GUJARAT TECHNOLOGICAL UNIVERSITY

Chandkheda, Ahmedabad
Affiliated

Babaria Institute of Technology

A
Project Report
On

COMPLAINT WEBSITE

Prepared as a part of the requirements for the internship
(Computer Science and Engineering)

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Guided by

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I would like to express my special thanks of gratitude to my guide   **Viresh Jharbare**, who gave me the golden opportunity to do this wonderful project on the topic Complaint website, which also helped me in doing a lot of research and I came to know about so many new things. I am really thankful to him.

Also, we are deeply thankful to **kishor contractor,** Head of IT Department at Oil And Natural Gas Company for his valuable guidance and assigning this project .

I am thoroughly in debited to, my guide viresh jharbare who enthusiastically guided me and painstakingly followed up in my progress. Moreover, I wish to acknowledge their unwavering support throughout the tenure of my internship program. But of all I wish to thank him for believing in my abilities.

Last, but not the least, I would like to extend our profound thanks to all my dady in developing the project and people who have willingly helped me out with their abilities.

 BHRUGESH JADAV(170050107513)

<u>COMPANY INTRODUCTION</u>

OIL AND NATURAL GAS CORPORATION

<u>Company</u>

**Oil And Natural Gas Corporation.
Ankleshwar Asset, Ankleshwar.**

<u>Contact</u>

P.C Raval

AssetManager

ONGC, Ankleshwar-393010,

Dist: Bharuch, Gujarat.

Telephone: 02646-237500

Fax: 02646-246926

Email: ank_am@ongc.co.in

UNIT: 1 INTRODUCTION

Problem Summary:-

The main aspects of this chapter is to know the problems of the system for which solutions are to be found. And to implement that, a systematic planning has to be done. First, my aims and objectives to be achieved throughout the whole project lifecycle are to be defined. After that the scope of the project and the schedule in which the project has to be completed. The environment in which the project is going to implement the model has to be considered and corresponding steps have to be taken for that. Also, a positive approach for the successful completion of the project would be a boost for me.

The summary of the problem can be explained in simple by an example that many people wants to achieve success in whatever they do but there are various obstacles they have to face. Another problem is high advertisement cost which affects their future business growth.

All these problems are addressed with this project which is based on Website and Android Application, which would help them achieve business exposure through referrals. User friendly experience is provided through which it becomes easy and relaxing for the people.

Aims and Objectives:-

The aim and some of the main objectives of the project are listed below:-

1. Providing a Comprehensive Marketplace
2. All department complaint registration
3. Uploading the document
4   Give the alert message to user of registration

Problem Specification:-

Every organization has processes that run the way they work. All have to work in that flow to achieve the target. Having a good understanding of your my business processes can help me to improve productivity and save time and money. Whether managing projects, tasks, materials, or other key elements in your business, one can gain the best visibility by creating a visual map of workflow.

In the current scenario, the project's field is related to business growth where the main entities are companies. It is not very easy to get business exposure. It is not easy to convince these companies to join our platform as we don't have any solid background.

a. Literature Review

In order to implement project, sources like google , youtube, etc. Were reviewed. Then to study Website development source like , youtube were reviewed. Also ,it is very important to know that if it is practically possible to implement the feature which are to be included in the project ,so several patents and research papers related to my subject were reviewed .The general idea of my website is came from ongc complaint website. The ongc compliant website has lacking of some feature like uploading document and give notification gmail so my complaint website is improve version of that website.

b. Material and Tools Required

i. Hardware:

1. Android device

2. Computer

ii. Front End:

1. HTML
2. CSS

iii. Back End:

1. PHP

iv. Database:

