

# **ONLINE RESIDENTIAL COMPLAINTS PORTAL**

## **FINAL PROJECT DOCUMENT**

TEAM 21

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### **PROBLEM STATEMENT:**

1. The traditional method of giving complaints or suggestions in any organization through a complaint or suggestion box is not accessible to everyone and it also doesn't maintain records of the complaints received and neither do we get to know what the request status is.
2. This proposed project aims to develop an interactive and user-friendly online Complaints/Suggestions Portal for a Residential Housing Enterprise.

3. This helps all enterprises involved see the progress of the request raised.

### **Approach :**

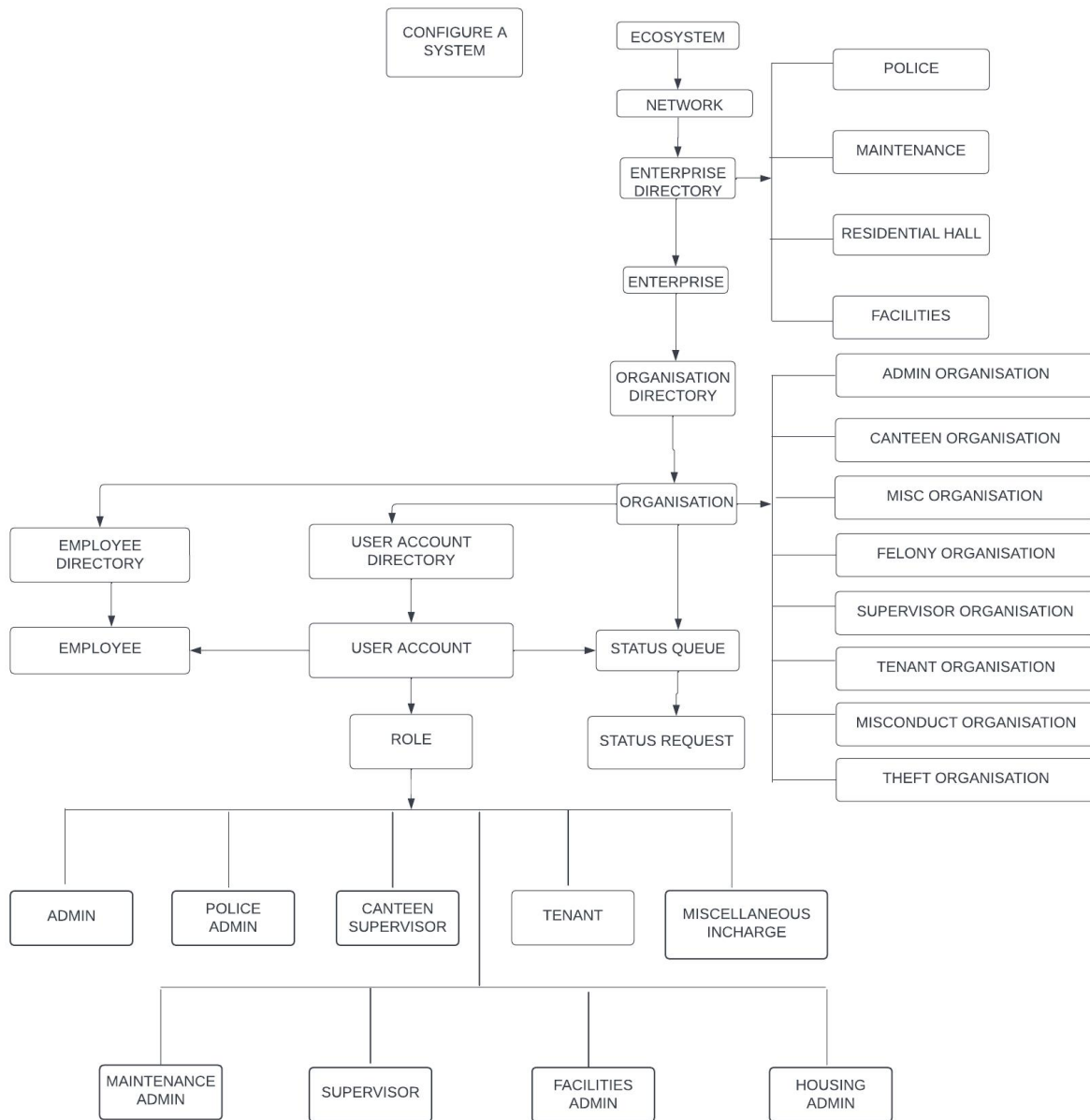
1. The motive of this project is to provide an online platform for the people of to put forward their complaints or suggestions regarding their issues.

