

# **PROJECT SYNOPSIS**

## **COMPLAINT BOX FOR SOCIAL WELFARE**



Suman Ramesh Tulsiani Technical Campus - Faculty of Engineering

## **BACHELOR OF ENGINEERING Computer Engineering**

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**2022-2023**

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## **1 Title**

Complaint Box For Social Welfare

## **2 Domain**

Software Development , Android App Development

## **3 Keywords**

cross platform app development, react native app development, javascript

## **4 Team**

Group Id: G5.

Team Members:

1. Sanket Sabale - 32.
2. Vaibhav Balghare - 19.

## **5 Literature Review**

Name: Complaint Box For Social Welfare

Abstract: These is a sponsor project by sameer jawalkar he is the vice president of pimprichinwad city and he wants to create an app that can understand the voters problem in there society without contacting any third-party member they can directly contact to him so these is the main objective behind these project. these is an android app but by using the cross platform technology we can create it for ios as well with single code base with many functionalities these app is required some basic authentication and get access of many things like chacking that you are under sameer jawalkar ward or you can see your details you can fill a form for complaint as we with minimum information like name,mobile,location (auto picked ) and complaint thats it if some user is don't want to fill the form and its urgent then you will get a button for directly contact via whatsapp just one click away from it so the complaint box functionality is become easy but the main thing is form admin side.

## **6 Objective**

Android and IOS App development become more complex if we try to create it from different codebase also its to much for time consumption so we are going to use react native for cross platform development. with single codebase we can generate an app for both platform and to publish these apps we are using app store for ios and play store for android app so that anyone can download from anywhere by just searching the name of app.

## 7 Problem Statement

The main goal behind these app is to give user more value and solve there problem Yes we are Developing one more app for admin for accessing and getting all complaint after resolving the issue the voter/user will get a notification for that so not only that but admin app can handle almost all thing in app like sending any post or modify any data like that these app is specifically made for sameer jawalkar so it not going to be public and its has more secure authenticatio as well so admin app and user app both are necessary to create for better outcome.

## 8 Scope

These app can be solve so many problems like if someone want to complaint about power issue in there society and nobody responding on it then these is complaint box application can take the compaint and directly send to the admin app so that no third party is involved in these case and there are high chances that the problem will solve in few days and admin is able to reply that person as well in some situation if user want to see that he is in the ward or not? then in these app we have special access of voter id where you can search your name in any format like first,last name so there is no issue with that you will get the better result and for admin they can post more blogs and images so that he can connect with people all the time and every user can share with you his feedback as well so it solve more problem in users daily life.

## 9 Brief Description

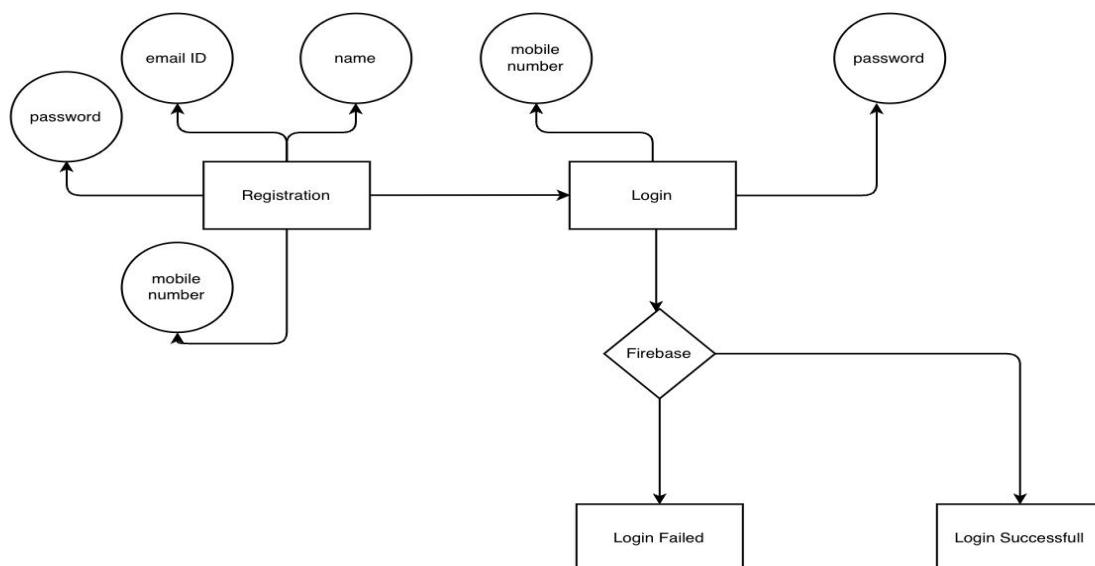


Figure 1: Architecture Diagram

## **10 Technical Details**

### **Platform**

1. Operating System Any

### **Software Specification**

- VS Code
- Coding Language: HTML5, CSS3, JavaScript, React native, Firebase,expo
- Frontend: HTML5, CSS3, JavaScript
- Backend: React native expo
- Database: Firebase

### **Hardware Specification**

- Processor : Any
- RAM : 8GB (min)
- Hard Disk : 512 SSD
- Key Board : Standard Windows Keyboard
- Mouse : Two or Three Button Mouse
- Monitor : LCD/LED

## **11 Probable Date of Completion**

## **12 References**

- Thivanon Kansuwan,Thawatchai chomaski: Authentication Model using the Bundled CAPTCHA OTP Instead of Traditional Password 2019,IEEE.
- Feyzullah Kalyoncu, Engin Zeydan, Ibrahim Onuralp Yigit, and Ahmet Yildirim : A Customer Complaint Analysis Tool for Mobile Network Operators,2018 IEEE.
- Kewal shah, Harsh Sinha, Payal mishra : Analysis of Cross-Platform Mobile App Development Tools,2019 IEEE.