1.**phpmyadmin**

- **Platform:**

Visual Stduio Code

<u>Diagrams</u>

<u>Use Case Diagram</u>

FIG .Use Case Diagram

complaint
website

admin

login

invalid

valid

view complaint

edit complaint

edit

update complaint

logout
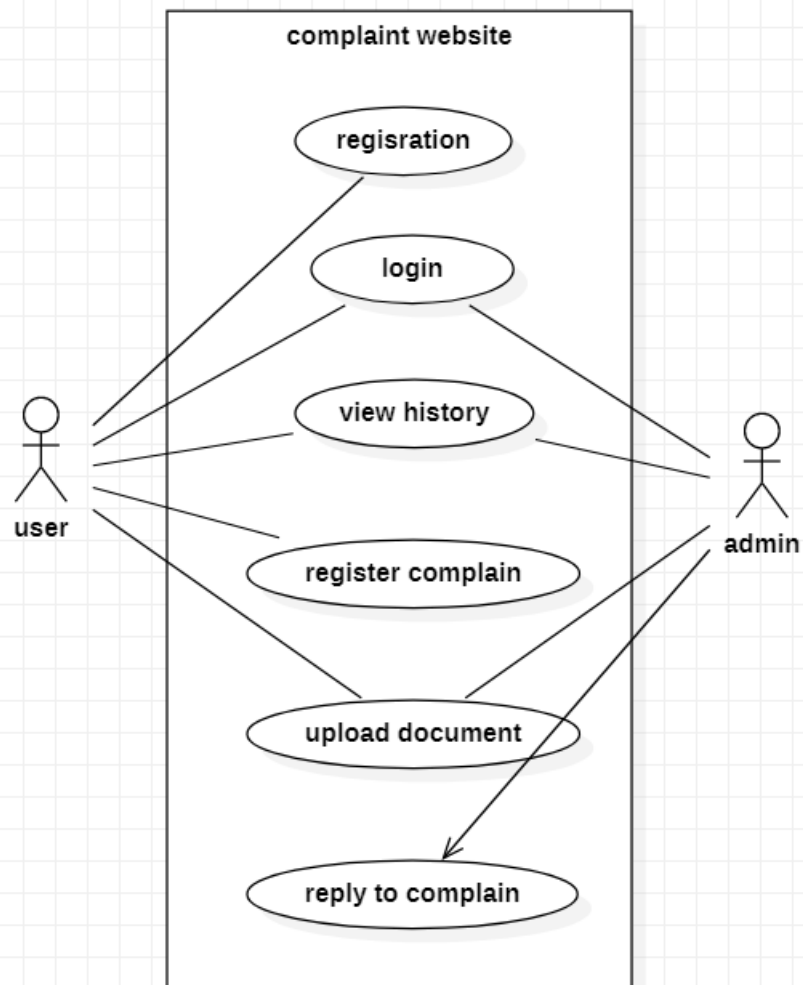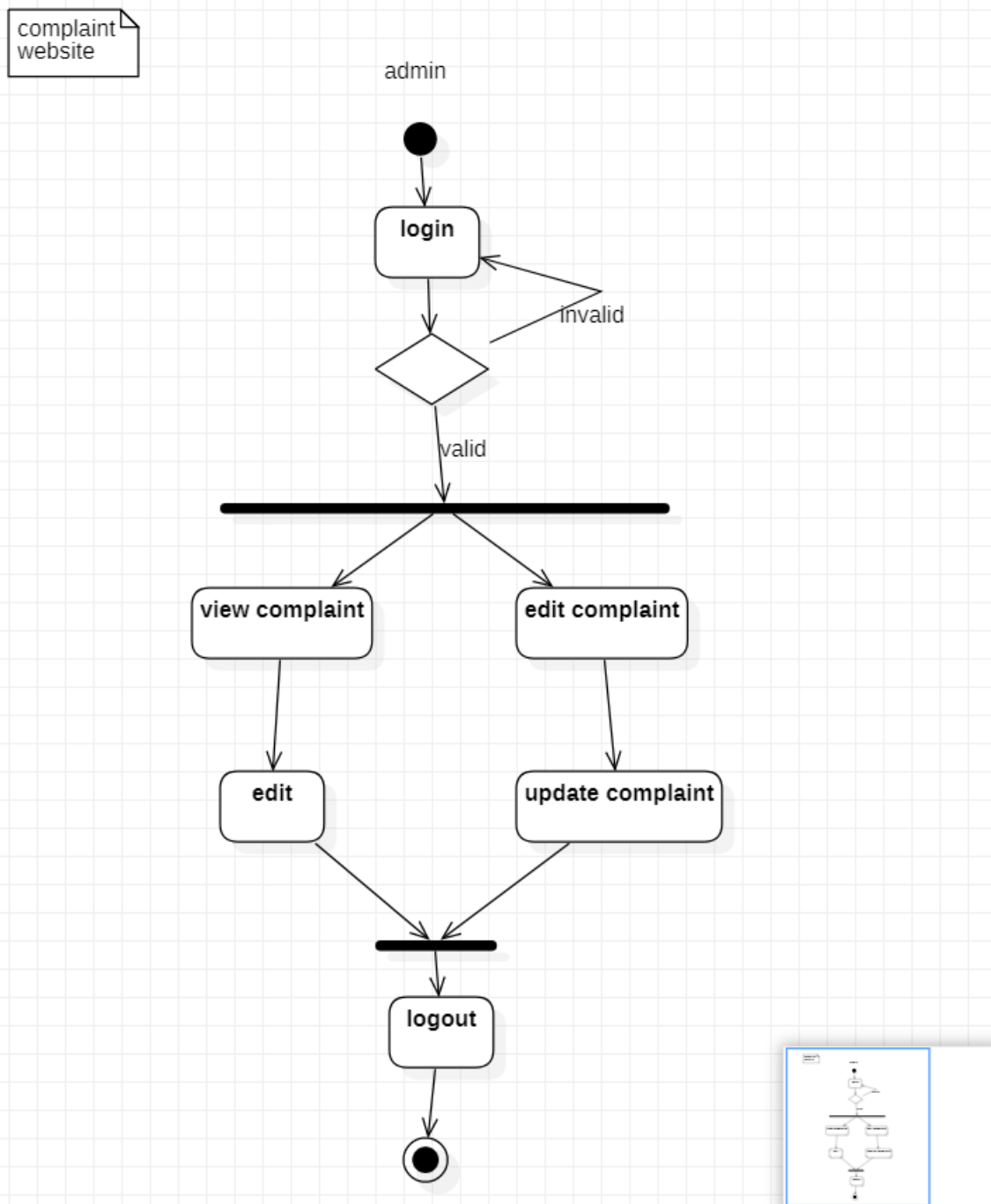
FIG Activity Diagram Admin

