A

Project Report on topic

"E-Complaint System"

Submitted in fulfillment for the award of the Degree of

BACHELOR OF COMPUTER APPLICATION

BY

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EWING CHRISTIAN COLLEGE

PRAYAGRAJ – 211007

E-Complaint System

The New Evolution

About

E-Complaint System gives you the freedom from standing in line and any kind of mediatorship. You are your own incharge here. Also you get every department just here. So, register yourself once and post your complaint against any department provided.
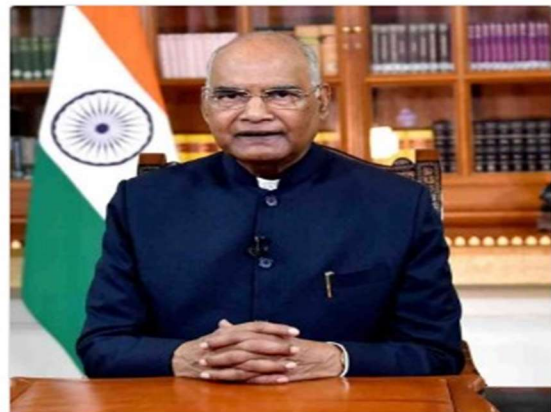
Proceed »

Narendra Modi

Narendra Damodardas Modi is an Indian politician serving as the 14th and current Prime Minister of India since 2014. He was the Chief Minister of Gujarat from 2001 to 2014, and is the Member of Parliament for Varanasi. He will be contesting from the same seat in 2019 loksabha elections.

Know More!

Ram Nath Kovind

Ram Nath Kovind is an Indian politician currently serving as the 14th President of India, in office since 25 July 2017. Previously he had served as the Governor of Bihar from 2015 to 2017 and was a Member of Parliament, Rajya Sabha from 1994 to 2006.
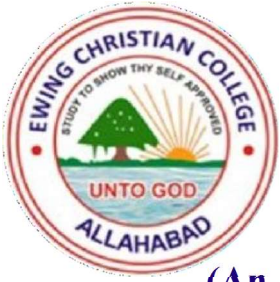
Know More!

Self-Attestation

I, Nikhil Srivastava (413036) student of Bachelor of Computer Application, Ewing Christian College hereby declare that this project report entitled "E-Complaint System" is a bonafide record of work done by me during Bachelor of Computer Application.

Place: Prayagraj

Date:

Nikhil Srivastava (413036)

DEPARTMENT OF COMPUTERS
[BACHELOR OF COMPUTER APPLICATION]
EWING CHRISTIAN COLLEGE
(An Autonomous Constituent P.G College of University of Allahabad)

CERTIFICATE

This is to certify that the project entitled **"E-Complaint System"** is a record of project work done by **NIKHIL SRIVASTAVA (ECC1914007)** in the fulfillment of the requirement for degree of **Bachelor of Computer Application (BCA)**, Ewing Christian College, Prayagraj.

Project Advisor
Mr. NAVEEN GUPTA

Evaluation Signature
Satisfactory /Unsatisfactory

Acknowledgement

Our deepest thanks **to Mr. Naveen Gupta**, the advisor of the project for guiding and correcting various documents of our project with attention and care. He has gone through the project and made necessary corrections as and when needed. We would thank our college and our faculty members without whom this project would have been a distant reality. We also extend our heartfelt thanks to our family and well-wishers.

At last, but not least, we would like to thanks all those who helped us directly or indirectly in the completion of this project work.

Place: Prayagraj

Date:

Nikhil Srivastava (413036)

Abstract

Online **" E-Complaint System"** is basically developed to make it easy to complain for citizens regarding their any sort of problem. This site gives a platform to the users who have issues but cannot complain due to some problem. Now, this site will minimize users stress. All they need is to make profile here and post their issues here which will be forwarded to the higher authority by admin to get sorted.

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Introduction

PROJECT STATEMENT

The "E-Complain System" has been developed to override the problems prevailing in the practicing manual system. This software is supported to eliminate and, in some cases, reduce the hardships faced by the existing system. Moreover, this System is designed for the particular need of the company to carry out operations in a smooth and effective manner.

OBJECTIVES

- The application is reduced as much as possible to avoid errors while entering the data.
- It also provides error message while entering invalid data.
- No formal knowledge is needed for the user to use this system.
- Thus, by this all it proves it is user-friendly.
- Government enquiry and e-complain system, as described above can lead to error free, secure, reliable and fast management system.
- It can assist the user to concentrate on their other activities rather to concentrate on the record keeping.
- Thus, it will help organization in better utilization of resources.
- Every organization, whether big or small has challenges to overcome and managing the Enquiry and complain.

This website is all in one Complaint System. It is used to manage and forward complaints related to some Government Department posted by users. Users can register and create their profiles here and subsequently they get access to post a complaint regarding any department linked. Further admin will proceed with those complaints to higher authority if admin thinks that the complaint given by the user is genuine. This site takes one step forward towards Online services for Government Department and make resources easy to consume.

Our project is basically for helping the citizens whose complaints never reach to particular government departments. They face the problem of finding ways to contact the officials, which results in the loss of time, and money and hence the

justice await

In this project, we are going to make such a portal on which the users register their self and post their complaints related to particular departments and brief description of their issue. If the complaint seems true or genuine, then Admin accepts the complaint and forward it to that respective department.

FEATURES

- ➢ Maintain data associated with the inventory

- ➢ Allow admin to update Complain Status

- ➢ Maintain records for any user

System Analysis

2.1) INTRODUCTION

System analysis is the process of gathering and interpreting facts, diagnosing problems, and using the information to recommend improvements on the system. System analysis is a problem-solving activity that requires intensive communication between the system users and system developers.

System analysis or study is an important phase of any system development process. The system is viewed as a whole, the inputs are identified and the system is subjected to close study to identify the problem areas. The solutions are given as a proposal. The proposal is reviewed on user requests and suitable changes are made. This loop ends as soon as the user is satisfied with the proposal.

2.2) SYSTEM REQUIREMENTS AND SPECIFICATIONS

Purpose

The purpose of this project is to post complaints for different department and getting reply from the Admin. User may have complaints about any government department. They will be given an email id, where they can send an email when they have a complaint to register. The complaints can be assigned to different persons and will get tracked to closure. The person handling the complaint will have the facility to communicate with the customer via emails through the system.

The purpose of e-complaint system is to bring more transparency into the system. All complaints are processed after confirming the veracity of the appellant and further action is taken as per laid down procedure under Indian government guideline. No action is taken no on the anonymous complaints according to government guidelines.

Existing system

In Existing System, any citizen having any issues has to visit the department whenever they have any complaints regarding that department. This wastes lot of time whenever he/she is required moving to the department and then he is required to submit the

complaint to the specified officer. The problem is written in paper and will be submitted in the office. Then the manager will look after it and then he will take care about that citizen's problem. After that the manager will enquire and allocate the problem to the specified person in that department. The person will enquire the problem and then rectifies it.

Proposed system

In the proposed system, we have the following new implementations: Users of the system, Customers of the E-Complaint System. Here again any number of groups can be assumed. The complaints can be assigned to different persons and will get tracked to closure. The person handling the complaint will have the facility to communicate with the customer via emails through the system.

The proposed system is automated process of sending request through the web-based system. The complaints can be sent easily by the customer from anywhere. The services are given through the system or through the email.

Advantages of proposed system: -

- It will reduce the effort and time of registering the criticism manually by means of lodging complaint on-line.

- Also, the fame of the complaint lodged can be tracked easily i.e. whether or not the criticism is rejected, time-honored, processing or solved.

- It is person-friendly and cost-powerful.

- The person handling the complaint will have the facility to communicate with the citizen via emails through the system.

- Services are given through the system or through the email.

