**FINAL PROJECT REPORT**

For

HOSTEL COMPLAINT MANAGEMENT SYSTEM.

Prepared by

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# **1 Abstract**

As the name implies, "HOSTEL COMPLAINT MANAGEMENT SYSTEM" is a project designed to manage the various complains that take place in hostels. The majority of us live in hostels outside of college, we frequently encounter various problems in our hostels. And the main issue is that when these issues are raised, they are frequently dismissed and even forgotten. Due to such issues, we developed a simple Hostel Complaint Management System that is inexpensive and simple enough for the management to use while also being robust enough to assist us students with our problems in the hostels. It also has some advantages when the system is being created, such as higher security, data consistency, easier operation, stored records, data updates and less human error.

# **2 INTRODUCTION**

Hostel complaint management is a system that allow students to register their dissatisfaction with the Hostel. It allows hostel to obtain feedback on how to improve their services and to decrease the likelihood of problems with the student base.

In today’s world many hostelers have complaints regarding their hostel facility and they are not such expressive to explain their problem in front of the hostel warden, manager or owner. So, through this project of ours, they will be given a unique student ID, with the help of which they can register their complaint. The complaint ID will be used to register complaints which will then get assigned to the person handling that hostel. The changes are only done by the admin who have his unique id and password. The admin will have the facility to edit the resolution window. Therefore, students can then easily check the status of their complaint.

Complaint management is the process of handling, managing, responding to, and reporting student grievances. This process requires a streamlined approach and constant monitoring to ensure faster resolutions.

According to Collins English Dictionary, a complaint is a statement in which you express your dissatisfaction with a particular situation. Many students, especially new students, have many issues, which they are dissatisfied with, but they keep these issues bottled down because they do not have a means of laying their complaints, and even when they do, it takes long time for them to receive a reply, sometimes they never receive a reply at all [1].

* 1. **Purpose of the Project**
* To collect the data. So, that we can identify in which field majority of students are facing problems.
* Facilitates problem solving and logging of complaints from students in hostels.
* To acknowledge the students’ problems and provide them relevant solutions.
  1. **Target Beneficiary**

The target of our project are the small PG’s and especially the Hostels; and if we scale it to cloud, we can also attract big companies like Stanza and Lavish Living. Our target beneficiaries are the students who are living in these hostels and facing issues in registering their complains.

**2.3 Project Scope**

Since most of us live in hostels outside the college, we regularly face different problems in our hostels. And the main issue is that these problems, when raised, are often treated lightly and even forgotten. Due to such problems, we desired of a simple complaint registration system which is cheap and simple enough that the management has no problem using it and at the same time robust enough to help us students with our problems in the hostels.

# **3 PROJECT DESCRIPTION**

**3.1 Data/ Data structure**

We are using array list as the data structure which are most commonly used to store data in file systems and databases. Array list is used to store dynamically sized collection of elements.

In this project, we are currently using file system to store our project data.

**3.2 SWOT Analysis**

**Strengths**

This project will help those who are unable to express their problems in front of anyone especially the authorities. Our project has decreased latency due to the fact our project doesn’t run-on real time data. The student complaint handling becomes one of the most important factor of the hostel management; thus, they should pay attention to the student complaint and should solve the problems as fast as possible [2].

The following are some strengths –

* User login and separate admin login
* Hustle-free complaint registration
* Categorized complaint registration

**Weakness**

Weaknesses are defined as character traits or skills that are considered negative or not as well developed. Weaknesses include blind spots, poorly developed skills, or problematic personal behaviors [3]. So, according to the definition the weakness that we consider in our project could be –

* Could improve accessibility
* Need to invest in a proper system
* Repetitive complaint entries are possible

**Opportunity**

Opportunities are chances for something positive to happen, but we'll need to claim them for ourself! They usually arise from situations outside our organization, and require an eye to what might happen in the future. They might arise as developments in the market we serve, or in the technology we use [4]. So, according to us the opportunities that we can consider for our project could be –

* Status notification
* Cloud computing could be helpful to increase the accessibility
* Expand the system to a large group of hostels

**Threats**

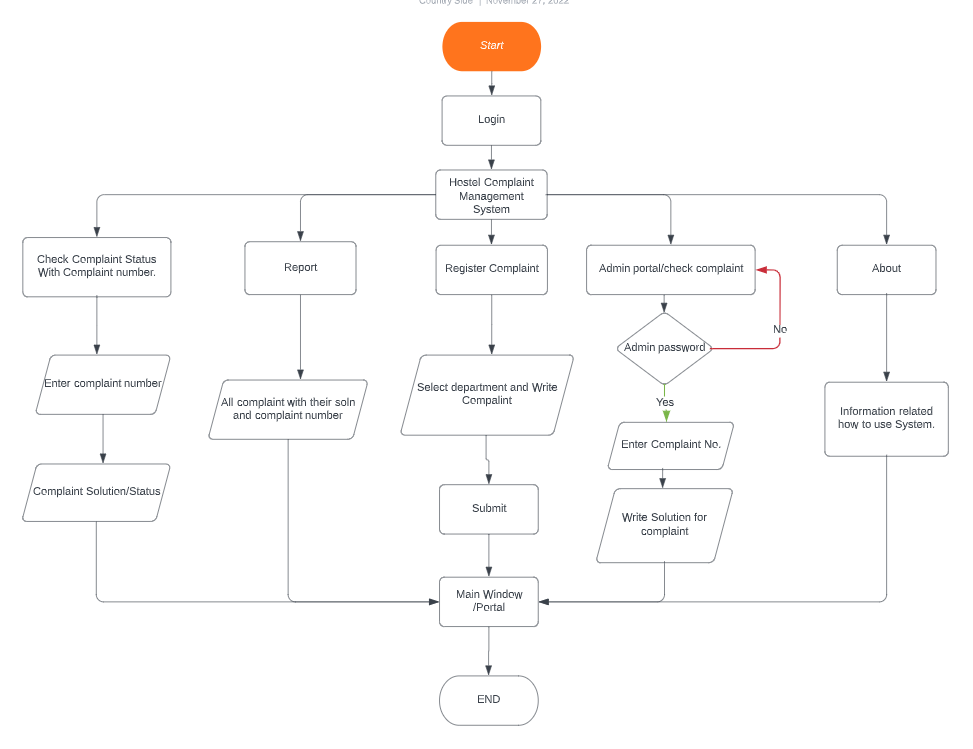
Threats include anything that can negatively affect your business from the outside, such as supply-chain problems, shifts in market requirements, or a shortage of recruits. It's vital to anticipate threats and to take action against them before you become a victim of them and your growth stalls [5]. So, by reading the threats that suffer an organization then for our project they could be –

* Data security Breaches
* Competitors with new technology

**3.3 Project Features**

The main function of our project is to help those who have some issues or problems related to their respective hostels and are unable to express themselves in front of hostel authorities which could further help the hostels improve their standards for the well-being of their students. Our project will have proper data log of the complaints so that it improves the facilitates and the growth of the hostel and the students.

* 1. **Flow Chart**



**FIG.1**

# **4. SYSTEM REQUIREMENTS**

**4.1 User Interface**

Our project requires a user interface so that it is easier for the users to get their respective data. For this, we have used Java to design our front-end which will allow the users to interact with the complaint management system, register their complaints and check the for the same. As we are using a large data set, GUI will take the input and store it into the system which can later be seen by the authorities and give its solutions. For the design and implementation of the user interface, we used Visual Studio Code.

# **Motivation**

Since most of us live in hostels outside the college, we regularly face different problems in our hostels. And the main issue is that these problems, when raised, are often treated lightly and even forgotten.