2. The application requires the user to log in with his/her username to lodge a complaint or give a suggestion. The application holds different departments. Based on its type, the issue is forwarded to the concerned department. Further, the concerned department officials can view the issue and update its status. The user can also view the status of his complaint/suggestion. It also has an emergency request where they can send their location to the police department in emergency situations.

3. Through this application, the path to lodge a complaint or to give a suggestion becomes easier. With this, the issues can be addressed and processed effectively and relatively faster.

Our project also implements a few advanced features such as email verification on signing up and emails being sent with attachments

## Object Model :



## USE CASES :

SystemAdmin: Manages network and enterprise.

Housing Admin: Admin can manage the Residential hall users.

Police Admin: Manages Police department users.

Tenant: The tenant can give complaints and suggestions and communicates with the police department.

Canteen Incharge: The Canteen In charge can give complaints and suggestions and communicates with the police department.

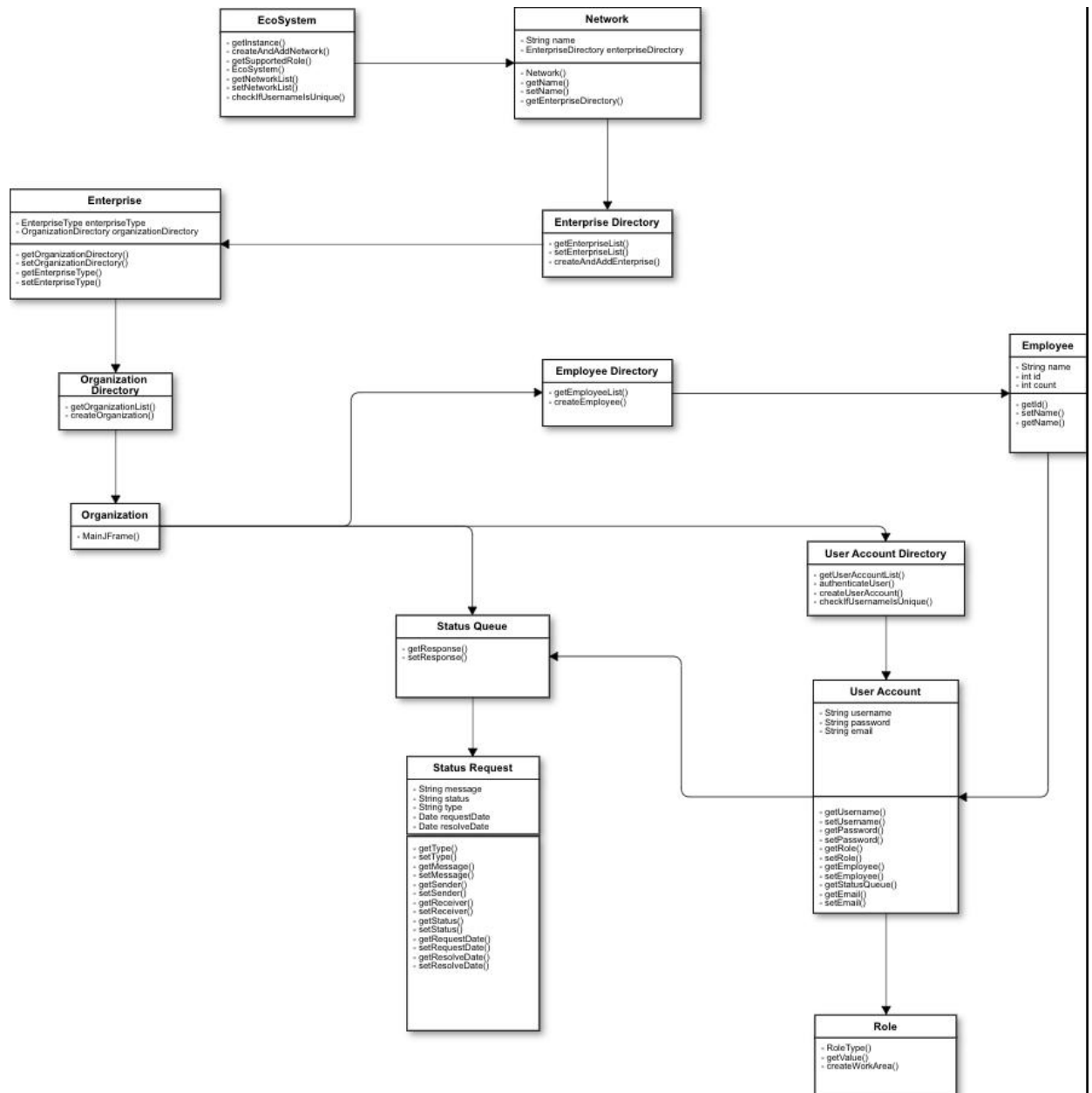
Supervisor: Supervisor can give complaints and suggestions and communicates with the police department.

