

COMPLAINT MANAGEMENT **SYSTEM**

Version 1.0 (2021-2022)

Computer Science (083) Project

Developed By

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CERTIFICATE

This is to certify that the **COMPLAINT MANAGEMENT SYSTEM** Computer Science project is developed by Sowmya Emani, Uddhav Mohan Mittal and Gurnoor Kaur Bindra under my supervision in the session 2021-2022.

The work done by them is original.

Ms. Monica Sahni
Computer Science Teacher
Date: _____

ACKNOWLEDGEMENT

I would like to express my sincere gratitude to my computer teacher Ms. Monica Sahni for her vital support, guidance and encouragement without which this project would not come forth from my side. Who helped me complete the project by giving ideas, thoughts and made this project easy and accurate.

I wish to thank my parents for their undivided support and interest who inspired me and encouraged me to go my own way, without which I would be unable to complete my project.

Reference

1. Classnotes.

Project Synopsis

INTRODUCTION

THIS PROJECT WILL MANAGE ALL THE COMPLAINTS WHICH ARE REGISTERED IN THIS SYSTEM IT CONSUMES LESS TIME AND REDUCES PAPER WORK.THE PROJECT INTEGRATES PYTHON WITH BINARY FILE AND SQL AND CREATES A SYSTEM THAT CAN KEEP RECORDS OF ALL THE COMPLAINTS ISSUED BY THE USER IN AN EFFICIENT MANNER.SECURITY IS MAINTAINED AS TO ENSURE ONLINE AUTHORISED USERS HAVE ACCESS TO THE SYSTEM.IT HELPS MINIMIZE PAPERWORK AND SAVES TIME.

MODULES OF THE SYSTEM

1-USER'S DETAILS-details about the user such as users name,phone number,address

2-COMPLAINT DETAILS-details about the complaint such as type of complaint,urgent or not etc

PROJECT AIM AND OBJECTIVES/IDEA SOURCE

1-TO ELIMINATE PAPERWORK

2-TO RECORD EVERY COMPLAINT IN COMPUTERIZED SYSTEM SO THAT THE PROBLEM SUCH AS RECORD FILE MISSING WON'T HAPPEN

3-TO DESIGN USER FRIENDLY GRAPHICAL USER INTERFACE WHICH SUITS THE USER

4- TO COMPLETE THE SYSTEM ACCORDING TO PROJECT SCHEDULE

BACKGROUND

Complaint management system is used to manage the complaints of people using a computerized system. The system is developed and

designed to help manage the problems such as missing files so it does not happen again .Users can register or edit their complaints .The admin can verify and maintain all complaints and record easily and efficiently (date on which complaint is registered, progress on the case and urgency of complaint)The project is totally built at administrative end and both administrator and user is guaranteed access .The user can record his/her complaint, view complaint and can also view his previous complaint. The user can also submit his/her feedback.

PLAN FOR IMPLEMENTATION:

Type of data:MYSQL

<u>S.NO</u>	<u>DATA ITEM</u>	<u>TYPE OF DATA</u>	<u>DESCRIPTION</u>
1	SNo	integer	to enter serial number
2	name	string	to enter customer name
3	mobile	integer	to enter customer mobile
4	address	string	to enter customer address
5	complaints	string	to enter customer complaints
6	urgency	string	to enter customer urgency
7	feedback	string	to enter customer feedback
8	resolved	string	to enter customer resolved

TABULAR REPRESENTATION OF DATA:

name	mobile	address	complaints	urgency	feedback	resolved
Anaya	<u>7689043215</u>	EAST OF KAILASH HNO-20	BLOCKED DRAINS	Y	Very Good	Y
Aditya	<u>8765432097</u>	JANGPURA EXT. F2	MINOR-WATER OVERFLOW	N	Satisfactory	N
Riya	<u>8877665544</u>	PATEL NAGAR,HNO-7	MAJOR-PLUMBING	Y	Good	Y
Kritika	<u>9855667788</u>	C-15 SAINIK SADAN	WHITE WASHING	N	Excellent	N
Gunjan	<u>7845600987</u>	FRIENDS COLONY D2	POWER loss	Y	Very Good	Y
Sowmya	<u>7845678864</u>	LODHI ROAD	PLUMBING	Y	Very Good	Y
Gurnoor	<u>7656043215</u>	SOUTH EX-2	ALMIRAH UPGRADATION	Y	Very Good	Y
Sneha	<u>9289043215</u>	NEW FRIENDS COLONY	REPAIR WORK	N	Satisfactory	Y

MENU OPTIONS:

REGISTER COMPLAINTS	
SEARCH RECORDS	
CHECK STATUS (URGENT)	
UPDATE RECORD	
DELETE RECORD	
ENTER FEEDBACK	
DISPLAY ALL RECORDS	
EXIT	

ADD ON FEATURES:

In case the user enters any wrong input, we will ask them to retry. The coding will be user friendly and the users will find everything comfortable. We have some special things for some people which will be described properly in the coding.