Activity Diagram:-

User:-

complaint
website
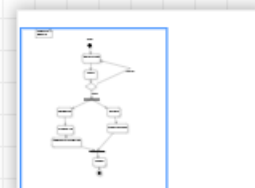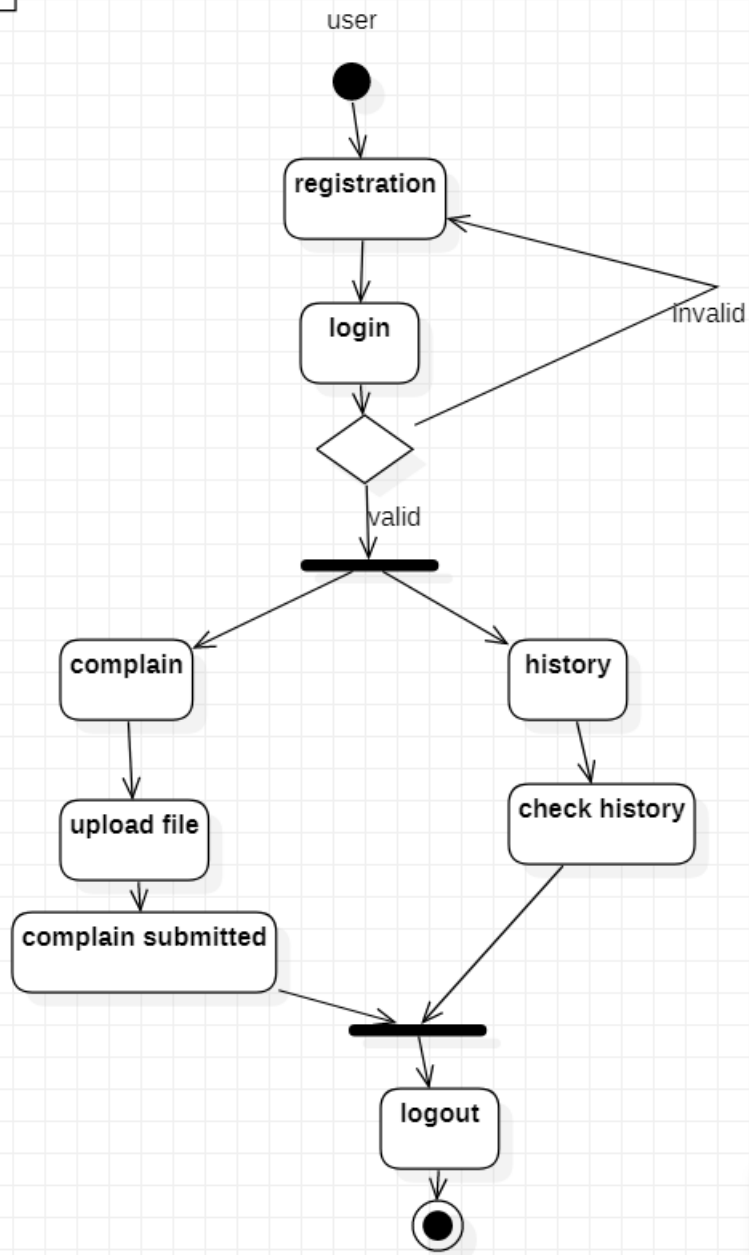
user

FIG Activity Diagram User

<u>**Sequence Diagram:-**</u>
<u>**Admin:-**</u>
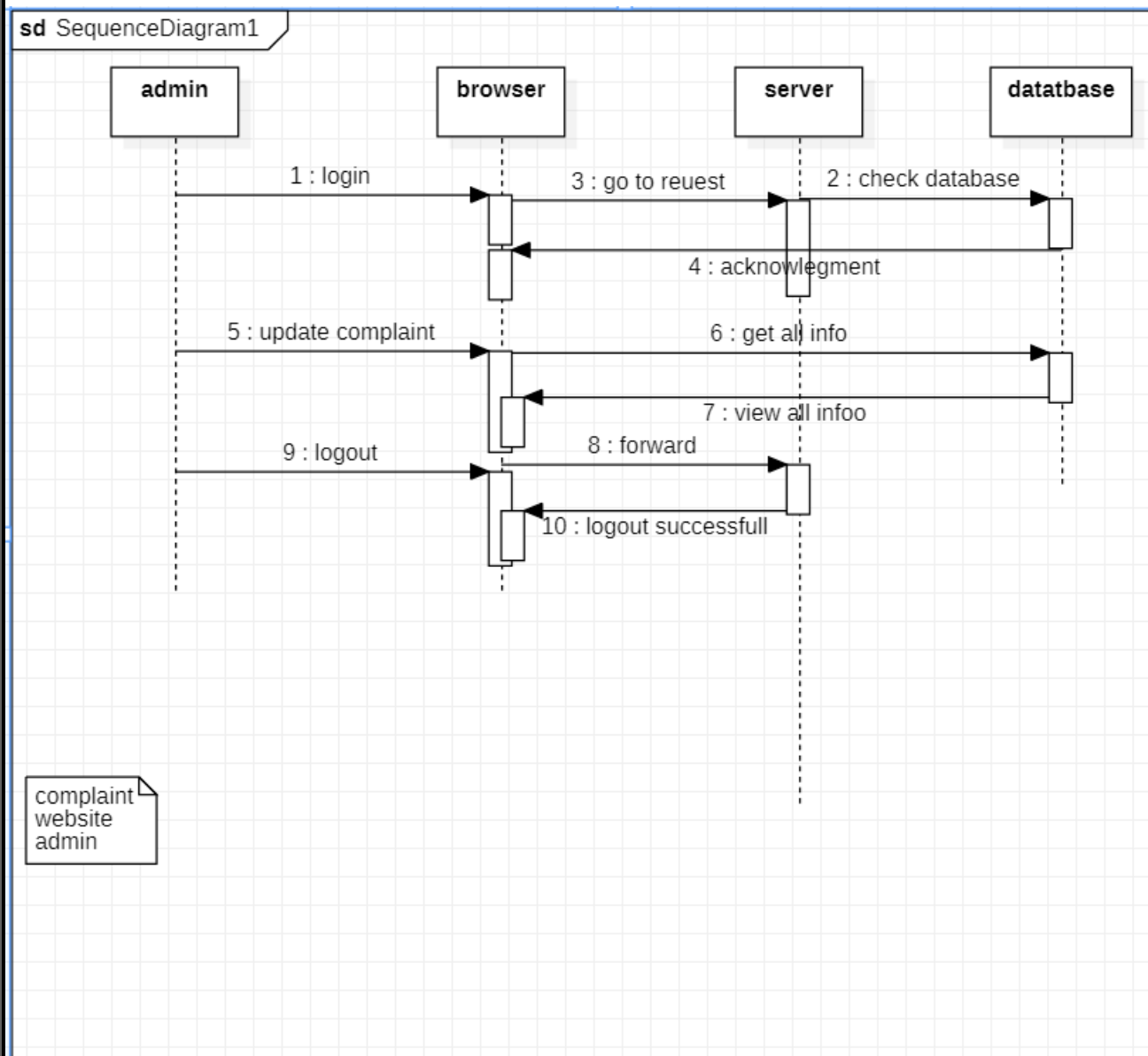
FIG . Sequence Diagram Admin

