



Anekant Education Society's

**Tuljaram Chaturchand College of Arts, Science and  
Commerce (Autonomous), Baramati.**

**A**

**PROJECT REPORT**

**ON**

**“Complaint Mangement Syatem”**

**Submitted to Savitribai Phule Pune University, Pune.**

**For T.Y.B.Sc.(Comp.Sci.)**

**By :**

**Your Name (Roll No.12134 )**

**Patil Harshvardhan Avinash**

**UNDER THE GUIDANCE OF**

**Your Guide Name**

**- Kalyani Londhe**

**Academic Year : 2021 – 2022**



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**CERTIFICATE**

This is to certify that the project entitled “Your Project Title” submitted by  
Complaint Management System in partial fulfilment of the requirement of the  
award of degree B.Sc.(Comp.Sci.) to Savitribai Phule Pune University, Pune has  
been carried out by them under my guidance satisfactorily during the academic year  
2021-2022.

Date :

In-Charge  
(Practical)

Internal  
Examiner

External  
Examiner

Head  
Computer Science Dept.

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# **Documentation Of Complaint Management System**

## **1.Problem Defination:**

This project is aimed at implementing a complaint management system which will be having the under-listed objectives.

Receive daily complain from customer.

Allow customer to registered and obtain username and password to login into the system and lodge in their complain and view previous complain.

Simultaneously update changes made to any data, item in the entire database.

## **2.Scope Of System:**

- User can give complsint online instead of going to shop and wasting time.
- User get response very quickly because this system.
- User can complaint at anytime.
- This system we cn use in different things with some normal changes.

### **3.System Requirement:**

The system wants a minimum of 2 GB of Ram to run all the options sleek and unforeseen.

It wants a minimum 1.3 gigahertz processor to run sleek as else which will produce issues.

The system must be operated by some approved person as wrong hands will build it happy-go-lucky.

#### ➤ Software Requirements

- Operating System : Windows 7,10
- Front End Tools :      HTML,CSS,PHP
- Back End Tools :      My SQL

#### ➤ Hardware Requirements

- Processor :      Dual Core Or Above
- RAM :            2GB(Minimum)
- HDD :            10GB(Minimum)

## **4. Feasibility Study:**

### **A ]Technical Feasibility:**

Earlier no Customer query management system existed to cater to the needs of Complaint Management System. The current system developed is technically feasible. It is a web based user interface for audit workflow at NIC-CSD. Thus it provides an easy access to the users. The database's purpose is to create, establish and maintain a workflow among various entities in order to facilitate all concerned users in their various capacities or roles. Permission to the users would be granted based on the roles specified. The work for the project is done with the current equipment and existing software technology.

### **B]Operational Feasibility:**

Proposed projects are beneficial only if they can be turned out into information system. That will meet the organization's operating requirements. Operational feasibility aspects of the project are to be taken as an important part of the project implementation. Some of the important issues raised are to test the operational feasibility of a project