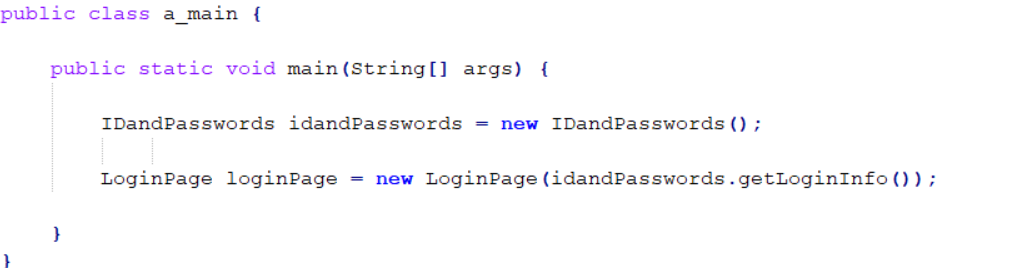
Due to such problems, we desired of a simple complaint registration system which is cheap and simple enough that the management has no problem using it and at the same time robust enough to help us students with our problems in the hostels. Since the hostel’s management is very focused on decreasing their expenditure and increase their profit, a simple cheap system is a must and that is where our project comes in.

# **Objectives**

* The main objective of implementing the online Hostel management system, to remove the challenges while dealing with the students and their issues.
* To make it easier for data collection, storage and referencing reliable [6].
* An online complaint system is a useful solution for sorting out the issues in a systematic manner.
* It saves time in clearing up issues efficiently to the logged complaints, into a web-based customer complaint management system.
* This is also strengthening the student loyalty by effective handling of the student’s complaints by the support team.
* student complaint management software helps to attain a sustainable client database by offering the best customer support services.

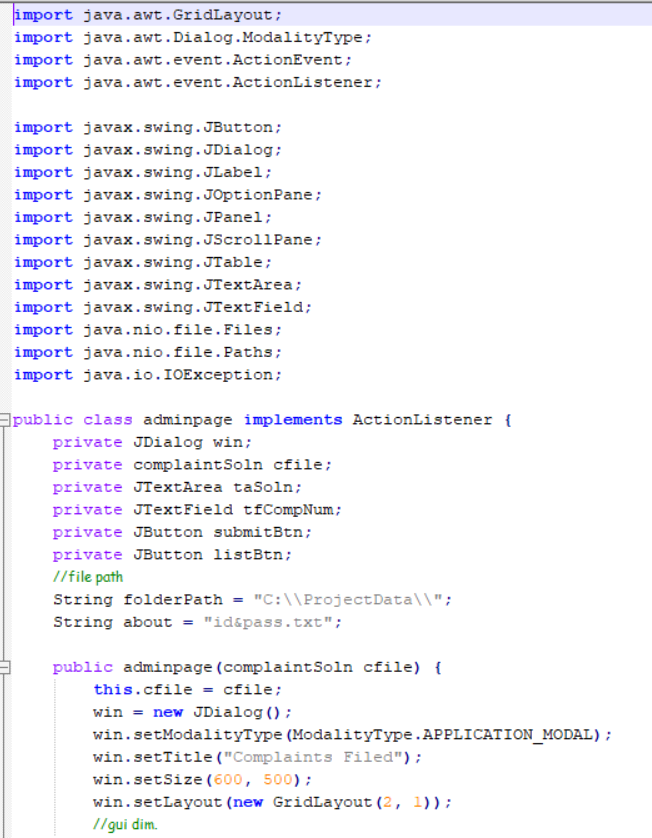
# **Code**

**7.1 a\_main**

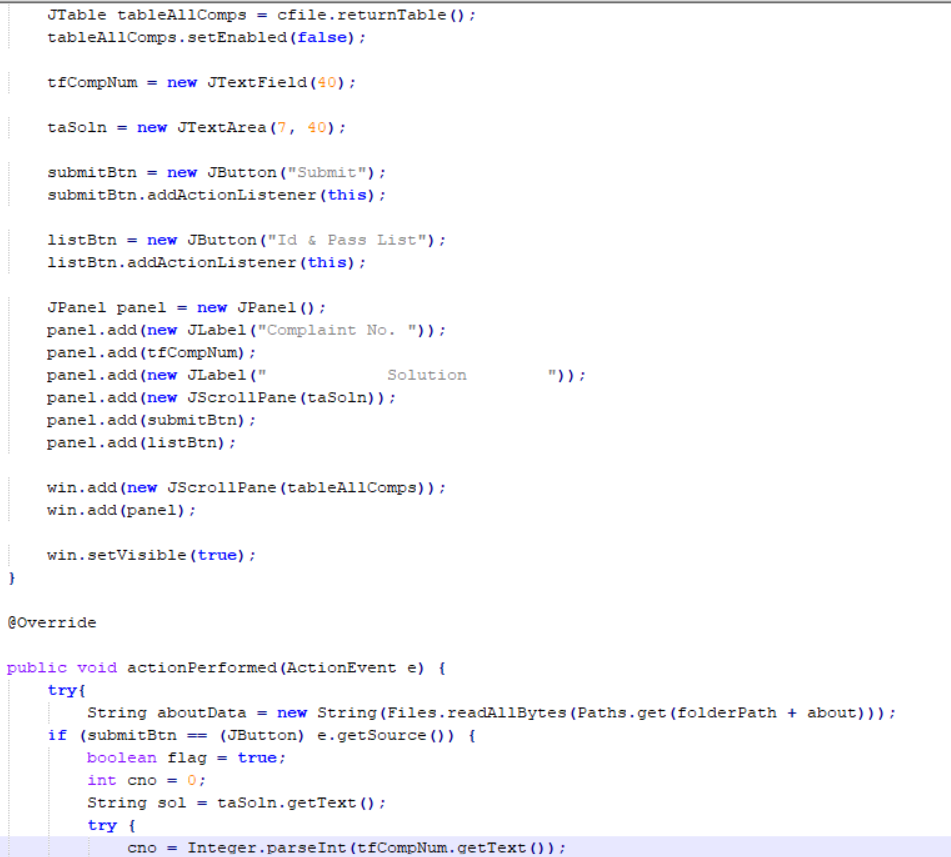
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**FIG.2**