Sequence Diagram:-
User:-

sd SequenceDiagram1

| user | browser | server | database |

1 : registration

2 : go to request

3 : store in database

4 : acknowledgement

5 : login

6 : go to reuest

7 : check in database

8 : acknowledgement

9 : complaint

11 : go to request

10 : store in database

12 : acknowledgement

13 : logout

14 : forward

15 : logout successful

complaint
website
user
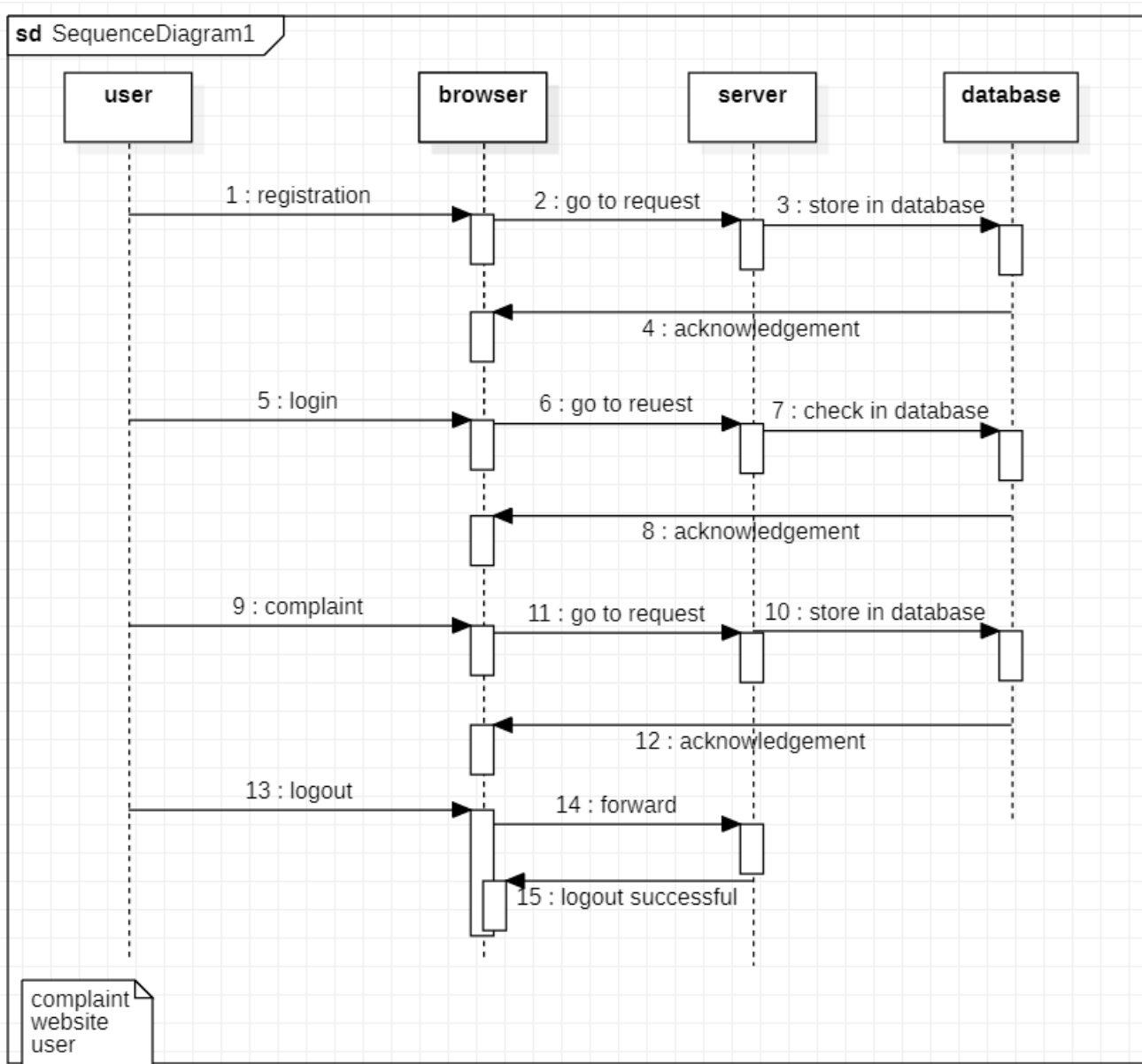
FIG . Sequence Diagram User

UNIT: 3 DATA DICTIONARY

1. Table Name: User Registration

FIELD NAME	DATA TYPE	SIZE	DESCRIPTION	CONSTRAIN
Name	varchar	255	User Name	Primary Key
Password	varchar	255	Password	No

2. Table Name: User Login

FIELD NAME	DATA TYPE	SIZE	DESCRIPTION	CONSTRAIN
Name	varchar	255	User Name	Primary Key
Password	varchar	255	Password	No