Miscellaneous Incharge: The Miscellaneous Incharge can give complaint/suggestions and communicates with the police department.

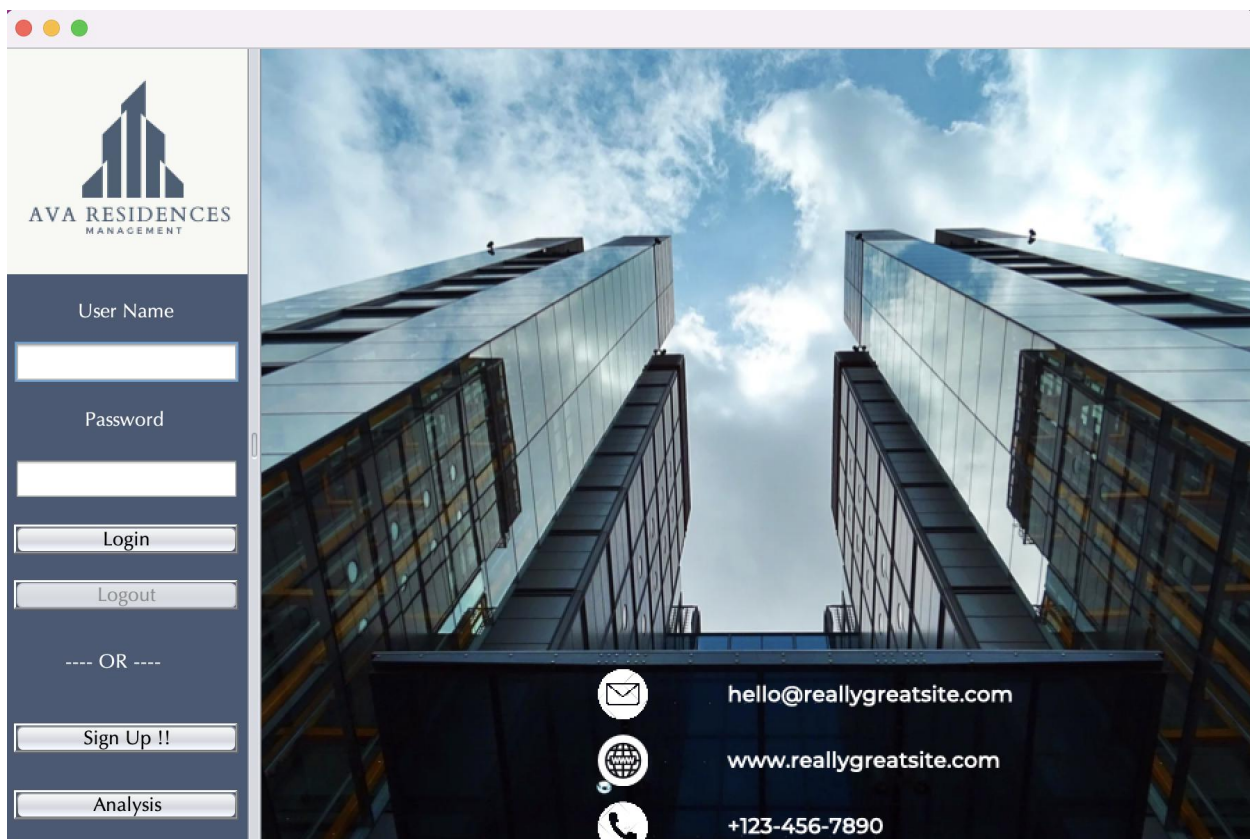
Maintenance Admin: The Maintenance Admin can manage the Miscellaneous Issues.


