PROJECT REPORT

ON

COMPLAINT MANAGEMENT SYSTEM

SUBMITTED BY

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In partial fulfillment of the Requirement for the award of the Degree of

BACHELOR OF COMPUTER APPLICATION

MAR SLEEVA COLLEGE OF ARTS AND SCIENCE

MURICKASSERY P.O-685604

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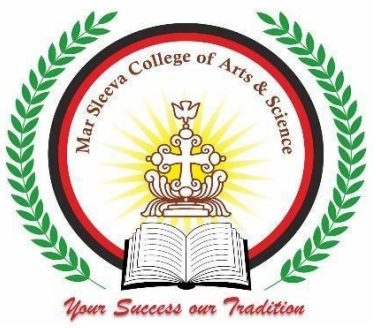

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CERTIFICATE

It is certified that the project work ***"COMPLAINT MANAGEMENT SYSTEM"*** *was done by* ***AKHIL SHAJI (PRN:19002093242) , AKSHAY RAJ (PRN:190021093244) AND ALBIN BINOY (PRN:190021093245),*** *under my guidance and supervision and was submitted in partial fulfillment of the requirements for the award of the degree of* ***Bachelor of Computer Application*** *during the academic year 2021 – 2022.*

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"COMPLAINT MANAGEMENT SYSTEM"

A Project report Submitted for the

Partial Fulfillment of the Requirement for the award of the Degree of

BACHELOR OF COMPUTER APPLICATION

During the academic year 2021 - 2022

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DECLARATION

We **AKHIL SHAJI (PRN:190021093242**) ,**AKSHAY RAJ (PRN:190021093244) and ALBIN BINOY (PRN:190021093245)** 5th semester BCA students hereby declare that the project report entitled **" COMPLAINT MANAGEMENT SYSTEM"** is a bonafide piece of work done by us in partial fulfillment of the requirement for the award of the Degree of **Bachelor of Computer Application ,** under the guidance of **Mr. ABIN JOSEPH .**

We further declare that no part of it has been formed on the basis for the award of any degree, diploma or any other similar title of any other university or institution to any person .

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1. ABSTARACT

1.1 ABSTRACT

The Objective of complaint register System is to develop a web based program using which people can report complaint online. It provides the facility to may take action immediately. It also supplies the advice of student problem like mentally or physical problems to express and, teachers for their needs and thoughts .Presently there is no online web application available to report complaint online.

In order to report any complains associated with, students and teachers has to contact to the HOD then to the College Authority. This pattern should clear by these application .The students/teachers and students can directly to the college authority meet up. As this the College can avoid time to get the college for necessary works can be done.

2. INTRODUCTION

2.1 AIM AND OBJECTIVE OF THE PROJECT

- The purpose of the project is to provide a link that will help people to complaint their problems.
- It provides a platform through which people can complaint directly to the higher authority.
- The complaint management system application will provide an easy to use interface, which can be accessed by anyone with basic internet knowledge.
- It will also save the complaint history between users and admin that they can easily obtained from the complaint history.

2.2 SCOPE OF THE PROJECT

This project will provide a platform that will help people to communicate with management easily. This is an easy to use complaint registration with all the basic feature that a user will need. This is web based application that will work efficiently on any browser and mobile devices. This complaint registration application is completely free for students and staff from around the college can create their account and register their complaint easily.

The Objective of complaint register System is to develop a web based program using which people can report complaint online. It provides the facility to may take action immediately. It also supplies the advice of student problem like mentally or physical problems to express and, teachers for their needs and thoughts .Presently there is no online web application available to report complaint online. In order to report any complains associated with, students and teachers has to contact to the HOD then to the College Authority. This pattern should clear by these application .The students/teachers and students can directly to the college authority meet up. As this the College can avoid time to get the college for necessary works can be done

3. SYSTEM STUDY

3.1 SYSTEM STUDY

System study involves study for the current system in detail and to find out how it works and where the improvements have to be made it also involves the detailed study of the various operations performed by the system and their relationship within and the outside the system the analyst and the user work in close associations during the complete analysis phase .this is a phase that determines what is to be done for software development.

3.2 EXISTING SYSTEM

There is no existing system to complaint . Some of the main features are chat history and the inability to chat again with the person that we have chatted before. Also most of the chat applications that are available right will only allow us to chat with the person that they will randomly provide to us. Also once we closed the chat application we won't be able to connect with that particular person again. Even if they do their won't be any trace of what they have chatted before. Also many of the public chat applications that are available right now doesn't provide an option to search for the users with their name and select and chat with that particular person. The most important disadvantages of the chat system that are available right now is that user cannot create their own account an include their photo.

3.3 Drawbacks of existing system

- The users can login with an existing users login id and password
- The security of the system was not much stronger
- They also won't provide an option to search the complaint registered by the user.

3.4 PROPSED SYSTEM

- This project will provide a platform that will help people to communicate with management easily. This is an easy to use complaint registration with all the basic feature that a user will need. This is web based application that will work efficiently on any browser and mobile devices. This complaint registration application is completely free for students and staff from around the college can create their account and register their complaint easily.

  Also the whole system is designed in such a way that all students will find it very easy to use. Not only the students but also the teacher or staff of the organization who all are using the system. The system is not only easy to use but also very fast and efficient when it comes to its working. As the system is web integrated it can be accessed through any browser with a stable internet connection.

3.5 ADVANTAGES OF PROPOSED SYSTEM

- Easily Access the reply
- Contains complaint history
- Create user account
- Can regain forgotten password
- Upadate profile
- Environment friendly
- Economical
- Quick turnaround time
- Highly secure
- Easy to use

4. SYSTEM ANALYSIS

4.1 SYSTEM ANALYSIS

Analysis is the process of breaking the problem into the successively manageable parts for individual study, system analysis is the study of various operations that has to be done to solve the problem .one aspect of the system analysis is defining the boundaries of the system and determining whether or not be proposed system should consider other related systems. One of the main meanings of the feasibility is possibility checking of the different criteria for success is included in feasibility study section .these criteria's are cost ,time ,efficiency etc…all these factors play an important role in achieving objective of the system .that means the system should be suchit gives optimum performance at minimum cost ,time requirements .these system contributes to theoverall objectives of the organization .the system be implemented using current technology and within given cost and schedule constrains .the system is integrated with systems which are already in place. It is a general term that refers to a structural process for identifying and solving problems

.in a computer based transformation system idle is the structured approach . Analysis implies the process of breaching something down in to its parts so that the whole may be understood . The definition of system analysis , but also that of synthesis ,which is the process of putting parts together to form a new whole.

4.2 Feasibility study

Feasibility is conducted to identify the best system that meets all requirements. It is both necessary and important to evaluate the feasibility of a project at the earliest possible time .feasibility study includes an identification description , an evaluation of proposed system and selection of the best system for the job. During the system is to be carried out .this is to ensure that the proposed system is not A burden to the shop. The feasibility study should be relatively cheap and quick .the results should inform the decision of whether to go ahead with a more detailed analysis , some understanding of the major requirements for the system is essential. Four key considerations involved in the feasibility analysis are

- **Operational feasibility**
- **Technical feasibility**
- **Economical feasibility**
- **Behavioral feasibility**

➢ 4.2.1 Operational feasibility

The purpose of the operational feasibility is to determine whether the new system will be used if it is developed and implemented and whether there will be resistance from usersthat will undermine the possible application benefits .the aspect of study is to check the level of acceptance of the system by the user .this includes the process of training the user to use the system efficiently .the user must not feel threatened by the system, instead must accept it as a necessity .the level of acceptance by the user solely depends on the methods that are employed to educate the user about the system and to make him familiar with it .his level of confidence must be raised so that he is also able to make some constructive . The proposed system is an upgrade version of the current systems new fields have been implemented according to the user need ,hence it ensure all the aspects.

The proposed system is very much user-friendly and the system is easily understood by simple training and it is operationally feasible to use by any users.

➢ 4.2.2 Technical feasibility

A study of function , performance and constraints may improve the ability to create an acceptable system, technical feasibility is frequently the most difficult area to achieve at the stage of product Engineering process .technical feasibility is deals with the hardware as well as software requirements .the scope was whether the work for the project is done with the current equipment's and the existing system technology has to be examined in the feasibility study. The result was found to be true. This feasibility is carried out to check the technical requirements of thesystem. The developed system must have a modest requirement, as only minimal or null changes are required for implementing this system .this is related to the technicality of the project. This evaluation determines whether the technology needed for proposed system is available or not .it deals with hardware as well as software requirements .that is , type of hardware, software and the methods required for running the system are analyzed .so it can be used in any windows os computer . This system requires very low system resources and it will work in almost all configurations. In the existing system all functions are doing manually. So if they get this designedsoftware ,the problems can be avoided and thus the system will run smoothly.

In the proposed system , data can be easily stored and the managed using database management system software .the reports and the results for various queries can be generated easily .our proposed system is technically feasible to use by any users.

➢ 4.2.3 Economical feasibility

Economical feasibility is the most frequently used method for evaluating the effectiveness of the candidate system .it is very essential because the main goal of the proposed system is to have economically better result along with increased efficiency. A cost evaluation is weighed against the ultimate income or product. Economic justification is generally the bottom- line consideration that includes cost benefit analysis, long term corporate income strategies,and cost of resources needed for development and potential market growth. When compared to the advantage obtained from implementing the system its cost is affordable. Proposed system was developed with available resources. since cost input for the software is almost nil the output of the software is always a profit. Hence software is economically feasible.

➢ 4.2.4 Behavioral feasibility

People are inherently resistant to change and computer is known for facilitating the changes .an estimate should be made of how strongly the user, staff reacts towards the development of the computerized system.In the existing system more manpower is required and time factor is more. The more manpower for managing many files for dynamic data replication andmore time for search through these files is needed .but in the proposed system, both manpower andtime factors are reduced and also unnecessary burden is reduced .thus, the remaining people are made to engage in some other important work .also there is no need to wait in case of downloadingthe data for the users therefore , the system is behaviorally feasible.