3. Table Name: User Complaint

FIELD NAME	DATA TYPE	SIZE	DESCRIPTION	CONSTRAIN
Name	Varchar	50	User name	No
Email	Varchar	50	User Email	No
Cpf-No	Int	50	User Cpf-No	No
Phone-No	Int	10	User Phone-No	No
Address	Varchar	200	User Address	No
Department	Varchar	50	User Department	No
Complain-Type	Varchar	50	User complaint-type	No
Complain	varchar	500	User complaint	No

4. Table Name: User History

FIELD NAME	DATA TYPE	SIZE	DESCRIPTION	CONSTRAIN
Name	Varchar	50	User name	No
Email	Varchar	50	User Email	No
Complaint	varchar	500	User complaint	No
Status	varchar	50	User status	No
Remark	Varchar	200	Admin remark	No

5. Table Name: Admin Login

FIELD NAME	DATA TYPE	SIZE	DESCRIPTION	CONSTRAIN
Department	varchar	255	Admin Department	No
Cpf –No	varchar	255	Admin Cpf-No	Primary Key
Password	varchar	255	Password	No

6. Table Name: Admin Page

FIELD NAME	DATA TYPE	SIZE	DESCRIPTION	CONSTRAIN
Name	Varchar	50	User name	No
Email	Varchar	50	User Email	No
Cpf-No	Int	50	User Cpf-No	No
File_name	file	-	File name	No
Phone-No	Int	10	User Phone-No	No
Address	Varchar	200	User Address	No
User_file	file	-	User_file	No
Department	Varchar	50	User Department	No
Complain-Type	Varchar	50	User complaint-type	No
Complain	varchar	500	User complaint	No
Admin_file	file	-	Admin_file	No

UNIT: 3 Screenshot Layout

User Site

- ## Welcome page

- # **User Registration page:-**
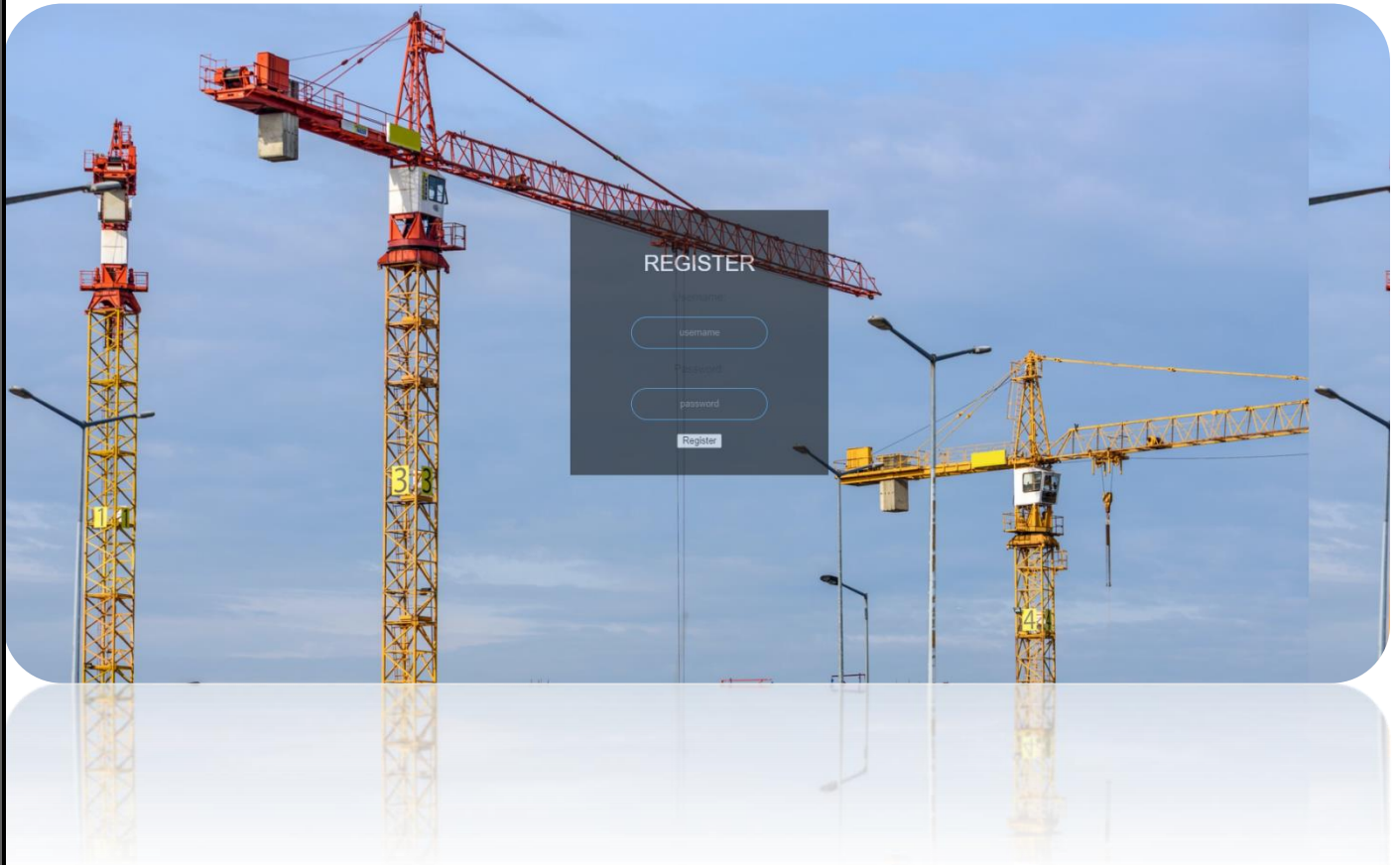
- ➢ This is the log in page if users don't have account then he/she will register here in register page.