Facilities Admin: The Facilities Admin can manage the canteen issues.

## UML CLASS DIAGRAM:



## SCREENSHOTS:





AVA RESIDENCES  
MANAGEMENT

User Name

sysadmin

Password

\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Manage Network


Name

**boston**  
**india**

Name

<< Back

Submit



AVA RESIDENCES  
MANAGEMENT

User Name

sysadmin

Password

\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Manage Enterprise

Enterprise Name	Network	Type
admin@res	boston	ResidentialHall
admin@mai1	boston	Maintenance
admin@pol1	boston	Police
admin@fac1	boston	Facility

Delete Enterprise

Network

boston


Enterprise Type

ResidentialHall

Name

<< Back

Add



User Name

Password

Login

Logout

---- OR ----

Sign Up !!

Analysis

## Manage Enterprise Admin

Enterprise Name	Network	Username
admin@res	boston	admin@res1
admin@res	boston	admin@res2
admin@res	boston	fyuklbug
admin@mail	boston	admin@mail

Network

Enterprise

Name

Username

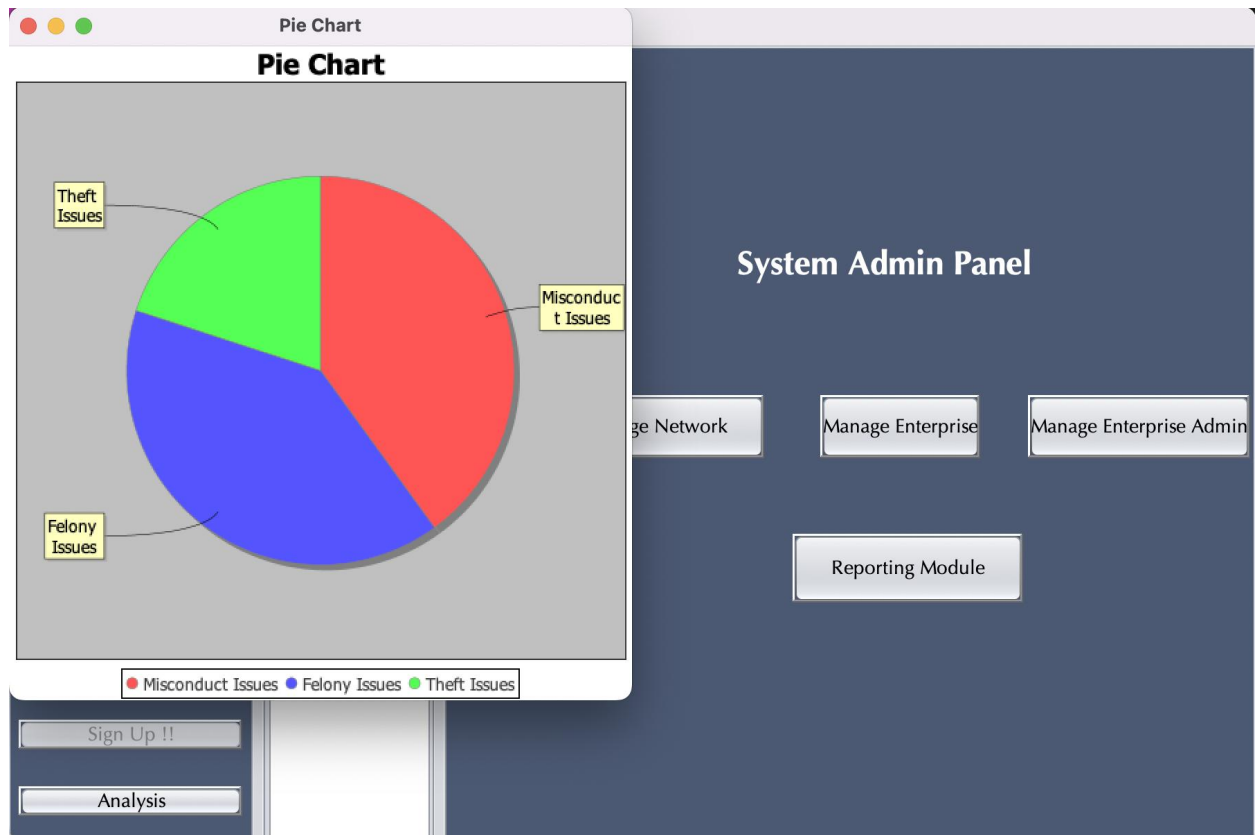
Password

Email ID

<< Back

Submit





AVA RESIDENCES  
MANAGEMENT

User Name

admin@res1

Password

\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis


### Residential Hall Enterprise Panel

EnterPrise : admin@res

Manage Organization

Manage Employee

Manage User



User Name

admin@res1

Password

\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Residential Hall Manage Organization

Name

Tenant Organization


Supervisor Organization

Organization Type

Tenant

<< Back

Add Organization



User Name  
admin@res1

Password  
\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Residential Hall Enterprise Panel


Name

Organization  
Tenant Organization

Name  
Tenant Organization  
Supervisor Organization

<< Back

Create Employee



User Name  
admin@res1

Password  
\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Residential Hall Manage User Account

User Name	Role
org@ten1	Tenant
org@sup1	Supervisor

Organization  
Tenant Organiz...

Employee  
org@ten1

Role  
Tenant


Email ID

User Name

Password

<< Back

Create



AVA RESIDENCES  
MANAGEMENT

User Name

admin@pol1

Password

\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis


# Police Enterprise Panel

Enterprise : admin@pol1

Manage Organization

Manage Employee

Manage User



AVA RESIDENCES  
MANAGEMENT

User Name

admin@pol1

Password

\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Police Manage Employee

Name

Organization

Felony Organization

Felony Organization


Theft Organization