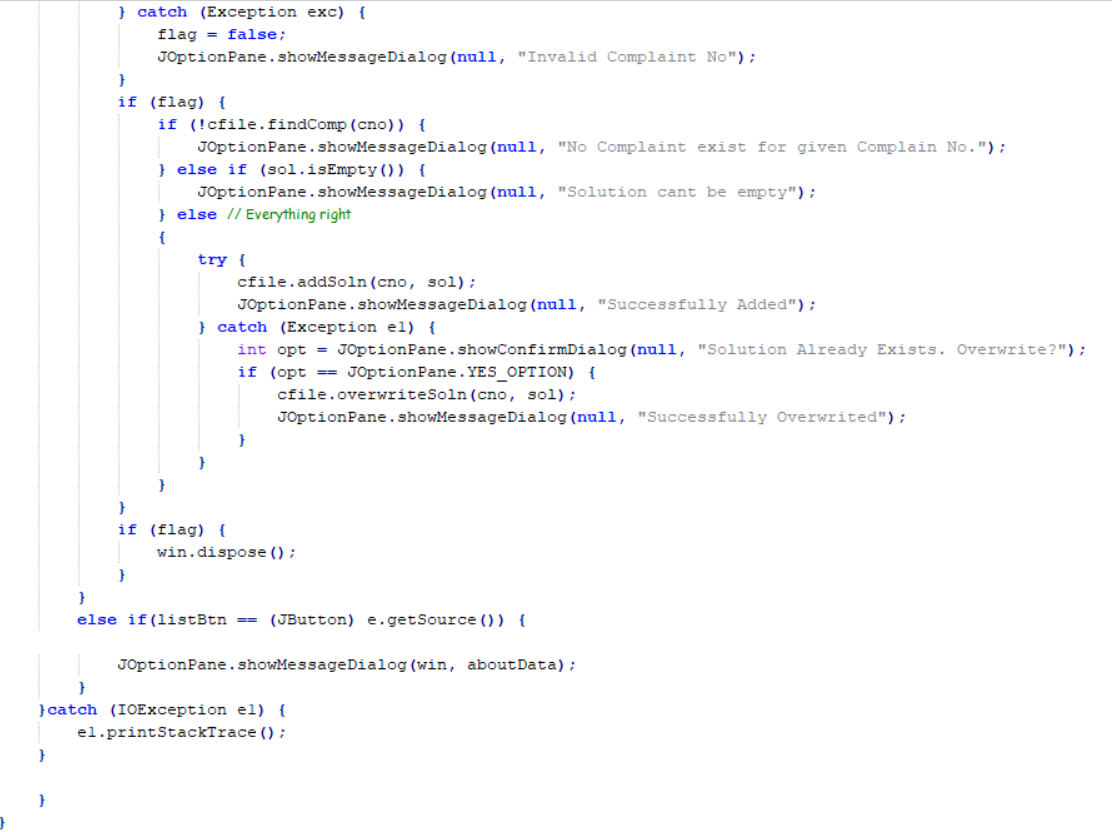
**7.2 adminpage**

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**FIG.3**

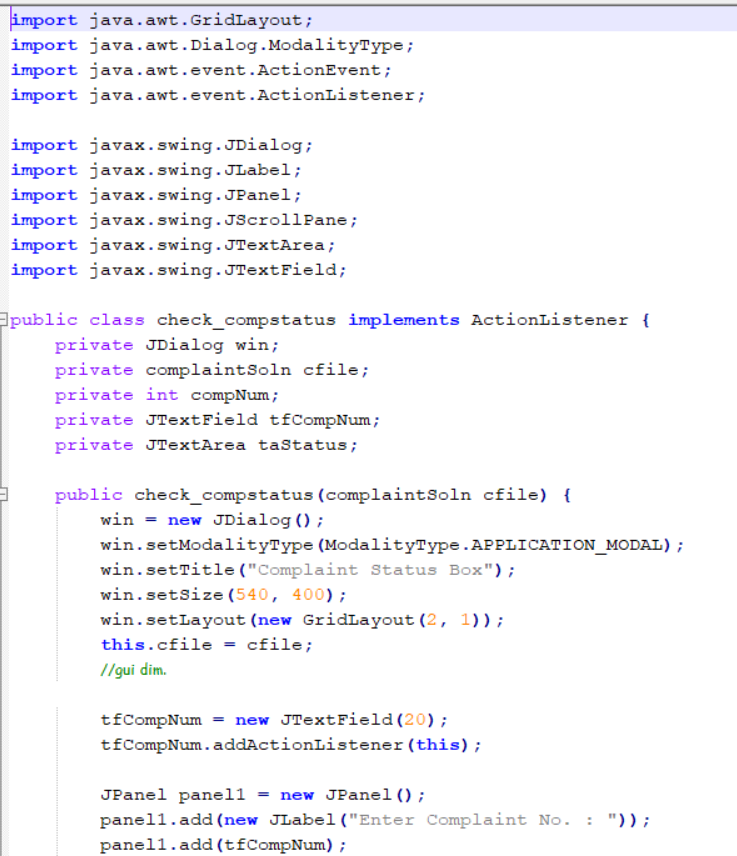
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**FIG.4**

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**FIG.5**

**7.3 check\_compstatus**

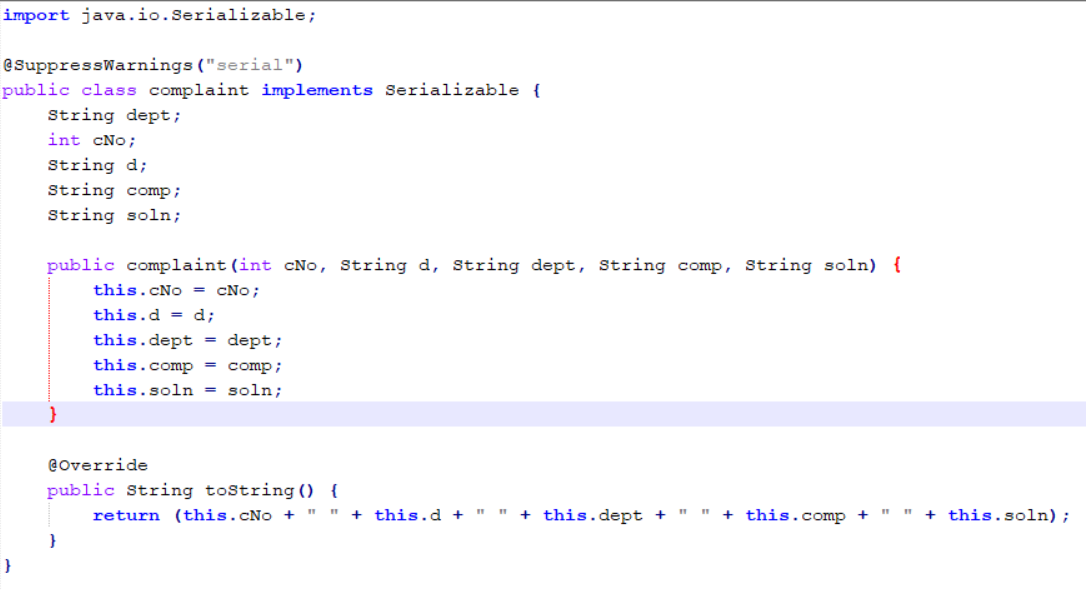
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**FIG.6**

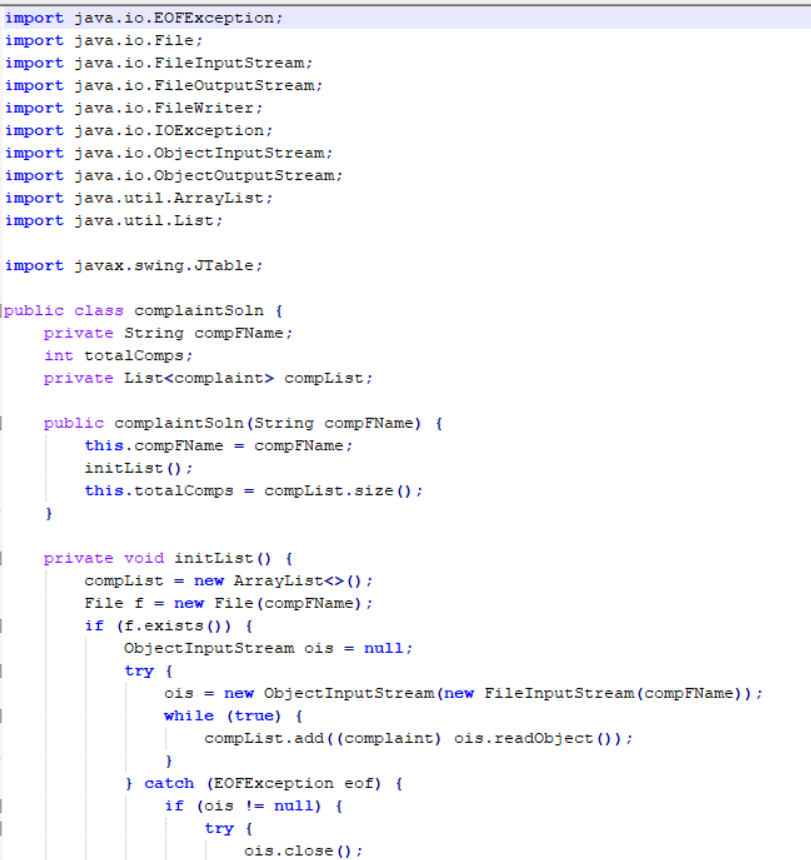
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**FIG.7**