2.3) Hardware Requirement

CPU	Dual Core or above
RAM	Minimum 1GB
Hard disk Space	Minimum 2GB
Display	Any(CRT,LCD)
I/O Devices	Keyboard and Mouse

2.4) Software Requirement

OS	Window 7 and above
Front End	HTML5, CSS3, JavaScript, Bootstrap
Backend	PHP
Database	MySQL
Server	XAMPP
IDE	Visual Studio Code
Browser	Chrome

2.5) Tools & Technology used

2.5.1) Tools Used – XAMPP, VS Code, Notepad.
2.5.2) Technology Used - Frontend – HTML5, CSS, JavaScript

Front-end:

1) HTML5

HTML5 is the latest version of Hypertext Markup Language, the code that describes web pages. It's three kinds of code: HTML, which provides the structure; Cascading Style Sheets (CSS), which takes care of presentation; and JavaScript, which makes things happen.

HTML5 has been designed to deliver almost everything you'd want to do online without requiring additional software such as browser plugins. It does everything from animation to apps, music to movies, and can also be used to build incredibly complicated applications that run in your browser.

There's more. HTML5 isn't proprietary, so you don't need to pay royalties to use it.

It's also cross platform, which means it doesn't care whether you're using a tablet or a smartphone, a netbook, notebook, or Ultrabook or a Smart TV: if your browser supports HTML5, it should work flawlessly.

Inevitably, it's a bit more complicated than that. More about that in a moment.
We've come a long way since HTML could barely handle a simple page layout. HTML5 can be used to write web applications that still work when you're not connected to the net; to tell websites where you are physically located; to handle high definition video, and to deliver extraordinary graphics.

2) CSS3

Cascading Style Sheets Level 3 (CSS3) is the iteration of the CSS standard used in the styling and formatting of Web pages. CSS3 incorporates the CSS2 standard with some changes and improvements. A key change is the division of standard into separate modules, which makes it easier to learn and understand. As of February 2014, the standard is still under development by the World Wide Web Consortium (W3C), but a number of the CSS3 properties have been implemented in the latest versions of some Web browsers.

CSS3 makes changes to how some visual elements are implemented and rendered by a browser. However, it is not a single hugely unwieldy specification, unlike CSS2. CSS3 is separated into separate modules to facilitate development. This means that the specification comes out in chunks, with more stable modules than others.

3) JAVASCRIPT

JavaScript is a scripting or programming language that allows you to implement complex features on web pages — every time a web page does more than just sit there and display static information for you to look at — displaying timely content updates, interactive maps, animated 2D/3D graphics, scrolling video jukeboxes, etc. — you can bet that JavaScript is probably involved. It is the third layer of the layer cake of standard web technologies after HTML and CSS.

JavaScript is a scripting language that enables you to create dynamically updating content, control multimedia, animate images, and pretty much everything else.
The core client-side JavaScript language consists of some common programming features that allow you to do things like:

1. Store useful values inside variables. In the above example, for instance, we ask for a new name to be entered then store that name in a variable called name.
2. Operations on pieces of text (known as "strings" in programming). In the above example, we take the string "Player 1: " and join it to the name variable to create the complete text label, e.g. "Player 1: Chris".
3. Running code in response to certain events occurring on a web page. We used a click event in our example above to detect when the button is clicked and then run the code that updates the text label.

What is even more exciting however is the functionality built on top of the client-side JavaScript language. So-called **Application Programming Interfaces** (**APIs**) provide you with extra superpowers to use in your JavaScript code.

APIs are ready-made sets of code building blocks that allow a developer to implement programs that would otherwise be hard or impossible to implement. They do the same thing for programming that ready-made furniture kits do for home building — it is much easier to take ready-cut panels and screw them together to make a bookshelf than it is to work out the design yourself, go and find the correct wood, cut all the panels to the right size and shape, find the correct-sized screws, and then put them together to make a bookshelf.

Back-End:

PHP

PHP is an acronym for "PHP: Hypertext Preprocessor". It is a widely-used, open-source scripting language. PHP scripts are executed on the server. It is free to download and use. It is an amazing and popular language. It is powerful enough to be at the core of the biggest blogging system on the web (WordPress). It is deep enough to run large social networks. It is also easy enough to be a beginner's first server-side language.

What is a PHP File?

- PHP files can contain text, HTML, CSS, JavaScript, and PHP code
- PHP code is executed on the server, and the result is returned to the browser as plain HTML
- PHP files have extension ". php".

What Can PHP Do?

- PHP can generate dynamic page content
- It can create, open, read, write, delete, and close files on the server
- It can collect form data
- It can send and receive cookies
- It can add, delete, modify data in your database
- It can be used to control user-access
- It can encrypt data
- With PHP you are not limited to output HTML. You can output images, PDF files, and even Flash movies. You can also output any text, such as XHTML and XML

Webserver:

XAMPP

The full form of XAMPP is Cross-platform, Apache server, MySQL, PHP, Perl programming language.

XAMPP has the ability to serve web pages on the World Wide Web. A special tool is provided to password-protect the most important parts of the package. XAMPP also provides support for creating and manipulating databases in MariaDB and SQLite among others.

Database:

MySQL

MySQL is currently the most popular database management system software used for managing the relational database. It is open-source database software, which is supported by Oracle Company. It is fast, scalable, and easy to use database management system in comparison with Microsoft SQL Server and Oracle Database. It is commonly used in conjunction with PHP scripts for creating powerful and dynamic server-side or web-based enterprise applications.

It is developed, marketed, and supported by MySQL AB, a Swedish company, and written in C programming language and C++ programming language. The official pronunciation of MySQL is not the My Sequel; it is My Ess Que Ell. However, you can pronounce it in your way. Many small and big companies use MySQL. MySQL supports many Operating Systems like Windows, Linux, MacOS, etc. with C, C++, and Java languages.

2.6) User Requirement Specification

Product Perspective

I have adopted html, css, js as front end for the software and PHP as back end.
JS is at present one of the most popular development platforms for web-based system that is efficient for web programming.
PHP It is an amazing and popular language. It is powerful enough to be at the core of the biggest blogging system on the web (WordPress).

Product Function

E-Complaint System will provide a number of functions. They are as follows:

1. Maintain data associated with the inventory

   - A Garment has a title, size and price
   - The inventory also keeps track of the stock/quantity of each garment

2. Allow admin to update Complaint Status

   - Allow Admin accept Complaints.
   - Allow Admin to view Complaint logs

3. Maintain records for many users

   - A user can be either a member or non-member
   - A user has a name, mob no, address

Constraints

Project is managed under a set of clear-cut constraints, and they need to be defined from the very beginning of the project. If the senior stakeholders clearly understand limitations of the project environment (such as due dates, funding, skill levels, and resource availability etc.) under which the activities are to be performed, they will do a better job for ensuring project success and developing a well-grounded implementation

System Design

3.1) INTRODUCTION

System design is the solution to the creation of a new system. This phase focuses on the detailed implementation of the feasible system. Its emphasis on translating design to performance specification. Systems design is the process of defining the architecture, modules, interfaces, and data for a system to satisfy specified requirements. Systems design could be seen as the application of systems theory to product development. There is some overlap with the disciplines of systems analysis, systems architecture, and systems engineering.

3.1.2) LOGICAL & PHYSICAL DESIGN

➢ **Logical Design**:

During the logical design phase, the analyst describes inputs (sources), outputs (destinations), databases (data sources), and procedures (data flows) all in a format that meets the user requirements. The analyst also specifies the needs of the user at a level that virtually determines the information flow in and out of the system and the data resources. Here the logical design is done through data flow diagrams and database design. The logical design is followed by physical design or coding.

➢ **Physical Design:**

The physical design produces the working system by defining the design specifications, which specify exactly what the candidate system must do. The programmers write the necessary programs that accept input from the user, perform necessary processing on accepted data, and produce the required report on a hard copy or display it on the screen.

3.1.3) INPUT AND OUTPUT DESIGN

➢ **Input Design:**

Input design is the link that ties the information system into the world of its users. The input design involves determining the inputs, validating the data, minimizing the data entry, and provides a multiuser facility. Inaccurate inputs are the most common cause of errors in the data processing. Errors entered by the data entry operators can be controlled by input design. In this project, the customer details are to be entered at the time of registration. A page is designed

for this purpose which is user friendly and easy to use. The design is done such that users get appropriate messages when exceptions occur.

