

## **Topic :** COMPLAINT MANAGEMENT SYSTEM

**Abstract** - The Complaint Management system is web based application and it is designed to keep track of complaints registered by the persons to bring attention for several department executives like water authority, pwd authority etc, so this system need to have distributed platform independent web application. The task of Administrator executives can control all the activities in the system, for creating issue using call registration, assign to service engineer and check the service engineer's performance. In call registration it should be open and assigned to service and engineer can update the call status to closed. This System able to show the reports like department wise pending closed calls, open calls, Daily call registration and Engineer performance Report.