waterfall methodology was used to build this system.

3.1.1 Requirement Analysis

Requirement is critical to the success or failure of a systems or software project. Requirement analysis can be a long and tiring process during which many delicate psychological skills are involved. The requirements can be both functional as well as non-functional.

3.1.1.1 Functional Requirement

- It explains what has to be done by identifying the necessary task, action or activity that must be accomplished
- Admin will be able to control insert, delete and update.
- User will be able to login and update own profile.
- User can check the status of their report.
- The system shall enable the admin to update the information and notify students.
- User can see if the action is processed or not.

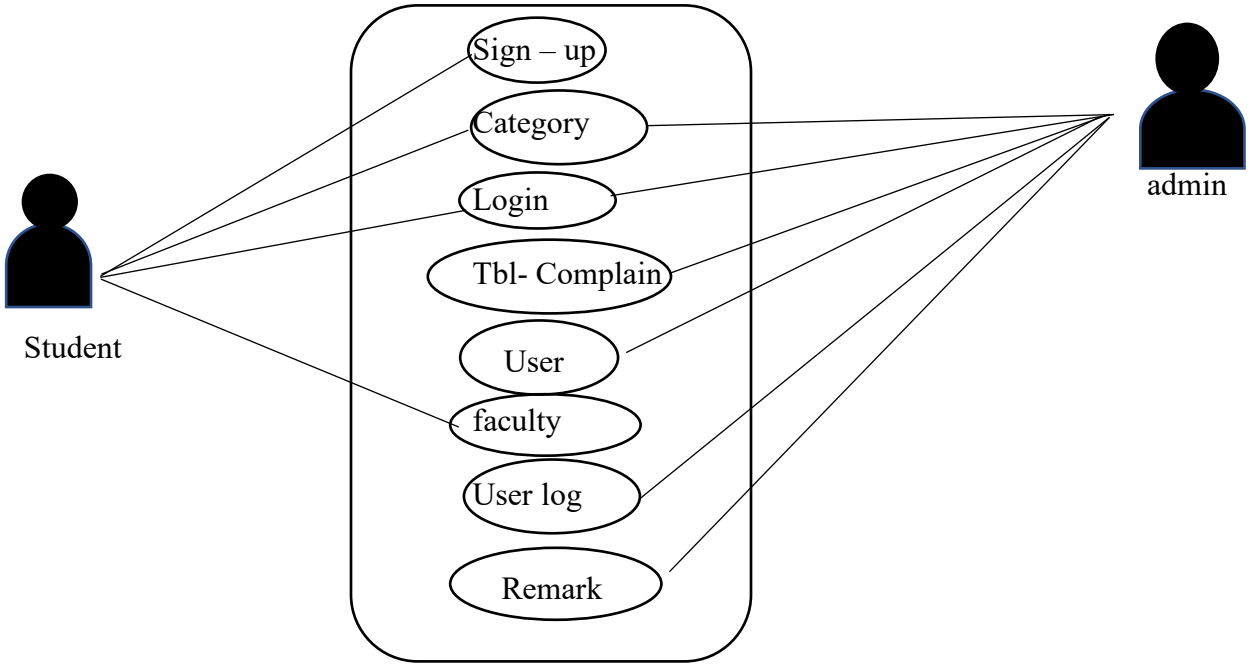

figure 3-1 Use-Case diagram

3.1.1.2 Non-functional Requirement

Non-functional requirements are the criteria for evaluating how a software system should perform and a software system must have certain quality attributes in order to meet non-functional requirements. [5] When said as a system should be "secure", "highly-available", "portable", "scalable" and so on, it is all about its quality attributes.

- Covers the requirements other than functionals.
- Availability – online.
- Security– password validation

  A password should be alphanumeric.

  Password must contain lowercase, uppercase, number and a special char (@, $, !, &, etc.)

One of the most important that the password fields should not be empty-characters password.

- Performance– max-possible and smoother performance.

3.1.2 Feasibility Analysis

A feasibility study is an analysis that takes all of a project's relevant factors into account including economic, technical, legal, and scheduling considerations to ascertain the likelihood of completing the project successfully.

Feasibility studies also can provide a company's management with crucial information that could prevent the company from entering carelessly into risky businesses.

3.1.2.1 Technical Feasibility

Technical feasibility focuses on gaining an understanding of the present technical resources of the organization and their applicability to the expected needs of the proposed system. It is an evaluation of the hardware and software and how it meets the needs of the proposed system.

Software requirements:

- Operating system: Windows 7/ windows 10
- Server: Apache
- Front-end: PHP (Framework: Bootstrap)
- Back-end: MySQL

Hardware requirements:

- RAM :1gb or above
- Hard disk: 15GB or above
- Processor speed: 1.GHz

3.1.2.2 Operational Feasibility

The system is operational feasible since the user are familiar with the technologies and hence there is no need to gear up the personnel to use the system. Also, the system is very user friendly and easy to use.

- Front-end:

  -Html

  -CSS

-JavaScript

- Back-End:

  -My Sql

- Server:

  -PHP

  -Apache

3.1.2.3 Economic Feasibility

The system that is being developed is economic, it is cost effective in the sense that it will eliminate the paperwork and the project can be run. Also, the software and hardware resources required to run the project is already available with us. No new system should be deployed thus, it is highly economic.

3.1.2.4 Schedule Feasibility

Schedule Feasibility is defined as the probability of a project to be completed within its scheduled time limits, by a planned due date. If a project has a high probability to be completed on-time, then its schedule feasibility is appraised as high.

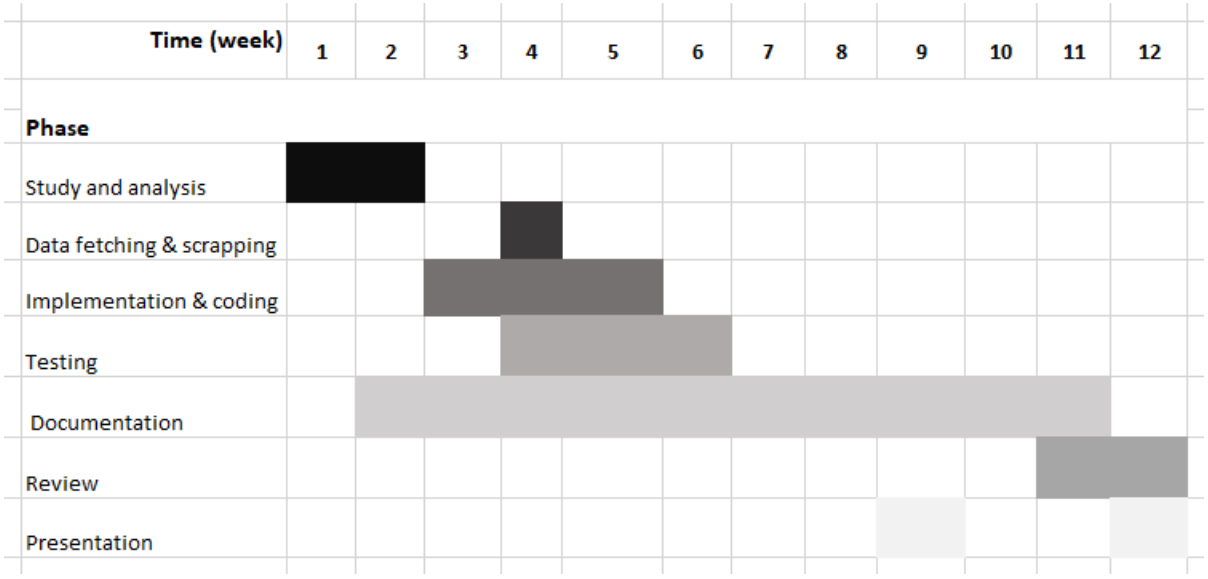

Figure 3-2 Gantt- Chart

3.1.3 Data Modeling (ER-Diagram)

ER- model provides a conceptual model of the real-world concepts, which is represented in a database. ER model is mapped to the relation model by representing ER database schema by collection of relation schemes. [6]