- # User Login page:-
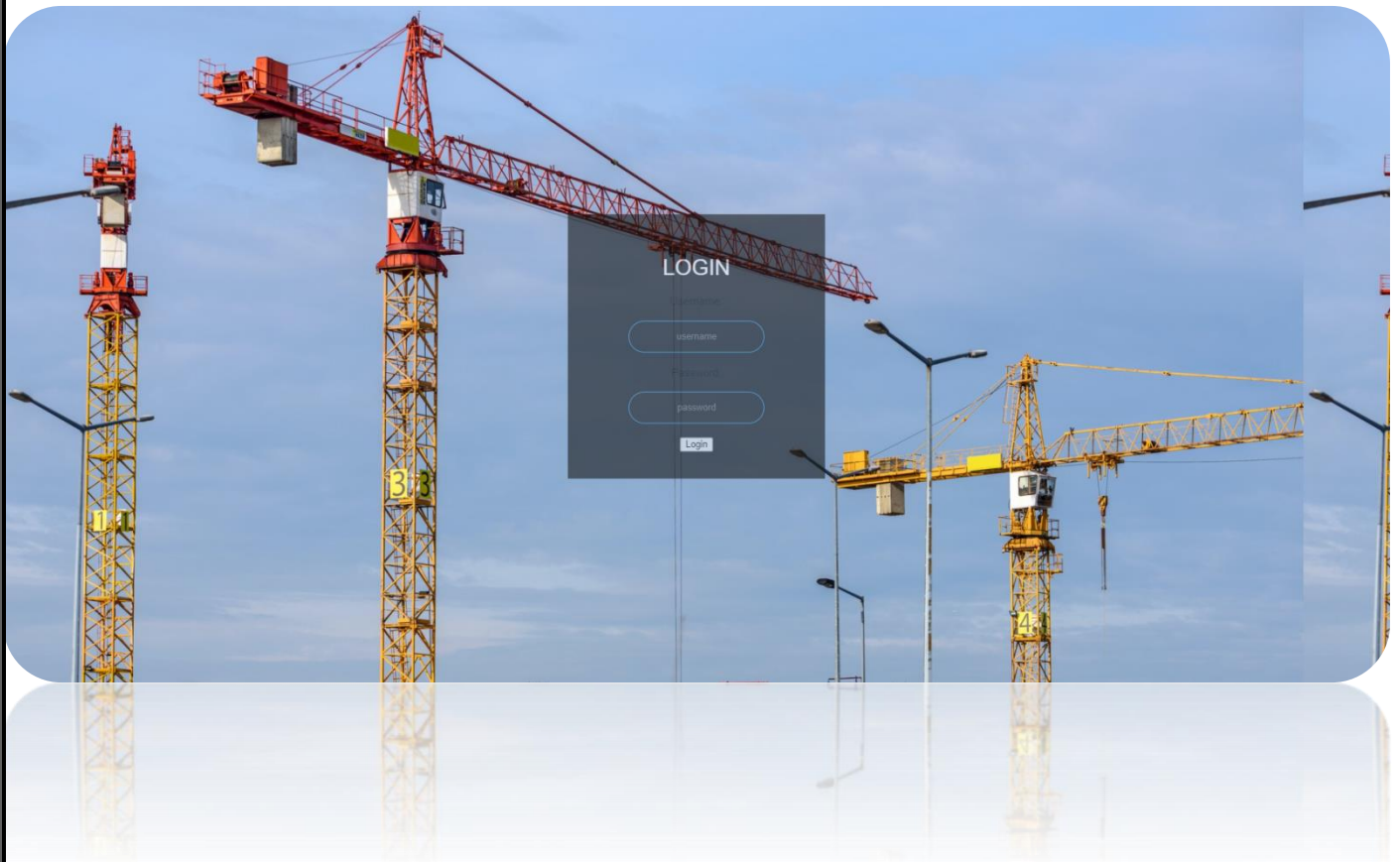
➢ This is the log in page if users have an account then he/she will eligible for directly Sign in.
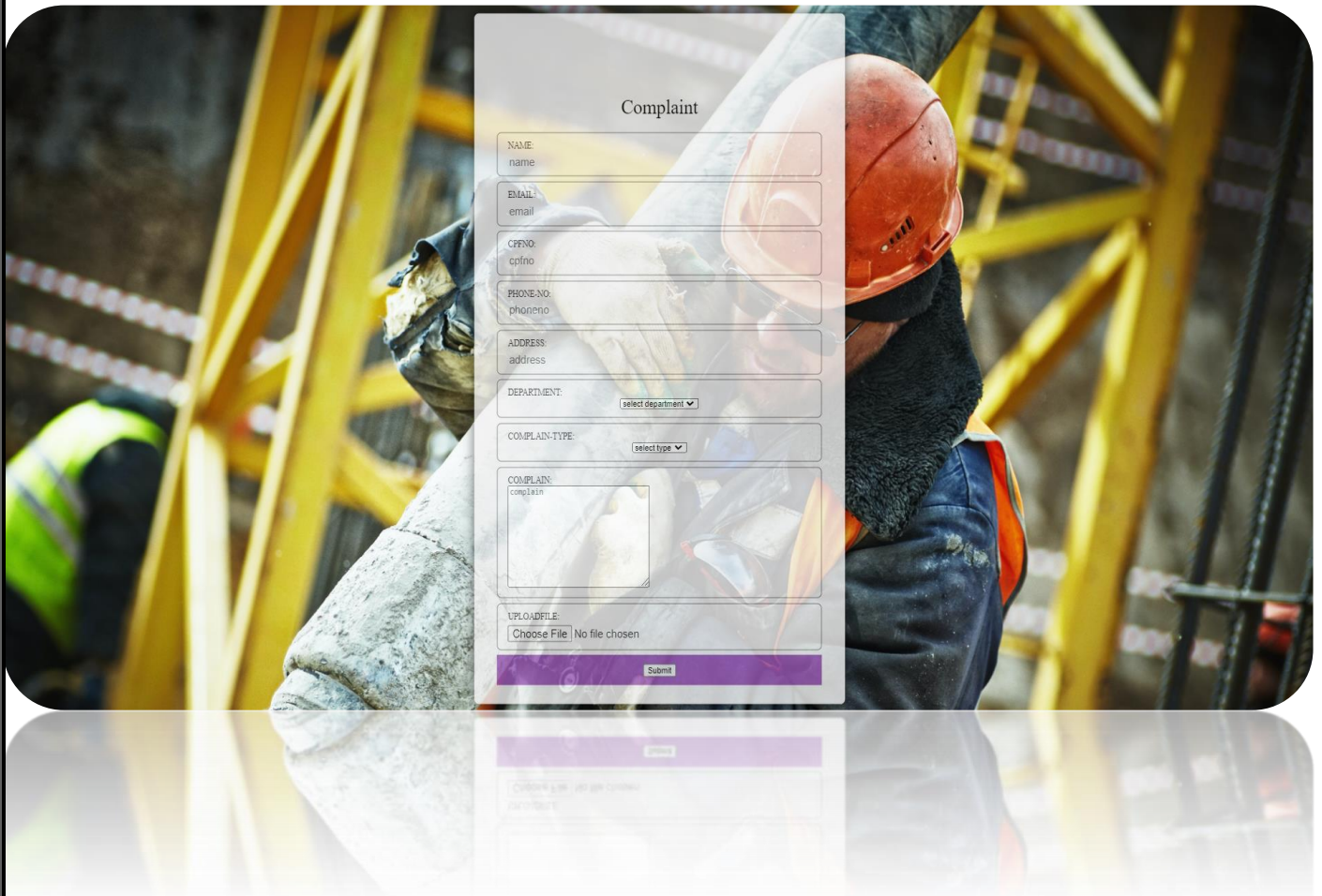
- # User Home page:-