Misconduct Organization

Name

<< Back

Create Employee



AVA RESIDENCES  
MANAGEMENT

User Name

admin@pol1

Password

\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Police Manage User Accounts

User Name	Role
org@fel1	Felony
org@thel	Theft
org@mis1	Misconduct

Organization

Felony Organiz...

User Name

Employee

org@fel1

Password


Role

Felony

Email id

<< Back

Create



User Name

admin@fac1

Password

\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis


Facilities Enterprise Panel

EnterPrise : admin@fac1

Manage Organization

Manage Employee

Manage User

  
AVA RESIDENCES  
MANAGEMENT

User Name  
admin@fac1

Password  
\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Facilities Manage Organizations

Name

Canteen Organization


Organization Type

Canteen

Canteen

Add Organization

<< Back



AVA RESIDENCES  
MANAGEMENT

User Name

Password

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Facilities Manage UserAccounts

User Name	Role
org@can1	Canteen

Organization

Employee

Role


User Name

Password

Email ID

<< Back

Create



AVA RESIDENCES  
MANAGEMENT

User Name

Password

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Maintenance Enterprise Panel


Enterprise :

Manage Organization

Manage Employee

Manage User





AVA RESIDENCES  
MANAGEMENT

User Name

admin@mai1

Password

\*\*\*\*\*

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Maintenance Manage Organizations

Name


Miscellaneous Organization

Organization Type

Miscellaneous

<< Back

Add Organization



AVA RESIDENCES  
MANAGEMENT

User Name

Password

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Maintenance Manage Employee

Name

Organization


Miscellaneous Organization

Miscellaneous Organization

Name

<< Back

Create Employee



AVA RESIDENCES  
MANAGEMENT

User Name

Password

Login

Logout

--- OR ---

Sign Up !!

Analysis

## Maintenance Manage User Accounts

User Name	Role
-----------	------

Organization

Miscellaneous ...

Email ID

Employee

User Name


Role

Miscellaneous

Password

<< Back

Create



User Name

org@ten1

Password

\*\*\*\*\*

Login

Logout

----

OR

Sign Up !!

Analysis

Tenant Organization Panel

Add Complaint

Message	Receiver	Status	Response

Emergency!!



User Name

org@fel1

Password

\*\*\*\*\*

Login

Logout

---- OR ----

Sign Up !!

Analysis

## Felony Organization Panel

Message	Sender	Receiver	Status
bag	org@sup1		Sent
	org@sup1		Processing

Assign to me

Process

Emergency:

Location
lib
send

Refresh

Send Team