➢ **Output Design:**

Computer output is the most important and direct source of information to the user. Output design is a very important phase since the output needs to be in an efficient manner. Efficient and intelligible output design improves the system relationship with the user and helps in decision making. Allowing the user to view the sample screen is important because the user is the ultimate judge of the quality of output. The output module of this system is the selected notifications.

3.1.4) DATABASE DESIGN

➢ **Database:**

Databases are the storehouses of data used in the software systems. The data is stored in tables inside the database. Several tables are created for the manipulation of the data for the system.

➢ **Primary Keys:**

The field that is unique for all the record occurrences. A primary key is a special relational database table column (or combination of columns) designated to uniquely identify all table records. A primary key's main features are: It must contain a unique value for each row of data. It cannot contain null values.

3.1.5) SYSTEM TOOLS

1) **Front End:** HTML, CSS and JAVASCRIPT are utilized to implement the frontend.

➢ **HTML (Hypertext Mark-up Language):** HTML is a syntax used to format a text document on the web.

➢ **CSS (Cascading Style Sheets):** CSS is a style sheet language used for describing the look and formatting of a document written in a mark-up language.

➢ **Java Script**: JS is a dynamic computer programming language. It is most commonly used as part of web browsers, whose implementations allow client-side scripts to interact with the user, control the browser, communicate asynchronously, and alter the document content that is displayed.

2) **Back End:** The back end is implemented using MySQL which is used to design the databases.

➢ **MySQL:** MySQL is the world's second most widely used open-source relational database management system (RDBMS). The SQL phrase stands for Structured Query Language.

➢ **PHP:** It was designed for creating dynamic web pages and web pages that effectively work with databases.

3.2) DATA FLOW DIAGRAM:

A data-flow diagram (DFD) is a way of representing a flow of data of a process or a system (usually an information system). It also provides information about the outputs and inputs of each entity and the process itself. A data-flow diagram has no control flow, there are no decision rules and no loops. Specific operations based on the data can be represented by a flowchart.

Standard symbols for DFDs are derived from the electric circuit diagram analysis and are shown in fig:
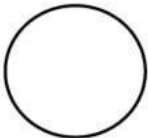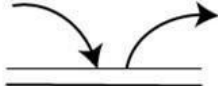
Symbol	Name	Function
	Data flow	Used to Connect Processes to each, other, to sources or Sinks; te arrow head indicates direction of data flow.
	Process	Perfroms Some transformation of Input data to yield output data.
	Source of Sink (External Entity)	A Source of System inputs or Sink of System outputs.
	Data Store	A repository of data; the arrow heads indicate net inputs and net outputs to store.

Figure 2: Symbols of Data Flow Diagram

CONSTRUCTING A DFD:

The following observations about DFDs are essential:

1. All names should be unique. This makes it easier to refer to elements in the DFD.

2. Remember that DFD is not a flow chart. Arrows is a flow chart that represents the order of events; arrows in DFD represents flowing data. A DFD does not involve any order of events.

3. Suppress logical decisions. If we ever have the urge to draw a diamond-shaped box in a DFD, suppress that urge! A diamond-shaped box is used in flow charts to represents decision points with multiple existing paths of which the only one is taken. This implies an ordering of events, which makes no sense in a DFD.

4. Do not become bogged down with details. Defer error conditions and error handling until the end of the analysis.

Types of DFD:

1. Logical DFD - This type of DFD concentrates on the system process, and flow of data in the system. For example in a Banking software system, how data is moved between different entities.

2. Physical DFD - This type of DFD shows how the data flow is implemented in the system. It is more specific and close to the implementation.

Levels of DFD:

1. Level 0 - Highest abstraction level of DFD is known as Level 0 DFD, which depicts the entire information system as one diagram concealing all the underlying details. Level 0 DFDs are also known as context level DFDs.

2. Level 1 - The Level 0 DFD is broken down into more specific Level 1 DFD. Level 1 DFD depicts basic modules in the system and the flow of data among various modules. Level 1 DFD also mentions basic processes and sources of information.

3. Level 2 - At this level, DFD shows how data flows inside the modules mentioned in Level 1. Higher level DFDs can be transformed into more specific lower-level DFDs with a deeper level of understanding unless the desired level of specification is achieved.
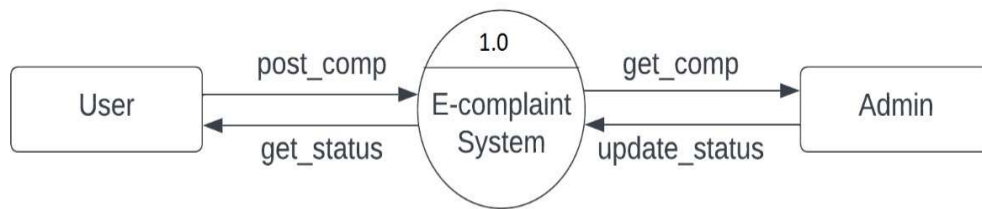
Level-0 DFD
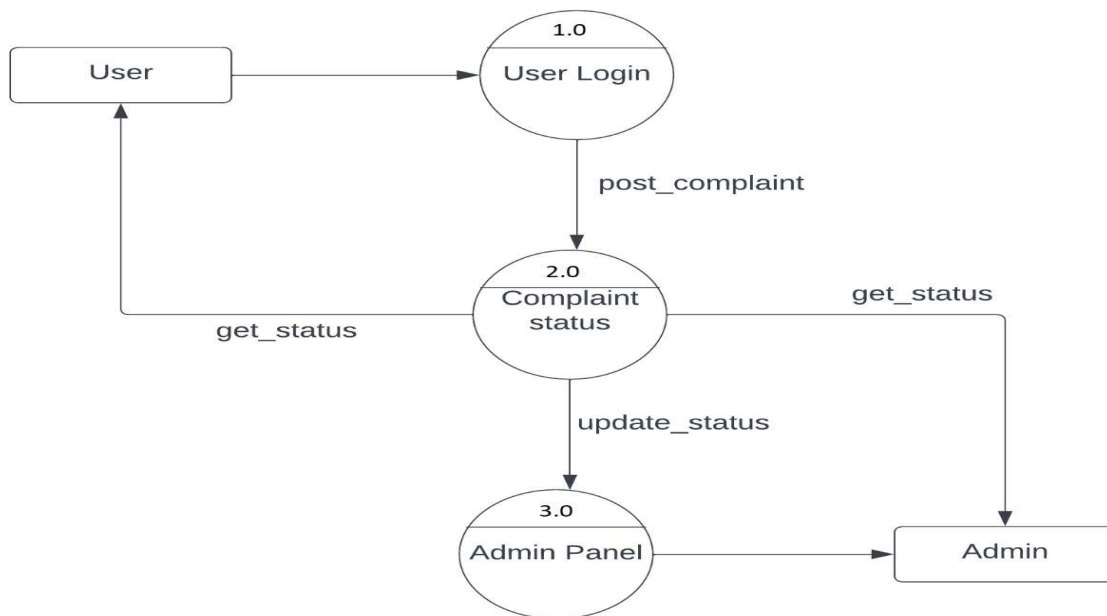
Level-1 DFD
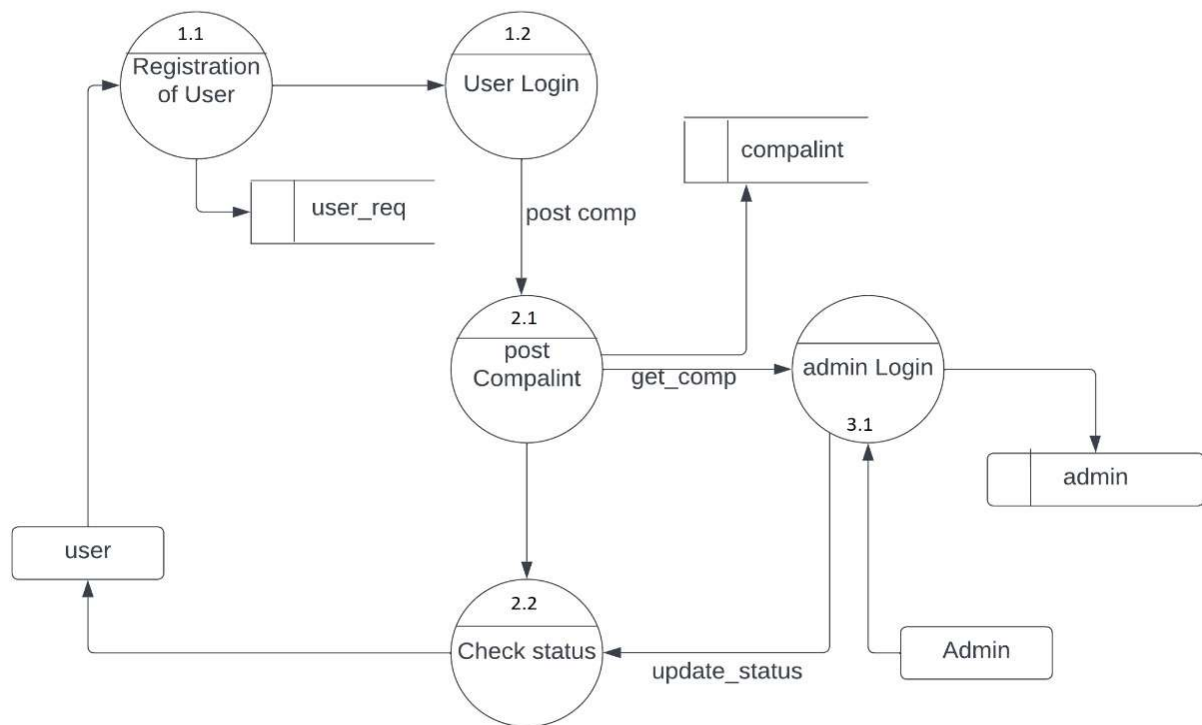
Level-2 DFD

