*In Pursuit of Excellence*

**PROJECT SYNOPSIS**

On

**“ONLINE COMPLAINT BOX”**

Submitted in partial fulfillment for the award of

**Diploma in**

**COMPUTERENGINEERING**

**By**

**Afzal Gigani (33122)**

**Amresh Kachawah (32119)**

**Kundan Patil (33147)**

**Mukesh Buldak (33136)**

**Shrikant Pandhekar (33127)**

Under the guidance of

**Prof. Polshetwar P.V.**

(Lecturer)



**Computer Engineering Department**

**MGM’s POLYTECHNIC, AURANGABAD**

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1. **Abstract**

In collages if anyone wants to complaint about something we need to write it down on a paper and submit it in comcplaint box. So for solving this problem we are creating a Online Complaint Box for Student Grievances. Here anyone related to collage can just easily login and submit his complaint. This complaint letter will be solved by respective Principal.

**2. Objective**

The objectives of the website are-

* To reduce paperwork.
* Reduced operational time.
* Increased accuracy and reliability.
* Reducing human efforts.
* Data hiding.
* Data security**.**

This website can be readily used by non-programming personal avoiding human handled chance of error. This project is used by five types of users

1. Students.
2. Teachers.
3. Non-teaching staff.
4. Parents.
5. Principal.

Students can create their accounts and can complaint there problems and also can see action taken on their complaint.

Teachers can create their accounts and can complaint there problems and also can see action taken on their complaint.

Non-teaching staff can create their accounts and can complaint there problems and also can see action taken on their complaint.

Patents can create their accounts and can complaint there problems and also can see action taken on their complaint.

Principal can check the complaints. He can take action on it and also can add new branch. He can check the monthly report generated by system.

New features can be added as per requirements.

**3. Modification and Improvement over the Existing Implementation**

**Present State:**

* No website present at all.
* Time consumed in collecting and checking complaints.
* Manual person can’t know the status of his complaint.
* Person who is posting a complaint on website is notified by his/her user login.
* More time taken to write complaint and then submit in complaint box.

**After implementation of project:**

* Easy to use GUI.
* Users can submit online complaint, no need to submit complaint physically.
* Unauthorized person can’t complaint.
* Monthly report can be easily generated.
* Burden of Principal is decreased.

**4. Scope**

This project has a large scope as it has the following features which help in making it easy to use, understand and modify it:

* Automation of Complaint box.
* Saving time of user.
* No Need to do Paper Work.
* To save the environment by using paper free work.
* To increase the accuracy and efficiency of the collage work.
* Management of complaint solved.

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**Main Points are:-**

* Simplified Management of Complaints.
* Complaint solving..
* Real-time status of complaint Publishing through user’s notification.
* Monthly report generation.

**5. Advantages**

* Time Saving.
* Reducing Human effects.
* No use of paper.
* Simple to use.
* Easy to store the data and for generation of monthly report.

**6. Application**

* Digital complaint box.
* For easy solving of complaints and giving feedback to user.

**7. Tools and Technology Used**

**Tool**:

* **Sublime Text 3.0**: Sublime text is a powerful IDE that ensures quality code throughout the entire application lifecycle, from design to deployment. Whether you’re developing applications for SharePoint, the web, Windows, Windows Phone, and beyond, Sublime text is your ultimate all-in-one solution.
* **MSSQL**: - Microsoft SQL Server is a [relational database management system](http://en.wikipedia.org/wiki/Relational_database_management_system) developed by [Microsoft](http://en.wikipedia.org/wiki/Microsoft). As a database, it is a software product whose primary function is to store and retrieve data as requested by other software applications, be it those on the same computer or those running on another computer across a network (including the Internet). There are at least a dozen different editions of Microsoft SQL Server aimed at different audiences and for different workloads (ranging from small applications that store and retrieve data on the same computer, to millions of users and computers that access huge amounts of data from the Internet at the same time).
* XAMPP : XAMPP is a web-server. It is used for testing the website.

**Technology:**

* **SQL**: - SQL is a structured query language used for querying database.
* **HTML**: - It is used for giving eye catching look to the website. And also providing easy to use GUI.
* **CSS**: - CSS is cascading style sheet which is used to give designer look to HTML using the external file.
* **Java script: -** Java script is used for client side scripting which can help in using validation on the website and many more other functions.
* **PHP: -** PHP is used for connection of database and for security purpose.

**8. References**

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* <https://stackoverflow.com>
* <https://html.com/>
* <https://www.w3.org/Style/Examples/011/firstcss.en.html>
* http://php.net