

A Project Report
On
Online Complaint Management System For Local Government

Submitted in partial fulfilment of the requirements for the award of degree of
Bachelor of Business Administration (Computer Application)

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Acknowledgement

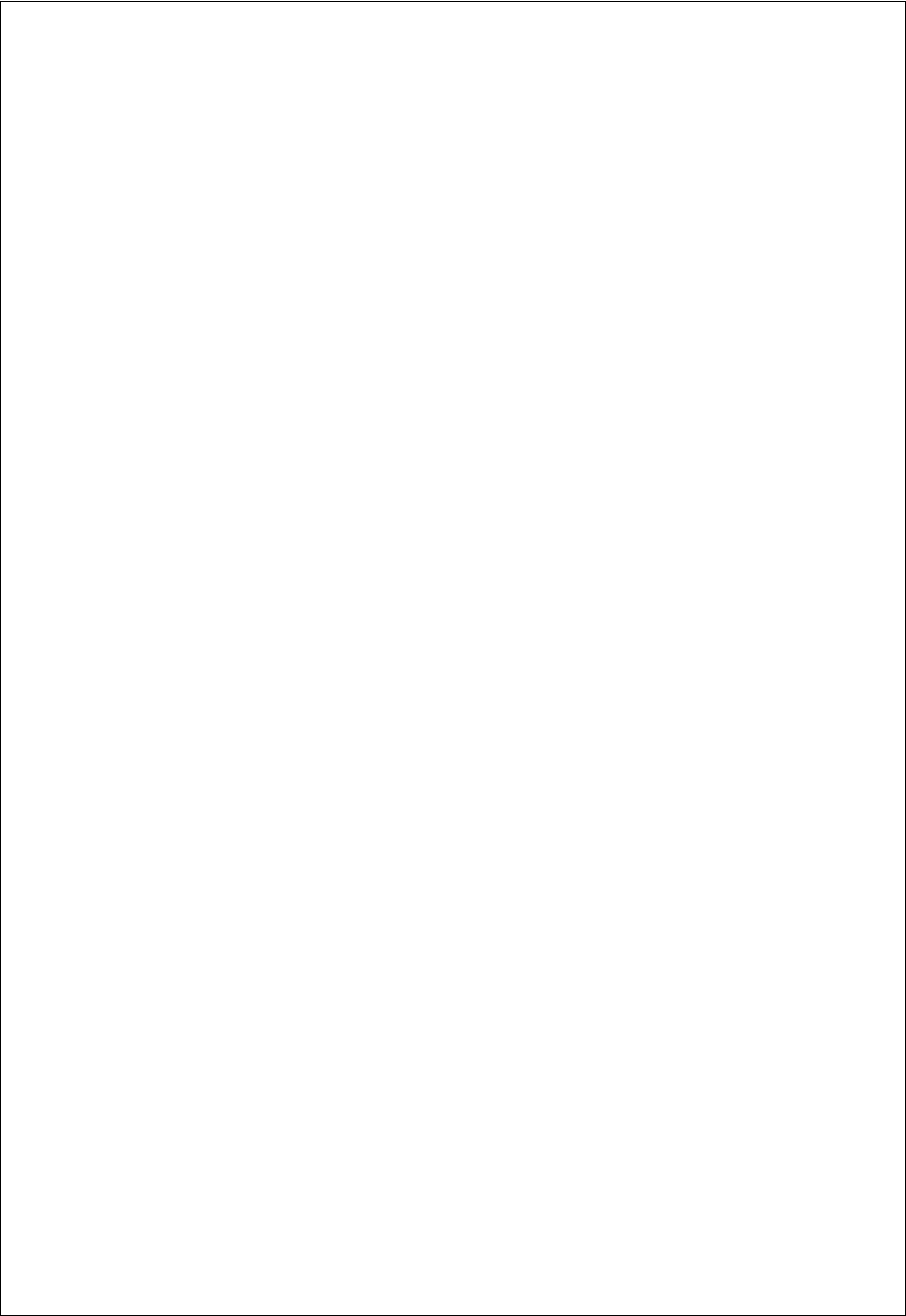
We would like to express our sincere and heartfelt gratitude to our institution” Indira College of Commerce and Science” which provided us with excellent opportunity to achieve our most cherished goal in life to become Bachelor degree in BBA-CA.

We are extremely grateful to our respected Vice Principal and HOD Prof, Shivendu Bhushan for providing excellent academic environment which has made this endeavour possible.

We take this opportunity to express our deep sense of gratitude to our guide Prof. Divya Chitre for their resplendent idea and constant encouragement in making this project unmitigated success. Their thoughtfulness and understanding was vast and thoroughly helpful in successful completion of project. Our sincere thanks to all our faculties and non-teaching staff for their at most co-operation.

Finally we proudly thank our parents and friends for their constant support and priceless guidance in throughout this endeavour.

Anuja Kondhalkar & Divya Kadam



A)Introduction :-

1) Online Complaint Management System For Local Government

*** Overview Of Project :-**

- 1) An Online Complaint Management System For Local Government provides an online way of solving the problems faced by the public by saving time and eradicate corruption.
- 2) The Objective of the complaints Management system is to make complaints easier to coordinate, monitor, track and resolve and to provide Government with an effective tool to identify and target problem areas, monitor complaints handling performance and make improvements.
- 3) It is a management technique for accessing, analysing and responding to public complaints.
- 4) It is used to record, resolve and respond to public complaints as well as facilitate any other feedback.
- 5) The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved.

***Objectives :-**

The objectives of the Online Complaint Management System For Local Government is-

- 1) To make complaints easier to coordinate, monitor, track and resolve.
- 2) Prompt and Specific retrieval of data.
- 3) To provide Government with an effective tool to identify and target problem areas, monitor complaints handling performance.
- 4) Flexibility in the system according to the changing environment .
- 5) Controlling redundancy in storing the same data multiple times.
- 6) Accuracy, timeliness and comprehensiveness of the system output.
- 7) Stability and operability by people of average intelligence.
- 8) Enhancement in the completion of work within the constraints of time.
- 9) To distribute related complaints among different departments.

2) Existing System –

In the Existing System the citizens must go to the government office for any kind of help or complaint. Administrator (Main Officer) distribute all the arrived complaints among different departments according to the complaint type. Employees / sub- officers solve the problems/ complaints and note the complaint status manually. Dispatch Officer check the books and reply the solved complaints. Inquiry Officer gives the current status information of complaints from the book to the citizens/ public. But this system does not have much popularity and is not user friendly.

*** Disadvantages Of Existing System –**

i. No quick data searching facility for useful information-

Employees manually search data about complaints, which they required to process or in the case of inquiry reply.

ii. No proper management of information –

Data and useful application details are capped in physical file, which itself are stored in data/ record room. Record has most of file of different department.

iii. Possibility of loss of complaint record –

All complaints are handled manually. So, there is possibility to loss of complaints record because of transferring complaints record between different physical levels and also inattention of employees / sub-officer.

iv. Time consuming problem –

There is no proper management procedure for complaint inquiry for people. Citizen who come for inquiry about his/ her application processing, have to spend time for receive, respond because of manually check of processing details.

v. Needs lots of paper work –

For single complaint, many documents are need to be created.

vi. **Data redundancy –**

There are possible to one complaint checked by one or move employee and same status reported by them. So there is possibility of data redundancy.

3) Proposed System :

An Online Complaint Management System For Local Government is one of the most significant and resource intensive project in which proposed system the citizen need not go to the government office for getting his problem solved.

He can get his problem solved by posting his problem in this proposed system thus is to encourage and assist public sector and he can suggest a possible solution to the problems posted on the system. He can even get the information of the funds and other details of his place in detail through this system. Our proposed system provides solution to existing system by extending its facilities as follows :

- i. Registration is provided so that officer can solve the problems easily.
- ii. Complete information regarding the place is displayed.
- iii. People can suggest a solution for solving the problems in a better way.
- iv. People can comment on the government's decisions.

4) Advantages Of Proposed System –

- i. People can easily know the currently processing status of their complaints.
- ii. All the complaints arrived from people are distributed to the different departments according to complaint category.
- iii. Administrators can see all complaints and individual department complaints.
- iv. Data updating facilities will be provided inly to the department.
- v. It's time saving as well as more effective.

- vi. It bridges gap between public and government. Thus it is easier method for efficient and effective interaction between public/ citizens and government.
- vii. It provides security to data.
- viii. It categorizes complaints on the basis of their severity.

5)Feasibility Study :

Preliminary investigation examine project feasibility, the likelihood the system will be useful to the organization. The main objective of the feasibility study is to test the Technical, Operational and Economical feasibility for adding new modules and debugging old running system. All Customer query management system is feasible if they are unlimited resources and infinite time. There are aspects in the feasibility study portion of the preliminary investigation:

- Technical Feasibility
- Operational Feasibility
- Economical Feasibility

5.1. Technical Feasibility -

The technical issue usually raised during the feasibility stage of the investigation includes the following:

- ✓ Does the necessary technology exist to do what is suggested?
- ✓ Do the proposed equipments have the technical capacity to hold the data required to use the new system?
- ✓ Will the proposed system provide adequate response to complains, regardless of the number or location of users?
- ✓ Can the complain management system for local government be upgraded if developed?
- ✓ Are there technical guarantees of accuracy, reliability, ease of access and data security?