5. SYSTEM REQUIREMENTS

5.1 SYSTEM SPECIFICATION

5.1.1 ABOUT THE FRONT END

- **5.1.1.1 HTML (HyperText Markup Language)**

HTML is a MARKUP LANGUAGE that defines the structure of your content. HTML consists of a series of **elements**, which you use to enclose, or wrap, different parts of the content to make it appear a certain way, or act a certain way. The enclosing tags can make a word or image hyperlink to somewhere else, can italicize words, can make the font bigger or smaller, and so on.

- **5.1.1.2 CSS (Cascading Stylesheet)**

CSS (Cascading Style Sheets) allows you to create great-looking web pages, but how does it work under the hood? This article explains what CSS is, with a simple syntax example, and also covers some key terms about the language.

- **5.1.1.3JavaScript**

JavaScript is a scripting or programming language that allows you to implement complex features on web pages - every time a web page does more than just sit there and display static information for you to look at - displaying timely content updates, interactive maps, animated 2D/3D graphics, scrolling video jukeboxes, etc. - you can bet that JavaScript is probably involved. It is the third layer of the layer cake of standard web technologies, two of which (HTML and CSS) we have covered in much more detail in other parts of the Learning Area.

5.1.2 ABOUT THE BACK END

- **5.1.2.1 PHP (Hypertext Preprocessor)**

PHP is a server-side scripting language designed for Web development but also used as a general-purpose programming language. PHP is now installed on more than 20 million Web sites and 1 million Web servers. While PHP originally stood for Personal Home Page, it is now said to stand for PHP: Hypertext Preprocessor, a recursive acronym.

PHP code is interpreted by a Web server with a PHP processor module which generates the resulting Web page: PHP commands can be embedded directly into an HTML source document rather than calling an external file to process data. PHP includes free and open source libraries with the core build. PHP is a fundamentally Internet-aware system with modules built in for accessing File Transfer Protocol (FTP) servers, many database servers, embedded SQL libraries such as embedded PostgreSQL, MySQL, Microsoft SQL Server and SQLite, LDAP servers, and others. PHP is commonly used as the P in this bundle alongside Linux, Apache and MySQL, although the P may also refer to Python, Perl, or some mix of the three. Similar packages are also available for Windows and OS X, then called XXAMP and WAMP, with the first letter standing for the respective operating system.

PHP is a server-side scripting language designed specifically for the Web. Within an HTML page, you can embed PHP code that will be executed each time the page is visited. Your PHP code is interpreted at the web server and generates HTML or other output that the visitor will see.

PHP was conceived in 1994 and was originally the work of one man, Rasmus Lerdorf. It was adopted by other talented people and has gone through four major rewrites to bring us the broad, mature product we see today. PHP is an Open Source project, which means you have access to the source code and can use, alter, and redistribute it all without charge.

- **5.1.2.2 MySQL Database**

A database is a collection of information that's related to a particular subject or purpose, such as tracking client orders or maintaining a list of project details. If the database isn't stored on a computer, or only part of it are one may be tracking information from a variety of sources that one is having to co-ordinate and organize himself using MySQL Server, one can manage all information from a single database file. Within the file, data is divided into separate storage containers called tables; view, add and update data by using online forms; find and retrieve just thedata wanted for reports. MySQL Server allows the user to view, update or analyze the database from the Internet of an intranet by creating data access pages. MySQL Server as a relational database stores data in many related tables. A table is a collection of data about a specific topic

such as projects or clients. Using a separate table for each topic means that, store that data only once. This makes the database more efficient and reduces data-entry errors.

Tables organize data into columns (called fields) and rows (called records). A common field relates two tables so that MySQL Server can bring together the data from the two tables for viewing, editing, or printing. In table Design view one can create an entire table from scratch or add, delete or customize the fields in an existing table. The user can also display records from tables that are related to the current table by displaying sub datasheets within the main datasheet. With some restrictions, the user can work with the data in sub datasheets in many of the sameways that they work with data in the main datasheet.

To store data, create one table for each type of information that is to be tracked. To bring the data from multiple tables together in a query, form, report, or data MySQL Server page, define relationships between the tables.

5.1.3 ABOUT THE OPERATING SYSTEM

The OS used is Windows Operating System.

WINDOWS OPERATING SYSTEM

Windows is a **graphical operating system** developed by Microsoft. It allows users to view and store files, run the software, play games, watch videos, and provides a way to connect to the internet. It was released for both home computing and professional works. It was released for both home computing and professional functions of Windows on **10 November 1983**. Later, it was released on many versions of Windows as well as the current version, Windows 10. In 1993, the first business-oriented version of Windows was released, which is known as **Windows NT 3.1**. Then it introduced the next versions**, Windows 3.5, 4/0,** and **Windows 2000.** When the XP Windows was released by Microsoft in 2001, the company designed its various versions for a personal and business environment. It was designed based on standard x86 hardware,like **Intel** and **AMD processor**. Accordingly, it can run on different brands of hardware, such as HP, Dell, and Sony computers, including home-built PCs.

6. HARDWARE AND SOFTWARE SPECIFICATION

6.1 HARDWARE SPECIFICATION

Selection of hardware configuration is very important task related task related to the software development. The processor should be powerful to handle all the operations. Latest version of any browser is must. Stable internet connection is required.

6.2 SYSTEM CONFIGURATION

6.1.1 Hardware SYSTEM CONFIGRATION

- Processor - Intel Pentium III (or) i3 and above
- Speed - 1.1 GHz
- RAM - 256MB (min)
- Hard Disk - 20 GB
- Key Board - Standard Windows Keyboard
- Mouse - Two or Three button Mouse
- Monitor - SVGA

6.1.2 Software SYSTEM CONFIGURATION

- Operating System - Windows 7,8,10,11
- Application Server - Apache
- Front End - HTML, CSS, PHP, Javascript
- Server-side Script - PHP
- Database - MySQL
- Database Connectivity - PhpMyAdmin

7. SYSTEM DESIGN

7.1 SYSTEM DESIGN

The term design describes the final system and the way in which it is developed. The system design is a solution, how to approach to the new system. This important phase is composed of several steps. An emphasis is on translating the performance requirements of our proposed system into design specification. Design goes through logical and physical stage of development.In the design phase the physical design producing the working system by defining a particular specification that helps to knowing exactly what the new system must do. The logical design determines the information flow into and of the system and require database. Design is a multistep process that focuses on data structure, software, architecture ,procedural details, and interface between modules. The design process translates the requirements into the representation of the software. Computer software design changes continually because new methods ,better analysis and broader understanding evolved. It provide the understanding and procedure details necessary for implementing the proposed system .an emphasis is on translating the performance requirement of our proposed system into design specification. Design goes through logical and physical stage. The system design is the last phase that indicate the final system and process of design phase. In the designed phase of maintenance management system the database tables, input screens and output reports are designed. In table designing, redundancy is avoided. Design is the only way that we can accurately translate a system requirement into a software product. In our production management system, the all input screens are designed as user friendly and understandable.

7.2 INPUT DESIGN

Input design is the link that ties the information system into the world of its users. The input design involves determining what the input is, how the data should be performed, how to validate data, how to minimize data entry and how to provide a multi user facility, inaccurate input data are the most common cause of errors in data processing. Errors entered by data entry operator can be controlled by input design. Input design is the process of converting user originated input to a computer-based format. Input data are collected and organized into groups of similar data. Once identified, appropriate input media are selected for processing

All the input data re validated in the order and if any data violates any conditions, the user is warned by a message. If the data satisfies all the conditions then it is transferred to the appropriate table in the database. A form is designed to enter the details should be user friendlier so that authorized user with even less knowledge can enter the data. The form is designed using v b tools like command boxes, text boxes, labels, option buttons, combo boxes etc.

System analyst decodes the following input design details,

7.3 OUTPUT DESIGN

Output design is very important concept in the computerized system , without reliable output the user may feel the entire system unnecessary and avoids using it . The proper output design is important in any system and facilitates effective decision making. The output design of this system includes various reports .output requirements are designed during system analysis. An application is successful only when it can provide efficient and effective reports.

The goal of the output design is to capture the output and get the data into a format suitable for the computer. It is very helpful to produce the clear, accurate and speedy information for end users.

A major form of the output is the harder copy from the pointer and screen reports. Printouts are designed around the output requirements of the user. Allowing the user to view the sample screen is important because the user is the ultimate judge of the quality of output. Outputof this project is provided in the form of reports created using crystal report tool.

7.4 DATABASE DESIGN

Database is a collection of interrelated data stores with minimum the overall objective in the development of the database technology has been to treat data as an organizational resource and has an integrated whole. Database management system allows data to be protected and organized separately from other resources. Database is an integrated collection of data .this is the difference between logical and physical data.

The general objective is to make information access easy ,quick, inexpensive and flexible for users .the database approach to system design places greater emphasis on the integration ,integrity and independence of data .this involves the separation of logical and Physical storage and vice versa databases are normally implemented by using a package called DBMS.

7.5 PROCESS DESIGN

Process design represents the structure of data and program components that are required to build a computer based system. It considered the architectural style that the system will take, the structure and properties of the components constitute the system, and the interrelationships that occur among all architectural components of a system. Although a software engineer can design both and architecture, the job is often allocated to specialist when large, complex system are to be built. A database or data warehouse designer creates data architecture for a system. The 'system architect 'select an appropriate architectural style for the requirements derived during system engineering and software requirement analysis. Architectural design begins with data design and proceeds to the derivation of one or more representations of the architectural structure of the system. An architecture model encompassing data architecture and program structure is created during architectural design. In addition, component properties and the process by which it are developed. It refers to technical specifications that will be applied in implementing the system. It include the construction of program and program testing. The input to design phase are software requirement specification

DFD's, E-R diagrams and structured diagrams depending on analysis. The output will be design specification. System design involves designing from layouts for input and reports for output.

7.6 PROCESS DESCRIPTION

MODULES

- Admin

Admin can add category , add sub category ,add department, Create and Remove users, View and reply complaints

- **User's Side**

User's in the chat application can login/register to their account's and chat with anyone they want. They can also search for any users and select and chat with them. Users can also participate in group chat just by entering their name or the name that they like. And from the second time onwards they can just enter by entering the same name that they entered previously.

