

A Project Abstract on Online Complaint Register Management System

Submitted to

State Board of technical Education and Training Vijayawada, AP
in partial fulfillment of requirements for the award of the degree of

DIPLOMA IN COMPUTER ENGINEERING

By

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under the esteemed guidance of

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DEPARTMENT OF COMPUTER ENGINEERING

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INDIA
2023-2024

Tentative plan for project work

Batch-1 Year:(2023-2024)

| Plan of Action | Dates | Remarks |
|-------------------------------------|--------------------------|---------|
| Commencement of project work | 15-06-2023 | |
| Collection of literature | 25-06-2023 | |
| Submission of project work Abstract | 30-06-2023 | |
| Project work review-I | 01-08-2023 | |
| Project work review-II | 02-10-2023 | |
| Submission of project work Thesis | 13-10-2023 | |
| Project work viva-voce examination | 16-10-2023 to 20-10-2023 | |

Online Complaint Register Management System

Abstract:

Online Complaint Management is a management technique for assessing, analyzing and responding to student or staff complaints. Complaints management software is used to record resolve and respond to student or staff complaints, requests as well as facilitate any other feedback.

A complaint system is a set of procedures used in organizations to address complaints and resolve disputes. The main purpose of this project is to help the public in knowing their place details and getting their problems solved online without going to the office regularly until the problem is solved.

Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicating corruption. Our system act as a bridge between the people and the officers in which the people directly register their complaints to the officers online by email.

It provides a platform where the issues of the people can be registered online and can be resolved by the officer also flexibility is provided to the people who can easily resolve their issues by communicating with the higher authorities.

Lack of paper movements provides complaint management operations with a speed which was never envisaged in manual mode at all. The front-end involves Html, CSS, and JavaScript and the back-end involves Python. The framework used is Django and the database is MySQL.

It has two modules admin and the user the admin can see the complaints registered by the users and the problems that can be solved and the user can use the page to register the complaints about the problems according to the problem and there is a search option in both admin and guest page to search about the complaints. The project aims to make easy to people to register or to inform the problems directly to the officers by photo or by writing the problem and to help them in a better way.

Keywords: HTML, CSS, JAVASCRIPT, PHP, SQL

Guide Name: Alluraih M.tech

Students Names:

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Signature of Students:

Signature of Guide:

| S.NO | Name of the apparatus | Require Specifications |
|------|-----------------------|----------------------------|
| 1. | Processor | i3 / i5 |
| 2. | RAM | 4gb(minimum) |
| 3 | Hard Disk | 160GB |
| 4. | OS | Windows 7/10 |
| 5. | Web server | Localhost |
| 6. | Languages | HTML, CSS, PHP, Javascript |
| 7. | Tools | Sublime text Notepad++ |
| 8. | Editor | Chrome, Firefox |
| 9. | Database | MySQL |

REFERENCES:

We visited our college website and we took our faculties directions through them we collected the mail IDs of the oofficers

With their help we completed our project

And also we gathered information from the google

And We use YouTube and Chat GPT

For more information