The current system developed is technically feasible. It is a web based user interface. Thus it provides an easy access to the users. The database's purpose is to create, establish and maintain a workflow among various entities in order to facilitate all concerned users in their various capacities or roles. Permission to the users would be granted based on the roles specified. Therefore, it provides the technical guarantee of accuracy, reliability and security. The software and hard requirements for the development of this project are not many and are available as free as open source. The work for the project is done with the current equipment and existing software technology. Necessary bandwidth exists for providing a fast feedback to the users irrespective of the number of users using the system.

5.2. Operational Feasibility-

Proposed projects are beneficial only if they can be turned out into information system. That will meet the organization's operating requirements. Operational feasibility aspects of the project are to be taken as an important part of the project implementation. Some of the important issues raised are to test the operational feasibility of a project includes the following:

- ✓ Is there sufficient support for the management from the users?
- ✓ Will the system be used and work properly if it is being developed and implemented?
- ✓ Will there be any resistance from the user that will undermine the possible application benefits?

This complaint management system for local government project well-planned design would ensure the optimal utilization of the computer resources and would help in the improvement of performance status.

5.3. Economical Feasibility -

A system can be developed technically and that will be used if installed must still be a good investment for the government. In the economical feasibility, the development cost in creating the Complaint management system for local government project.

The system is economically feasible. It does not require any addition hardware or software. Since the interface for this system is developed using the existing resources and technologies available easily without any cost . There is nominal expenditure and economical feasibility for certain.

- **Security Feasibility –**

Another important factor to be regarded is the security control, which is handled by the system. Since data regarding each complainant and government is confidential, security is a key issue. Information falling into the wrong hands could jeopardize the entire government. Unlike in un-computerized or semi-computerized systems, the proposed system offers adequate control to protect the government against fraud and embezzlement and guarantees the accuracy and security of data and information. This is handled by the system providing individuals with separate login names and passwords.

6) Hardware & Software Requirements :

a) Operating System -

Microsoft Windows 10 Pro

b) Software Requirements -

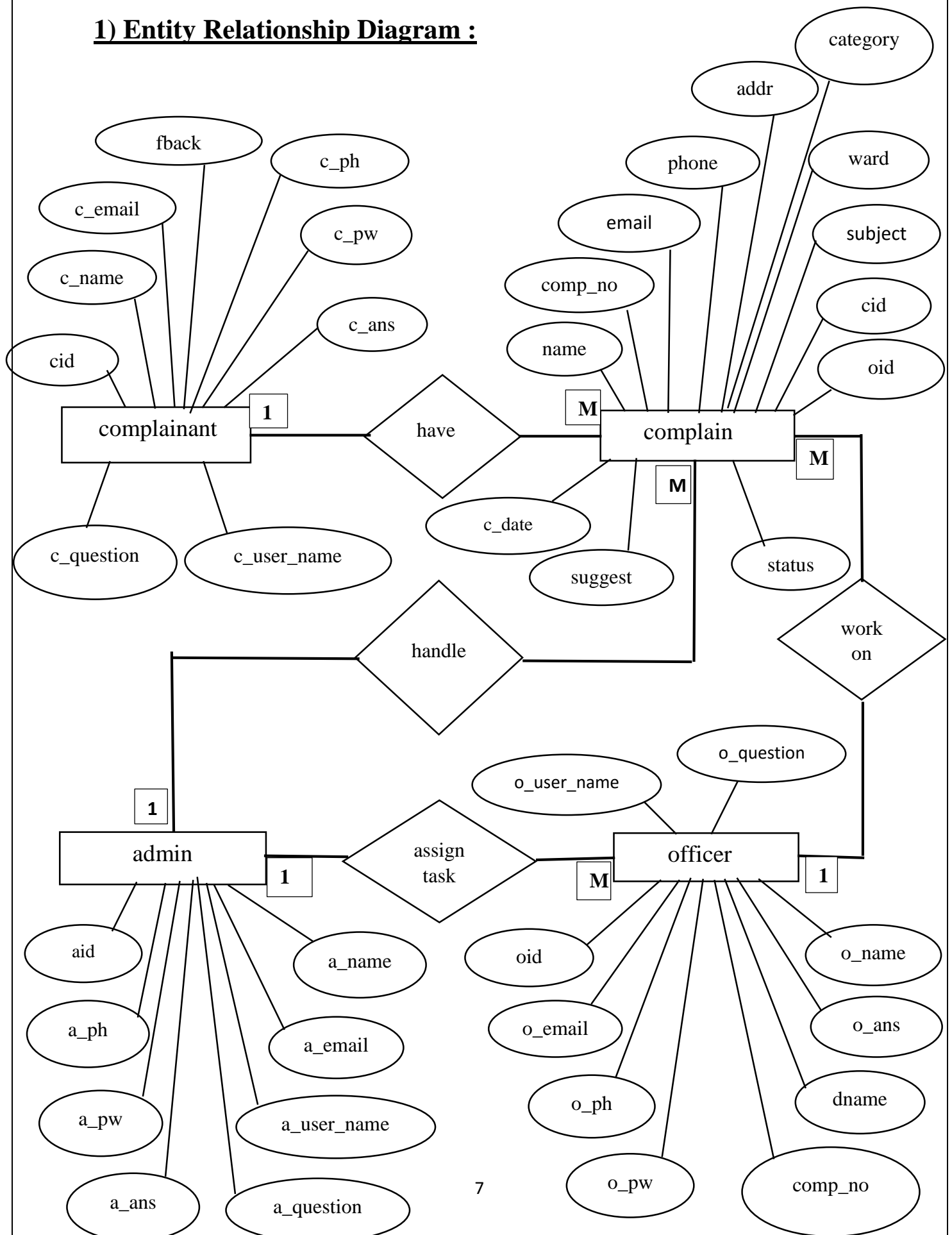
- i. Technology Implemented – php , html
- ii. Database Used – MySQL
- iii. Browser – Google Chrome
- iv. Web Server - Wamp

c) Hardware Requirements -

- i. Processor Name – Intel Core i3
- ii. Processor Speed – 3.4GHz – 4.2GHz
- iii. RAM – 4.00 GB
- iv. Hard Disk Capacity – 931.50GB

B) Analysis :-

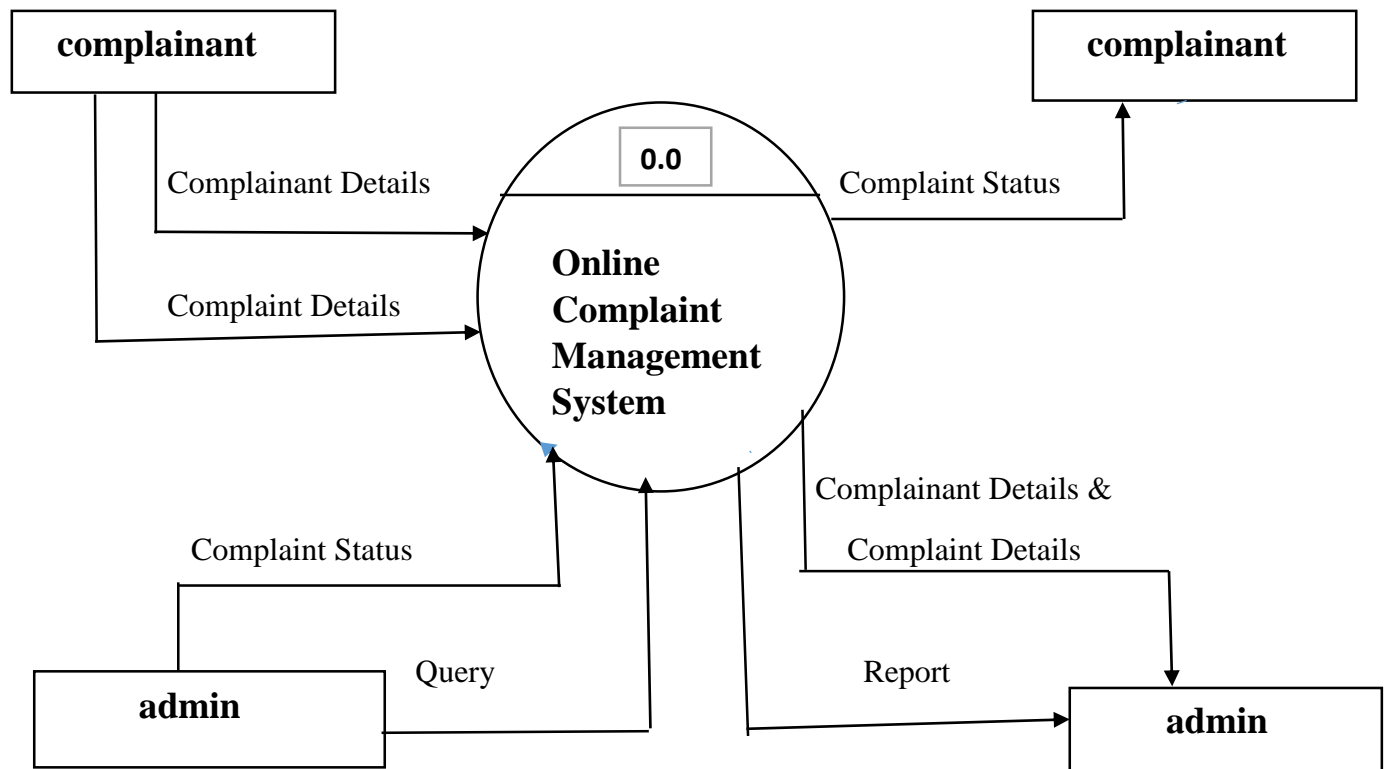
1) Entity Relationship Diagram :