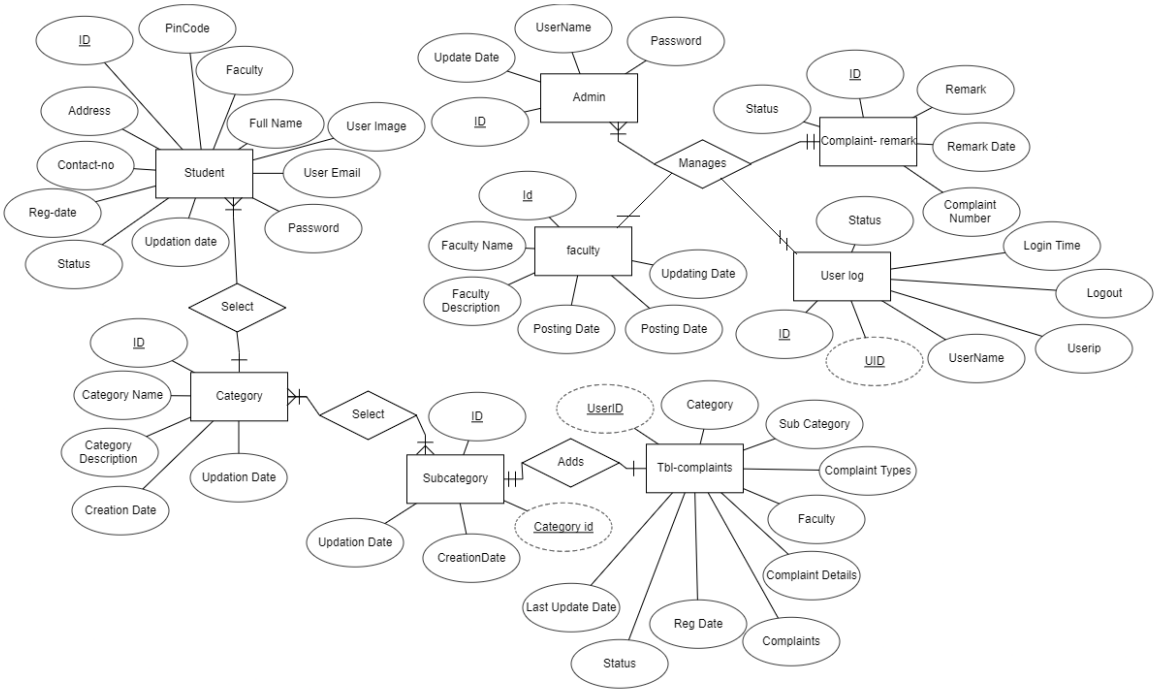

Figure 3-3 ER diagram

3.1.4 Process Modeling (DFD)

This graph Data Flow Diagram (DFD) is showing graphical representation that depicts information flow and the transforms that are applied as data move from input to output of Complaint Management System. Here the data flow diagram is used to represent the system of CMS.

here DFD is providing the key means of achieving one of the most important requirements of structured development-the notion of structure.

The context level data flow diagram also known as Level 0 DFD is representing the system at a high level of detail in terms of its inputs from external entities and its outputs to external entities.

It has one process box for the entire system along with the external entities, data sources and dataflows.