3.3) ENTITY RELATIONSHIP DIAGRAM:

An entity-relationship diagram (ERD) shows the relationships of entity sets stored in a database. An entity in this context is an object, a component of data. An entity set is a collection of similar entities. These entities can have attributes that define its properties. By defining the entities, their attributes, and showing the relationships between them, an ER diagram illustrates the logical structure of databases. ER diagrams are used to sketch out the design of a database.

Components of the ER Diagram:

1) Entity:

An ERD entity is a definable thing or concept within a system, such as a person/role (e.g. Student), object (e.g. Invoice), concept (e.g. Profile), or event (e.g. Transaction). In ER models, an entity is represented as a rectangle. A weak entity is an entity that must be defined by a foreign key relationship with another entity as it cannot be uniquely identified by its attributes alone.

2) Entity Attributes:

Attributes are a property or characteristic of the entity that holds it. An attribute has a name that describes the property and a type that describes the kind of attribute it is, such as varchar for a string, and int for integer. When an ERD is drawn for physical database development, it is important to ensure the use of types that are supported by the target RDBMS. They are represented by ovals.

3) Relationship:

A relationship between two entities signifies that the two entities are associated with each other somehow. They are represented by diamond shapes and show how two entities share information in the database.

4) Primary Key:

A primary key is a special kind of entity attribute that uniquely defines a record in a database table. In other words, there must not be two (or more) records that share the same value for the primary key attribute.

5) Cardinality:

Defines the numerical attributes of the relationship between two entities or entity sets.

- **One to One**: One entity from entity set X can be associated with at most one entity of entity set Y and vice versa.

- **One to Many:** One entity from entity set X can be associated with multiple entities of entity set Y, but an entity from entity set Y can be associated with at least one entity.

- **Many to One:** More than one entity from entity set X can be associated with at most one entity of entity set Y. However, an entity from entity set X may or may not be associated with more than one entity set X.

- **Many to Many:** One entity from X can be associated with more than one entity from Y and vice versa.

Steps to Create ER-Diagram:

Step 1: Entity Identification
Step 2: Relationship Identification
Step 3: Cardinality Identification
Step 4: Identify Attributes
Step 5: Create the ERD

Entity Relationship Diagram Notation:

Entity set		Weak Entity set	
Attributes		Multi-valued Attributes	
Relationship		Identifying Relationship	
Derived Attributes		Link between attribute and entity set	
Optional One		Mandatory One	
Optional Many		Mandatory Many	
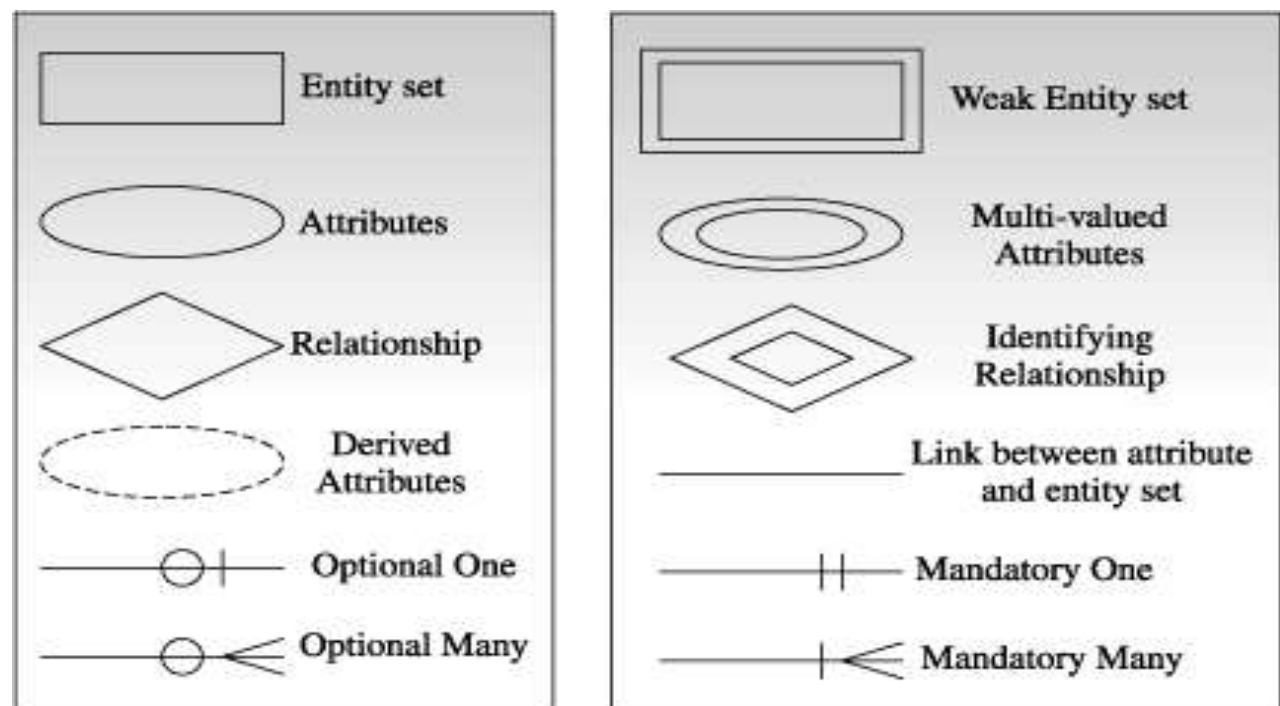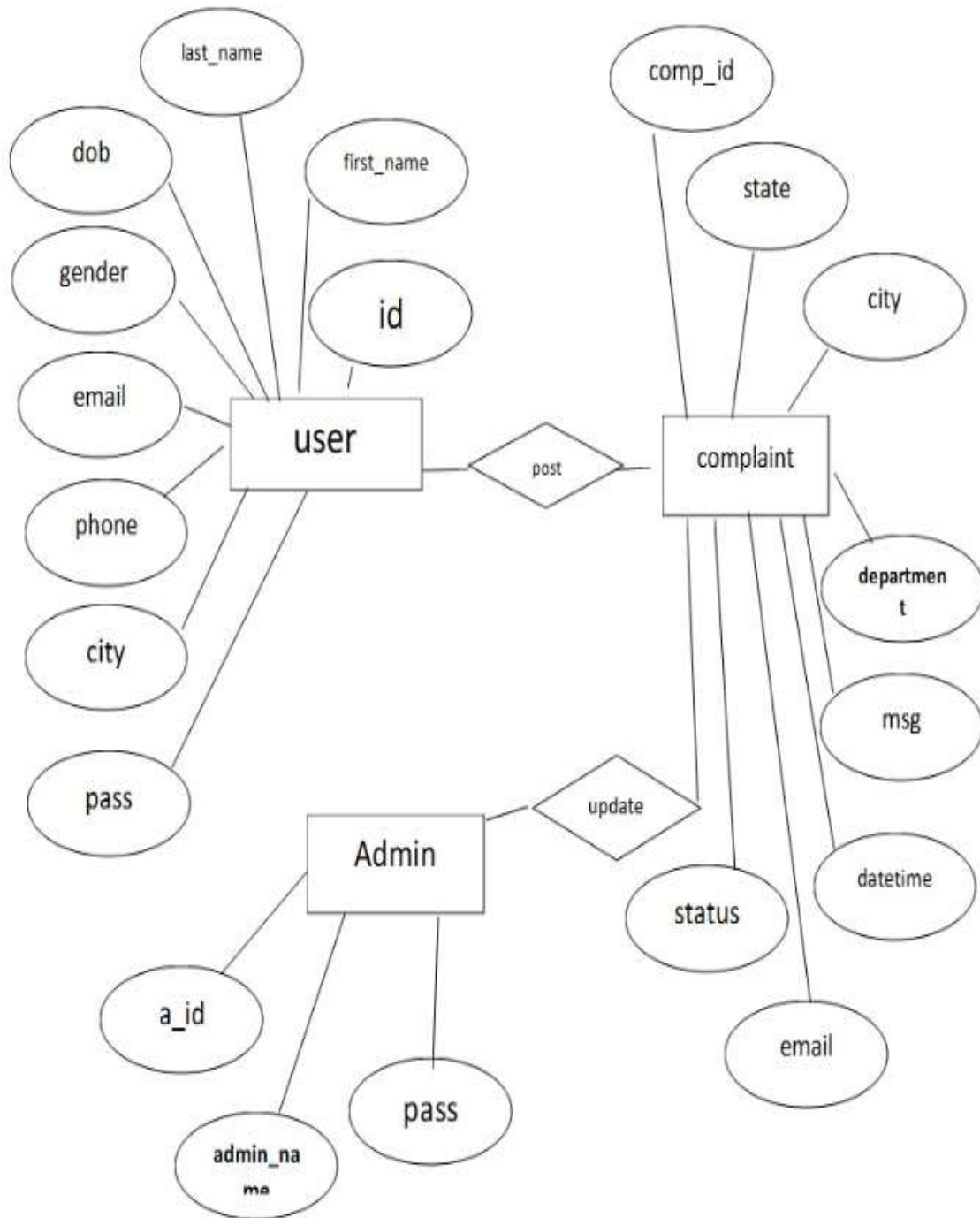
ENTITY RELATIONSHIP DIAGRAM