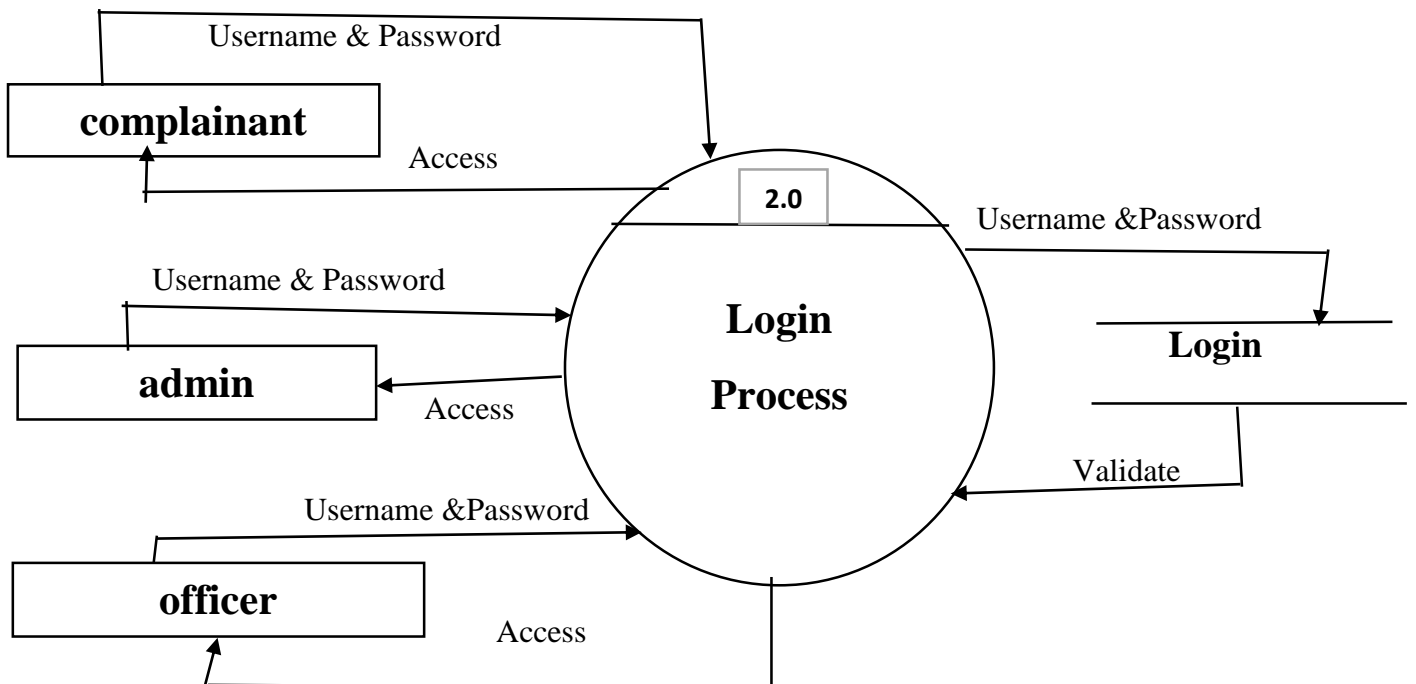
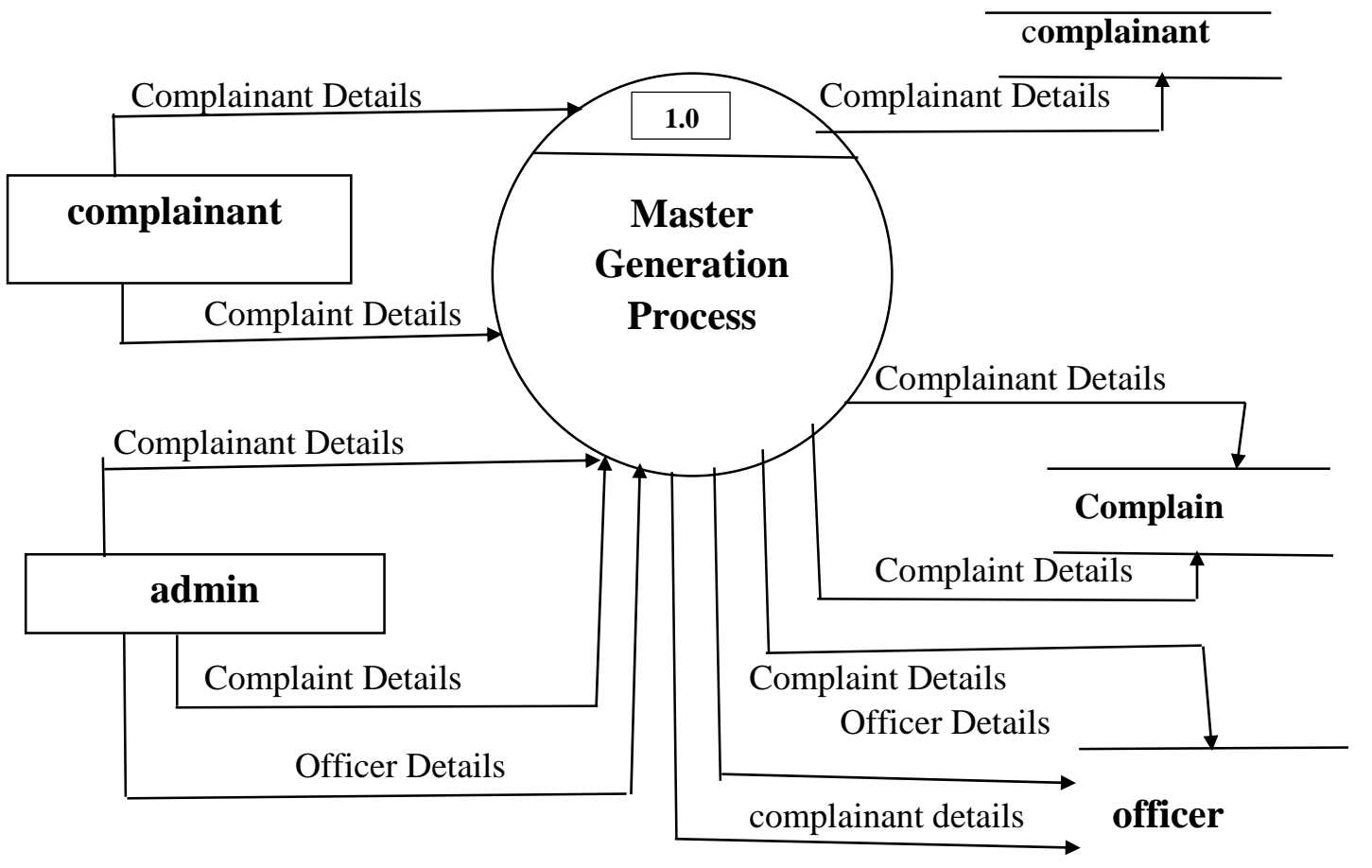
2)Data Flow Diagram (DFD) :