User's side

- Registration
- Login
- Profile update
- Password Reset
- Complaint Register
- Complaint History

STRUCTURED DESIGN

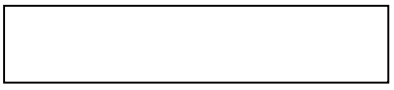
Structured design deals with the data-flow in the system. It partitions a program into hierarchy of modules. The modules are organized in a top-down manner and the details will be at the bottom. The structured Design begins with a system specification that identifies inputs and outputs that described the functional of the Table.

8. DATA FLOW DIAGRAM

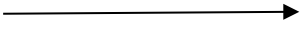
A dfd, also known as a “bubble chart” has the purpose of clarifying system requirements and identifying major transformations that will become programs in system design. A dfd consists of a series of bubbles joined by lines. The bubbles represents data transformations and the lines represents data flow in the system. A data flow diagram may be used to represent a system or software at any level of abstraction. A dfd is a diagram that describes the flow of data and the processes that change or transform data throughout a system. It is a structured analysis and design tool that can be used or flow charting in place of,or in association with, information oriented and process oriented system flowchart. When analyst prepare the dfd, they specify the user needs at a level of detail that virtually determines the information flow into and out of the system and the required data resources. This network is constructed by using a set of symbols that do not imply a physical implementation. The dfd reviews the current physical system, prepare input and output specification, specifies the implementation plan etc.

Basic data flow diagrams symbols are:

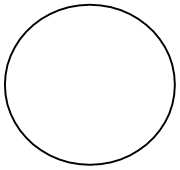
A “rectangle” defines a source or destination of a system data



An “arrow” identifies data flow. It is a pipeline through which information flows.



A “circle “ represents a process that transforms incoming data flow(s) into outgoing data flow(s).



An OPEN-ENDED RECTANGLE is a data source- a temporary repository of data.

Context diagram

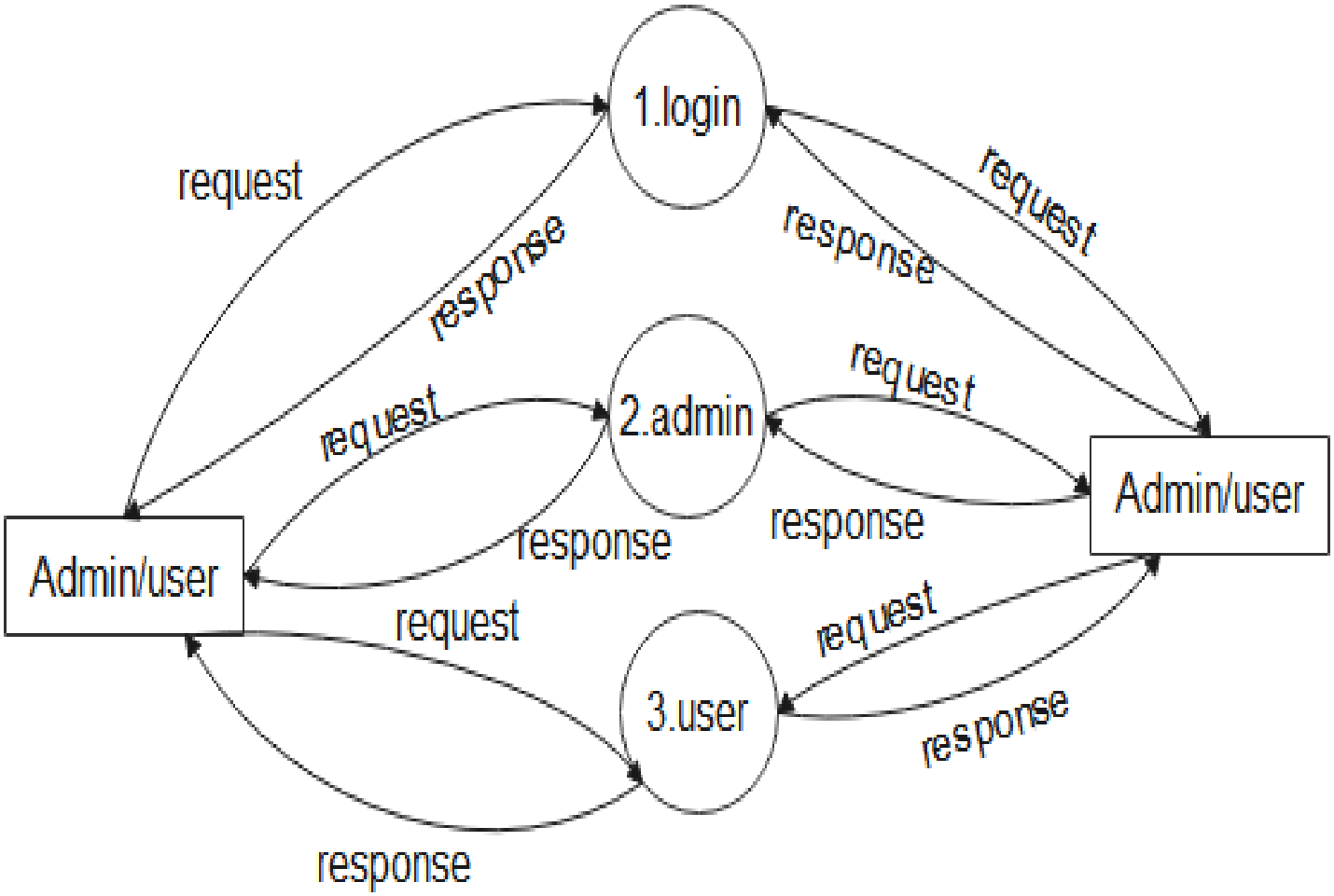
A context diagram is a level-0 dfd and represents the entire system elements as a single bubble with input and output data indicated by incoming and outgoing arrows respectively. The user gives data or commands as input and the user will get the details as output. Steps to construct data flow diagram

Four steps are commonly used to construct a DFD

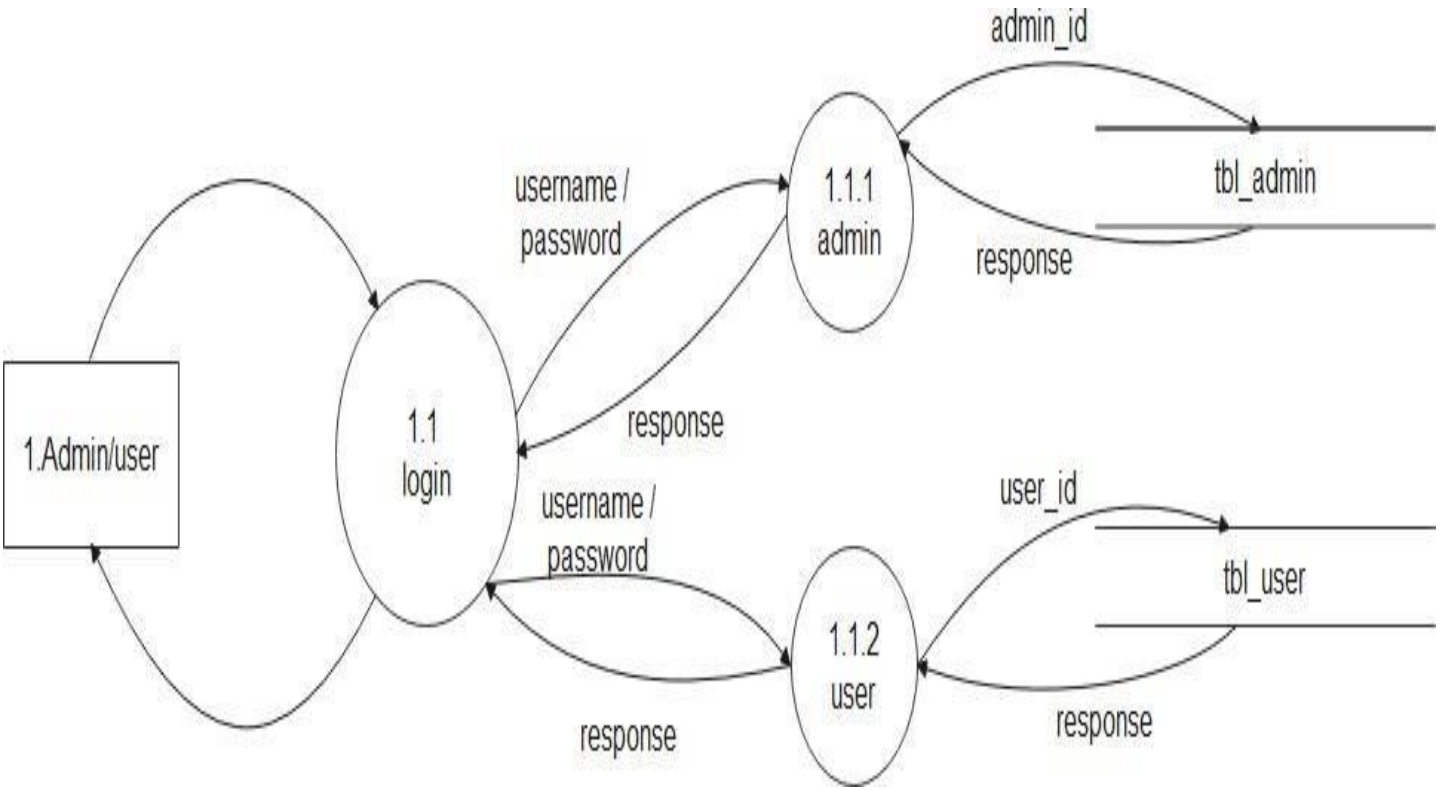
1. Process should be named and numbered for easy reference.
2. Each name should be representative of the process.
3. The direction of flow is from top to bottom and from left to right.
4. Then a process is exploded in to lower level details they are numbered