SCREENSHOTS

1). Database:
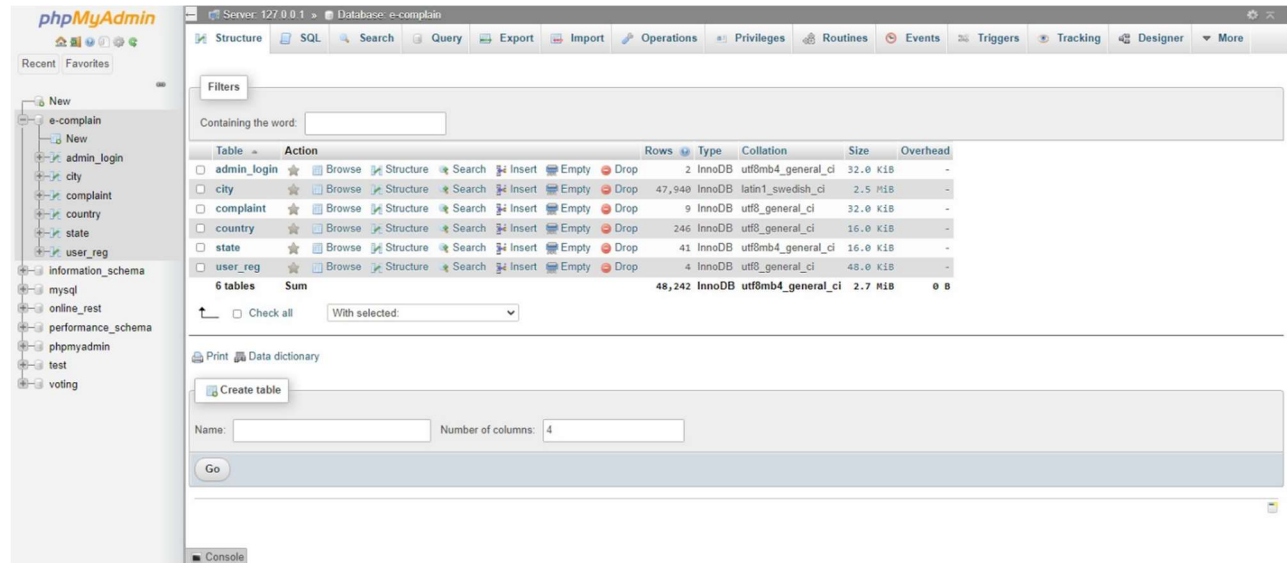
E-Complain

Complaint Table

Home Page

Admin Sign In

Admin Dashboard

View Complaint

Complaint Status

User Sign Up Form

User Login

User Dashboard

Complaint Form

Complaint Check

Complaint Status

Complaint History

CODING

home.html

```html
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8">
  <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
  <meta name="description" content="">
  <meta name="author" content="">

  <title>E-Complaint System</title>
  <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
  <link href="css/business-frontpage.css" rel="stylesheet">
  <meta name="viewport" content="width=device-width, initial-scale=1">
<style>

.fade {
  -webkit-animation-name: fade;
  -webkit-animation-duration: 1.5s;
  animation-name: fade;
  animation-duration: 1.5s;
}

@-webkit-keyframes fade {
  from {opacity: .4}
  to {opacity: 1}
}

@keyframes fade {
  from {opacity: .4}
  to {opacity: 1}
}


@media only screen and (max-width: 300px) {
  .prev, .next,.text {font-size: 11px}
}

#loader {
  position: absolute;
  left: 50%;
  top: 50%;
  z-index: 1;
  width: 150px;
  height: 150px;
  margin: -75px 0 0 -75px;
  border: 16px solid #f3f3f3;
  border-radius: 50%;
  border-top: 16px solid #034108;
  width: 120px;
  height: 120px;
  -webkit-animation: spin 2s linear infinite;
  animation: spin 2s linear infinite;
```

```css
}

@-webkit-keyframes spin {
  0% { -webkit-transform: rotate(0deg); }
  100% { -webkit-transform: rotate(360deg); }
}

@keyframes spin {
  0% { transform: rotate(0deg); }
  100% { transform: rotate(360deg); }
}

.animate-bottom {
  position: relative;
  -webkit-animation-name: animatebottom;
  -webkit-animation-duration: 0s;
  animation-name: animatebottom;
  animation-duration: 0s
}

@-webkit-keyframes animatebottom {
  from { bottom:-100px; opacity:0 }
  to { bottom:0px; opacity:1 }
}

@keyframes animatebottom {
  from{ bottom:-100px; opacity:0 }
  to{ bottom:0; opacity:1 }
}

#myDiv {
  display: none;
  text-align: center;
}

</style>
</head>
<body onload="myFunction()" style="margin:0;">
<div id="loader"></div>
<div style="display:none;" id="myDiv" class="animate-bottom">

  <nav class="navbar navbar-expand-lg border navbar-dark bg-success fixed-top">
    <div class="container">
      <a class="navbar-brand" href="#">E-Complaint System</a>
      <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
        <span class="navbar-toggler-icon"></span>
      </button>
      <div class="collapse navbar-collapse" id="navbarResponsive">
        <ul class="navbar-nav ml-auto">
          <li class="nav-item active">
            <a class="nav-link" href="/ecs/home.html">Home
              <span class="sr-only">(current)</span>
            </a>
          </li>
          <li class="nav-item">
```

```html
            <a class="nav-link" href="/ecs/login.html">Admin Login</a>
        </li>
                    <li class="nav-item">
         <a class="nav-link" href="/ecs/registration/index.html">Sign up</a>
        </li>
                    <li class="nav-item">
         <a class="nav-link" href="/ecs/login_user/user_login.html">User Login</a>
        </li>
                    </ul>
      </div>
    </div>
  </nav>

  <header class=" border py-5 mb-lg-5" style="background-color: #99ff99 ;" >
    <div class="" style="background-color: #99ff99;">
      <div class="row h-100 align-items-center">
        <div class="col-lg-12">
         <h1 class="display-4 text-success font-italic font-weight-normal mt-5 mb-2">E-Complaint System</h1>
         <h3 class="lead mb-5 text-dark">The New Evolution </h3>
        </div>
      </div>
    </div>
  </header>

  <div class="container">

    <div class="row">
      <div class="col-md-12 mb-5">
       <h2>About</h2>
       <hr>
        <p>E-Complaint System gives you the freedom from standing in line and any kind of mediatorship. You are your
own incharge here. Also you get every department just here. So, register yourself once and post your complaint against
any department provided.
        <p></p>
       <a class="btn btn-outline-success btn-lg" href="/ecs/registration/index.html">Proceed &raquo;</a>
      </div>
      <div class="col-md-4 mb-5">

      </div>
    </div>

    <div class="row">
     <div class="col-md-6 mb-5">
      <div class="card h-100">
       <img class="card-img-top" src="/ecs/images/modi2.jpg" alt="">
       <div class="card-body">
         <h4 class="card-title">Narendra Modi</h4>
         <p class="card-text">Narendra Damodardas Modi is an Indian politician serving as the 14th and current Prime
Minister of India since 2014. He was the Chief Minister of Gujarat from 2001 to 2014, and is the Member of
Parliament for Varanasi. He will be contesting from the same seat in 2019 loksabha elections.</p>
       </div>
       <div class="card-footer bg-success">
         <a href="https://www.narendramodi.in/" class="btn btn-outline-light">Know More!</a>
       </div>
      </div>
     </div>
```

```html
    <div class="col-md-6 mb-5">
      <div class="card h-100">
        <img class="card-img-top" src="/ecs/images/kovind2.jpg" alt="">
        <div class="card-body">
          <h4 class="card-title">Ram Nath Kovind</h4>
          <p class="card-text">Ram Nath Kovind is an Indian politician currently serving as the 14th President of India, in office since 25 July 2017. Previously he had served as the Governor of Bihar from 2015 to 2017 and was a Member of Parliament, Rajya Sabha from 1994 to 2006.</p>
        </div>
        <div class="card-footer bg-success">
          <a href="https://presidentofindia.nic.in/" class="btn btn-outline-light">Know More!</a>
        </div>
      </div>
    </div>
   </div>
  </div>
<script>
var slideIndex = 1;
showSlides(slideIndex);

function plusSlides(n) {
  showSlides(slideIndex += n);
}

function currentSlide(n) {
  showSlides(slideIndex = n);
}

function showSlides(n) {
  var i;
  var slides = document.getElementsByClassName("mySlides");
  var dots = document.getElementsByClassName("dot");
  if (n > slides.length) {slideIndex = 1}
  if (n < 1) {slideIndex = slides.length}
  for (i = 0; i < slides.length; i++) {
     slides[i].style.display = "none";
  }
  for (i = 0; i < dots.length; i++) {
     dots[i].className = dots[i].className.replace(" active", "");
  }
  slides[slideIndex-1].style.display = "block";
  dots[slideIndex-1].className += " active";
}
//loader
var myVar;

function myFunction() {
   myVar = setTimeout(showPage, 3000);
}

function showPage() {
  document.getElementById("loader").style.display = "none";
  document.getElementById("myDiv").style.display = "block";
}
</script>
```

```
<div>
  <footer class="py-lg-4 bg-success">
    <div class="container">