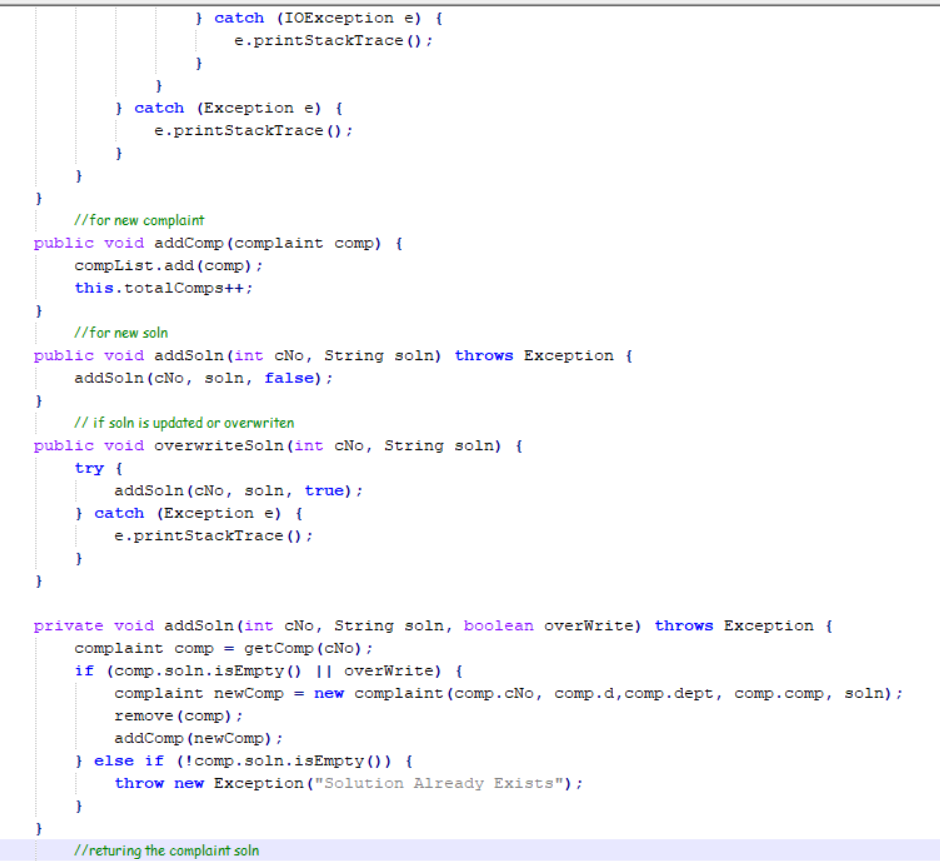
**7.4 complaint and complaintSoln**

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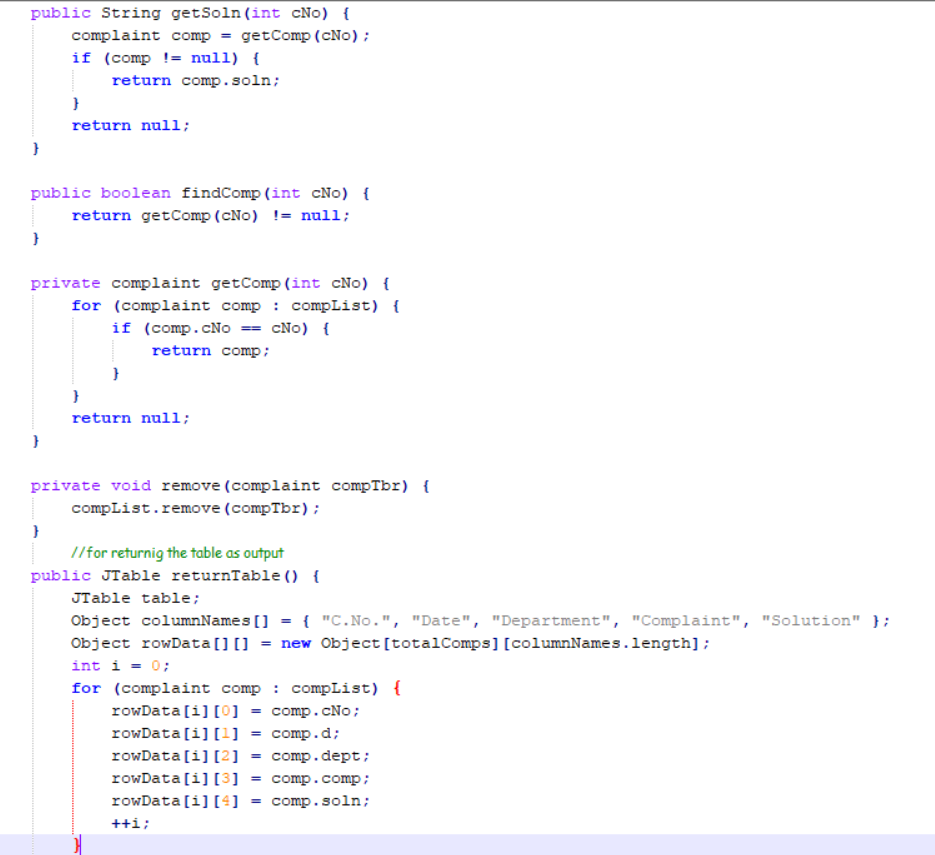
**FIG.8**

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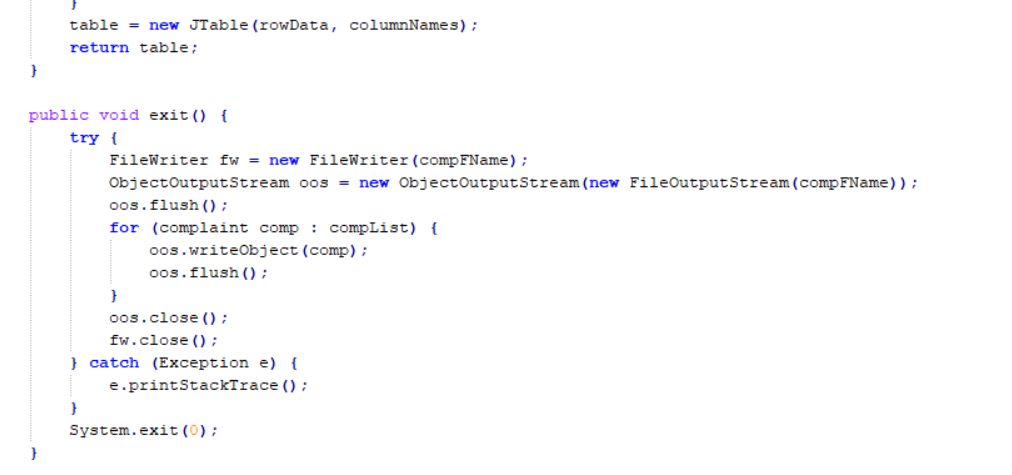
**FIG.9**