ZERO LEVEL DFD FOR COMPLAINT REGISTRATION

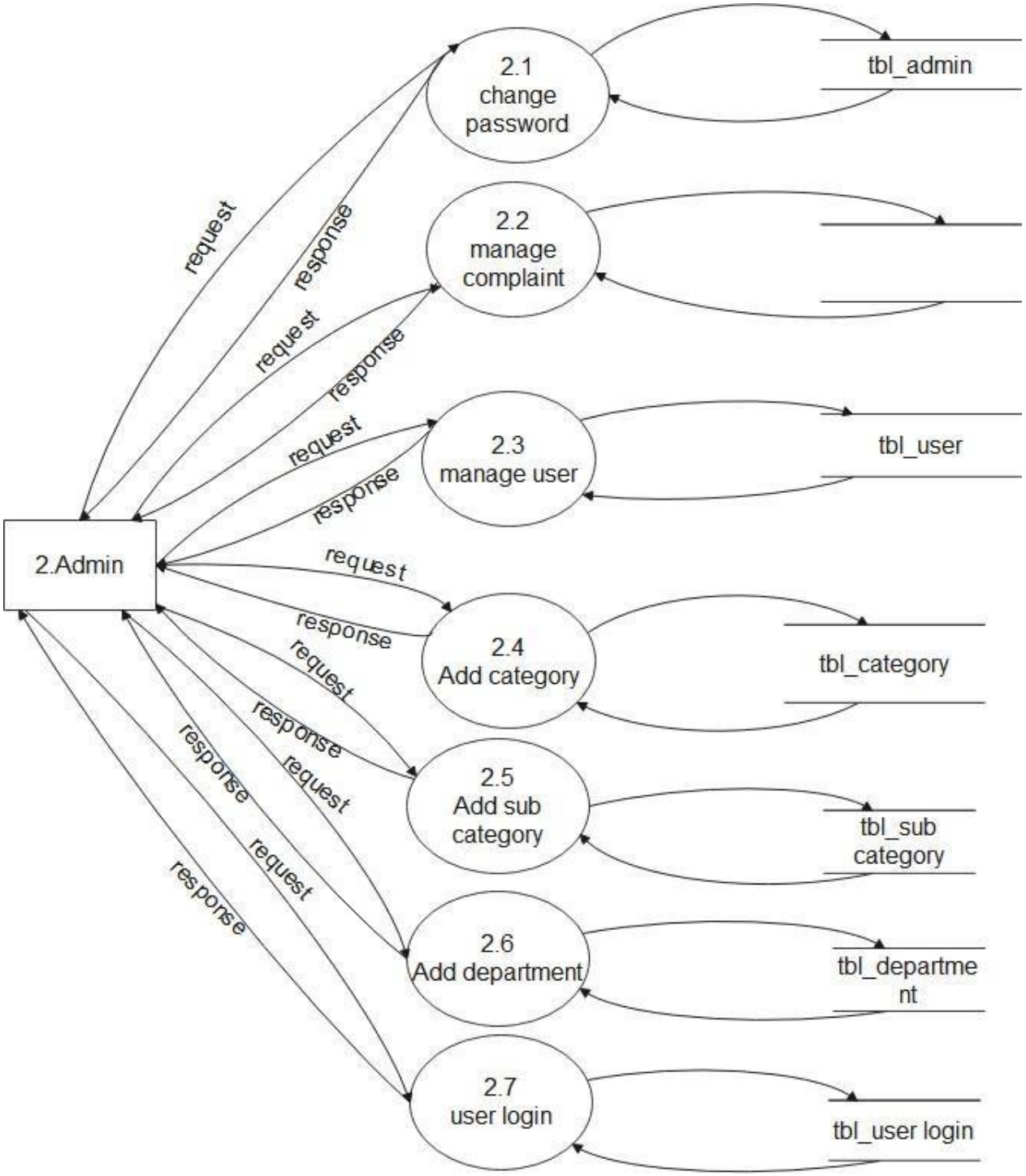
FIRST LEVEL DFD FOR COMPLAINT REGISTRATION



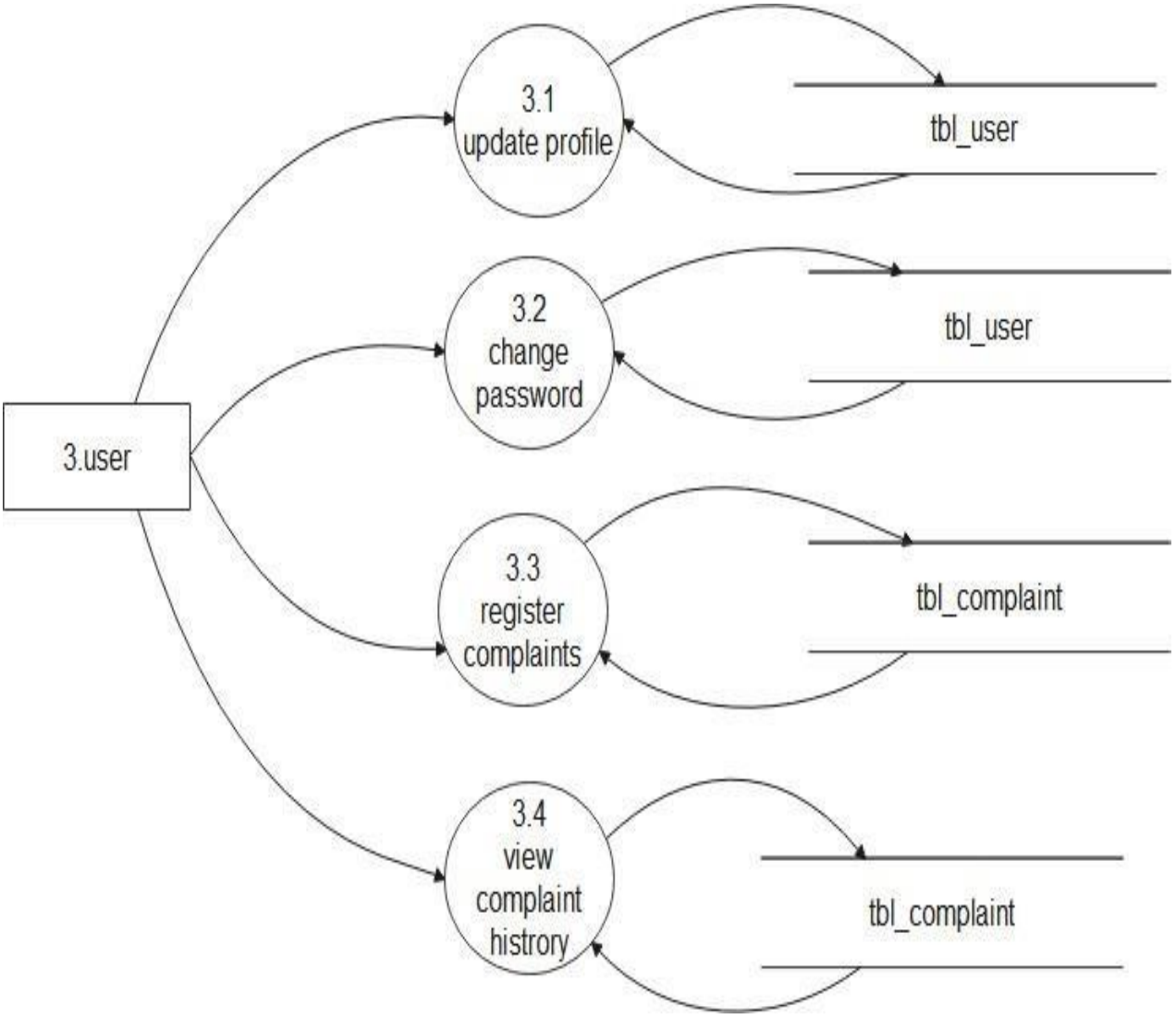
SECOND LEVEL DFD FOR LOGIN



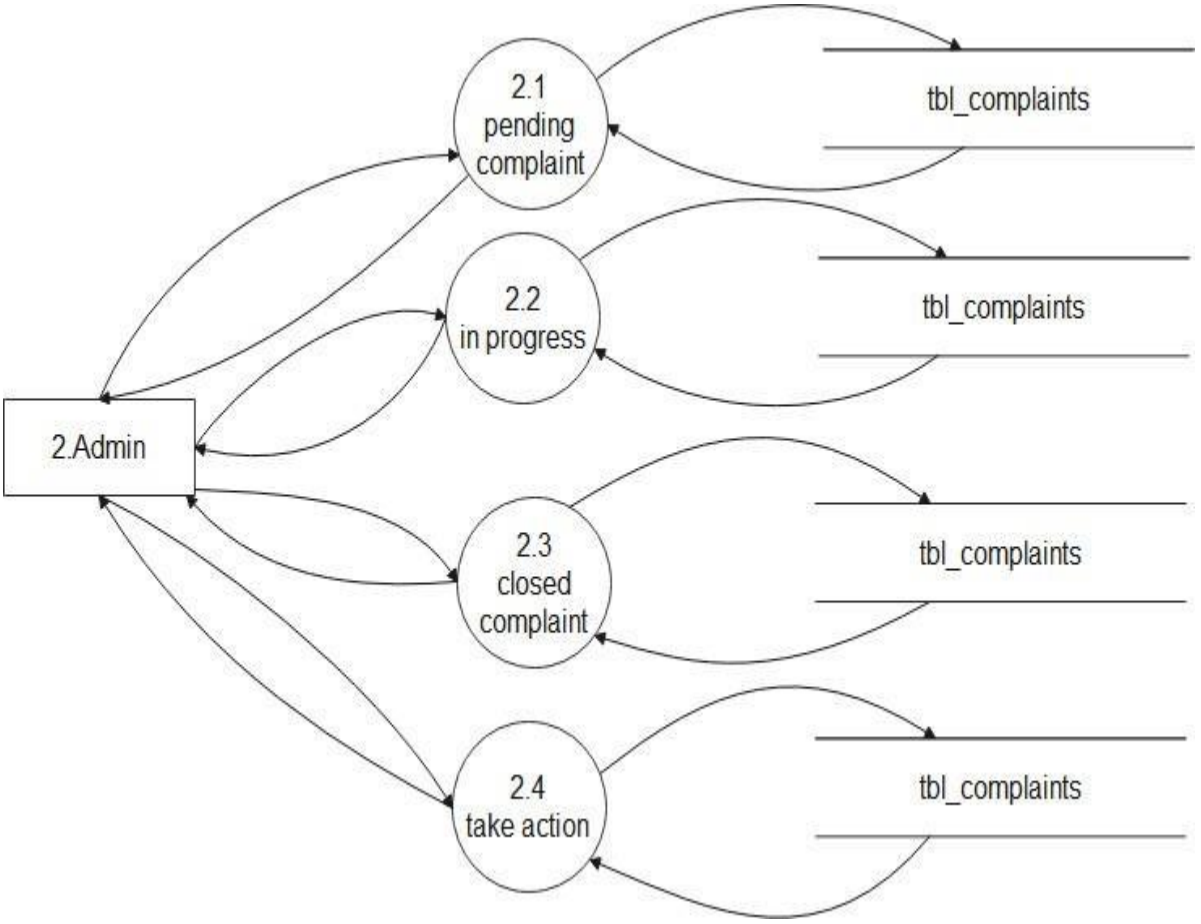
SECOND LEVEL DFD FOR ADMIN



SECOND LEVEL DFD FOR STAFF



THIRD LEVEL DFD FOR ADMIN

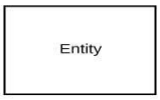


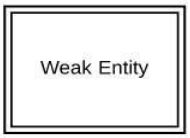
9. ENTITY RELATIONSHIP DIAGRAM

Entity-relationship diagrams (ERD) are essential to modeling anything from simple to complex databases, but the shapes and notations used can be very confusing. This guide will help you to become an expert in ER diagram notation, and you will be well on your way to model your own database.