      <p class="m-0 text-center text-white">Copyright &copy; E-Complaint 2022</p>
    </div>
  </footer>
    <script src="vendor/jquery/jquery.min.js"></script>
  <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
</body>
</html>
```

login.html
```
<! DOCTYPE html>
<html lang="en">
<head>
        <title>Admin Login</title>
        <meta charset="UTF-8">
        <meta name="viewport" content="width=device-width, initial-scale=1">
        <link rel="icon" type="image/png" href="images/icons/favicon.ico"/>
        <link rel="stylesheet" type="text/css" href="vendor/bootstrap/css/bootstrap.min.css">
        <link rel="stylesheet" type="text/css" href="fonts/font-awesome-4.7.0/css/font-awesome.min.css">
        <link rel="stylesheet" type="text/css" href="fonts/Linearicons-Free-v1.0.0/icon-font.min.css">
        <link rel="stylesheet" type="text/css" href="vendor/animate/animate.css">
        <link rel="stylesheet" type="text/css" href="vendor/css-hamburgers/hamburgers.min.css">
        <link rel="stylesheet" type="text/css" href="vendor/animsition/css/animsition.min.css">
        <link rel="stylesheet" type="text/css" href="vendor/select2/select2.min.css">
        <link rel="stylesheet" type="text/css" href="vendor/daterangepicker/daterangepicker.css">
        <link rel="stylesheet" type="text/css" href="css/util.css">
        <link rel="stylesheet" type="text/css" href="css/main.css">
</head>
<body>
  <nav class="navbar navbar-expand-lg border navbar-dark bg-success fixed-top">
    <div class="container">
    <a class="navbar-brand" href="/ecs/home.html">E-Complaint System</a>
    <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-
controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
      <span class="navbar-toggler-icon"></span>
    </button>
    <div class="collapse navbar-collapse" id="navbarResponsive">
     <ul class="navbar-nav ml-auto">
       <li class="nav-item">
        <a class="nav-link" href="/ecs/home.html">Home
         <span class="sr-only">(current)</span>
        </a>
       </li>
       <li class="nav-item active">
        <a class="nav-link" href="/ecs/login.html">Admin Login</a>
       </li>
                <li class="nav-item">
        <a class="nav-link" href="/ecs/registration/index.html">Sign up</a>
       </li>
                <li class="nav-item">
        <a class="nav-link" href="/ecs/login_user/user_login.html">User Login</a>
       </li>
                </ul>
    </div>
```

```
      </div>
    </nav>

  <header class=" border py-5 mb-lg-5" style="background-color: #99ff99 ;" >
    <div class="" style="background-color: #99ff99;">
      <div class="row h-100 align-items-center">
        <div class="col-lg-12">
          <h1 class="display-4 text-success font-italic font-weight-normal mt-5 mb-2"><center>E-Complaint
System</center></h1>
          <h3 class="lead mb-lg-5 text-dark"><center>Log In with your admin account</center> </h3>
        </div>
      </div>
    </div>
  </header>

<div class="limiter">
                    <div class="container-login100">
                            <div class="wrap-login100">
                                    <div class="login100-form-title" style="background-image: url(images/bg-
01.jpg);">
                                            <span class="login100-form-title-1">
                                                    Sign In
                                            </span>
                                    </div>

                                    <form class="login100-form validate-form" method="POST" action="login.php">
                                            <div class="wrap-input100 validate-input m-b-26" data-
validate="Username is required">
                                                    <span class="label-input100">Name</span>
                                                    <input class="input100" type="name" name="na"
placeholder="Enter password">
                                                    <span class="focus-input100"></span>
                                            </div>

                                            <div class="wrap-input100 validate-input m-b-18" data-validate =
"Password is required">
                                                    <span class="label-input100">Password</span>
                                                    <input class="input100" type="password" name="pass"
placeholder="Enter password">
                                                    <span class="focus-input100"></span>
                                            </div>
                                            <div class="flex-sb-m w-full p-b-30">
                                                    <div class="contact100-form-checkbox">
                                                            <input class="input-checkbox100" id="ckb1"
type="checkbox" name="remember-me">
                                                            <label class="label-checkbox100" for="ckb1">
                                                                    Remember me
                                                            </label>
                                                    </div>
                                                    <div>
                                                            <a href="#" class="txt1">
                                                                    Forgot Password?
                                                            </a>
                                                    </div>
                                            </div>
                                            <div class="container-login100-form-btn">
```

```html
                                                <button class="login100-form-btn">
                                                        Login
                                                </button>
                                        </div>
                                </form>
                        </div>
                </div>
        </div>
<footer class="py-5 bg-success">
   <div class="container">
     <p class="m-0 text-center text-white">Copyright &copy; E-Complaint System 2022</p>
   </div>
  </footer>
<script src="vendor/jquery/jquery-3.2.1.min.js"></script>
<script src="vendor/animsition/js/animsition.min.js"></script>
<script src="vendor/bootstrap/js/popper.js"></script>
<script src="vendor/bootstrap/js/bootstrap.min.js"></script>
<script src="vendor/select2/select2.min.js"></script>
<script src="vendor/daterangepicker/moment.min.js"></script>
<script src="vendor/daterangepicker/daterangepicker.js"></script>
<script src="vendor/countdowntime/countdowntime.js"></script>
<script src="js/main.js"></script>
</body>
</html>
```