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**FIG.10**

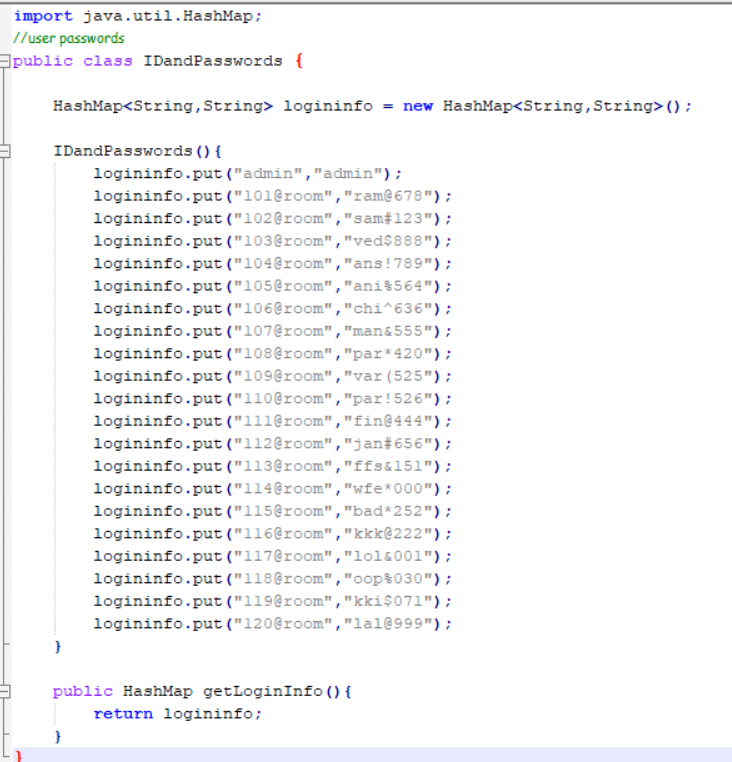
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**FIG.11**

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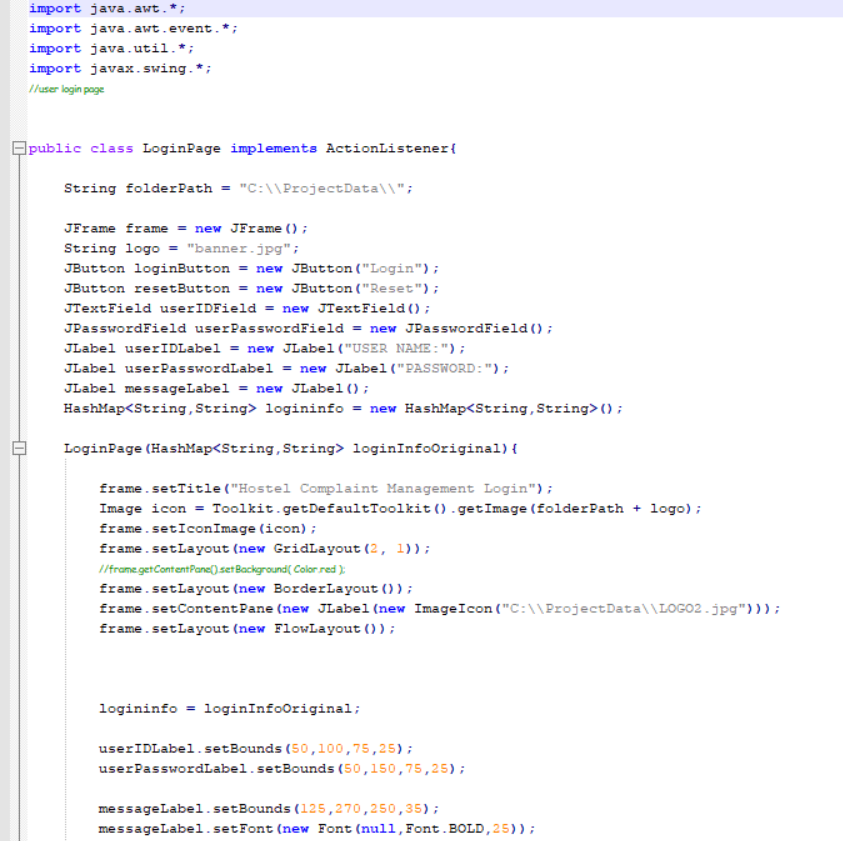
**FIG.12**

**7.5 IDandPasswords**

****

**FIG.13**

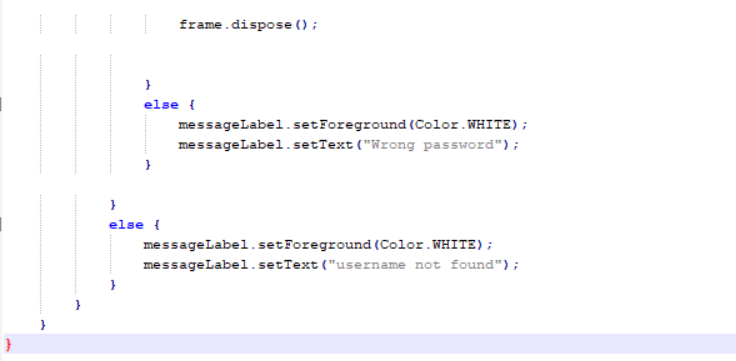
**7.6 LoginPage**

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**FIG.14**

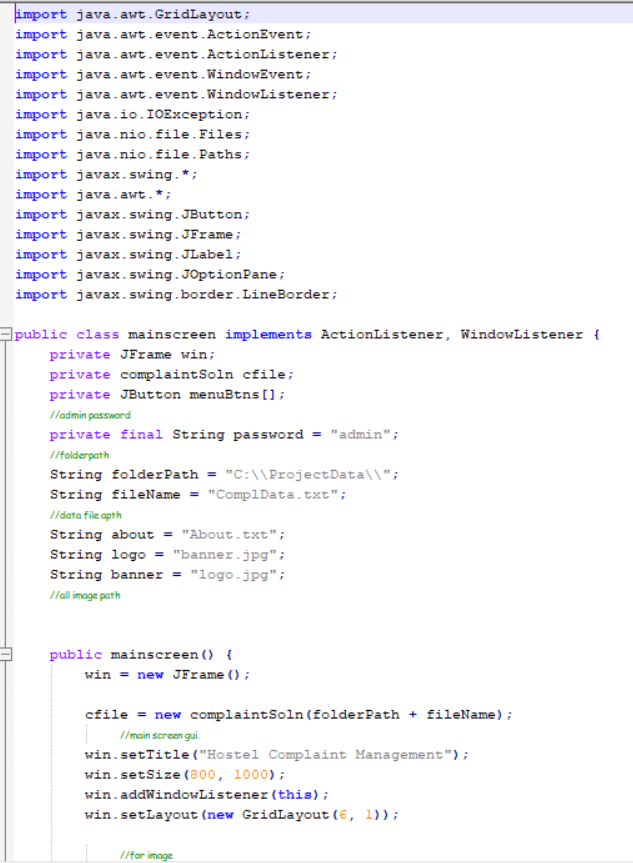
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**FIG.15**