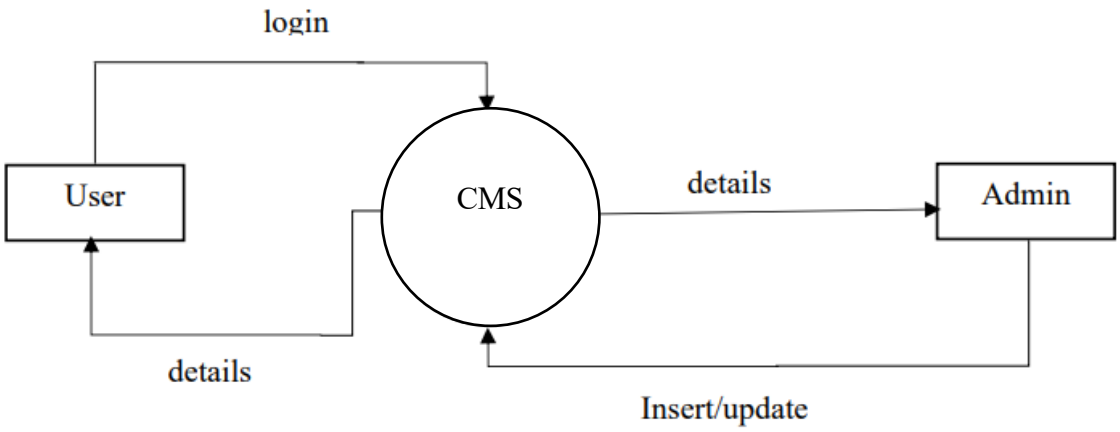

Figure 3-4 Zero-level DFD

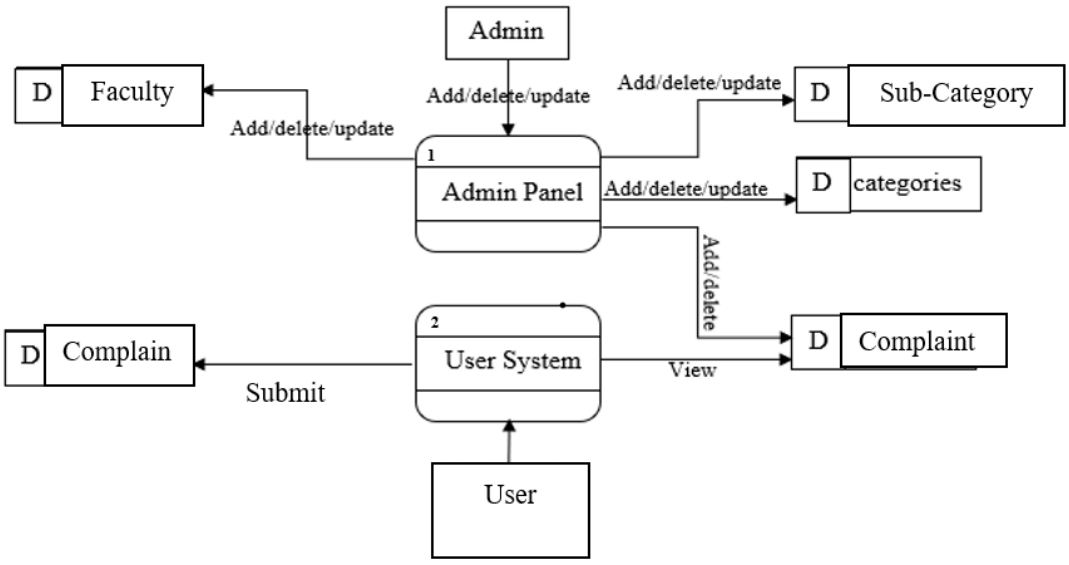

Figure 3-5 First-level DFD

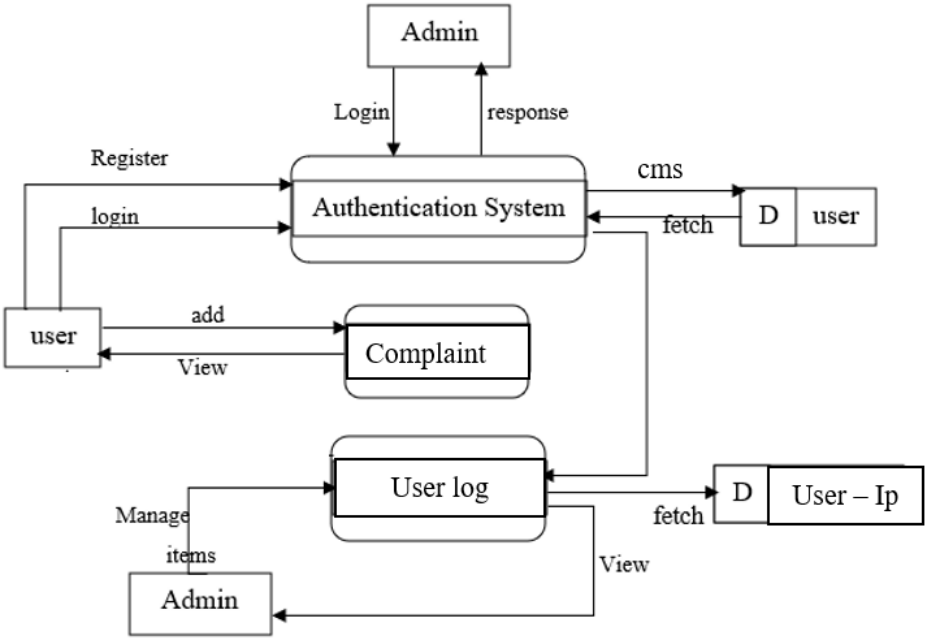

Figure 3-6 Second Level DFD

3.2 System Design

Systems design is the process of defining the architecture, product design, modules, interfaces, and data for a system to satisfy specified requirements. It is the phase that bridges the gap between problem domain and the existing system in a manageable way. Systems design could be seen as the application of systems theory to product development.

User Module:

- Users can view status in home page itself.
- They can browse any complaints.
- Those users who aren't sign-up must sign-up first by filling the necessary attributes such as name, email, password with verification.
- Users are provided to use this system before login.
- Only sign-up user will be provided with the email and password.
- Users can modify the description with sign-in.

Admin Module:

Admin module usually consist of the works and activities which is to be conducted by admin.

- Admin can login with username and password.
- Admin is able to perform add, delete, update and edit the data.
- Admin makes sure that the complaints are responded or not.
- Manages the user profile with the details.

3.2.1 Architectural Design

It is the process of defining a collection of hardware and software components and their interfaces to establish the framework for the development of a computer system. The software that is built for computer-based systems can exhibit one of these many architectural styles. [7] The output of this design process is a description of the software architecture. Architectural design is an early stage of the system design process. It represents the link between specification and design processes and is often carried out in parallel with some specification activities. It involves identifying major system components and their communications.

