**BULLSEYE: A WEB BASED COMPLAINTS REPORTING MANAGEMENT SYSTEM OF BARANGAY BALASING,**

**SANTA MARIA, BULACAN**

A Capstone Project

Presented to the Faculty of the

Polytechnic University of the Philippines

Santa Maria, Bulacan Campus

In Partial Fulfillment

of the Requirements for the Degree

Bachelor of Science in Information Technology

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**MARCH 2021**

**INTRODUCTION**

Complaint Reporting Management System (CRMS) is an online platform that the main objective is to provide easy access solutions for reporting and managing of complaints at any time in this time of pandemic. It can lead to secure, fast, reliable, and safe way of writing and managing complaint reports. The system elevates the existing system with the use of computerized equipment that is much more convenient in this time of pandemic, enable storing of data in a long period of time and allows easy access and manipulation of data. It provides services like reporting complaints, reporting crimes, reporting missing persons and other services that the barangay offers. The system can be used by anyone who wants to file a complaint report over the internet and letting the officials starts know what is happening without the need of actual going to the barangay every time. In addition, the purpose of the system is to create an online platform that manages complaint report details in a centralized database.

The system provides features that enable faster and safer way to report a complaint. The system is developed to give an upgrade to the manual system of the barangay and expected to eliminate all the problem faced by the existing system. It is developed in a user-friendly manner to avoid error in uploading information and allows anyone to access it easily. It also provides messages that inform the user that they enter wrong information. Every citizen of the barangay can use the system if they know how to access the internet.