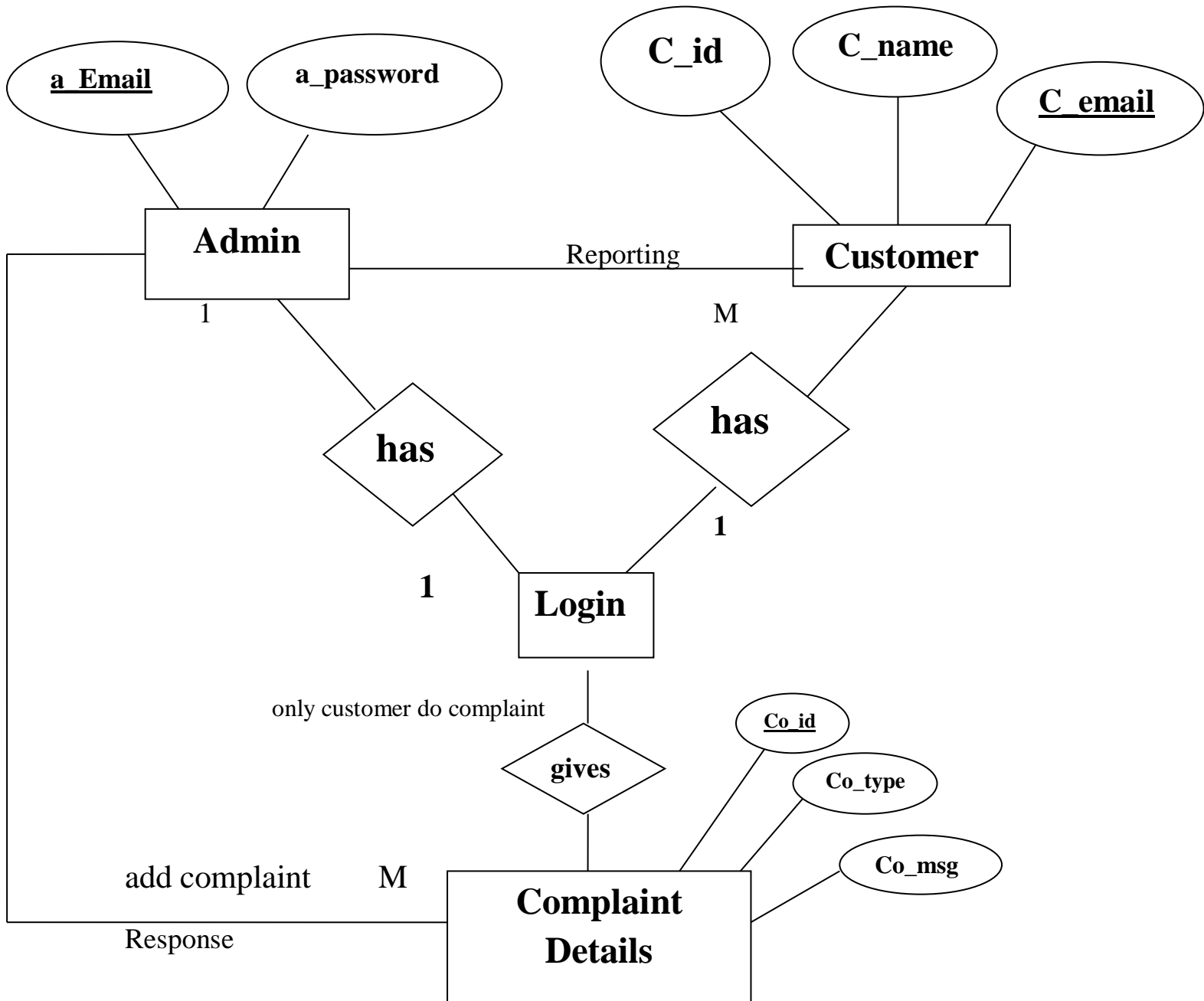
Will the system be used and work properly if it is being developed and implemented?

Will there be any resistance from the user that will undermine the possible application benefits?