ER DIAGRAM ENTITY SYMBOLS

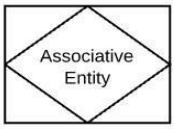
Entities are objects or concepts that represent important data. Entities are typically nouns such as product, customer, location, or promotion. There are three types of entities commonly used in entity relationship diagrams.

Entity Symbol	Name	Description
	Strong entity	These shapes are independent from other entities, and are often called parent entities, since they will often have weak entities that depend on them. They will also have a primary key, distinguishing each occurrence of the entity.



Weak entity

Weak entities depend on some other entity type. They don't have primary keys, and have no meaning in the diagram without their parent entity.

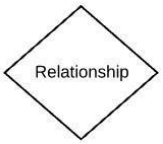


Associative entity

Associative entities relate the instances of several types. They also contain attributes specific to the relationship between these entity instances.

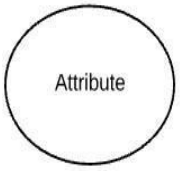
ERD relationship symbols

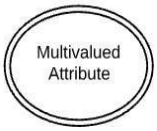
Within entity-relationship diagrams, relationships are used to document the interaction between two entities. Relationships are usually verbs such as assign, associate, or track and provide useful information that could not be discerned with just the entity types.

Relationship Symbol	Name	Description
	Relationship	Relationships are associations between or among entities.
	Weak relationship	Weak Relationships are connections between a weak entity and its owner.

ERD attribute symbols

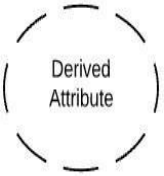
ERD attributes are characteristics of the entity that help users to better understand the database. Attributes are included to include details of the various entities that are highlighted in a conceptual ER diagram.

Attribute Symbol	Name	Description
	Attribute	Attributes are characteristics of an entity, a many-to-many relationship, or a one-to-one relationship.



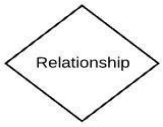
Multivalued attribute

Multivalued attributes are those that are can take on more than one value.



Derived attribute

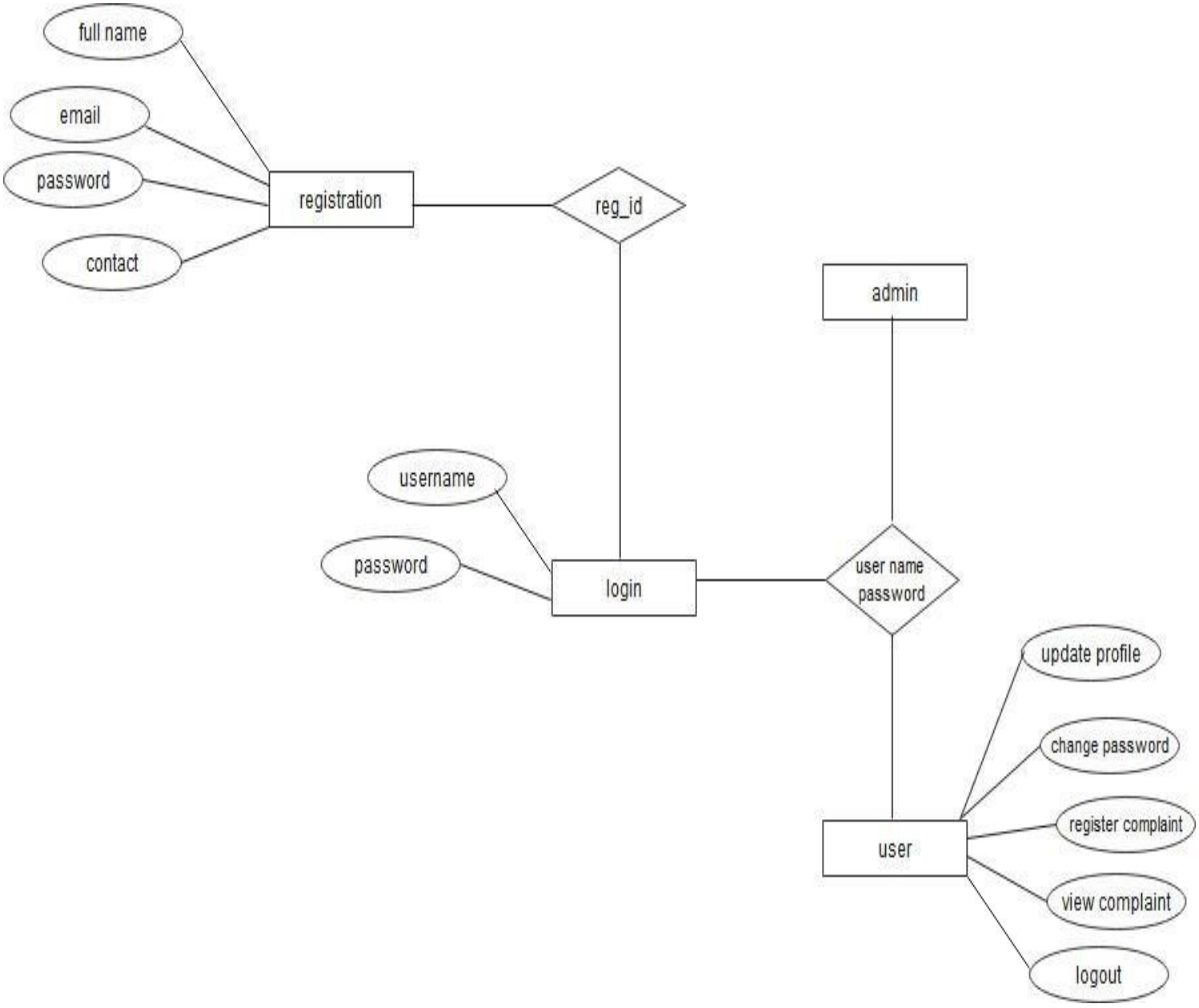
Derived attributes are attributes whose value can be calculated from related attribute values.



Relationship

Relationships are associations between or among entities.

Entity relationship diagram



10. TABLE DESIGN

Table Design

1.Table Admin

Field Name	Data TYPE	Length	Description
Login_Id	int	50	Primary key
User_name	varchar	50	
Password	varchar	10	
Update_date	varchar	10	

2.Table category

Field Name	Data Type	Length	Description
Category_Id	Int	50	Primary key
Category_name	Varchar	50	
Category_description	Longterm	10	
Creation_date	Timestamp	10	
Updation_date	Varchar	50	

3.Table comaplaint_remark

Field Name	Data Type	Length	Description
Complaintremark_Id	Int	50	Foreign key
Complaint_number	Int	50	primary key
Status	Varchar	50	
Remark	Mediumtext	50	
Remark_date	Timestamp	20	

4.Table department

Field Name	Data Type	Length	Description
Department_Id	Int	50	Primary key
Category_name	varchar	50	
Category_description	shortterm	10	
Creation_date	timestamp	10	
Updation_date	varchar	50	

5.Table Subcategory

Field Name	Data Type	Length	Description
Subcategory_Id	Int	50	Primary key
Category_id	Int	50	Foreign key
Subcategory	varchar	150	
Creation_date	Timestamp	150	
Updation_date	varchar		

6. Table complaints

Field Name	Data Type	Length	Description
Complaint_number	Int	50	Primary key
User_id	Int	50	Foreign key
Category	Int	50	
Subcategory	varchar	50	
ComplaintType	varchar	50	
State	varchar	170	
Noc	varchar	170	
Complaint_details	Varchar	170	
Complaint_file	Varchar	170	
Reg_date	Timestamp		
Status	varchar	50	
Last_updation_date	Timestamp		