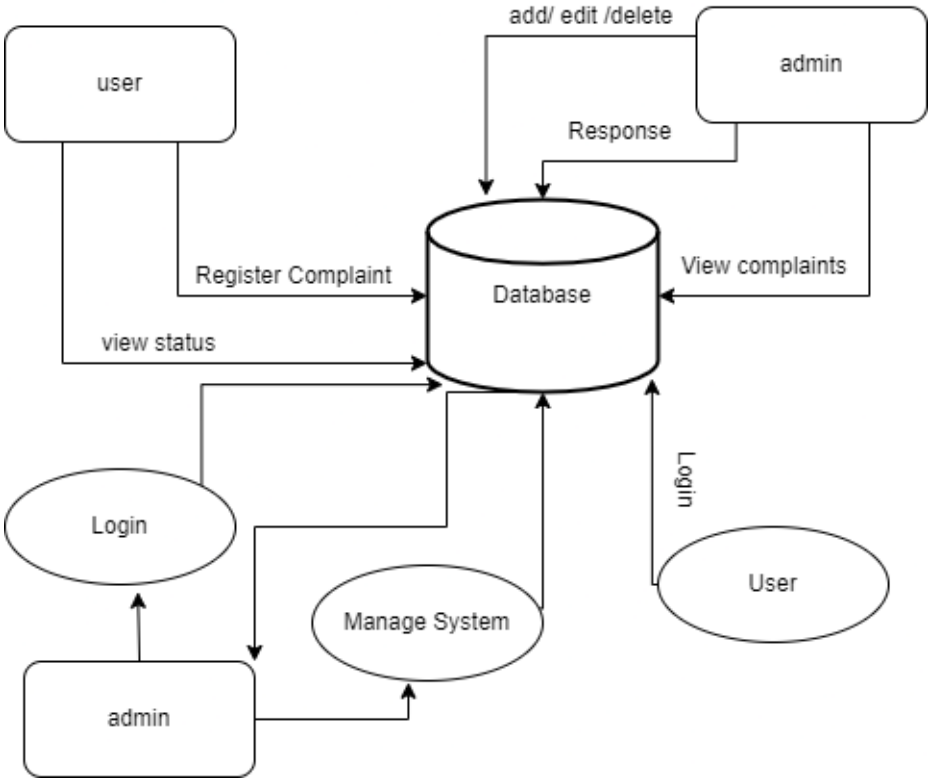

Figure 3-7 Architectural Design

3.2.2 Database Schema Design

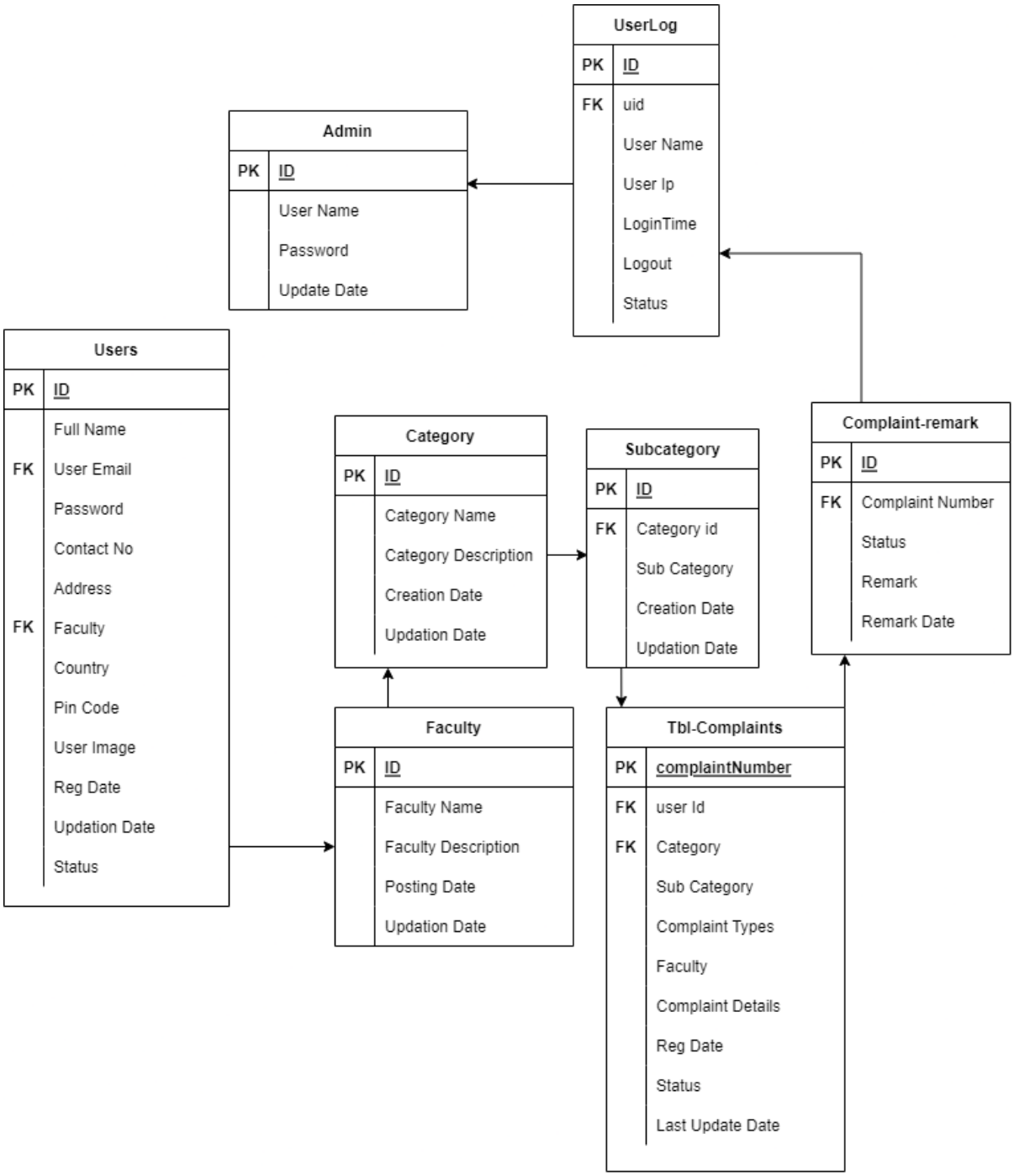

Figure 3-8 database schema design

3.2.3 Database Table

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**id**	int(11)			No	*None*		AUTO_INCREMENT
2	**username**	varchar(250)	latin1_swedish_ci		No	*None*		
3	**password**	varchar(250)	latin1_swedish_ci		No	*None*		
4	**updationDate**	varchar(255)	latin1_swedish_ci		No	*None*		

Table 3-1 admin database

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**id**	int(11)			No	*None*		AUTO_INCREMENT
2	**fullName**	varchar(255)	latin1_swedish_ci		Yes	*NULL*		
3	**userEmail**	varchar(255)	latin1_swedish_ci		Yes	*NULL*		
4	**password**	varchar(255)	latin1_swedish_ci		Yes	*NULL*		
5	**contactNo**	bigint(11)			Yes	*NULL*		
6	**address**	tinytext	latin1_swedish_ci		Yes	*NULL*		
7	**State**	varchar(255)	latin1_swedish_ci		Yes	*NULL*		
8	**country**	varchar(255)	latin1_swedish_ci		Yes	*NULL*		
9	**pincode**	int(6)			Yes	*NULL*		
10	**userImage**	varchar(255)	latin1_swedish_ci		Yes	*NULL*		
11	**regDate**	timestamp			No	current_timestamp()		
12	**updationDate**	timestamp			Yes	0000-00-00 00:00:00		ON UPDATE CURRENT_TIMESTAMP()
13	**status**	int(1)			Yes	*NULL*		

Table 3-2 user_info database

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**id**	int(11)			No	*None*		AUTO_INCREMENT
2	**uid**	int(11)			No	*None*		
3	**username**	varchar(255)	latin1_swedish_ci		No	*None*		
4	**userip**	binary(16)			No	*None*		
5	**loginTime**	timestamp			No	current_timestamp()		
6	**logout**	varchar(255)	latin1_swedish_ci		No	*None*		
7	**status**	int(11)			No	*None*		

Table 3-3 user log database

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**complaintNumber**	int(11)			No	*None*		AUTO_INCREMENT
2	**userId**	int(11)			No	*None*		
3	**category**	int(11)			No	*None*		
4	**subcategory**	varchar(255)	latin1_swedish_ci		No	*None*		
5	**complaintType**	varchar(255)	latin1_swedish_ci		No	*None*		
6	**state**	varchar(255)	latin1_swedish_ci		No	*None*		
7	**noc**	varchar(255)	latin1_swedish_ci		No	*None*		
8	**complaintDetails**	mediumtext	latin1_swedish_ci		No	*None*		
9	**complaintFile**	varchar(255)	latin1_swedish_ci		Yes	*NULL*		
10	**regDate**	timestamp			No	current_timestamp()		
11	**status**	varchar(50)	latin1_swedish_ci		No	0		
12	**lastUpdationDate**	timestamp			No	current_timestamp()		ON UPDATE CURRENT_TIMESTAMP()

Table 3-4 tbl-complaints database

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**id**	int(11)			No	*None*		AUTO_INCREMENT
2	**stateName**	varchar(255)	latin1_swedish_ci		No	*None*		
3	**stateDescription**	tinytext	latin1_swedish_ci		No	*None*		
4	**postingDate**	timestamp			No	current_timestamp()		
5	**updationDate**	varchar(255)	latin1_swedish_ci		Yes	*NULL*		

Table 3-5 faculty database

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra	Action
1	**id**	int(11)			No	*None*		AUTO_INCREMENT	Change
2	**categoryid**	int(11)			No	*None*			Change
3	**subcategory**	varchar(255)	latin1_swedish_ci		No	*None*			Change
4	**creationDate**	timestamp			No	current_timestamp()			Change
5	**updationDate**	varchar(255)	latin1_swedish_ci		Yes	*NULL*			Change

Table 3-6 Sub-Category database

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	**id**	int(11)			No	*None*		AUTO_INCREMENT
2	**categoryName**	varchar(255)	latin1_swedish_ci		No	*None*		
3	**categoryDescription**	longtext	latin1_swedish_ci		No	*None*		
4	**creationDate**	timestamp			No	current_timestamp()		
5	**updationDate**	varchar(255)	latin1_swedish_ci		Yes	*NULL*		

Table 3-7 categories database

3.2.4 Interface Design (UI Interface/ Interface Structure Diagrams)

Admin: The page requires user name and password to start the application. Login is a process by which individual access to a computer system is controlled by identifying and authenticating the user through the cardinalities presented by the user. Admin can add update or delete description.