About Us Page

HI PEOPLE !!!
WELCOME TO ONGC COMPLAINT WEBSITE.

> ➢ This is introduction of the site page.

- ## **User complaint page:-**

> This is the complaint page where the user can register their complain.

- ## User history page:-

Enter your cpf number | submit

NAME	EMAIL	COMPLAIN	STATUS	REMARK

- ➢ This is the user history page where the user can see theiry history by entering their cpf-no .

- ## **Admin Login page:-**

> ➢ This is the log in page if admin is eligible for the sign-in he/she can directly Sign in.

- ## Admin Home page:-

pending
accepted
HISTORY

CIVIL HOME PAGE

Click on the element below to open the side navigation menu, and push this content to the right. Notice that we add a black see-through background-color to body when the sidenav is opened.

≡ open

> This is admin home page.

- # Admin complaint page:-

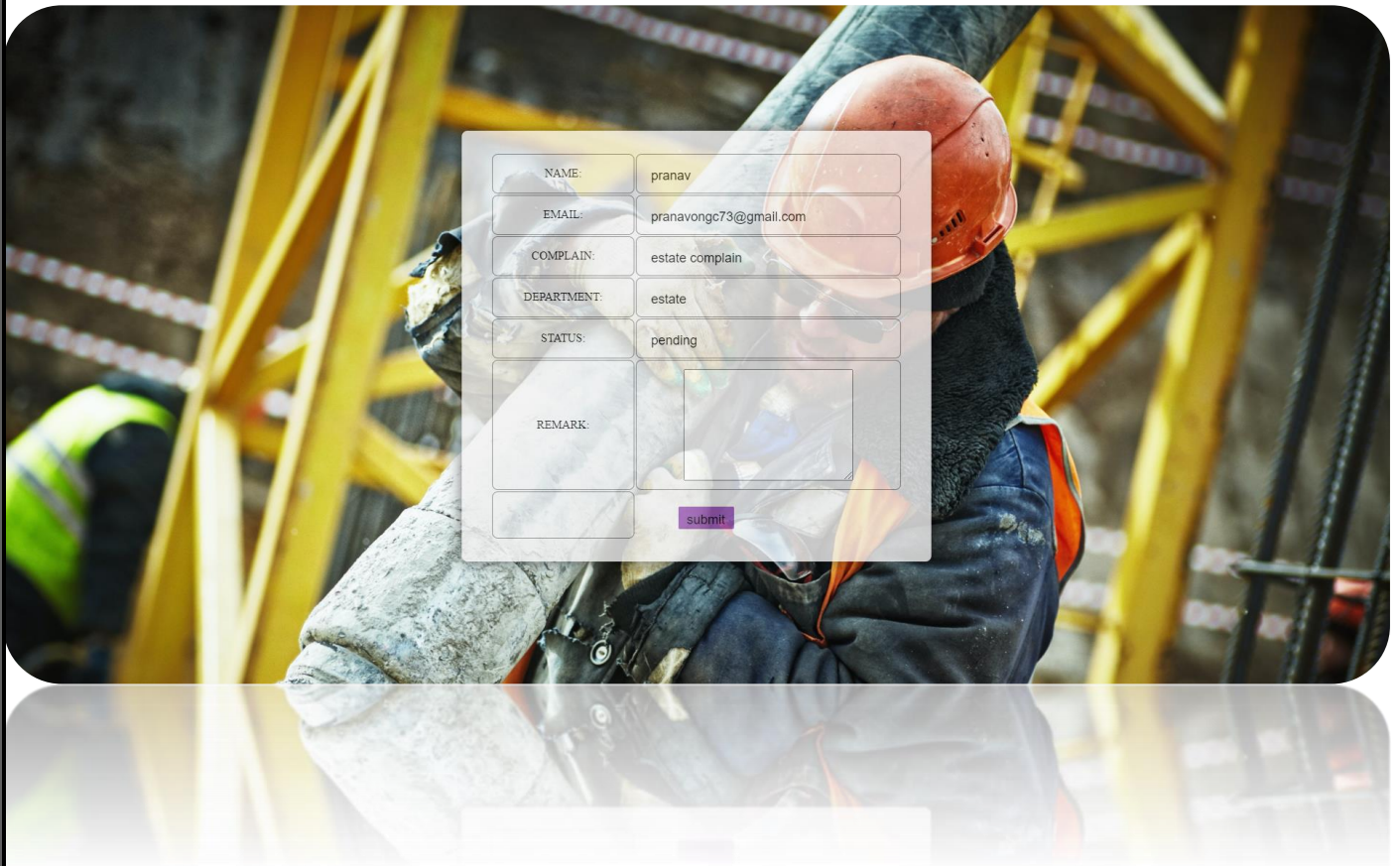| name	email	cpfno	complain	file_name	file_link	department	status	adminfile_name	remark	edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	2	Enter ur complain 3		User_file	it	pending	admin_file		edit
s003	s003@gmail.com	3	Enter ur complain 3		User_file	it		admin_file		edit
s004	s004@gmail.com	5	first try	abstract_house hunt.pdf	User_file	it	accepted	admin_file		edit
s004	s004@gmail.com	5	first try	abstract_house hunt.pdf	User_file	it	accepted	admin_file		edit
s004	s004@gmail.com	5	first try	INS_ALA.pdf	User_file	it	accepted	admin_file		edit
s005	s006@gmail.com	6	OKO;DKO	INS_ALA.pdf	User_file	electrical	accept	admin_file	SOON	edit
pranav	pranavongc73@gmail.com	67333	my pc office is not working	abstract_house hunt.pdf	User_file	it	accepted	admin_file	solved	edit
viresh	jharbare@gmail.com	9182	hii		User_file	civil	pending	admin_file		edit
E ID	EID@GMAIL.COM	7987129	ELECTRIC COMPLAIN	abstract_house hunt.pdf	User_file	electrical	accepted	admin_file		edit
sanjeev	sanjeevhynair@gmail.com	992183	COMPLAIN	INS_ALA.pdf	User_file	civil	pending	admin_file		edit
pranav	pranavongc73@gmail.com	992183	COMPLAIN ELECTRICAL	INS_ALA.pdf	User_file	electrical	pending	admin_file		edit
pranav	pranavongc73@gmail.com	9868768	estate complain	adress proof.pdf	User_file	estate	pending	admin_file		edit
pranav	pranavongc73@gmail.com	1290982	civil complain		User_file	civil	pending	admin_file		edit
electric1	bhrugeshsetu2000@gmail.com	2147483647	comlain 111	adress proof.pdf	User_file	electrical	pending	admin_file		edit