11. CODING

/*Complaint.php*/

```
<?php
session_start();
error_reporting(0);
include('includes/config.php');
if(strlen($_SESSION['login'])==0)
  {
header('location:index.php');
}
else{

if(isset($_POST['submit']))
{
$uid=$_SESSION['id'];
$category=$_POST['category'];
$subcat=$_POST['subcategory'];
$complaintype=$_POST['complaintype'];
$state=$_POST['state'];
$noc=$_POST['noc'];
$complaintdetials=$_POST['complaindetails'];
$compfile=$_FILES["compfile"]["name"];



move_uploaded_file($_FILES["compfile"]["tmp_name"],"complaintdocs/".$_FILES["compf
ile"]["name"]);
$query=mysqli_query($con,"insert into
tblcomplaints(userId,category,subcategory,complaintType,state,noc,complaintDetails
,complaintFile)
values('$uid','$category','$subcat','$complaintype','$state','$noc','$complaintdet
ials','$compfile')");
// code for show complaint number
$sql=mysqli_query($con,"select complaintNumber from tblcomplaints order by
complaintNumber desc limit 1");
while($row=mysqli_fetch_array($sql))
{
 $cmpn=$row['complaintNumber'];
}
$complainno=$cmpn;
echo '<script> alert("Your complain has been successfully filled and your
complaintno is  "+"'.$complainno.'")</script>';
}
?>
```

```
<!DOCTYPE html>
<html lang="en">
  <head>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <meta name="description" content="">
    <meta name="author" content="Dashboard">
    <meta name="keyword" content="Dashboard, Bootstrap, Admin, Template, Theme,
Responsive, Fluid, Retina">

    <title>CMS | User Register Complaint</title>

    <!-- Bootstrap core CSS -->
    <link href="assets/css/bootstrap.css" rel="stylesheet">
    <!--external css-->
    <link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet" />
    <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
datepicker/css/datepicker.css" />
    <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
daterangepicker/daterangepicker.css" />
    <link href="assets/css/style.css" rel="stylesheet">
    <link href="assets/css/style-responsive.css" rel="stylesheet">
    <script>
function getCat(val) {
  //alert('val');

  $.ajax({
  type: "POST",
  url: "getsubcat.php",
  data:'catid='+val,
  success: function(data){
    $("#subcategory").html(data);

  }
  });
  }
  </script>

  </head>

  <body>

  <section id="container" >
     <?php include("includes/header.php");?>
      <?php include("includes/sidebar.php");?>
      <section id="main-content">
          <section class="wrapper">
            <h3><i class="fa fa-angle-right"></i> Register Complaint</h3>

            <!-- BASIC FORM ELELEMNTS -->
```

```
            <div class="row mt">
              <div class="col-lg-12">
                  <div class="form-panel">


                      <?php if($successmsg)
                      {?>
                      <div class="alert alert-success alert-dismissable">
                       <button type="button" class="close" data-dismiss="alert"
aria-hidden="true">&times;</button>
                      <b>Well done!</b> <?php echo
htmlentities($successmsg);?></div>
                      <?php }?>

   <?php if($errormsg)
                      {?>
                      <div class="alert alert-danger alert-dismissable">
 <button type="button" class="close" data-dismiss="alert" aria-
hidden="true">&times;</button>
                      <b>Oh snap!</b> </b> <?php echo
htmlentities($errormsg);?></div>
                      <?php }?>

                      <form class="form-horizontal style-form" method="post"
name="complaint" enctype="multipart/form-data" >

<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Category</label>
<div class="col-sm-4">
<select name="category" id="category" class="form-control"
onChange="getCat(this.value);" required="">
<option value="">Select Category</option>
<?php $sql=mysqli_query($con,"select id,categoryName from category ");
while ($rw=mysqli_fetch_array($sql)) {
  ?>
  <option value="<?php echo htmlentities($rw['id']);?>"><?php echo
htmlentities($rw['categoryName']);?></option>
<?php
}
?>
</select>
 </div>
<label class="col-sm-2 col-sm-2 control-label">Sub Category </label>
 <div class="col-sm-4">
<select name="subcategory" id="subcategory" class="form-control" >
<option value="">Select Subcategory</option>
</select>
</div>
 </div>
```

```
<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Complaint Type</label>
<div class="col-sm-4">
<select name="complaintype" class="form-control" required="">
                <option value=" Complaint"> Complaint</option>
                  <option value="General Query">General Query</option>
                </select>
</div>

<label class="col-sm-2 col-sm-2 control-label">department</label>
<div class="col-sm-4">
<select name="state" required="required" class="form-control">
<option value="">Select Deapartment</option>
<?php $sql=mysqli_query($con,"select stateName from state ");
while ($rw=mysqli_fetch_array($sql)) {
  ?>
  <option value="<?php echo htmlentities($rw['stateName']);?>"><?php echo
htmlentities($rw['stateName']);?></option>
<?php
}
?>

</select>
</div>
</div>


<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Nature of Complaint</label>
<div class="col-sm-4">
<input type="text" name="noc" required="required" value="" required=""
class="form-control">
</div>

</div>

<div class="form-group">
<label class="col-sm-2 col-sm-2 control-label">Complaint Details (max 2000 words)
</label>
<div class="col-sm-6">
<textarea name="complaindetails" required="required" cols="10" rows="10"
class="form-control" maxlength="2000"></textarea>
</div>
</div>
<div class="form-group">
```

```
<label class="col-sm-2 col-sm-2 control-label">Complaint Related Doc(if any)
</label>
<div class="col-sm-6">
<input type="file" name="compfile" class="form-control" value="">
</div>
</div>



                        <div class="form-group">
                         <div class="col-sm-10" style="padding-left:25% ">
<button type="submit" name="submit" class="btn btn-primary">Submit</button>
</div>
</div>

                        </form>
                        </div>
                        </div>
                        </div>



    </section>
      </section>
    <?php include("includes/footer.php");?>
  </section>

    <!-- js placed at the end of the document so the pages load faster -->
    <script src="assets/js/jquery.js"></script>
    <script src="assets/js/bootstrap.min.js"></script>
    <script class="include" type="text/javascript"
src="assets/js/jquery.dcjqaccordion.2.7.js"></script>
    <script src="assets/js/jquery.scrollTo.min.js"></script>
    <script src="assets/js/jquery.nicescroll.js" type="text/javascript"></script>


    <!--common script for all pages-->
    <script src="assets/js/common-scripts.js"></script>

    <!--script for this page-->
    <script src="assets/js/jquery-ui-1.9.2.custom.min.js"></script>

  <!--custom switch-->
  <script src="assets/js/bootstrap-switch.js"></script>

  <!--custom tagsinput-->
  <script src="assets/js/jquery.tagsinput.js"></script>

  <!--custom checkbox & radio-->
```

```
  <script type="text/javascript" src="assets/js/bootstrap-datepicker/js/bootstrap-
datepicker.js"></script>
  <script type="text/javascript" src="assets/js/bootstrap-
daterangepicker/date.js"></script>
  <script type="text/javascript" src="assets/js/bootstrap-
daterangepicker/daterangepicker.js"></script>

  <script type="text/javascript" src="assets/js/bootstrap-inputmask/bootstrap-
inputmask.min.js"></script>


  <script src="assets/js/form-component.js"></script>


  <script>
      //custom select box

      $(function(){
          $('select.styled').customSelect();
      });

  </script>

  </body>
</html>
<?php } ?>
```

12. SYSTEM TESTING

12.1 SYSTEM TESTING

Testing is an important phase in software development. After completion, the system may work without any problem. But, there should be several unknown or hidden errors in the system still remaining. The error chances may injected into the system at any stage of the development. Even if there are techniques to detect and eliminate the errors, some errors may retain in the system. So after the completion of coding, the system is to be executed with the only purpose of detecting maximum number of errors. The tester executes the system, and inputs different types of values those may cause error or some exceptional situation in the system. The error locations detected through the testing are to be corrected in the system then. So, the important and the only aim of testing is to detect and cure even a less possible of an error that may face in the future executions of the system. Testing is a set of activity that can be planned in advance and conducted systematically. Testing begins at the module level and work towards the integration of entire computers based system. Nothing is completed without testing, as it is vital to the success of the system. System testing makes a logical assumption that if all parts of the system are corrected, the goal will be successfully achieved. Inadequate testing or non-testing may lead to errors that may not appear until months later.

12.2 PURPOSE OF TESTING

Testing is the success of the system. System testing makes a logical assumption that if all part of the system is correct, the goal will be successfully achieved. The following points shows how testing is essential. Existence of program defects of inadequacies is inferred.Verifies whether the software behave as intended by its designer.Checks conformance with requirements specification or user need.

Access the operational reliability of the system. Test the performance of the system.The performance of the system. Reflects the frequencies of actual user inputs. Find the fault which caused the output anomaly.Detect flaws and deficiencies in requirements. Exercise the program using data like the real data processed by the program.Test the system capabilities.Judges whether or not the program is usable in practice. Testing objectives There are several rules that can serve as testing objectives. They are;Testing is a process of executing a program with the intent of

finding error.A good test case is one that has high probability of finding an undiscovered error.A successful test is one that uncovers an undiscovered error.

If testing is conducted successfully according to the objectives as stated above, it would uncover errors in the software. Also testing demonstrates that software functions appear to the working according to the specifications, that performance requirement appear to have been met.These are three ways to test a program For correctness For implementation efficiency For computational complexity

Test for correctness are supported to verify that a program does exactly what it was designed to do. This is much difficult that it may at first appear especially for large programs.Tests for implementation efficiency attempt to find ways to make a correct program faster or use less storage. It is a code-refining process, which reexamines the implementation phase algorithm development. Tests for computational complexity amount to an experiment analysis of the complexity of an algorithm or an experiment comparison of two or more algorithms, which solve the same problem.

12.3 TYPES OF TESTING

System testing is the stage of implementation, which is aimed at ensuring that the system works accurately and efficiently before live operation commences. Testing is vital to the success of the system. System testing makes a logical assumption that if all the parts of the system are correct. The goal will be successfully achieves. The candidate system is subject to a variety of tests. A series of tests are performed for the proposed system is ready for system acceptance testing.

The various levels at which testing are conducted are

- Unit testing
- Integration testing
- Sequential testing
- System testing
- Validation testing unit testing

➢ 12.3.1 UNIT TESTING

In unit testing each program unit is tested individually.so any errors in a unit are debugged. Sample data is given for unit testing. The unit test results are recorded for future references. Unit testing focus verification efforts on the smallest unit of software design, the module. This is known as "module testing". It comprises of the set test performed by an individual programmer prior to the integration of unit into the large system. The modules are tested separately, this testing is carried out programming stage itself.

In this step each module is found to be working satisfactory as regard to theexpected out from module. The unit testing was done for every module in the software for various inputs, such they each line of code is at least once executed. This testing was carried out during theunit to a large system.

➢ 12.3.2 INTEGRATION TESTING

Integration testing is a systematic technique for constructing the program structure while at the same time conducting test to uncover errors associated with interfacing.

➢ 12.3.3 PROGRAM TESTING

Program testing checks for two types of errors; syntax and logic. A syntax error is a program statement that violates one or more rules of the language in which it is written. A logic error deals with incorrect data fields. When a program is tested, the actual output is compared with the expected output. All the modules are combined and tested as a whole. Here correction is difficult because the vast expenses of all errors uncovered are correct for the next testing steps. Wefollow bottom-up integration. Bottom up integration testing as its name implies begin construction and sling with atomic modules. Because components are integrated from the bottom up, accessing required for the components subordinate to a given level is always available and need for stubs is eliminated.