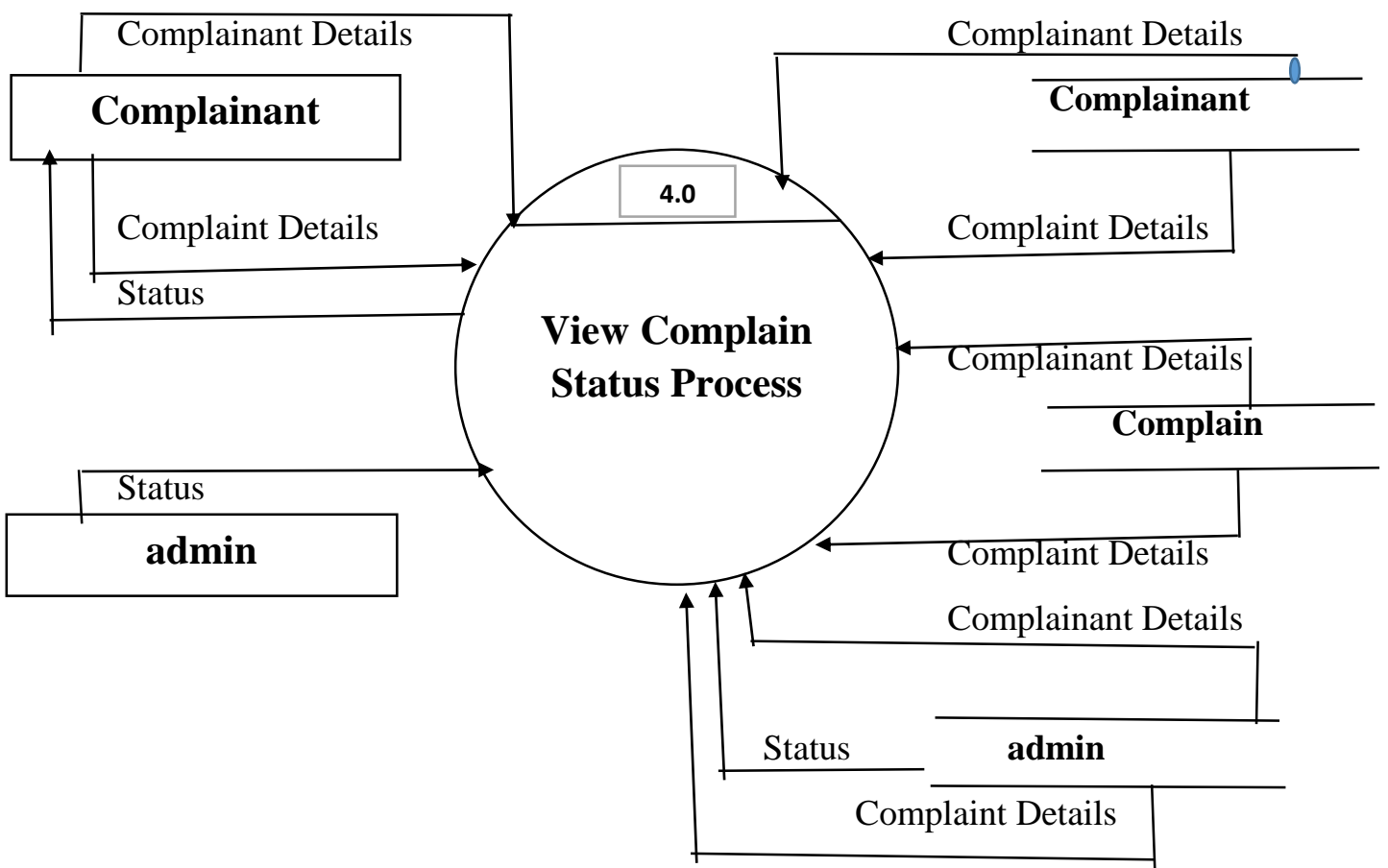
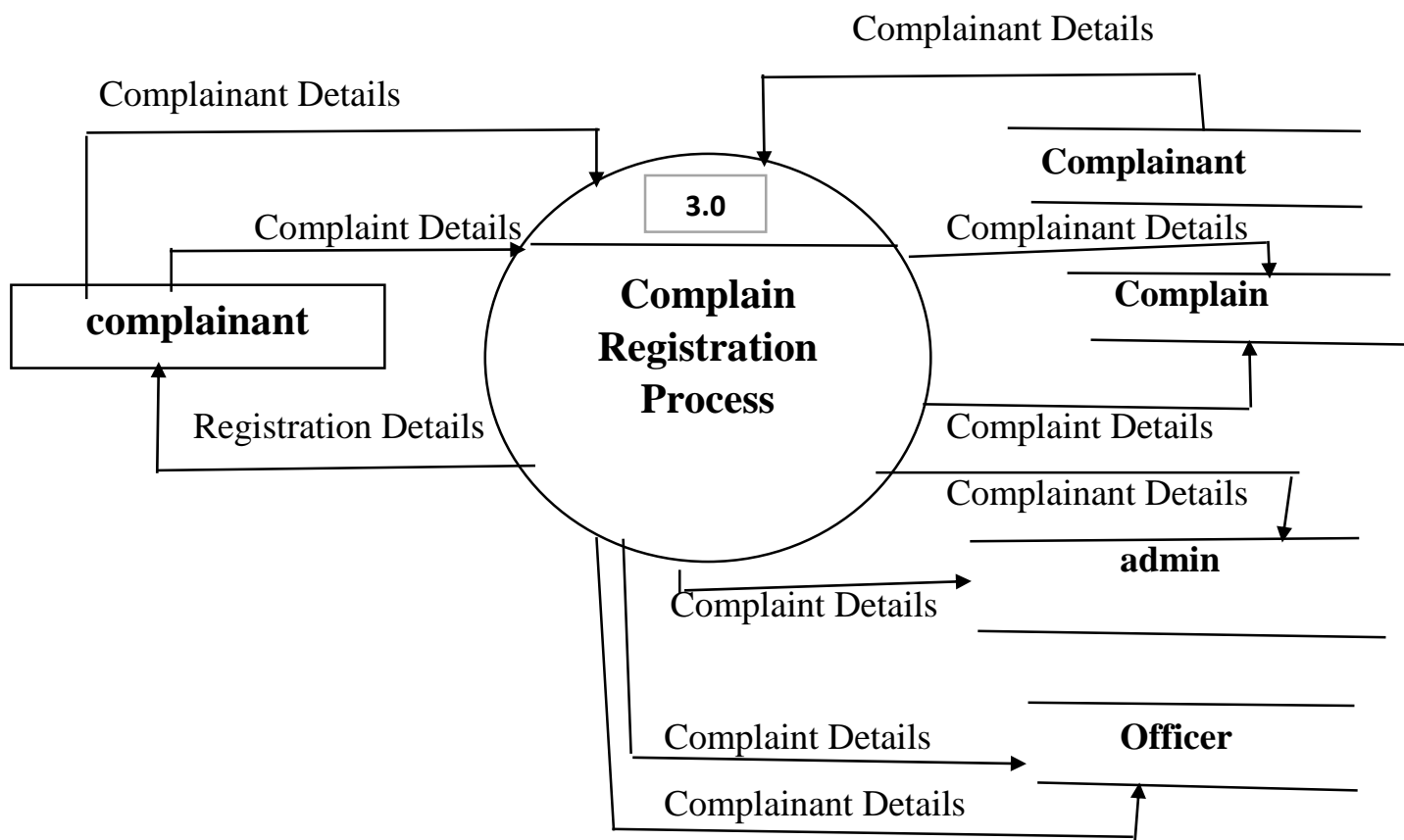
DFD is the abbreviation for **Data Flow Diagram**. The flow of data of a system or a process is represented by DFD. It also gives insight into the inputs and outputs of each entity and the process itself. DFD does not have control flow and no loops or decision rules are present. Specific operations depending on the type of data can be explained by a flowchart.

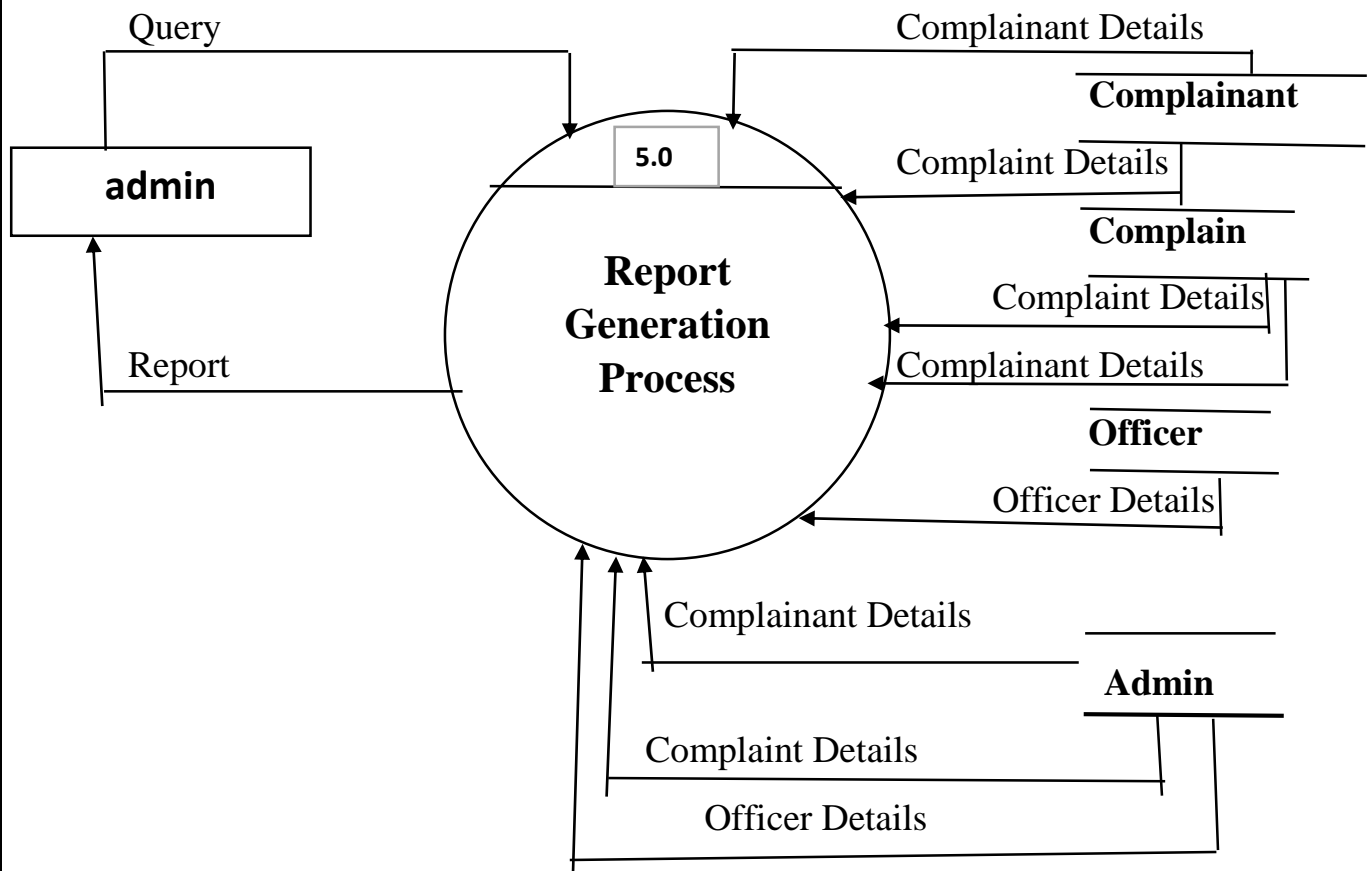
3) Context Level DFD :