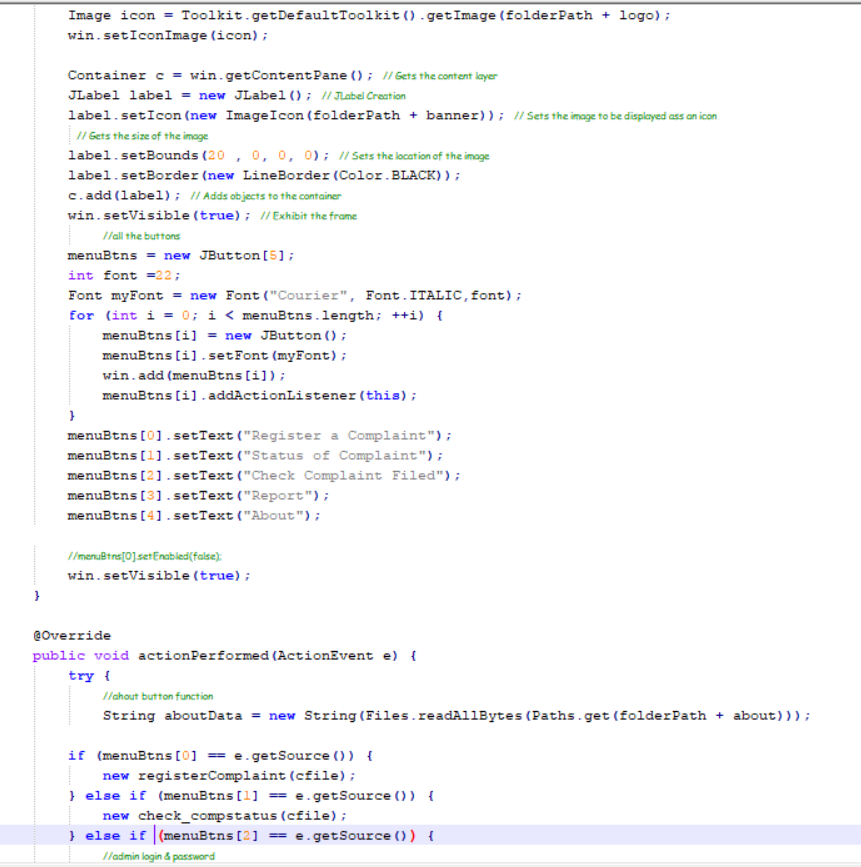
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**FIG.16**

**7.7 main**

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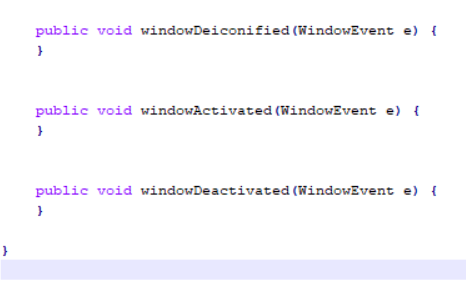
**FIG.17**

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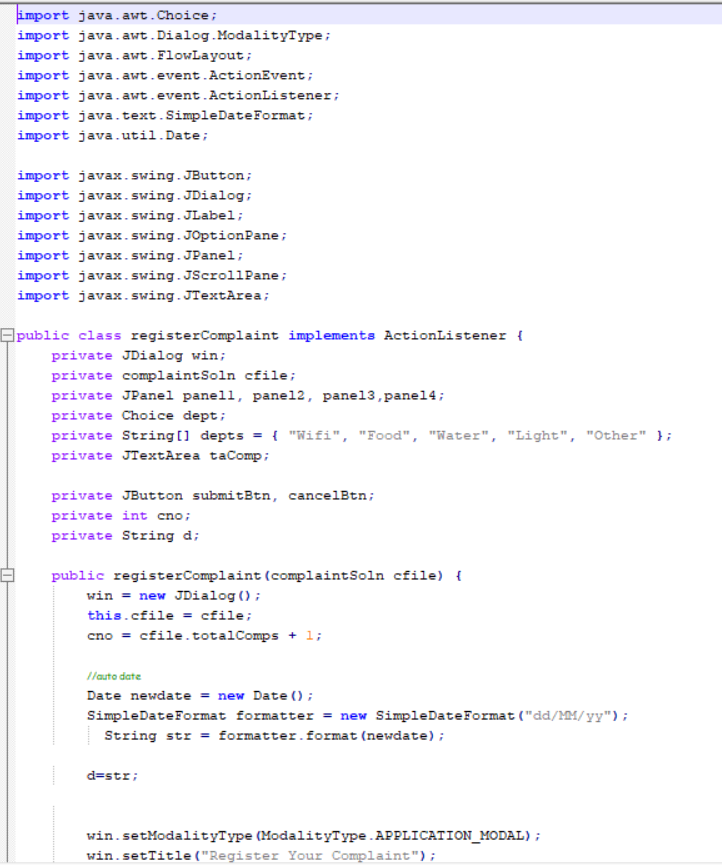
**FIG.18**