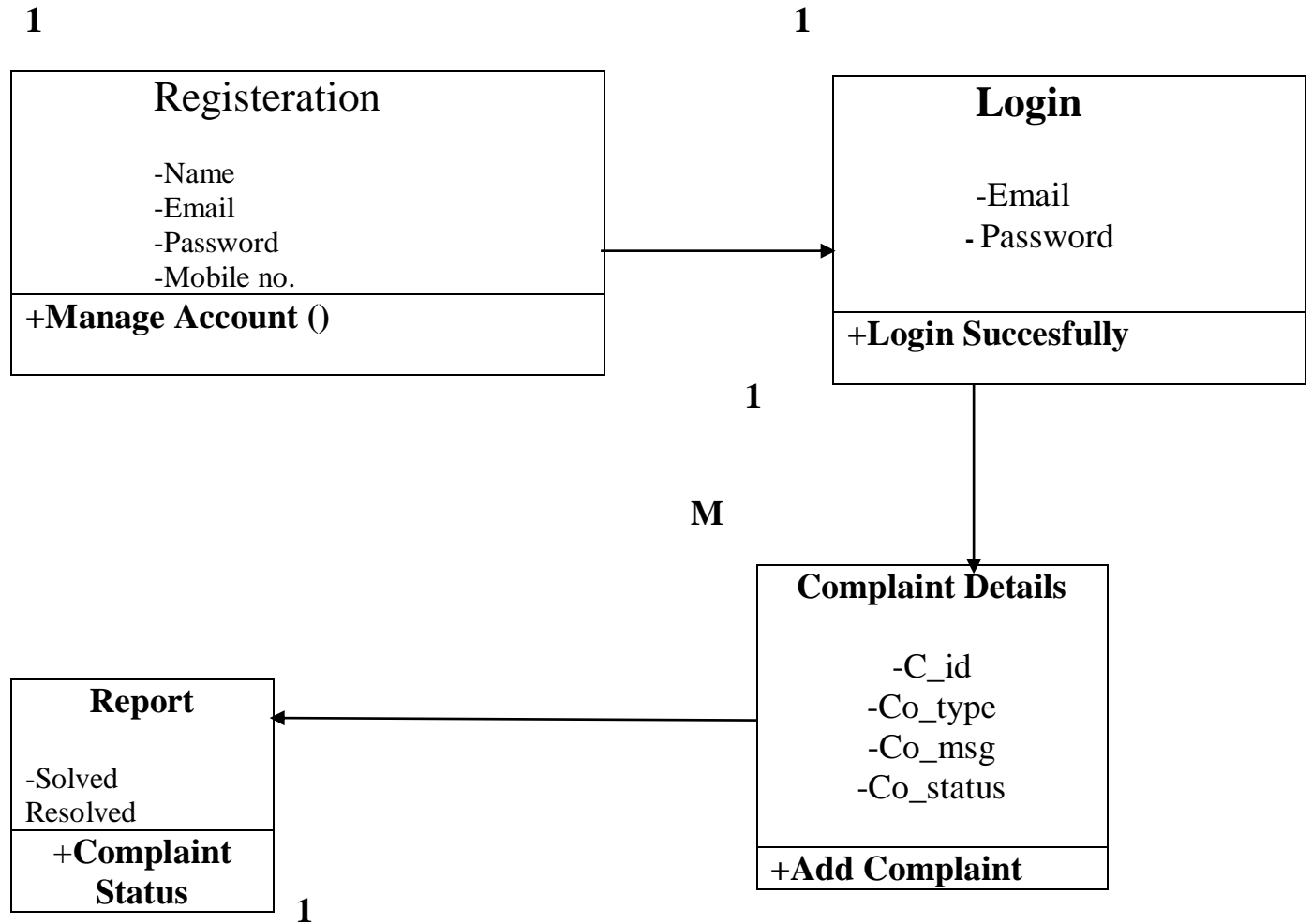
### **C]Economic Feasibility:**

A system can be developed technically and that will be used if installed must still be a good investment for the organization. In the economical feasibility, the development cost in creating the Consumer query management system project. The system is economically feasible.