4)First Level DFD :







5) File Design / Normalized Database :

Table Name - complainant

Sr No.	Field Name	Datatype	Width	Constraint
1	cid	Int	4	Primary Key
2	c_name	Varchar	40	Not Null
3	c_user_name	Short Text	20	Unique key
4	c_email	Short Text	30	Not Null
5	c_ph	Varchar	10	Not Null
6	c_pw	Varchar	50	Not Null
7	c_question	Long Text	100	Not Null
8	c_ans	Short Text	20	Not Null

Table Name - admin

Sr No.	Field Name	Datatype	Width	Constraint
1	aid	Int	4	Primary Key
2	a_name	Varchar	40	Not Null
3	a_user_name	Short Text	20	Unique key
4	a_email	Short Text	30	Not Null
5	a_ph	Varchar	10	Not Null
6	a_pw	Varchar	50	Not Null
7	a_question	Long Text	100	Not Null
8	a_ans	Short Text	20	Not Null

Table Name - officer

Sr No.	Field Name	Datatype	Width	Constraint
1	oid	Int	4	Primary Key
2	o_name	Varchar	40	Not Null
3	o_user_name	Short Text	20	Unique key
4	o_email	Short Text	30	Not Null
5	o_ph	Varchar	10	Not Null
6	o_pw	Varchar	50	Not Null
7	o_question	Long Text	100	Not Null
8	o_ans	Short Text	20	Not Null
9	dname	Short Text	30	Not Null

Table Name – complain

Sr No.	Field Name	Datatype	Width	Constraint
1	comp_no	int	4	Primary Key
2	name	Varchar	40	Not Null
3	addr	varchar	150	Not Null
4	phone	varchar	10	Not Null
5	email	varchar	50	Not Null
6	category	Short Text	35	Not Null
7	ward	Short Text	25	Not Null
8	c_date	date	10	Not Null

Sr No.	Field Name	Datatype	Width	Constraint
9	subject	Varchar	200	Not Null
10	suggest	Varchar	150	Allow Null
11	status	Short Text	40	Not Null
12	cid	int	4	Foreign Key

Table Name – assign_comp

Sr No.	Field Name	Datatype	Width	Constraint
1	comp_no	int	4	Foreign Key
2	oid	int	4	Foreign Key

Table Name – admin_id

Sr No.	Field Name	Datatype	Width	Constraint
1	ad_id	int	4	Primary Key

Table Name – officer_id

Sr No.	Field Name	Datatype	Width	Constraint
1	off_id	int	4	Primary Key

Table Name – feedback

Sr No.	Field Name	Datatype	Width	Constraint
1	cid	int	4	Foreign Key
2	fback	Varchar	40	Not Null

6) Data Dictionary :

Sr. No	Fields Name	Datatype	Width	Constraints	Table Name	Data Description
1	cid	Int	4	Primary Key	complainant	Complainant id
2	c_name	Varchar	40	Not Null	complainant	Complainant Name
3	c_user_name	Short Text	20	Unique key	complainant	Complainant User Name
4	c_email	Short Text	30	Not Null	complainant	Complainant Email Id
5	c_ph	Varchar	10	Not Null	complainant	Complainant Phone Number
6	c_pw	Varchar	50	Not Null	complainant	Complainant Password
7	c_question	Long Text	100	Not Null	complainant	Security Question Of Complainant
8	c_ans	Short Text	20	Not Null	complainant	Answer of Complainant's Security Question
9	aid	Int	4	Primary Key	admin	Admin id
10	a_name	Varchar	40	Not Null	admin	Admin Name
11	a_user_name	Short Text	20	Unique key	admin	Admin User Name
12	a_email	Short Text	30	Not Null	admin	Admin Email Id
13	a_ph	Varchar	10	Not Null	admin	Admin Phone Number
14	a_pw	Varchar	50	Not Null	admin	Admin Password
15	a_question	Long Text	100	Not Null	admin	Security Question Of Admin
16	a_ans	Short Text	20	Not Null	admin	Answer of Admin's Security Question
17	oid	Int	4	Primary Key	officer	Officer Id
18	o_name	Varchar	40	Not Null	officer	Officer Name
19	o_user_name	Short Text	20	Unique key	officer	Officer User Name

Sr. No	Fields Name	Datatype	Width	Constraints	Table Name	Data Description
20	o_email	Short Text	30	Not Null	officer	Officer Email Id
21	o_ph	Varchar	10	Not Null	officer	Officer Phone Number
22	o_pw	Varchar	50	Not Null	officer	Officer Password
23	o_question	Long Text	100	Not Null	officer	Security Question Of Officer
24	o_ans	Short Text	20	Not Null	officer	Answer of Officer's Security Question
25	dname	Short Text	30	Not Null	officer	Department Name Of Officer
26	comp_no	Int	4	Primary Key	complain	Complain No
27	Name	Varchar	40	Not Null	complain	Complainant Name
28	Phone	Varchar	10	Not Null	complain	Comapainant Phone No
29	Email	Varchar	50	Not Null	complain	Complainant Email Id
30	addr	Varchar	150	Not Null	complain	Complainant Address
31	category	Short Text	35	Not Null	complain	Complaint Category
32	ward	Short Text	25	Not Null	complain	Complainant Ward No
33	c_date	Date	10	Not Null	complain	Date Of Comaplain
34	subject	Varchar	200	Not Null	complain	Reason For Complaint
35	suggest	Varchar	150	Allow Null	complain	Suggestion For Complaint
36	cid	Int	4	Foreign Key	complain	Complainant Id
37	status	Short Text	30	Not Null	complain	Complaint Status
38	comp_no	Int	4	Foreign Key	assign_comp	Complain No
39	oid	Int	4	Foreign Key	assign_comp	Officer Id
40	ad_id	Int	4	Primary Key	admin_id	Admin Id
41	off_id	Int	4	Primary Key	officer_id	Officer Id
42	cid	Int	4	Foreign Key	feedback	Complainant Id

Sr. No	Fields Name	Datatype	Width	Constraints	Table Name	Data Description
43	fback	Varchar	40	Not Null	feedback	Feedback

C)Design :-

I. Input Screen (With Data):

1) User SignUp –

The screenshot displays a web browser window with the address bar showing 'localhost/sy_project/signup1.php'. The page features a header with the system name 'e - Complaint Management System' and navigation links: HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. The main content is a 'User Sign Up' form with the following fields and values:

- Name:** Ajay Vijay Patil
- User Name:** ajay123
- Email Id:** ajay@gmail.com
- Phone No:** 9876543210
- Password:** password
- Re-Enter Password:** re-enter password
- Choose The Security Question:** What was your childhood nick name?
- Your Answer:** ajay

A green 'Signup' button is located at the bottom right of the form. Below the button is a link that says 'Already Have An Account?'. The background of the page is a blue and red keyboard with a 'Complaint' key visible.

2) User : Forgot Password -

The screenshot shows the 'User : Forgot Password' form within the 'e - Complaint Management System'. The form is centered on a background of a computer keyboard. At the top left, there is a yellow oval logo with the text 'e - Complaint Management System'. To the right, a black navigation bar contains the links: HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. The form itself is a white box with a title 'User : Forgot Password'. Below the title, a red asterisk note states '*All fields are required.' The form contains the following fields: 'User Name' with the value 'ajay123', 'New Password' (masked with four dots), 'Confirm New Password' (masked with four dots), 'Choose The Security Question' (a dropdown menu showing 'What was your childhood nick name?'), and 'Your Answer' with the value 'ajay'. There is a green 'Submit' button at the bottom right of the form and a blue 'Go Back' link at the bottom left. In the bottom right corner of the page, there is a small 'Activate Windows' watermark.