➢ 12.3.4 SEQUENTIAL TESTING

Sequential or series testing is checking the logic of one or more programs in the candidate system, where the output of one program will affect the processing done by another program.

➢ 12.3.5 SYSTEM TESTING

System testing executing a program to check logic changes made in it and with the intension of finding errors-making the program fails.effective testing does not guaranties reliability is a design consideration.this testing actually consist of a series of different test whose primary purpose is to fully exercise the computer based system.it begins where integration testing is completed and finally software is completely assembled as package ,interfacing errors are uncovered and corrected.

➢ 12.3.6 ACCEPTANCE TESTING

Acceptance testing is running the system with live data by the actual user. An acceptance test has the objective of selling the user in the validity and reliability of the system. A comprehensive test report is prepared. The report indicates the system's tolerance, performance range,error rate and accuracy. It verifies the system procedures operate to system specification and the integrity of important data is maintained, performance of an acceptance test is actually the users show. User motivation is very important for the successful performance of the system. After that a comprehensive test report is prepared. This report shows the systems tolerance, performance range, error rate and accuracy.

➢ 12.3.7 INPUT TESTING

Here system is tested with all verifiable combination of input. User may type data in situations like entering password, numerical details etc. The system is tested with all the causes and it responded with appropriate error message.

➢ 12.3.8 OUTPUT TESTING

Here the output is tested to view where the screen is what which is desired. It is also checked whether it is to the satisfaction of the user. Changes that need to be done can be done afterthe result is seen.

13. SYSTEM IMPLEMENTATION

13.1 SYSTEM IMPLEMENTATION

A crucial phase in the system life cycle is the successful implementation of the new system design. Implementation involves creating computer compatible files, training the operating staff, installing hardware, terminals. In the system implementation, user training is crucial for minimizing resistance to change and giving the new system a chance to prove its worth. The objectives of the system implementation is to put the system into operation while holding costs, risks and personal irritation to minimum. Once the physical system has been designed in details,the next stage is to run the design into a working system and then to monitor the operation of the system to ensure that is continue to work efficiently and the operation of the system to ensure that is continues to work efficiently and effectively. The implementation stage of a is often very complex and time consuming because many more people are involved than in the earlier stages.

The system implementation took place through various stages as follows,

Implantation planning.

Education and training.

System testing.

System implementation.

Change over.

The implementation plan includes a description of all the activities that must occurs to implement the new system and to put it into operation. To achieve the objectives and benefits from computer based system, it is essential for the people who will be confident of their role in the new jobs. After software is developed to meet user's requirements, users test it for acceptance. The changes over phase is used to provide adaptability for the new system.

14. SYSTEM MAINTENANCE

14.1 SYSTEM MAINTENANCE

Software maintenance is the process of modifying a software system or component after its delivery in order to correct faults, improve the performance and other attributes, or to adapt to the changed environment. maintenance covers a wide range of activities including correcting the error and design coding, updating the documentation and test data, and upgrading the user hardware and software. maintenance is always necessary to keep the software usable and useful. Hardware also requires periodic maintenance to keep the system into its standards. After installation is completed and user start is adjusting to the changes created by the candidate system. evaluation and maintenance begin. If new information is consistent with design specification the changes have to be made. Hardware also requires periodic maintenance to keep in tune with design specifications. User priorities changes in organizational requirements or environmental factors also called for system enhancements. Maintenance covers wide range of activities, including correcting, coding and design errors, updating documentation and test data, and upgrading user support. Any activities classified as maintenance are actually enhancements.

Maintenance means restoring something to do its original condition. Unlike hardware, software does not wear out; it is corrected.in contrast, enhancement means adding, modifying or redeveloping the code to support changes in the specifications.it is necessary to keep up with changing user needs the operational environment. Maintenance means repairing processing or performance failures or making changes because of previously uncorrected problems or false assumptions. adaptive maintenance means changing the program function. Perfective maintenance means enhancing the performance or modifying the program to respond to the user's additional or changing needs. Of these types, more time and money are spending on perfective than on corrective and adaptive maintenance together. Maintenance activities begin where conversion leaves off. Maintenance is handled by the same planning and control used in a formal system project. A problem with software maintenance is its labor intensive nature. Documentation is as much a part of maintenance as it is of system development .to put maintenance in its proper perspective requires considerable skill and experience and is an important and is an important and ongoing aspect of system development .an additional factor in the success of the maintenance programmer is the work environment.

SOFTWARE MAINTENANCE ACTIVITIES CAN BE CLASSIFIED INTO:

- Corrective maintenance.
- Adaptive maintenance.
- Perceptive maintenance.

Corrective maintenance removes software faults. Perfective maintenance improves the system without changing its functionality

.the objective of perfective maintenance should be to prevent failures and optimize the software.

Adaptive maintenance modifies the software to keep it up to date with its operative environment .it may be needed because of changes in the user requirements ,changes in target platform,or changes in external interfaces.minor adaptive changes should be handled by normal maintenance process.major adaptive changes should be carried out as, a separate development project.

If you want to changes the software to improve future maintainability or reliability or to provide better basis for future enhancement then perceptive maintenance is perform.

15. FUTURE ENHANCEMENTS

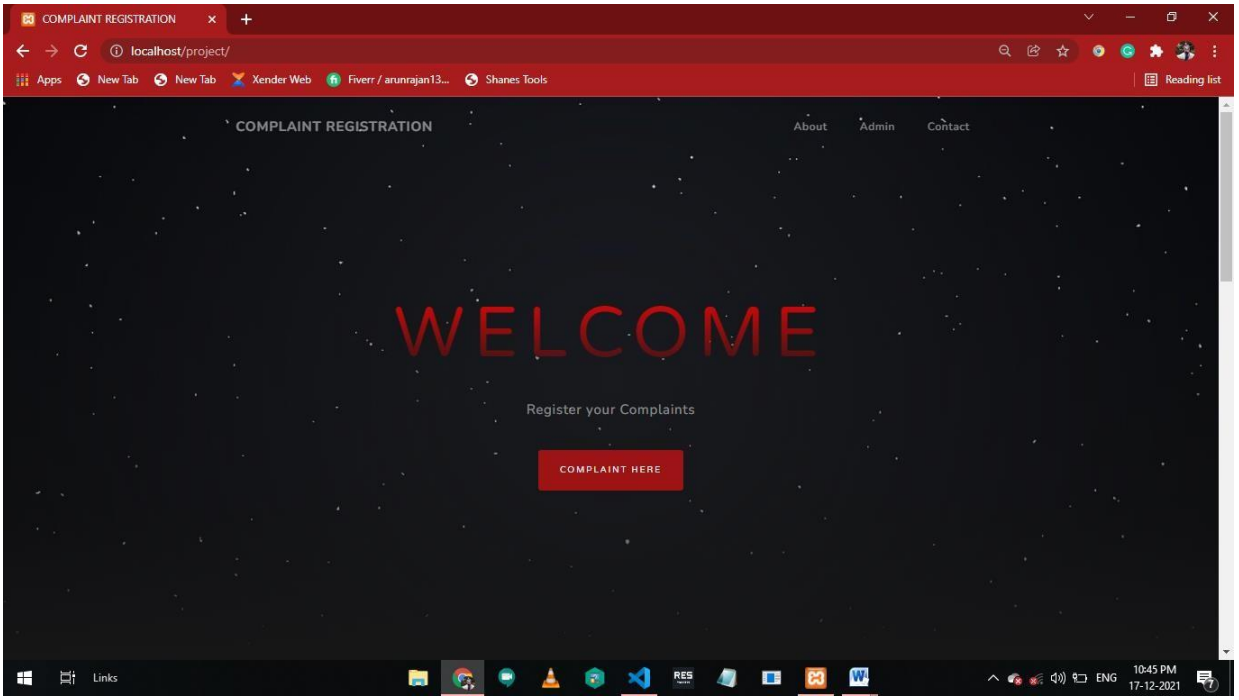
15.1 FUTURE ENHANCEMENT

Almost every project is subjected to change on depending on the client requirements. Since this system is subjected to change for each and every client, there is always a scope for further enhancement. The system and the architecture of the assessment system is a compatible one, so addition of new modules can be done without much difficulty.