****

**FIG.19**

**FIG.20**

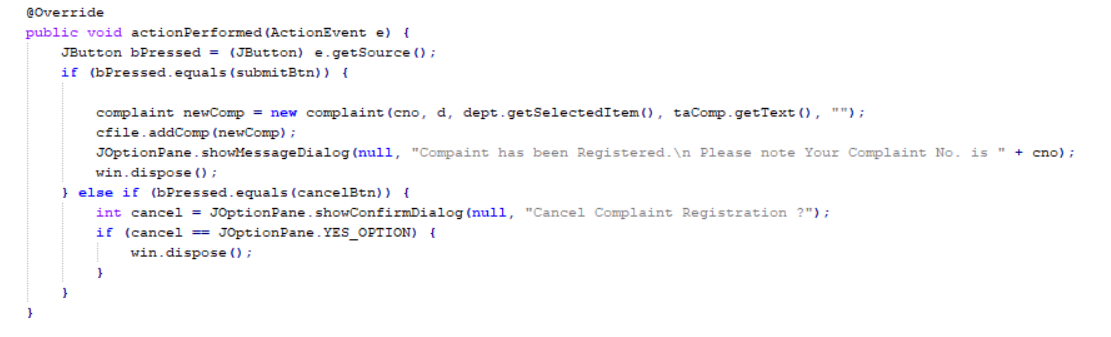
**7.8 registerComplaint**

****

**FIG.21**

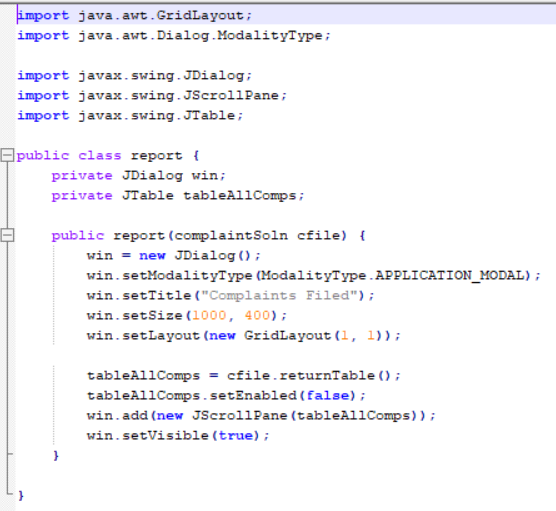
****

**FIG.22**

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**FIG.23**

**7.9 report**

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**FIG.24**

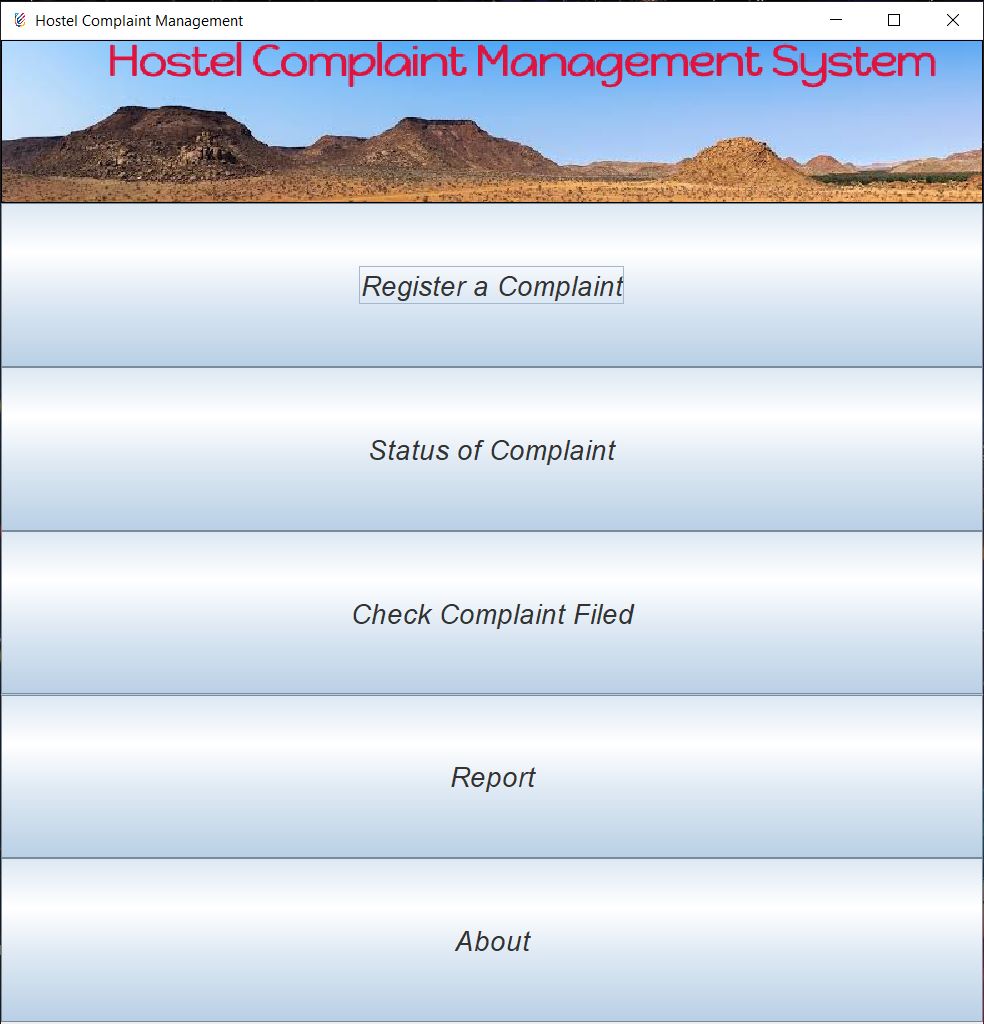
# **Output Screen-Shots**

**8.1 Login Window**



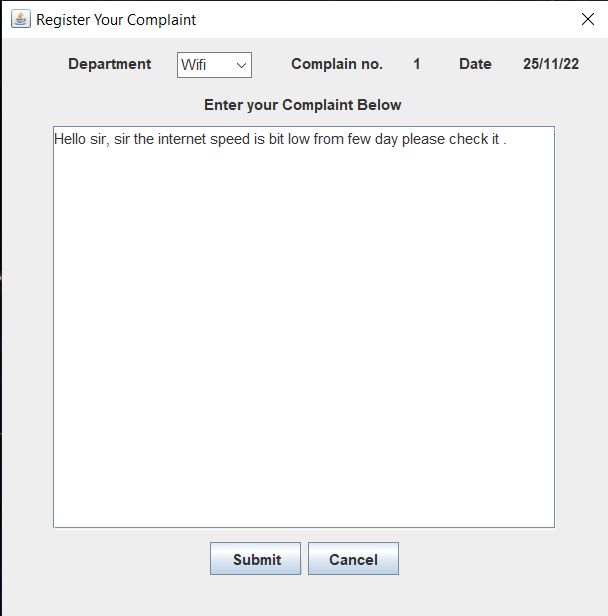
**FIG.25**

**8.2 Main Portal**

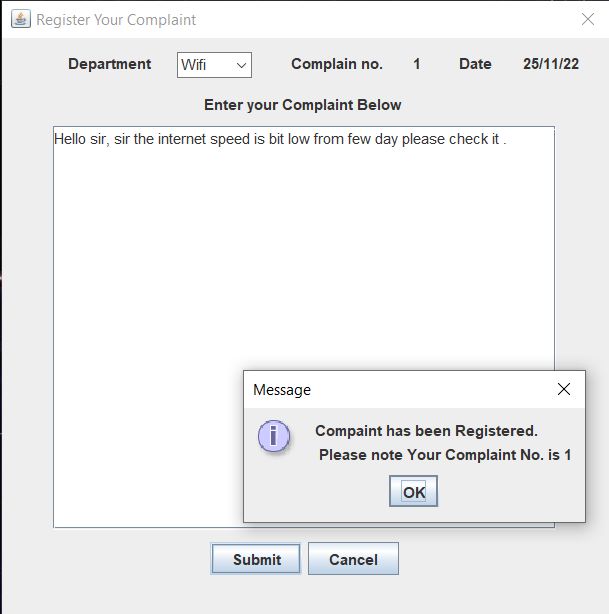


**FIG.26**

**8.3Register Your Complaint Window**

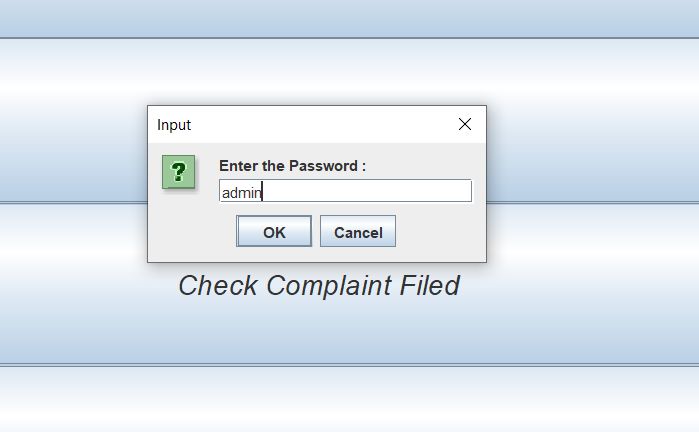


**FIG.27**

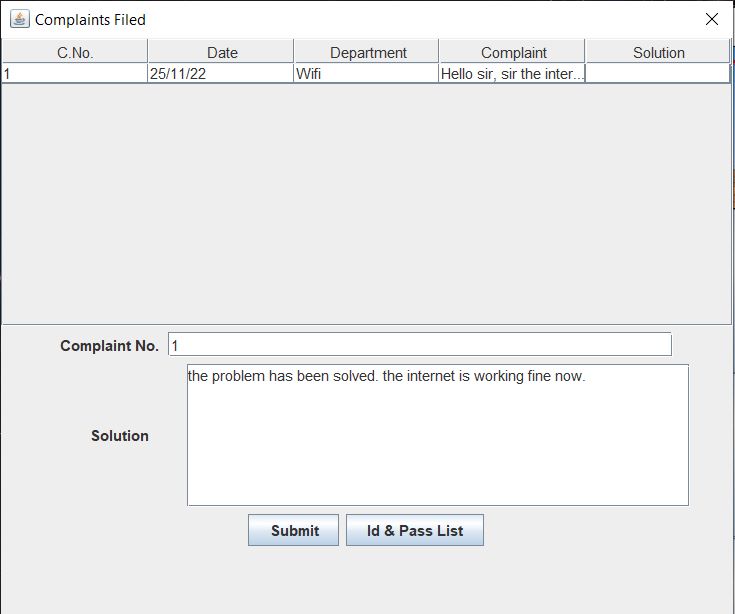


**FIG.28**

* 1. **Admin Window**

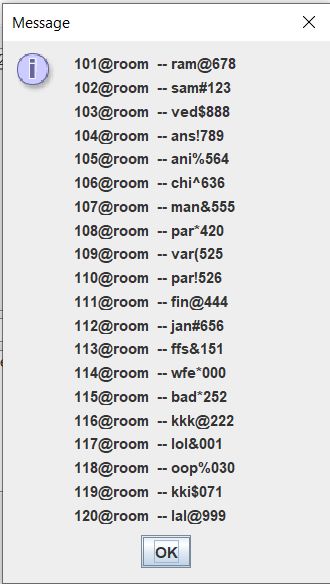


**FIG.29**



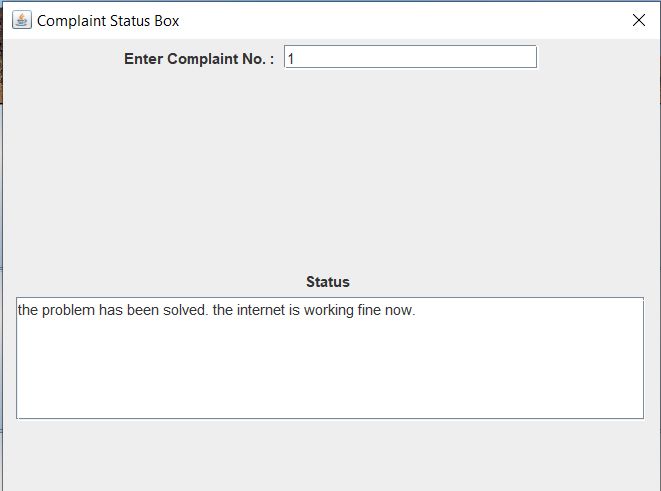
**FIG.30**

* 1. **Id’s & Passwords**

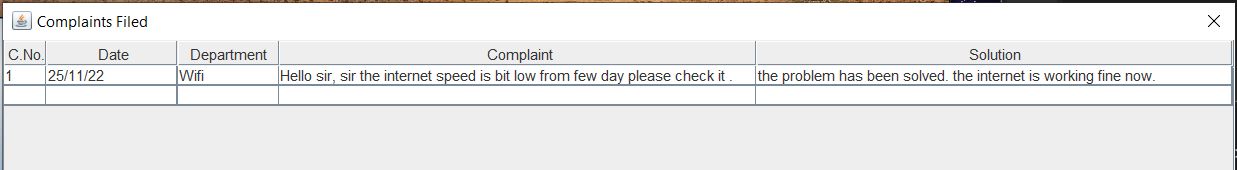


**FIG.31**

* 1. **Complaint Status Box**

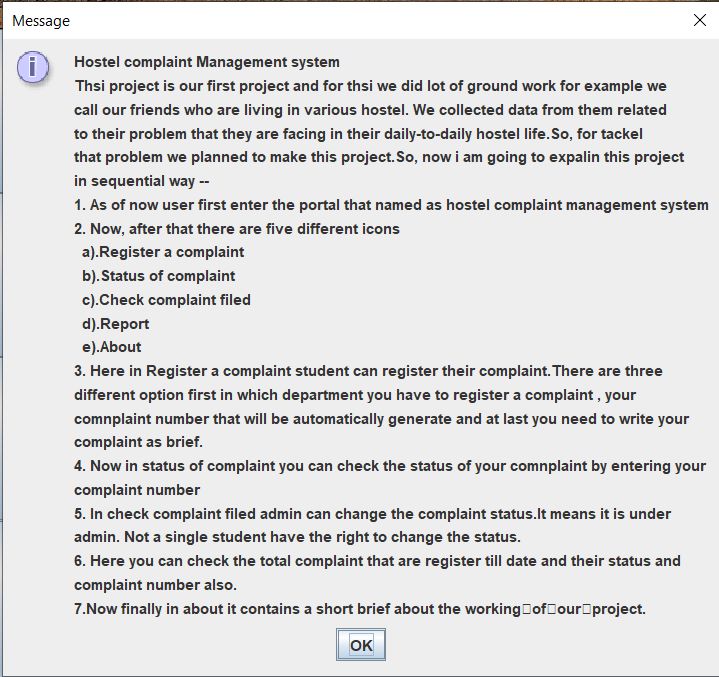


**FIG.32**



**FIG.33**

* 1. **About**



**FIG.34**

# **NON-FUNCTIONAL REQUIREMENTS**

**9.1 Performance requirements**

The following requirements that we need for this project: -

* Provisioning and Authentication
* Searching and Control
* Monitoring and Diagnostics
* Software and Maintenance
* Data Update and Maintenance
* Reference management system

**9.2 Security requirements**

Some of the security measures we’ve taken for our project: -

* Data Privacy: - As many are concerned for their data to not be accessed by everyone and their identity to not be shown in public, this system allows everyone to register their complaints anonymously. Only the admin can see the user.
* Admin Control
* Login ID and passwords