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

User : Forgot Password

**All fields are required.*

User Name
ajay123

New Password

Confirm New Password

Choose The Security Question
What was your childhood nick name?

Your Answer
ajay

Submit

Go Back

Activate Windows
Go to Settings to activate Windows.

3) User Login –

The screenshot shows the 'User Login' form within the 'e-Complaint Management System'. The layout is identical to the previous screenshot, with the same logo, navigation bar, and keyboard background. The form is titled 'User Login' and contains the following fields: 'User Name' with the value 'ajay123' and 'Password' (masked with four dots). There is a green 'Login' button at the bottom right of the form. Below the login fields, there is a blue link 'Forgot Password?' and a text 'Don't Have An Account?' with a blue link 'Create An Account' below it.

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

User Login

User Name
ajay123

Password

Login

[Forgot Password?](#)

Don't Have An Account?
[Create An Account](#)

4) Complain Registration –

The screenshot shows the 'e - Complaint Management System' interface. The header includes navigation links: HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. Below the header, there are links for My Profile, History, Help, and a 'Back To Home Page' button. The main content area displays the 'Complain Registration' form. The form is divided into two sections: 'Complainant Details' and 'Complain Details'. The 'Complainant Details' section includes fields for *Complainant Id (16), *Name (Ajay Vijay Patil), *Address (Flat no-7, Mira App, near J), *Phone No (9876543210), and *Email ID (ajay@gmail.com). The 'Complain Details' section includes fields for *Date Of Complain (26-06-2021), *Select Category (Illegal Dumping), *Ward No (1), *Reason For Complain (There is shortage of electricity in), and a Suggestion field. A 'Go Back' link is located at the bottom left of the form, and a 'Submit' button is at the bottom right. A small note at the bottom right of the page says 'Activate Windows. Go to Settings to activate Windows.'

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

My Profile History Help **Back To Home Page**

Complain Registration

*fields are required

Complainant Details	Complain Details
*Complainant Id : 16	*Date Of Complain : 26-06-2021
*Name : Ajay Vijay Patil	*Select Category : Illegal Dumping
*Address : Flat no-7, Mira App, near J	*Ward No : 1
*Phone No : 9876543210	*Reason For Complain : There is shortage of electricity in
*Email ID : ajay@gmail.com	Suggestion :

[Go Back](#) [Submit](#)

Activate Windows
Go to Settings to activate Windows.

5) View Status –

The screenshot shows the 'e - Complaint Management System' interface. The header includes navigation links: HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. Below the header, there are links for My Profile, History, Help, and a 'Back To Home Page' button. The main content area displays the 'Status Check' form. The form includes fields for Complainant Id (16) and Complain No (16). A 'Go Back' link is located at the bottom left of the form, and a 'View Status' button is at the bottom right.

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

My Profile History Help **Back To Home Page**

Status Check

Complainant Id : 16

Complain No : 16

[Go Back](#) [View Status](#)

6) User :Check Or Update Profile –

The screenshot shows the 'User Profile' form within the 'e - Complaint Management System' interface. The background is a blue keyboard. The form is a white box with a title 'User Profile'. It contains the following fields: 'Complainant Id : 16', 'Name' (Ajay Vijay Patil), 'Phone No' (9876543210), and 'Email' (ajay@gmail.com). At the bottom right of the form are two green buttons: 'OK' and 'Update'. The interface includes a top navigation bar with links: HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. Below this is a secondary navigation bar with links: My Profile, History, Help, and Back To Home Page.

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

My Profile History Help Back To Home Page

User Profile

Complainant Id : 16

Name
Ajay Vijay Patil

Phone No
9876543210

Email
ajay@gmail.com

OK Update

7) User : Change Password –

The screenshot shows the 'User : Change Password' form within the 'e - Complaint Management System' interface. The background is a blue keyboard. The form is a white box with a title 'User : Change Password'. It contains the following fields: 'Old Password', 'New Password', 'Confirm New Password', 'Choose The Security Question' (What was your childhood nick name?), and 'Your Answer' (ajay). At the bottom right of the form is a green button: 'Change Password'. The interface includes a top navigation bar with links: HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. Below this is a secondary navigation bar with links: My Profile, History, Help, and Back To Home Page.

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

My Profile History Help Back To Home Page

User : Change Password

*All fields are required.

Old Password

New Password

Confirm New Password

Choose The Security Question
What was your childhood nick name?

Your Answer
ajay

Change Password

8)Admin Login -

The screenshot shows the Admin Login interface. At the top left is a yellow oval logo with the text "e - Complaint Management System". To its right is a black navigation bar with white links: "HOME", "USER LOG IN", "ADMIN LOG IN", "OFFICER LOG IN", and "ABOUT US". The background is a close-up of a computer keyboard with a prominent red "Complaint" key. Centered on the screen is a white "Admin Login" form. The form contains a "User Name" field with the text "anuk_7", a "Password" field with four asterisks, a green "Login" button, a blue link for "Forgot Password?", and a section for "Don't Have An Account?" with a blue link for "Create An Account".

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

Admin Login

User Name
anuk_7

Password

[Forgot Password?](#) [Login](#)

Don't Have An Account?
[Create An Account](#)

9) Sort Complain –

The screenshot shows the Sort Complaints interface. It features the same top navigation bar as the previous page. Below the navigation bar is a grey menu bar with white text links: "My Profile", "Sort Complain", "Delete a Complain", "Add Admin", "Add Officer", and "Back To Home Page". The background is the same keyboard with the red "Complaint" key. Centered on the screen is a white "Sort Complaints" form. The form has a "Select Sorting Criteria" label above a dropdown menu currently showing "Category", and a green "Sort" button below it.

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

My Profile Sort Complain Delete a Complain Add Admin Add Officer Back To Home Page

Sort Complaints

Select Sorting Criteria
Category

[Sort](#)

10) Delete Complain –

The screenshot shows the 'e - Complaint Management System' interface. The top navigation bar includes links for HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. Below this is a secondary navigation bar with links for My Profile, Sort Complain, Delete a Complain, Add Admin, Add Officer, and Back To Home Page. The main content area features a 'Delete Complain' modal form. This form has a title 'Delete Complain' and a label 'Complain No :'. A text input field contains the number '6'. A green 'Delete' button is positioned at the bottom right of the form. The background of the page is a close-up image of computer keyboard keys, with a prominent red key labeled 'Complaint'.

11) Add Admin –

The screenshot displays the 'e - Complaint Management System' interface. The top navigation bar contains links for HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. The secondary navigation bar includes links for My Profile, Sort Complain, Delete a Complain, Add Admin, Add Officer, and Back To Home Page. The main content area shows an 'Add Admin' modal form. The form is titled 'Add Admin' and includes a label 'Enter Admin No:'. The text input field contains the number '1004'. A green 'Add' button is located at the bottom right of the form. The background is a close-up of computer keyboard keys, featuring a red key with the word 'Complaint'.

12) Add Officer -

The screenshot shows the 'e - Complaint Management System' interface. The top navigation bar has links for HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. The secondary navigation bar includes links for My Profile, Sort Complain, Delete a Complain, Add Admin, Add Officer, and Back To Home Page. The main content area displays an 'Add Officer' modal form. The form is titled 'Add Officer' and has a label 'Enter Officer No:'. The text input field contains the number '512'. A green 'Add' button is positioned at the bottom right of the form. The background is a close-up of computer keyboard keys, with a red key labeled 'Complaint'.

13) Search Officers –

The screenshot displays the 'e - Complaint Management System' interface. At the top, a navigation bar includes links for HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. Below this, a secondary navigation bar contains links for My Profile, Sort Complains, Delete a Complain, Add Admin, Add Officer, and Back To Home Page. The main content area features a modal titled 'Search Officers'. This modal includes a 'Select Department :' dropdown menu with 'Water Department' selected, a 'Go Back' link, and a green 'Search' button. The background of the interface is a close-up image of a computer keyboard with a prominent red key labeled 'Complaint'.

14) Assign Complain –

The screenshot displays the 'e - Complaint Management System' interface, similar to the previous one. The navigation bars are identical. The main content area features a modal titled 'Assign Complain'. This modal includes two input fields: 'Officer Id :' with the value '501' and 'Complain No :' with the value '15'. Below these fields is a green 'Assign' button. The background of the interface is a close-up image of a computer keyboard with a prominent red key labeled 'Complaint'.

15) Officer : Login –

The screenshot shows the 'e - Complaint Management System' interface. The header includes a logo and navigation links: HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. The main content area features a white 'Officer Login' form centered over a background of a computer keyboard. The form contains fields for 'User Name' (with the value 'aditi_23') and 'Password' (masked with four asterisks). Below the password field is a green 'Login' button. Links for 'Forgot Password?' and 'Don't Have An Account? Create An Account' are also present.