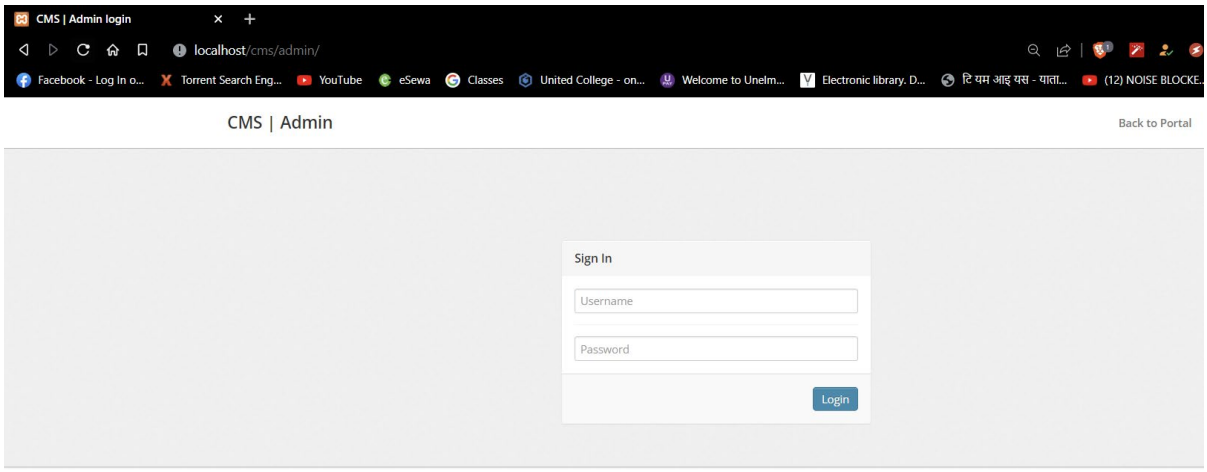

Figure 3-9 Admin login

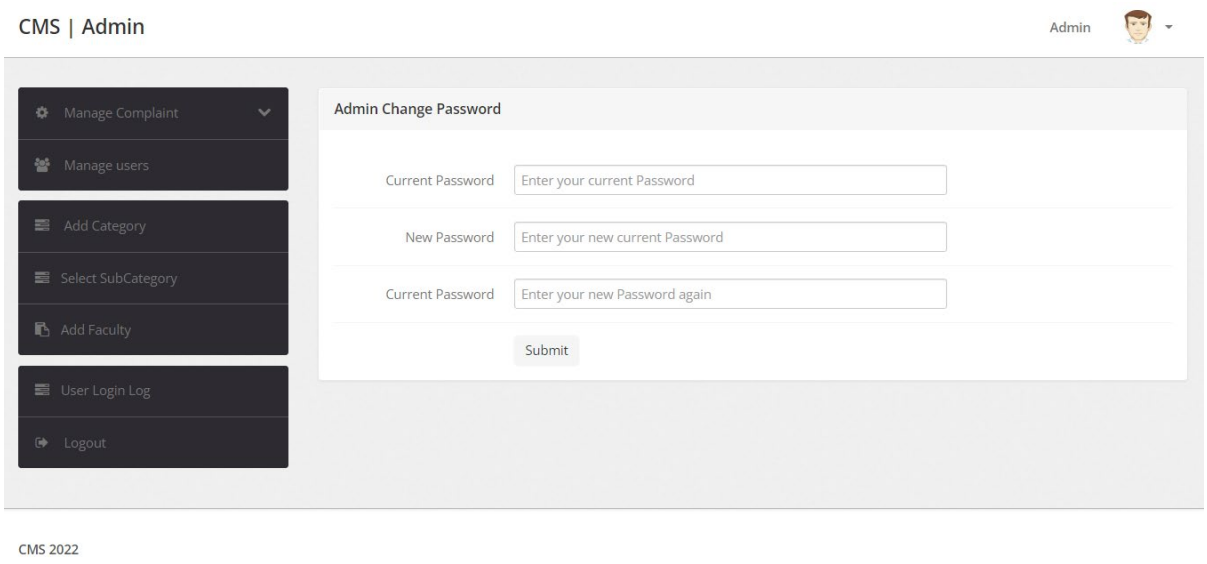

Figure 3-10 Admin panel

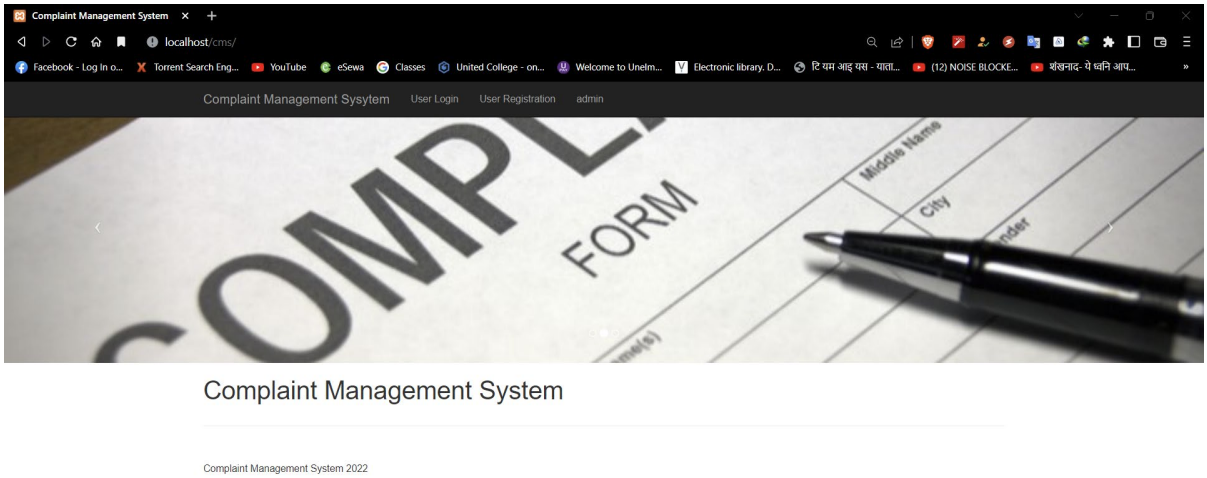

Figure 3-11 Index-page review

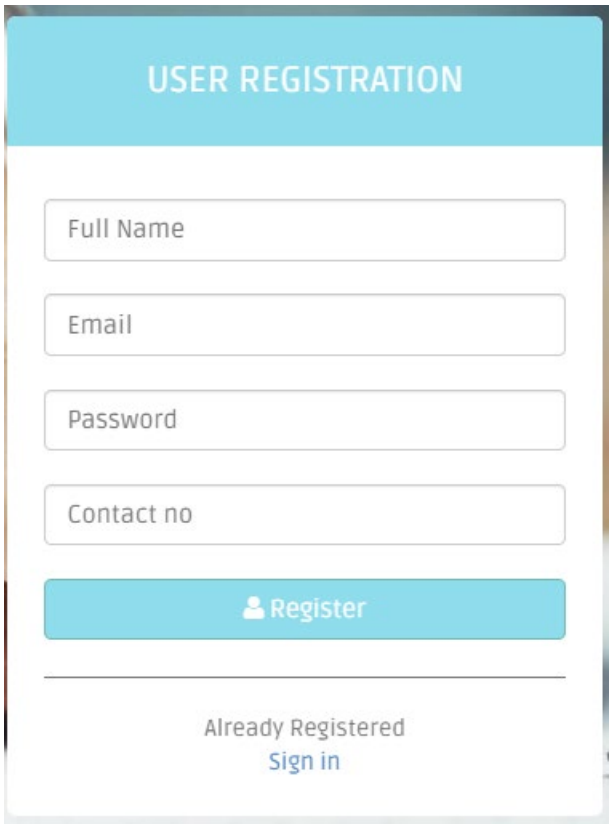

Figure 3-12 Sign-up for user

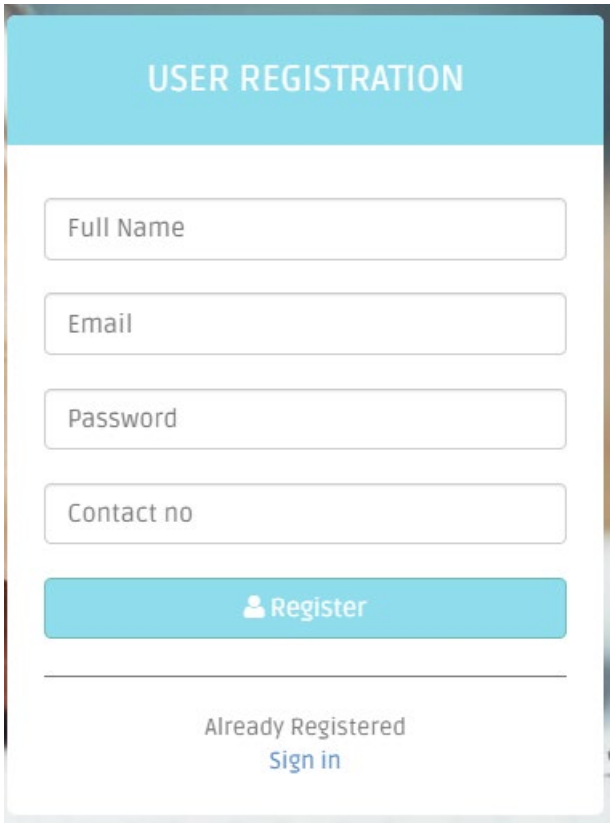

Figure 3-13 User- Login

3.2.5 Physical DFD

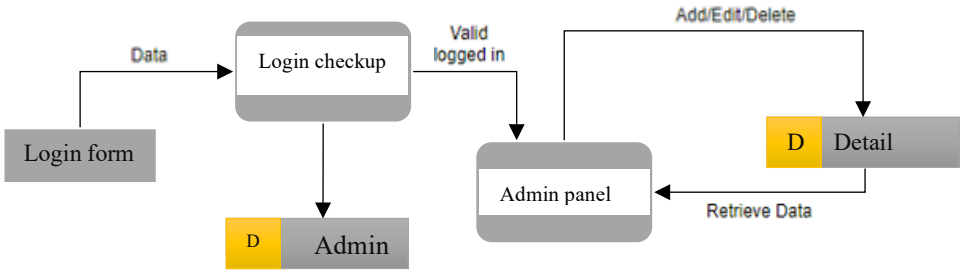

Figure 3-14 Physical DFD Admin panel

4 Implementation

4.1 Implementation

Implementation phase is the third phase of Software Development Life Cycle (SDLC) process. Implementation is the realization of an application, or execution of a plan, idea, model, design, specification, standard, algorithm, or policy. During this phase the project team creates the actual product.

4.1.1 Tool Used

System implementation generally benefits from high levels of user involvement and management support. User participation in the design and operation of information systems has several positive results.

The actual implementation has been carried out using PHP. My-Sql server has been used as the backend.

4.1.2 Implementation Details of Modules

The modules used for the designing of the Online complaint management system are as given below.

4.1.2.1 Admin Module

Only admin have the access to login and able to add the detail. In this module admin can also update, delete, edit the information related to paintings if necessary.

4.1.2.2 Product module

This module starts when the user register account with valid email and log in with verified account and visits the home page and when a user searches for a product by entering a search term. This part of the application includes displaying all the complaints that are available. The user can then filter these complaints based on various parameters like resounded, pending Description Module

This module starts when a user visits the product description page by clicking more details button. The user can view the complete information of the dropdown, description, photo etc. User can also add their comments on the product as per their interest arises.

4.2 Testing

The testing phase of the software development life cycle is where it is focus on investigation and discovery. There are several types of testing during the test phase, including unit testing, system testing, quality assurance testing (QA), system integration testing (SIT), and user acceptance testing (UAT). Some of them are given below.

4.2.1 Test case for Unit Testing

Unit Testing is defined as a type of software testing where individual components of a software are tested and product is carried out during the development of an application. Unit testing is such type of testing technique that is usually performed by the developers. [8] Users can add review and can reply its reviews and can Edit/Delete reviews.

Table 4-1 Insert Detail by Admin

Test case id	Test scenario	Test steps	Test data	Expected result	Actual result	Pass/ fail
TU- 3	Check to insert detail	1.Gotosite:- http://localhost/cms/admin/category.php 2.Enter category name, description. 3.Create.	text= Building = access, broken sinks, soap, paper towels	text, description and category should be uploaded	As Expected,	Pass
TU- 4	Check to insert details, Invalid input without description	1.Go to site:- http://localhost/cms/admin/category.php 2..Enter category name, description. 3.Create.		text, description and category shouldn't be uploaded	As Expected,	Pass

Table 4-2 Sign Up

Test Case ID	Test Scenario	Test Steps	Test Date	Expected Results	Actual Results	Pass/Fail