## 5.E-R Diagram:

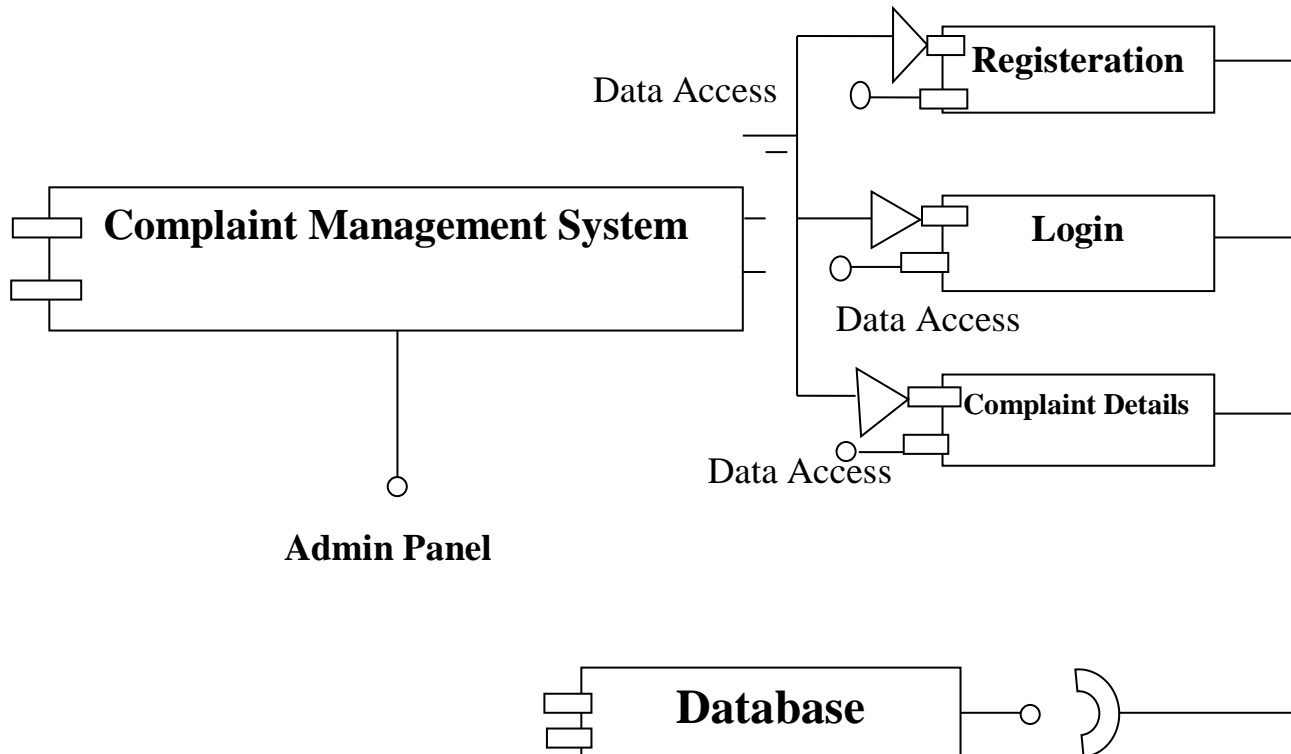


## 6. Class Diagram:

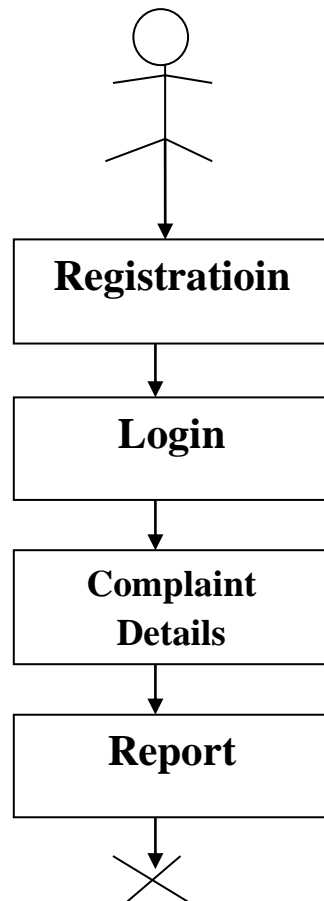




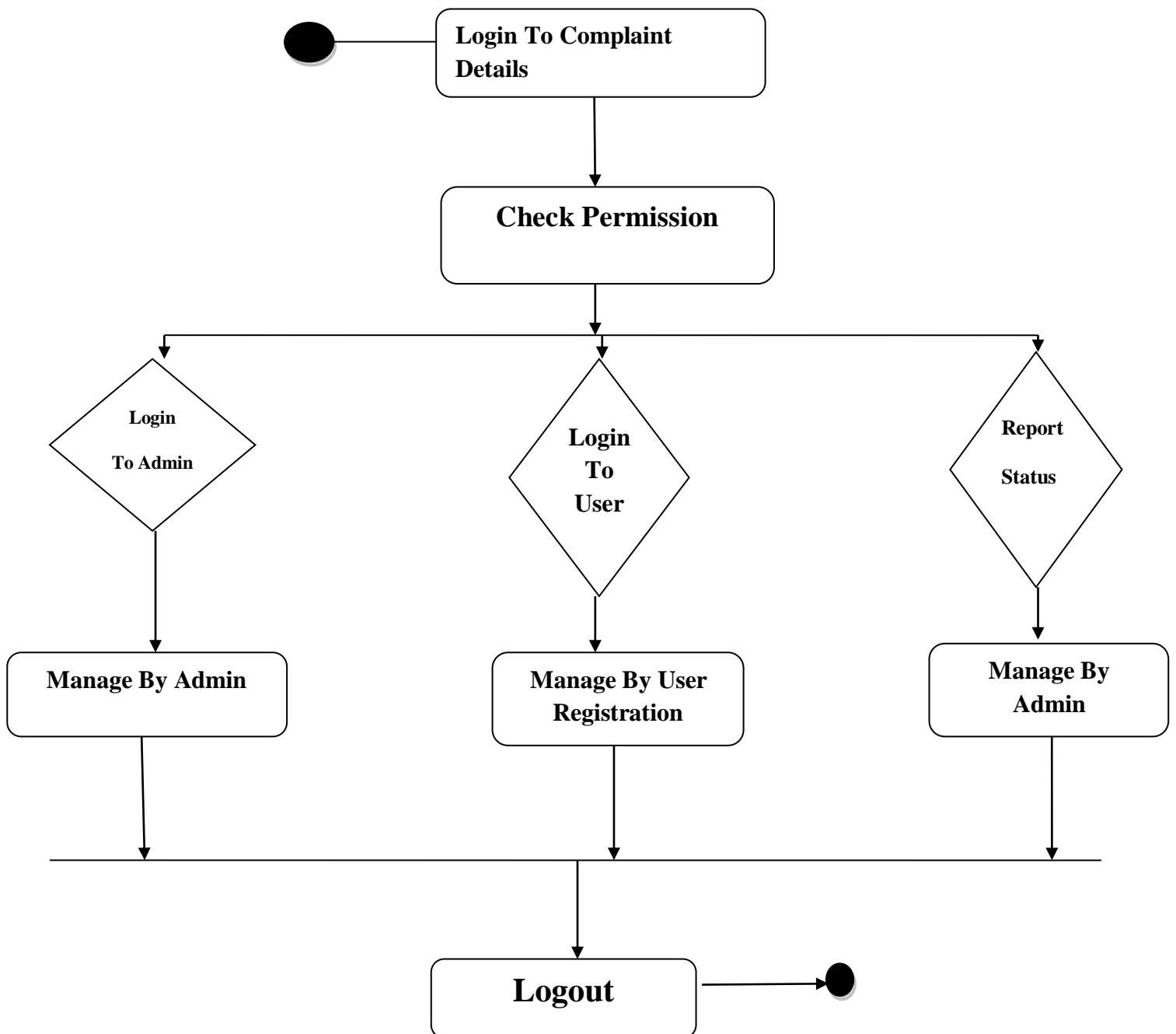
## 7.Component Diagram:



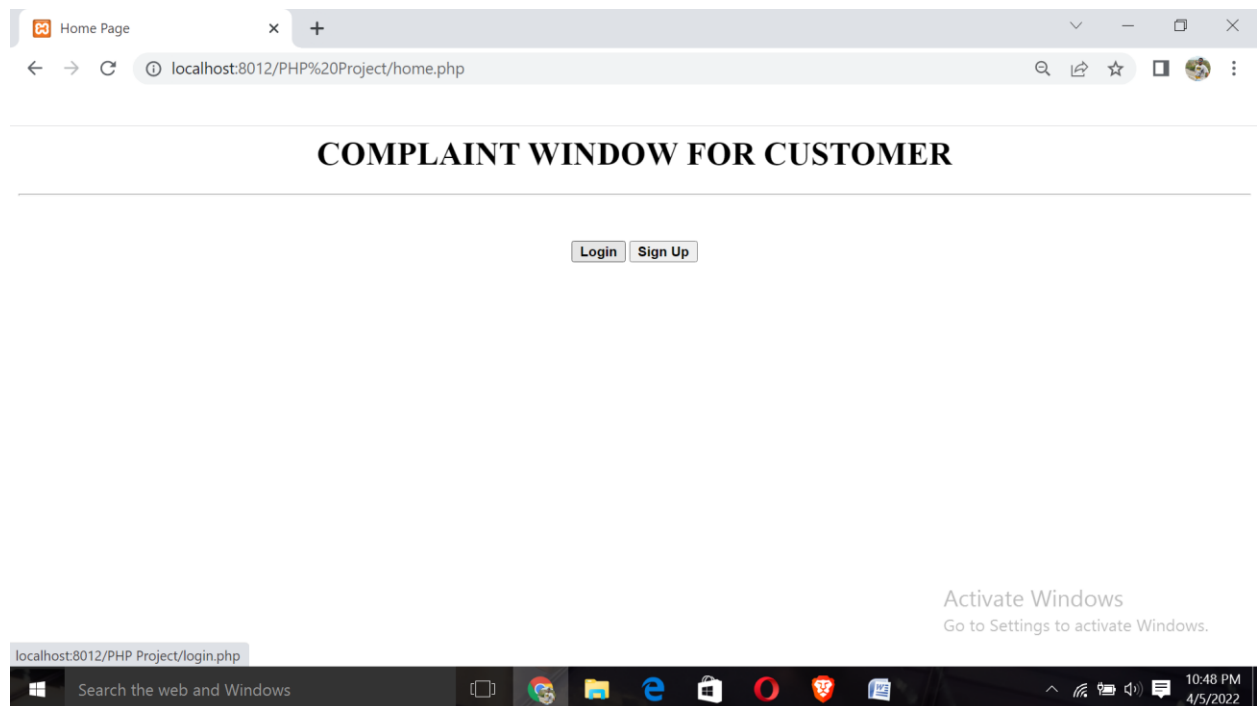
## 8.Sequence Diagram:

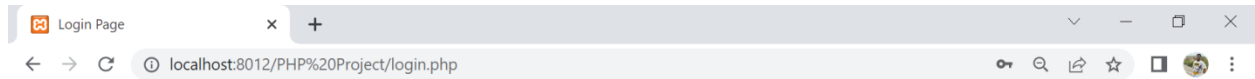


## 9.Activity Diagram:



## 10.Input Output Screen:





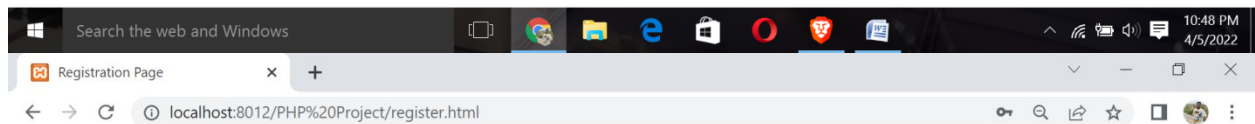
## Login

E-mail:

Password:

User Type:

Activate Windows  
Go to Settings to activate Windows.



## CUSTOMER SIGN UP

Name :

Mobile No. :

E-mail:

Password :

Activate Windows  
Go to Settings to activate Windows.





## **11.Future Enhancement:**

Complaint Management has always be strategic in Customer Relationship Management.

Technologies are leveraged today to analyze, to score and to visualize complaints.

The imperative to build a continuous improvement cycle based on the merge the management team with Customer Services.

## **12.Conclusion of The Customer Complaints Management:**

Finally, in the customer complaints management, we have a system where users have problems he registers in the system with attributes and then log in and record the complaint in it and then the claim is forwarded to the staff to resolve it and notify the person who is responsible to do necessary action and to the user about the fixed and all the functions working fine and smooth.

## **13.Bibliography:**

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