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

Officer Login

User Name
aditi_23

Password

[Forgot Password?](#)

[Don't Have An Account? Create An Account](#)

[Login](#)

16) Update Status –

The screenshot shows the 'Update Status' page in the 'e - Complaint Management System'. The header is identical to the previous page. Below the header, there is a navigation bar with 'My Profile' and 'Back To Home Page'. The main content area features a white 'Update Status' form centered over a keyboard background. The form has a 'Complain No :' field with the value '10' and a 'Change Status To :' dropdown menu currently set to 'Solved'. A green 'Update' button is at the bottom of the form.

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

My Profile Back To Home Page

Update Status

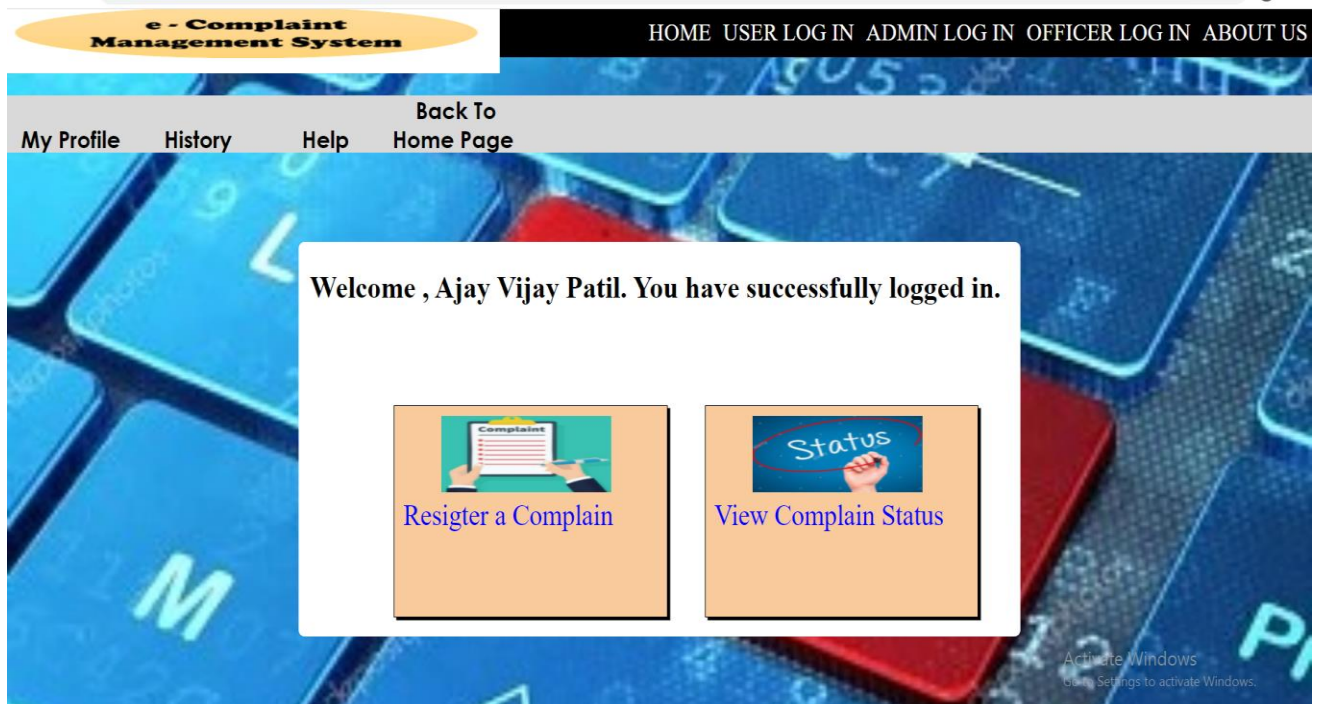
Complain No :
10

Change Status To :
Solved

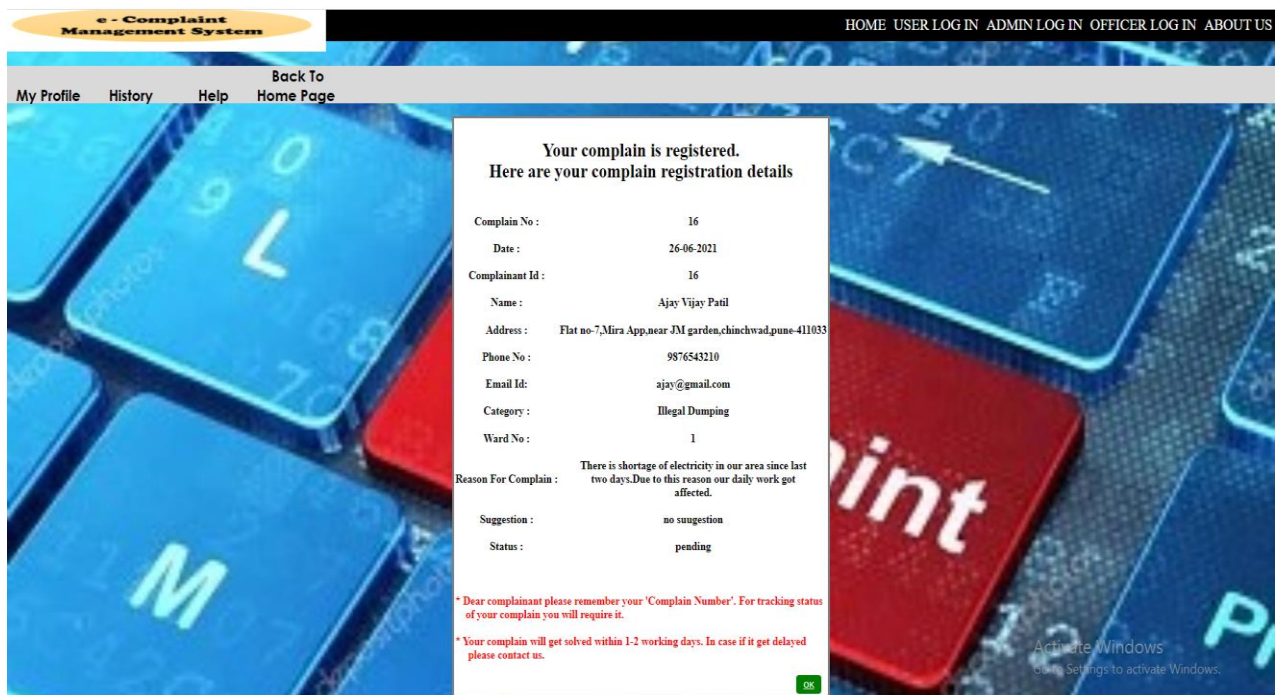
[Update](#)

II. Reports (Output Data) :

1) After User Login –



2) After Complain Registration –



3)View Status (Output) –

The screenshot displays the 'e - Complaint Management System' interface. The top navigation bar includes links for HOME, USER LOG IN, ADMIN LOG IN, OFFICER LOG IN, and ABOUT US. Below this, a secondary bar contains My Profile, History, Help, and a Back To Home Page button. The main content area is titled 'Your Complain Status' and lists the following details:

Complain No :	16
Date :	26-06-2021
Complainant Id :	16
Name :	Ajay Vijay Patil
Category :	Illegal Dumping
Ward No :	1
Reason For Complain :	There is shortage of electricity in our area since last two days. Due to this reason our daily work got affected.
Suggestion :	no suggestion
Status :	pending

An 'OK' button is located at the bottom right of the status box. An 'Activate Windows' watermark is visible in the bottom right corner of the page.

4) After Admin Login –

The screenshot shows the 'e - Complaint Management System' interface after an admin login. The top navigation bar is the same as in the previous screenshot. The secondary bar now includes My Profile, Sort Complain, Delete a Complain, Add Admin, Add Officer, and a Back To Home Page button. The main content area displays a welcome message: 'Welcome , Anuja Bharat Kondhalkar. You have Successfully logged in.' Below the message are several buttons for managing complaints and officers:

View All Complaints	View 'Pending' Complaints	View 'Assigned' Complaints	View 'In Progress' Complaints	View 'Solved' Complaints
	Serach Officers	Assign Complaint	View Feedbacks	

An 'Activate Windows' watermark is visible in the bottom right corner of the page.