TU03	Check to insert sub category details With valid details	1.Go to site http://localhost/cms/admin/subcategory.php 2.Select Category 3.Enter subcategory 4.create	Category=Building SubCategory= Access	Data should upload	As Expected,	Pass
TU04	Check to insert sub category details Without selecting category	1.Go to site http://localhost/cms/admin/subcategory.php 2.Select Category 3.Enter subcategory 4.create	Category= (Blank) SubCategory= Access	Data should upload	As Expected,	Pass

4.2.2 Test Case for System Testing

System testing is defined as testing of a complete and fully integrated software product. System testing is performed in the context of a Functional Requirement Specifications (FRS). [9]

Test case id	Test scenario	Test steps	Test data	Expected result	Actual result	Pass/ fail
TU-1	Check admin login with valid data	1.Go to site: - http://localhost/cms/admin/index.php 2.Enter username and password.	username= admin Password=" Test@123"	Admin will be redirect to dashboard which is as expected.	As expected,	Pass
TU-2	Check student login with valid data.	1.Go to site: - http://localhost/cms/admin/index.php 2.Enter username and password	If email or password is wrong.	Admin wouldn't be able to go to dashboard.	As expected,	Pass

Table 4-3 Admin Module

Table 4-4 User Module

Test Case ID	Test Scenario	Test Steps	Test Data	Expected Results	Actual Results	Pass/ Fail
TU07	Check student Login with valid Data	1.Go to site http://localhost/cms/users/ 2.Enter email 3.Enter password 4.Click sign in	email= anup@gmail.com Password= Anup@1234	User should be login into application.	As Expected	Pass
TU08	Check student Login with invalid data.	1.Go to site http://localhost/cms/users/ 2.Enter email 3.Enter password 4.Click sign in	Email=unavaible@gmail.com Password= Anup@1234	User should not be login into application.	As Expected	Pass

5 Conclusion and Future Recommendations

5.1 Lesson Learnt / Outcome

"We have a right to go to school / college. that is a welcoming environment for us and our classmates. This means we have a right not to be bullied or harassed."

Thus, this application can be used by any of the students. It is easy and efficient to use for the beginners who are new to the system or have never seen such system before. The website is very effective for schools and colleges. Students can directly express their problem with core management team of institution. It has been thoroughly tested and implemented.

The system was able to attain some of the goals that were set the beginning of development. Below are a few of those goals that were reached:

I have been going through different tools as, HTML, CSS, Js, PHP, MY Sql, Bootstrap and many more. These components help me to setup such platform and to share my knowledge and understandings.

5.2 Conclusion

By involving myself in this project, I feel to help many of students to learn and study these materials for their understandings.

It main propose is to provide good service for Nepalese students as soon as possible. The application meets all the user requirements and is usable in a local to provide better management of its system.

5.3 Future Recommendations

Designing software or to build a system isn't the ending process. System is a continuous process as designing websites. It keeps modified and changing until the required system isn't meet-up. Similarly, this project also needs modification and enhancements. Due to time and some technical, this system couldn't complete with some of the features.

However, in future many scopes can be added. The user may find this website as not only with CMS but also with teaching and learning platform.