SOURCE CODE

```
# Project Title   : COMPLAINT MANAGEMENT SYSTEM
# Version         : 1.0 2021-2022
# Developed By    : Sowmya Emani
                   Uddhav Mohan Mittal
                   Gurnoor Kaur Bindra
# Guide           : monica sahani
# Last Updated On: <YYYY-MM-DD>
```

##Python

```
import mysql.connector as sql

con=sql.connect(host='localhost',user='root',passwd='1234',database='CPWD')

con.autocommit=True

if con.is_connected():

    print('connected successfully')

else:

    print('not connected')

C1=con.cursor()

def main():

    print(70*'*')

    print('*****WELCOME TO Complaint management SERVICE*****')

    print('1.REGISTER COMPLAINT')

    print('2.SEARCH RECORDS')

    print('3.CHECK STATUS (URGENT) ')

    print('4.UPDATE RECORD')

    print('5.DELETE RECORD')

    print('6.ENTER FEEDBACK')

    print('7.DISPLAY ALL RECORDS')

    print('8.EXIT')

    print(70*'*')

def register():
```

```

print('THANK YOU FOR CHOOSING OUR SERVICES!')

print('Kindly fill in your complaint details: ')

print(60*'#')

a=    input('Enter Name: ')

b=int(input('Enter mobile number: '))

c=    (input('Enter address: '))

d=    input('Enter complaint details: ')

e=    (input('Enter if complaint is urgent: (y/n): '))

print(60*'#')

g='N'

data=(a,b,c,d,e)

    SQL="insert into info(name,mobile,address,complaints,urgency,resolved)
values('{}',{},{},'{}','{}','{}','{}')".format(a,b,c,d,e,g)

    C1.execute(SQL)

    con.commit()

    print('your complaint has been registered.')

```

```

def searchrecords():

    print('to display all the details of the person on the basis of name')

    str1=input('enter name of person whose record you want to see: ')

    SQL=("select * from info where name='{}'".format(str1))

    C1.execute(SQL)

    rows=C1.fetchall()

    for i in rows:

        print(i)

```

```

def checkstatus():

    print('To display all the details of the urgent records')

    SQL=('select * from info where urgency="y"')

    C1.execute(SQL)

    rows=C1.fetchall()

    for i in rows:

```

```
print(i)
```

```
def updatedetails():
```

```
    up=input('enter Sno of the person whose record you want to update:  ')
```

```
    r=input('has the issue been resolved(y/n):  ')
```

```
    SQL="update info set resolved=('{}') where sno=('{}')".format(r,up)
```

```
    C1.execute(SQL)
```

```
    con.commit()
```

```
    print('record succesfully updated.')
```

```
def deleterecord():
```

```
    a=input('enter name of the person whose record you want to delete:  ')
```

```
    SQL="delete from info where name = '{}'.format(a)
```

```
    C1.execute(SQL)
```

```
    con.commit()
```

```
    print('succesfully deleted record')
```

```
def feedback():
```

```
    a=input('enter your name:  ')
```

```
    f=input('enter feedback:  ')
```

```
    SQL="update info set feedback='{}' where name='{}'".format(f,a)
```

```
    C1.execute(SQL)
```

```
    con.commit()
```

```
    print('thankyou for your feedback')
```

```
def displayallrecord():
```

```
    SQL=('select * from info')
```

```
    C1.execute(SQL)
```

```
    rows=C1.fetchall()
```

```
    for i in rows:
```

```
        print(i)
```

```

while True:

    main()

    ch=int(input('ENTER CHOICE ***1/2/3/4/5/6***: '))

    if ch==1:

        register()

    elif ch==2:

        searchrecords()

    elif ch==3:

        checkstatus()

    elif ch==4:

        updatedetails()

    elif ch==5:

        deleterecord()

    elif ch==6:

        feedback()

    elif ch==7:

        displayallrecord()

    elif ch==8:

        break

    print('****DO YOU WANT TO ENTER MORE****')

    ANS=input('ENTER ANS Y/N: ')

    if ANS=="N" or ANS=='n':

        break

```

##MySQL

use CPWD

drop table info

```

CREATE TABLE info(SNo int auto_increment not null primary key, NAME VARCHAR(10), MOBILE BIGINT, ADDRESS VARCHAR(35), COMPLAINTS VARCHAR(60), URGENCY CHAR(1), FEEDBACK VARCHAR(15), Resolved char(1));

```

```

INSERT INTO info VALUES(1,"ANAYA" ,7689043215,"EAST OF KAILASH HNO-20","BLOCKED DRAINS" ,,"Y","VERY GOOD" ,'Y' );