5) After Sort Complains –

e - Complaint Management System

HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

My ProfileSort ComplainsDelete a ComplainAdd AdminAdd OfficerBack To Home Page

Category Wise Complain Records

Sr No.	Complain No.	Complainant No.	Date.	Complainant Name	Address	Phone No.	Email Id	Category	Ward No.	Reason For Complain	Suggestion	Status
1.	7	9	2021-06-28	Radha Pramod Jadhav	Flat no-14,Happy Nest Housing Society ,Mahesh nagar, near to PML mall,chinchwad,pune-33	9822095943	radhaJadhav@gmail.com	Illegal Dumping	2	Behind the PML mall there is a small open area.Children had been using it for playing but now some people has started using it for dumping purpose.this dumping may result in harming health of people.	no suuggestion	In Progress
2.	12	15	2021-06-29	Janhavi Ujwal Raval	Flat no -5,prakash apartment,near to JD banquet hall,chinchwad,pune	9850436152	RavalJanu@gmail.com	Illegal Dumping	2	There is illegal dumping near the sj school.It can damage our health	strict action should be against the people who do this.so that do not do this anymore.	In Progress
3.	16	16	2021-06-26	Ajay Vijay Patil	Flat no-7,Mira App,near JM garden,chinchwad,pune-411033	9876543210	ajay@gmail.com	Illegal Dumping	1	There is shortage of electricity in our area since last two days.Due to this reason our daily work got affected.	no suuggestion	pending
4.	10	11	2021-06-29	Kamini Suhas Patil	A-503,paradise residency,opposite to JM garden,chinchwad,pune.	8822930401	patilKamini@gmail.com	Leakage Of Pipeline	4	There is Likage in pipeline near shivam appt.Due to which road has become slippery resulting in road accidents.	no suuggestion	In Progress
5.	6	8	2021-06-28	Sachin Kailash Parek	A-702,Dream city apartment, sunshine colony,chinchwad,pune-33	9822839594	sachinParekh@gmail.com	Potholes On Road	2	Potholes got created on the road near JM garden .The most obvious one of those potholes dangers to the driving public .	no suuggestion	Solved
6.	8	7	2021-06-28	Rudra Sharad Patil	A-104,High hills apartment,yashoda nagar, chinchwad, pune-33	9122094833	rudra20@gmail.com	Shortage Of Electricity	3	There is shortage of electricity in our area since last two days.Due to this reason our daily work got affected.	no suuggestion	In Progress
7.	13	6	2021-06-29	Dimple Ganesh Lohar	A-7 Sunrise housing society,Kamal Nagar,chinchwad,pune-33	9122098954	dimpleLohar@gmail.com	Shortage Of Electricity	1	Thers is shortage of electricity in our area since last week.	no suuggestion	In Progress
8.	15	14	2021-06-29	Lokesh Dinkar Inamda	Harsh bunglow, SKG colony,chinchwad,pune-33	9122756473	lokesh_dinkar@gmail.com	Shortage Of Electricity	2	There is shortage of electricity in our area since last two days.Due to this reason our daily work got affected.	no suuggestion	pending

6) Search Officers (Output) –

e - Complaint Management System

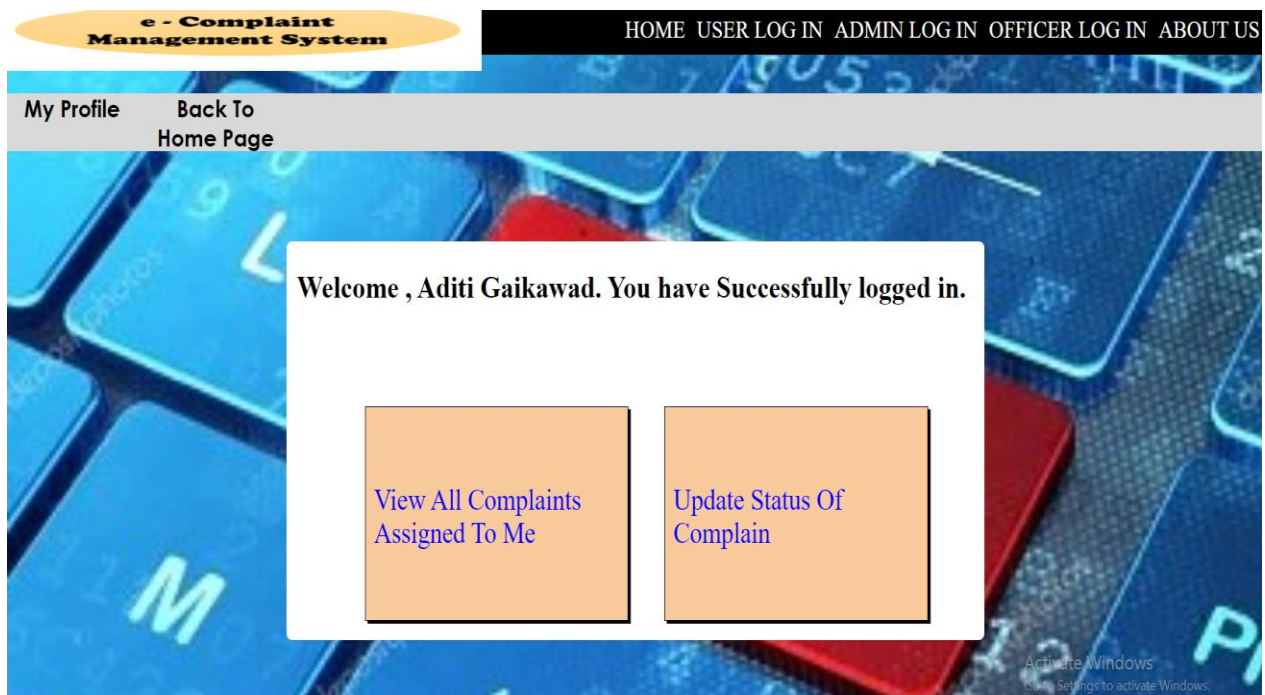
HOME USER LOG IN ADMIN LOG IN OFFICER LOG IN ABOUT US

My ProfileSort ComplainsDelete a ComplainAdd AdminAdd OfficerBack To Home Page

Details Of Officers Belonging To Water Department

Sr No.	Officer Id	Officer Name	Phone No.	Email Id
1.	502	Pradip Vishwas Marathe	9823945923	pradip_marathe23@gmail.com
2.	505	Mansi Samadhan Patil	9850933929	mansi.sp@gmail.com
3.	510	Manav Mahesh Shinde	9850723843	ShindeManav34@gmail.com

7) After Officer : Login –



D) Sample Code :-

View Compaints Code -

```
<html>

<head>

<title>Online Complaint Management System For Local Government</title>

<link rel="stylesheet" type="text/css" href="styleT.css">

</head>
```



```

<?php

session_start();


if(isset($_SESSION['a_user_name']))

{

include_once "menu.php";

include_once "menu2.php";

include_once "connection_string.php";


$query= "SELECT * from complain";

$result=mysqli_query($con,$query);

$i=1;


if(mysqli_num_rows($result)>0)

{

echo "<html><body><h1 align='center'>Complain Records</h1>";

echo "<table border=3 width=100%>";

echo "<tr>";

echo "<th>Sr No.</th>";

echo "<th>Complain No.</th>";

echo "<th>Complainant No.</th>";

echo "<th>&nbsp; Date&nbsp; </th>";

```

```

echo "<th>Complainant Name</th>";

echo "<th>Address</th>";

echo "<th>Phone No.</th>";

echo "<th>Email Id</th>";

echo "<th>Category</th>";

echo "<th>Ward No.</th>";

echo "<th>Reason For Complain</th>";

echo "<th>Suggestion</th>";

echo "<th>Status</th>";

echo "</tr>";


while($row=mysqli_fetch_array($result))
{
$date=$row['c_date'];

$timestamp=strtotime($date);

$new_date=date('d-m-Y',$timestamp);

echo "<tr>";

echo "<td>".$i."</td>";

echo "<td>".$row['comp_no']."</td>";

echo "<td>".$row['cid']."</td>";

echo "<td>".$new_date."</td>";

```

```

echo "<td>".$row['name']."</td>";

echo "<td>".wordwrap($row['address'],60,"<br>")."</td>";

echo "<td>".$row['ph']."</td>";

echo "<td>".$row['eid']."</td>";

echo "<td>".$row['category']."</td>";

echo "<td>".$row['ward']."</td>";

echo "<td>".$row['subject']."</td>";

echo "<td>".wordwrap($row['suggest'],50,"<br/>")."</td>";

echo "<td>".$row['status']."</td></tr>";

$i++;

}

echo "</table></body></html>";

mysqli_free_result($result);

}

else

{

        echo "<br/><div class='div1'><h2 align='center'>No Complaints To
        Show<h2><div>";

}

}

?>

</html>

```

E) Limitations Of System :-

- 1) There is possibility that the same issue can be raised by two different complainants. So there is possibility of data redundancy.
- 2) Complainant has to check status of his /her complain repeatedly by doing login. No facility is included so as that he/she will get informed about there complain status by sms or gmail. So that he/ she does not need to do login .

F) Future Enhancement :-

This system is found tested and examined for its successful processing. Future change in the environment or processing can be easily adopted by having simple change in coding. It is very user friendly, cost effective, feature rich and it provides very high level of security. It protects from the unauthorized users. Moreover, the system coding is so well designed that new operations can be easily incorporated without much modifications. A facility to inform the complainant through SMS or Email on landing of the consignment can be added in future.

G) Bibliography :-

●Book References –

B.Y. Ricardo And R.N. Berthier, Modern Information Retrieval ,Addision Wesley Longman, 1999.

●Web References -

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- 2) <https://www.slideshare.net/apevp>
- 3) <https://phpgurukul.com>
- 4) <https://www.irjet.net>