- ➢ This is the complaint page here admin can see all department complaint.

- ## **Admin complaint Reply page:-**

NAME:	pranav
EMAIL:	pranavongc73@gmail.com
COMPLAIN:	estate complain
DEPARTMENT:	estate
STATUS:	pending
REMARK:	
	submit

➢ This is the complaint reply page here admin can reply individual complaint by cliking complaint page edit button.

- ## **Admin Pending complaint page:-**

name	email	cpfno	complain	file_name	file_link	department	status	remark	edit
viresh	jharbare@gmail.com	9182	hii		User_file	civil	pending		edit
sanjeev	sanjeevhynair@gmail.com	992183	COMPLAIN	INS_ALA.pdf	User_file	civil	pending		edit
pranav	pranavongc73@gmail.com	1290982	civil complain		User_file	civil	pending		edit

➢ This is the pending complaint page here admin can see the pending complaint of his/her department.

- # **Admin Accepted complaint page:-**

name	email	cpfno	complain	file_name	file_link	department	status	remark	edit
s004	s004@gmail.com	5	first try	abstract_house hunt.pdf	User_file	it	accepted		edit
s004	s004@gmail.com	5	first try	abstract_house hunt.pdf	User_file	it	accepted		edit
s004	s004@gmail.com	5	first try	INS_ALA.pdf	User_file	it	accepted		edit
pranav	pranavongc73@gmail.com	67333	my pc office is not working	abstract_house hunt.pdf	User_file	it	accepted	solved	edit

➢ This is the Accepted complaint page here admin can see the accepted complaint of his/her department.

- ## **Admin History page:-**

name	email	complain	status

.er your department [submit]

➢ This is the admin history page here admin can check the history of the complain.

UNIT: 4 SUMMARY

➤ From this project I learn about the advantages of Complaint website.

➤ Main purpose of the mini project is to develop Website for reliable purchase for the user.

➤ It helps each and every user to reduce time consuming and thus improving efficiency and productivity.

➤ It was built with the intent of private and secure interaction .

➤ The complaint of anything become much easy, simplified as well as simple through this system.

➤ It has so many features such as reliability, efficiency, and easier etc

➤ Through this system things became much easier as they were never before.

UNIT: 5 REFERENCES

Website References:
- ❖ **W3school.com**

- ❖ **phpmyadmin**

- ❖ **youtube**

- ❖ **phpdatabase**

- ❖ **pixaby**

- ❖ **pexel**

UNIT: 5 REFERENCES