```

```

INSERT INTO info VALUES(2,"ADITYA" ,8765432097,"JANGPURA EXT. F2","MINOR-WATER OVERFLOW","N","SATISFACTORY",'N' );
INSERT INTO info VALUES(3,"RIYA" ,8877665544,"PATEL NAGAR,HNO-77" ,"MAJOR-PLUMBING" ,"Y","GOOD" ,"Y" );
INSERT INTO info VALUES(4,"KRITIKA",9855667788,"C-15 SAINIK SADAN" ,"WHITE WASHING" ,"N","EXCELLENT" ,"N" );
INSERT INTO info VALUES(5,"GUNJAN" ,7845600987," FRIENDS COLONY D2" ,"POWER loss" ,"Y","VERY GOOD" ,"Y" );
INSERT INTO info VALUES(6,"SOWMYA" ,7845678864,"LODHI ROAD " ,"PLUMBING" ,"Y","VERY GOOD" ,"Y" );
INSERT INTO info VALUES(7,"Gurnoor",7656043215,"SOUTH EX-2" ,"ALMIRAH UPGRADATION ","Y","VERY GOOD" ,"Y" );
INSERT INTO info VALUES(8,"SNEHA" ,9289043215,"NEW FRIENDS COLONY" ,"REPAIR WORK " ,"N","SATISFACTORY",'Y' );

```

Output Screen

(All Operations)

```

*****WELCOME TO Complaint management SERVICE*****
1.REGISTER COMPLAINT
2.SEARCH RECORDS
3.CHECK STATUS (URGENT)
4.UPDATE RECORD
5.DELETE RECORD
6.ENTER FEEDBACK
7.DISPLAY ALL RECORDS
8.EXIT
*****|*****

ENTER CHOICE ***1/2/3/4/5/6***: 1
THANK YOU FOR CHOOSING OUR SERVICES!
Kindly fill in your complaint details:
#####
Enter Name: deepak
Enter mobile number: 8448824987
Enter address: 7-andrews gunj
Enter complaint details: electric work
Enter if complaint is urgent: (y/n): n
#####
***DO YOU WANT TO ENTER MORE***
ENTER ANS Y/N: y

```

ENTER CHOICE ***1/2/3/4/5/6***: 2

to display all the details of the person on the basis of name

enter name of person whose record you want to see: sowmya

(6, 'SOWMYA', 7845678864, 'LODHI ROAD ', 'EMERGENCY-YES PLUMBING', 'Y', 'VERY GOOD', 'Y')

ENTER CHOICE ***1/2/3/4/5/6***: 3

To display all the details of the urgent records

(1, 'ANAYA', 7689043215, 'EAST OF KAILASH HNO-20', 'EMERGENCY-BLOCKED DRAINS ', 'Y', 'VERY GOOD', 'N')

(3, 'RIYA', 8877665544, 'PATEL NAGAR,HNO-77', 'MAJOR-PLUMBING', 'Y', 'good', 'y')

(5, 'GUNJAN', 7845600987, 'NEW FRIENDS COLONY 44', 'EMERGENCY-NO POWER', 'Y', 'bad', 'Y')

(6, 'SOWMYA', 7845678864, 'LODHI ROAD ', 'EMERGENCY-YES PLUMBING', 'Y', 'VERY GOOD', 'Y')

(7, 'Gurnoor', 7656043215, 'SOUTH EX-2', 'ALMIRAH UPGRADATION ', 'Y', 'VERY GOOD', 'Y')

ENTER CHOICE ***1/2/3/4/5/6***: 4

enter Sno of the person whose record you want to update: 4

has the issue been resolved(y/n): y

ENTER CHOICE ***1/2/3/4/5/6***: 6

enter your name: gurnoor

enter feedback: okok

ENTER CHOICE ***1/2/3/4/5/6***: 7

- (1, 'ANAYA', 7689043215, 'EAST OF KAILASH HNO-20', 'EMERGENCY-BLOCKED DRAINS ', 'Y', 'VERY GOOD', 'N')
- (2, 'ADITYA', 8765432097, 'JANGPURA EXT. FLAT 204', 'MINOR-WATER OVERFLOW', 'N', 'SATISFACTORY', 'N')
- (3, 'RIYA', 8877665544, 'PATEL NAGAR,HNO-77', 'MAJOR-PLUMBING', 'Y', 'good', 'y')
- (4, 'KRITIKA', 9855667788, 'C-15 SAINIK SADAN', 'PERIODICAL-WHITE WASHING', 'N', 'EXCELLENT', 'y')
- (5, 'GUNJAN', 7845600987, 'NEW FRIENDS COLONY 44', 'EMERGENCY-NO POWER', 'Y', 'good', 'Y')
- (7, 'Gurnoor', 7656043215, 'SOUTH EX-2', 'ALMIRAH UPGRADATION ', 'Y', 'VERY GOOD', 'Y')
- (8, 'SNEHA', 9289043215, 'NEW FRIENDS COLONY', 'REPAIR WORK ', 'N', 'SATISFACTORY', 'Y')
- (9, 'deepak', 8448824987, '7-andrews gunj', 'electric work', 'n', None, 'N')

Hardware & Software Requirement

Hardware Requirement

PC/Laptop/MacBook with

Intel core/i3/i5/i7 or any equivalent

With at least 2 GB RAM

10 MB free space on Hard Disk

LCD/LED

Operating System & Compiler

MS Windows/Ubuntu/MacOS

Python IDLE 3.10

and

MySQL 8.0