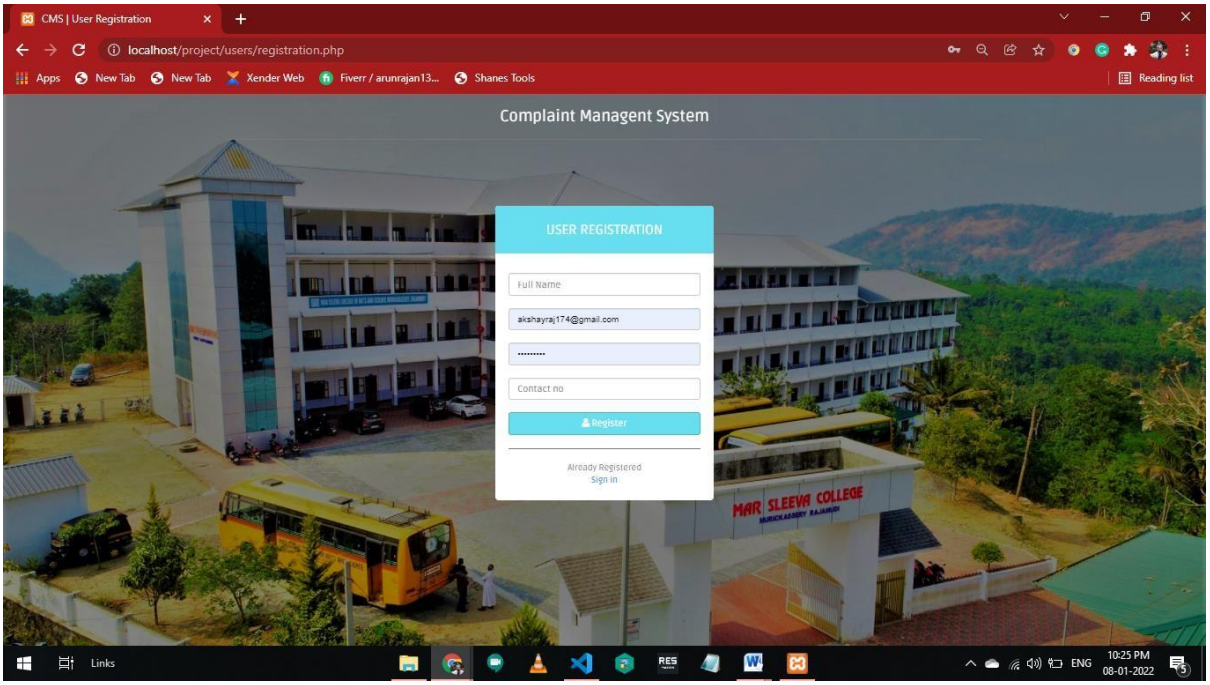
The software is developed in PHP which makes the system more reliable and compatible with other environments. The application proves better extensibility and flexibility for future enhancements. Any further requirement application is possible with the same feature guaranteed. It is a user –friendly system, which is very easy and convenient to use. The system is complete in the sense that it is operational and it is tested by entering data and getting reports in proper order. During the development of this project coding standards are followed for easy maintainability and extensibility. Though the new system provides a base for improving the efficiency of operations, there are lots of further enhancement that can be added to this project. Keeping this in view, provision has been made in the system to facilitate easy modification updating in future. Any modification will not affect the normal working of the system. The developed system is very interactive, coded in such a way to ensure maximum user friendliness and also allows flexibility for future. The system developed automates most needed activities in an organization. The new system can be combined with an existing system as well. More and better advanced separation system can be build on top of the proposed system as and when the need arises.This is one of the main special feature of the proposed system.

16. SCREENSHOTS

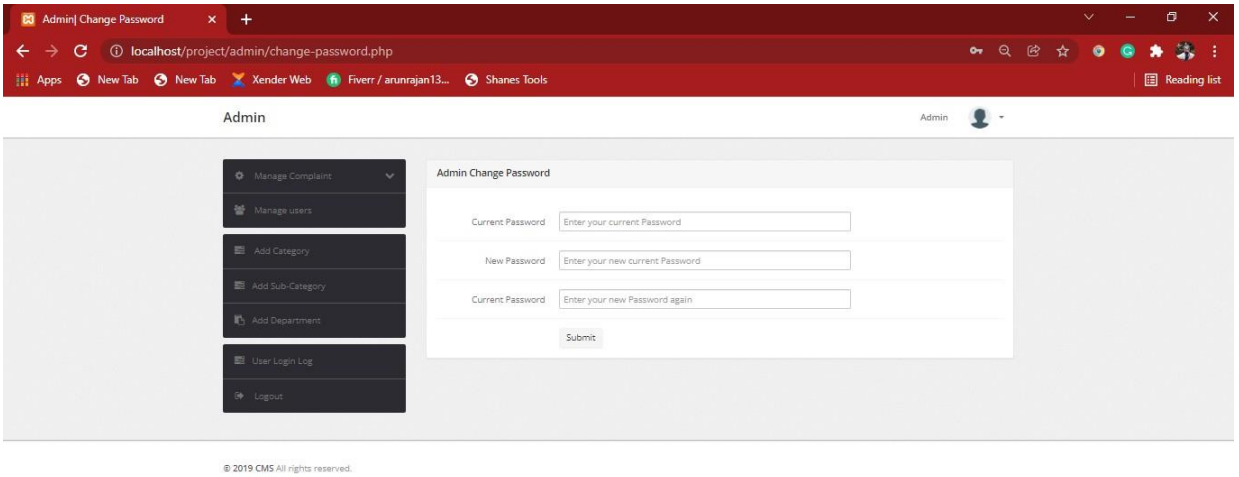
Screenshot for home page

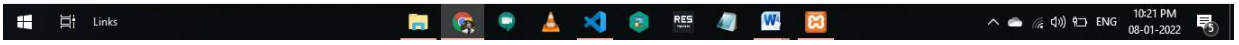


Screenshot for user Registration

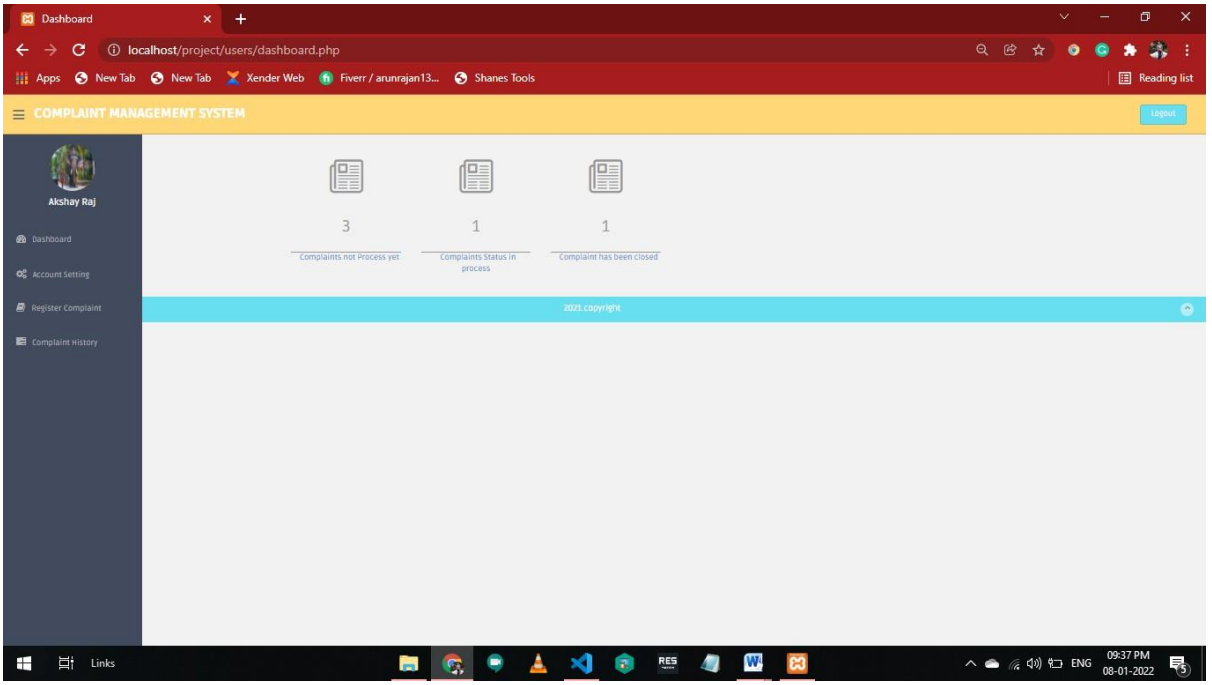


Screenshot for Admin page

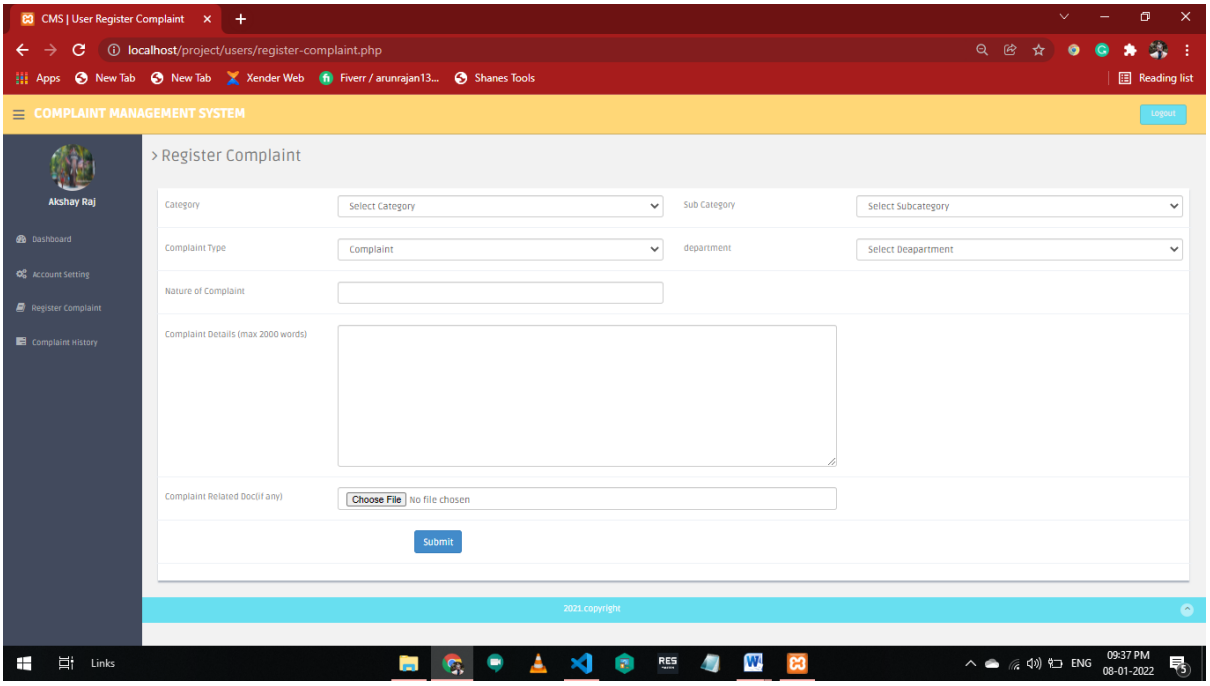




Screenshot for user dashboard



Screenshot of complaint registration



17. CONCLUSION

CONCLUSION

With the completion of this project I conclude that it has achieved its purpose. The whole project provides a base for students and staffs complaint using software and allow user to register complaint and get remark easily into the system. The system is developed using PHP programming language and data are saved in the database. In order to report any complains associated with, students and teachers has to contact to the HOD then to the College Authority. This pattern should clear by these application .The students/teachers and students can directly to the college authority meet up. As this the College can avoid time to get the college for necessary works can be done.

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