# **Result**

Through this project, students can login into the system, register their complaints anonymously and then get a viable solution to the same by the hostel authorities.

The admin has the authority to enter the solutions and update its status which the students can check later.

For the complete working, you can check out the screenshots of the project attached above.

References –

[1] According to Collins English Dictionary…………..

[click on this](mailto:https://d1wqtxts1xzle7.cloudfront.net/81064429/3.IJSHRE-9802-Anusiuba-with-cover-page-v2.pdf?Expires=1669553690&Signature=e-jUQWl3pAOge2x4duReDEQbaVOPXtwYqtyDVysR1L5n67jFQI2S40j-bCQn6PmnUHVd9yx5WGcBUqc0dfLbNoJQXuoGDw78ITPAvy2o6SD6rquHIpCHNjq150IyYnbcKKLY0Kn95PtHoDNEWNHM8IEuU7QRzFCeqFA33TDdI-CFsPBVZMAgQK9TxTkGsjlQCUjIUY~VKgcrM4sN5QXNEJ-FngO4g3rMUSTHVxd5bIBh3enSsa5vdN50PfQskit2YNfpeahAAIGwKI9EwdxJtx1t8qyAJvs63QZEbY-fU8EnprXb5JhIotl5JUfJuG7ny9dRQFFqGNX0g6yBDEDEOQ__&Key-Pair-Id=APKAJLOHF5GGSLRBV4ZA)

[2] “<https://ieeexplore.ieee.org/abstract/document/8523949?casa_token=IZzNcbzSisIAAAAA:XkaPdLz6xRpbWvAUo_97svApHUzAKcvKwrq6tKjljy67OTpCXpLUDwt05ZAWuSZrd9caZX9H9Yk1XQ>”

[3] what is weakness in any organization?? “<https://www.berkeleywellbeing.com/strengths.html>”

[4], what type of opportunity can an organization consider for itself??

“<https://www.mindtools.com/pages/article/newTMC_05.htm>”

[5] What are the different types of threats for an organization??

“<https://www.mindtools.com/pages/article/newTMC_05.htm>”

[6] “To make it easier for data collection, storage and referencing reliable”

“<http://ir.csuc.edu.gh:8080/jspui/handle/123456789/425>”

DRIVE LINK

[https://drive.google.com/drive/folders/1f5R5yge-zn0HgLOdOe7HzIUYgSzQFPG5?usp=share\_link](mailto:https://drive.google.com/drive/folders/1f5R5yge-zn0HgLOdOe7HzIUYgSzQFPG5?usp=share_link)