Login.php
```php
<?php
session_start();
include'db_connect.php';
$admin_name =$_POST['na'];
$pass =$_POST['pass'];
echo $admin_name, $pass;

$sql="select * FROM admin_login where admin_name='$admin_name' and pass='$pass'";
$res=mysqli_query($con, $sql);
$check=mysqli_fetch_array($res);
if(isset($check))
{
    echo ("LoginSuccess");
        $_SESSION["pass"] = $pass;
    header("location:/ecs/admin_dash");
}
else
{
        echo 'failure';
}
mysqli_close($con);
?>
```

ADMIN_DASH

logout.php
```php
<?php
session_start();
?>
<!DOCTYPE html>
```

```
<html>
<body>
<?php
session_unset();
session_destroy();
 header("Location: /ecs/login.html");
?>
</body>
</html>
```

cancelstatus.php
```
<!DOCTYPE html>
<html lang="en">
<head>
 <meta charset="utf-8">
 <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
 <meta name="description" content="">
 <meta name="author" content="">
 <title>E-Complaint System </title>
 <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
 <link href="css/simple-sidebar.css" rel="stylesheet">
</head>
<body>
 <div class="d-flex" id="wrapper">
   <div class="bg-light border-right" id="sidebar-wrapper">
     <div class="sidebar-heading">Admin Panel </div>
     <div class="list-group list-group-flush">
      <a href="/ecs/admin_dash/index.html" class="list-group-item list-group-item-action bg-light">Dashboard</a>
      <a href="admincomplaint.php" class="list-group-item list-group-item-action bg-light">View Complaint</a>
      <a href="#" class="list-group-item list-group-item-action bg-light">Status</a>
     </div>
   </div>
   <div id="page-content-wrapper">
   <nav class="navbar navbar-expand-lg navbar-light bg-light border-bottom">
     <button class="btn btn-outline-success " id="menu-toggle">Menu</button>
     <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarSupportedContent"
aria-controls="navbarSupportedContent" aria-expanded="false" aria-label="Toggle navigation">
       <span class="navbar-toggler-icon"></span>
     </button>
     <div class="collapse navbar-collapse" id="navbarSupportedContent">
      <ul class="navbar-nav ml-auto mt-2 mt-lg-0">
        <li class="nav-item active">
          <a class="nav-link" href="index.html">Home <span class="sr-only">(current)</span></a>
        </li>
        <li class="nav-item active">
          <a class="nav-link" href="/ecs/admin_dash/logout.php">Log Out <span class="sr-
only">(current)</span></a>
        </li>
      </ul>
     </div>
   </nav>
  <header class=" py-5 mb-5" style="background-color: #99ff99;">
   <div class="container h-100" >
    <div class="row h-100 align-items-center">
     <div class="col-lg-12">
      <h1 class="display-4 text-success font-italic font-weight-bold mt-5 mb-2">E-Complaint System </h1>
```

```
        <p class="lead mb-5 text-dark">An Online Enquiry And E-Complaint System. </p>
      </div>
    </div>
  </div>
</header>


<?php
include'db_connect.php';
$compid=$_GET['compid'];
$sql="UPDATE complaint
SET status = 'Cancel'
WHERE compid = '$compid' ";
if ($con->query($sql) === TRUE) {
  //echo "Record updated successfully";
} else {
  echo "Error updating record: " . $con->error;
}
 if(mysqli_query($con,$sql))
 {
$sql1="select * from complaint where compid='$compid' ";
$result = mysqli_query($con, $sql1);
while($row=mysqli_fetch_array($result,MYSQLI_ASSOC))
{
        $compid= $row['compid'];
        $state=$row['state'];
        $city=$row['city'];
        $department=$row['department'];
        $msg=$row['msg'];
        $datetime=$row['datetime'];
        $status=$row['status'];
}}
else{
    echo 'Registrationfailure';
    }
mysqli_close($con);
?>
<html>
<head>
<style>
table{
        background-color:white;
}
.dash{
 border: 0 none;
 border-top: 2px dashed #322f32;
 background: white;
 color:white;
 height:0;
}
</style>
</head>
<body bgcolor="#0099CC">
<div align="center">
<form id="form1">
 <table width="600" height="300" border="1"  >
```

```html
<tr><td colspan="2"><img src="logo.jpg " width="150" height="100" align="center"></tr>
<h1 <caption><b>Complaint Cancelled Successfully!!!</b></caption> </h1>
<tr>
 <th width="171" scope="row">Complaint Receipt No:</th>
 <td width="260"><?php echo$compid; ?></td>
</tr>
<tr>
 <th width="171" scope="row">State:</th>
 <td width="260"><?php echo $state; ?></td>
</tr>
<tr>
 <th width="171" scope="row">City:</th>
 <td width="260"><?php echo $city; ?></td>
</tr>
<tr>
 <th width="171" scope="row">Department:</th>
 <td width="260"><?php echo $department; ?></td>
</tr>
<tr>
 <th width="171" scope="row">Date_Time:</th>
 <td width="260"><?php echo$datetime; ?></td>
</tr>
 <tr>
 <th width="171" scope="row">Status:</th>
 <td width="260"><?php echo$status; ?></td>
</tr>
<tr>
 <th  scope="row"><p>Complaint: </p>
   <p> </p></th>
         <th  scope="row"><p><?php echo$msg; ?> </p>
           <p> </p></th>
</tr>
<tr><td>
<input type="submit" name="Submit" value="Print" onClick="window.print()" /></td>
<td> </td>
</tr>
</table>
</div>
<br><br>
<script src="vendor/jquery/jquery.min.js"></script>
<script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
<script>
  $("#menu-toggle").click(function(e) {
    e.preventDefault();
    $("#wrapper").toggleClass("toggled");
  });
 </script>
 <footer class="py-5" style="background-color:#99ff99;">
  <div class="container">
   <p class="m-0 text-center text-dark">Copyright &copy; E-Complaint System 2022</p>
  </div>
</footer>
</body>
</html>

<!DOCTYPE html>
<html lang="en">
```

```html
<head>
  <meta charset="utf-8">
  <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
  <meta name="description" content="">
  <meta name="author" content="">
  <title>E-Complaint System </title>
  <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
  <link href="css/simple-sidebar.css" rel="stylesheet">
</head>
<body>
  <div class="d-flex" id="wrapper">
    <div class="bg-light border-right" id="sidebar-wrapper">
    <div class="sidebar-heading">Admin Panel </div>
    <div class="list-group list-group-flush">
     <a href="/ecs/admin_dash/index.html" class="list-group-item list-group-item-action bg-light">Dashboard</a>
     <a href="admincomplaint.php" class="list-group-item list-group-item-action bg-light">View Complaint</a>
     <a href="#" class="list-group-item list-group-item-action bg-light">Status</a>
    </div>
   </div>
   <div id="page-content-wrapper">
   <nav class="navbar navbar-expand-lg navbar-light bg-light border-bottom">
     <button class="btn btn-outline-success " id="menu-toggle">Menu</button>
     <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarSupportedContent"
aria-controls="navbarSupportedContent" aria-expanded="false" aria-label="Toggle navigation">
       <span class="navbar-toggler-icon"></span>
     </button>
     <div class="collapse navbar-collapse" id="navbarSupportedContent">
      <ul class="navbar-nav ml-auto mt-2 mt-lg-0">
       <li class="nav-item active">
        <a class="nav-link" href="index.html">Home <span class="sr-only">(current)</span></a>
       </li>
       <li class="nav-item active">
        <a class="nav-link" href="/ecs/admin_dash/logout.php">Log Out <span class="sr-only">(current)</span></a>
       </li>
      </ul>
     </div>
   </nav>
  <header class=" py-5 mb-5" style="background-color: #99ff99;">
   <div class="container h-100" >
    <div class="row h-100 align-items-center">
     <div class="col-lg-12">
      <h1 class="display-4 text-success font-italic font-weight-bold mt-5 mb-2">E-Complaint System </h1>
      <p class="lead mb-5 text-dark">An Online Enquiry And E-Complaint System. </p>
     </div>
    </div>
   </div>
  </header>

<?php
include'db_connect.php';
$compid=$_GET['compid'];
$sql="UPDATE complaint
SET status = 'Cancel'
WHERE compid = '$compid' ";
if ($con->query($sql) === TRUE) {
```

```php
   // echo "Record updated successfully";
} else {
   echo "Error updating record: " . $con->error;
}
if(mysqli_query($con,$sql))
{
$sql1="select * from complaint where compid='$compid' ";
$result = mysqli_query($con, $sql1);
while($row=mysqli_fetch_array($result,MYSQLI_ASSOC))
{
        $compid= $row['compid'];
        $state=$row['state'];
        $city=$row['city'];
        $department=$row['department'];
        $msg=$row['msg'];
        $datetime=$row['datetime'];
        $status=$row['status'];
        }
 }
 else
 {
    echo 'Registration failure';}
mysqli_close($con);
?>
<html>
<head>
<style>
table{
        background-color:white;
}
.dash{
 border: 0 none;
 border-top: 2px dashed #322f32;
 background: white;
 color:white;
 height:0;
}
</style>
</head>
<body bgcolor="#0099CC">
<div align="center">
<form id="form1">
 <table width="600" height="300" border="1"  >
 <tr><td colspan="2"><img src=" " width="150" height="100" align="center"></tr>
 <h1 <caption><b>Complaint Cancelled Successfully!!!</b></caption> </h1>
 <tr>
  <th width="171" scope="row">Complaint Receipt No:</th>
  <td width="260"><?php echo$compid; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">State:</th>
  <td width="260"><?php echo $state; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">City:</th>
  <td width="260"><?php echo $city; ?></td>
```

```html
</tr>
<tr>
 <th width="171" scope="row">Department:</th>
 <td width="260"><?php echo $department; ?></td>
</tr>
<tr>
 <th width="171" scope="row">Date_Time:</th>
 <td width="260"><?php echo$datetime; ?></td>
</tr>
<tr>
 <th width="171" scope="row">Status:</th>
 <td width="260"><?php echo$status; ?></td>
</tr>
<tr>
 <th  scope="row"><p>Complaint: </p>
  <p> </p></th>
        <th  scope="row"><p><?php echo$msg; ?> </p>
          <p> </p></th>
</tr>
<tr><td>
<input type="submit" name="Submit" value="Print" onClick="window.print()" /></td>
<td> </td>
</tr>
</table>
</div>
<br><br>
 <script src="vendor/jquery/jquery.min.js"></script>
 <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
 <script>
  $("#menu-toggle").click(function(e) {
    e.preventDefault();
    $("#wrapper").toggleClass("toggled");
  });
 </script>
 <footer class="py-5" style="background-color:#99ff99;">
  <div class="container">
   <p class="m-0 text-center text-dark">Copyright &copy; E-Complaint System 2022</p>
  </div>
</footer>
</body>
</html>
```