Appendices

Screen shots of interface:

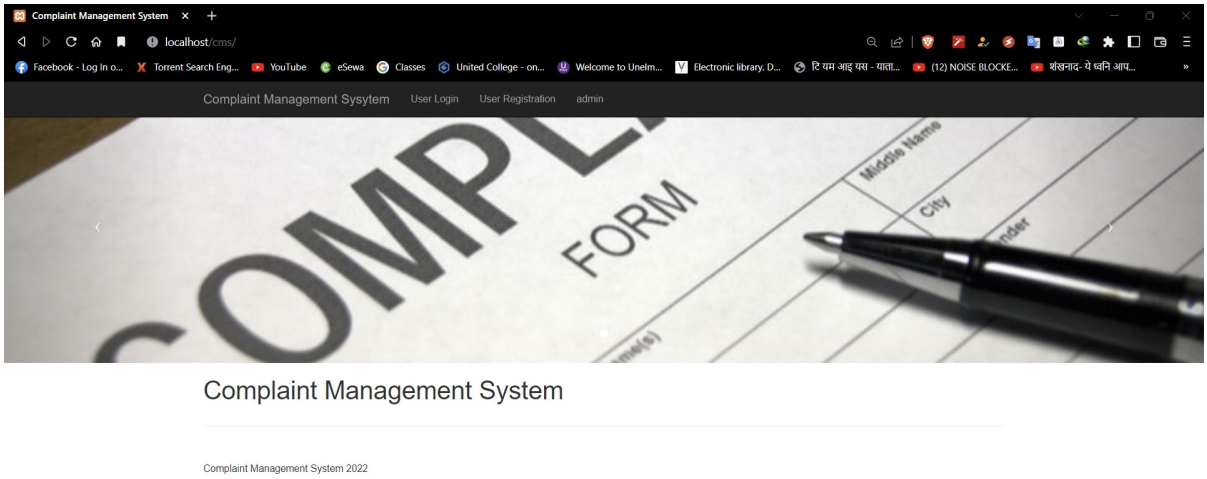

Figure 5-1 cart

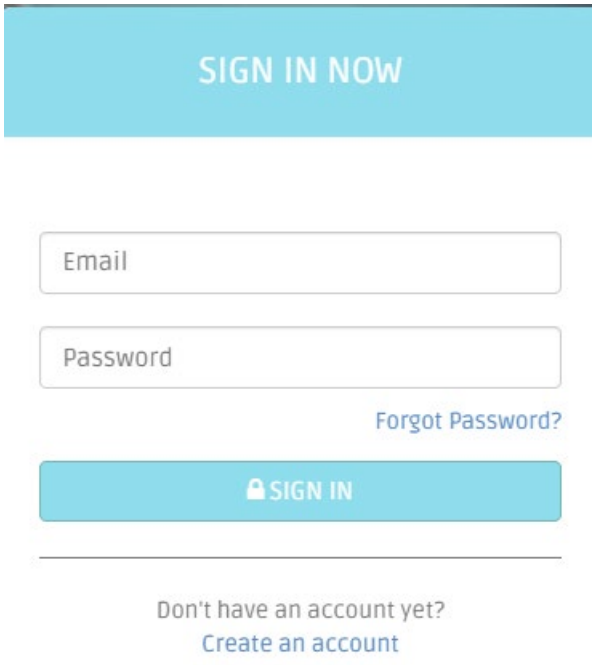

Figure 5-2 user login

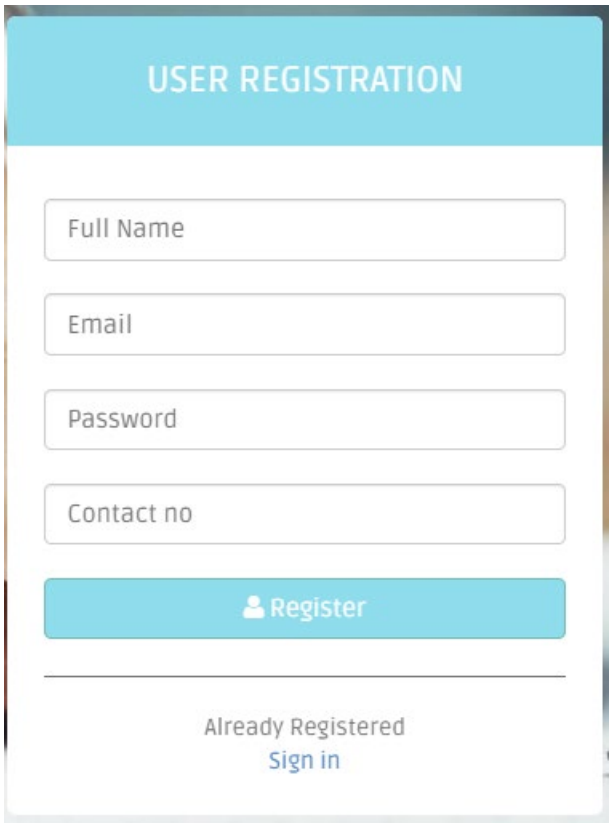

Figure 5-3 new user login

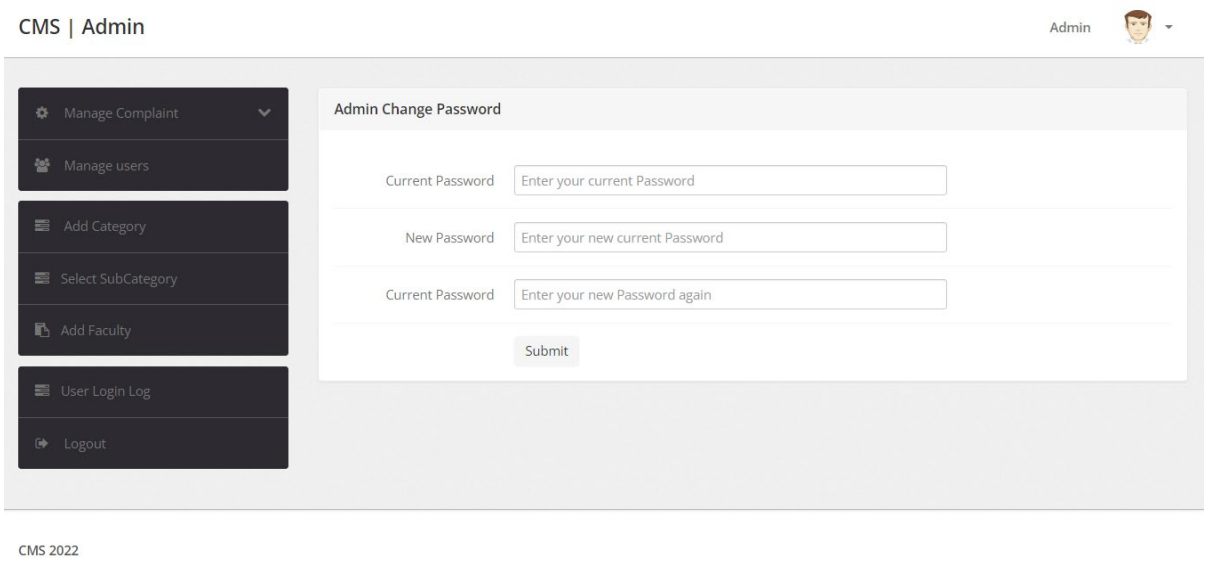

Figure 5-4 admin panel

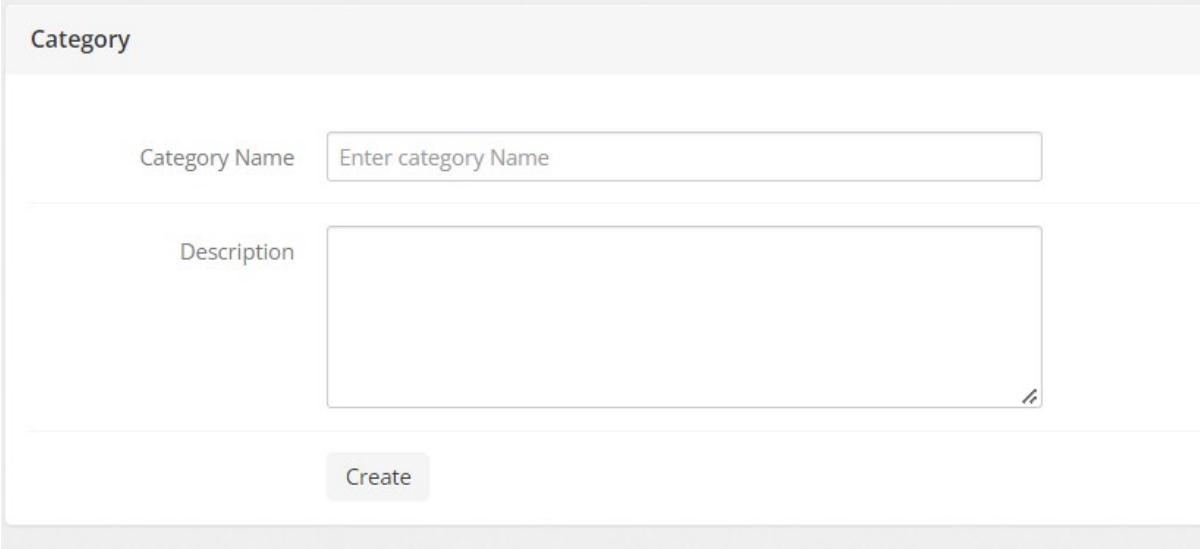

Figure 5-5 adding category

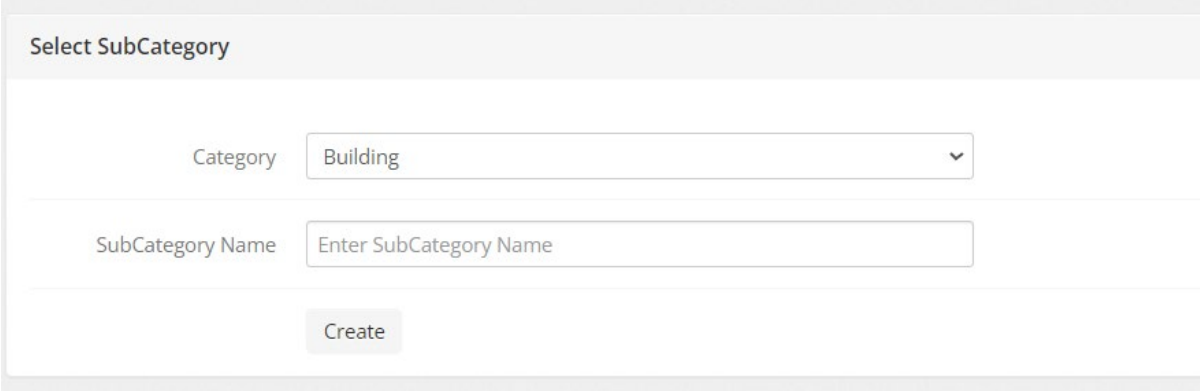

Figure 5-6 adding sub category

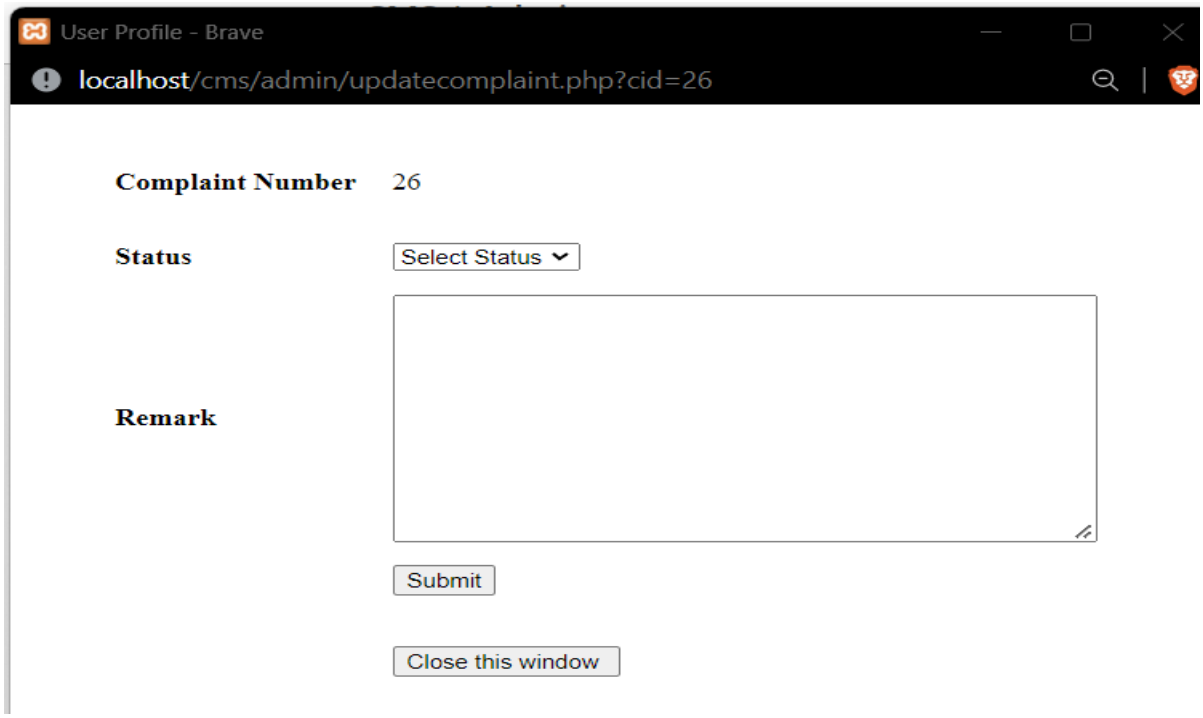

Figure 5-7 take action by admin

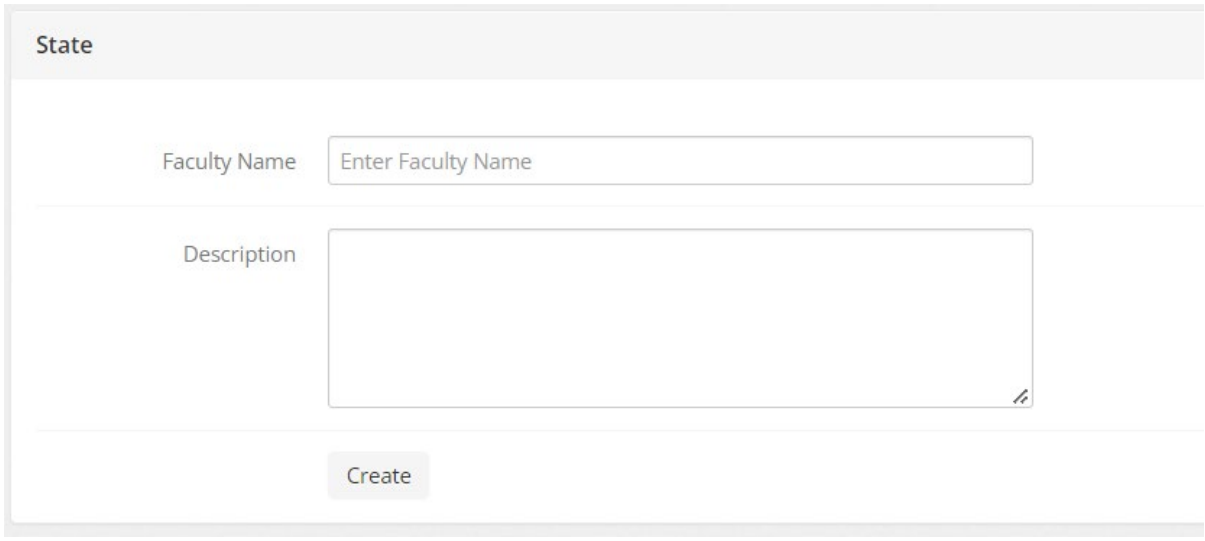

Figure 5-8 adding Faculty

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