changestatus_php
```php
<?php
include'db_connect.php';
$compid=$_POST['compid'];
echo $compid;
$sql="UPDATE complaint
SET status = 'Proceed'
WHERE compid = '$compid' ";
if ($con->query($sql) === TRUE) {
   echo "Record updated successfully";
} else {
   echo "Error updating record: " . $con->error;
}?>
```

dbconnect.php

```php
<?php
$servername = "localhost";
$username = "root";
$password = "";
$dbname = "e-complain";
$con= new mysqli($servername, $username, $password, $dbname);
if ($con->connect_error) {
    die("Connection failed:<br>".$con->connect_error);
}
?>
```

directstatus.php
```html
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8">
  <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
  <meta name="description" content="">
  <meta name="author" content="">
  <title>E-Complaint System </title>
  <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
  <link href="css/simple-sidebar.css" rel="stylesheet">
</head>
<body>
  <div class="d-flex" id="wrapper">
    <div class="bg-light border-right" id="sidebar-wrapper">
      <div class="sidebar-heading">Admin Panel </div>
      <div class="list-group list-group-flush">
        <a href="/ecs/admin_dash/index.html" class="list-group-item list-group-item-action bg-light">Dashboard</a>
        <a href="admincomplaint.php" class="list-group-item list-group-item-action bg-light">View Complaint</a>
        <a href="#" class="list-group-item list-group-item-action bg-light">Status</a>
      </div>
    </div>
    <div id="page-content-wrapper">
<nav class="navbar navbar-expand-lg navbar-light bg-light border-bottom">
      <button class="btn btn-outline-success " id="menu-toggle">Menu</button>
      <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarSupportedContent" aria-controls="navbarSupportedContent" aria-expanded="false" aria-label="Toggle navigation">
        <span class="navbar-toggler-icon"></span>
      </button>
      <div class="collapse navbar-collapse" id="navbarSupportedContent">
       <ul class="navbar-nav ml-auto mt-2 mt-lg-0">
         <li class="nav-item active">
          <a class="nav-link" href="index.html">Home <span class="sr-only">(current)</span></a>
         </li>
         <li class="nav-item active">
          <a class="nav-link" href="/ecs/admin_dash/logout.php">Log Out <span class="sr-only">(current)</span></a>
         </li>
       </ul>
      </div>
    </nav>
  <header class=" py-5 mb-5" style="background-color: #99ff99;">
   <div class="container h-100" >
    <div class="row h-100 align-items-center">
     <div class="col-lg-12">
```

```html
    <h1 class="display-4 text-success font-italic font-weight-bold mt-5 mb-2">E-Complaint System </h1>
    <p class="lead mb-5 text-dark">An Online Enquiry And E-Complaint System. </p>
  </div>
 </div>
 </div>
</header>
```

```php
<?php
include'db_connect.php';
$compid=$_GET['compid'];
$sql="UPDATE complaint
SET status = 'Proceed'
WHERE compid = '$compid' ";
if ($con->query($sql) === TRUE) {
  // echo "Record updated successfully";
} else {
   echo "Error updating record: " . $con->error;
}
if(mysqli_query($con,$sql)){
$sql1="select * from complaint where compid='$compid' ";
$result = mysqli_query($con, $sql1);
while($row=mysqli_fetch_array($result,MYSQLI_ASSOC))
{
        $compid= $row['compid'];
        $state=$row['state'];
        $city=$row['city'];
        $department=$row['department'];
        $msg=$row['msg'];
        $datetime=$row['datetime'];
        $status=$row['status'];
}}
  else
  {
     echo 'Registrationfailure';
     }
mysqli_close($con);
?>
<html>
<head>
<style>
table{
        background-color:white;   }
.dash{
 border: 0 none;
 border-top: 2px dashed #322f32;
 background: white;
 color:white;
 height:0;
}
</style>
</head>
<body bgcolor="#0099CC">
<div align="center">
<form id="form1">
 <table width="600" height="300" border="1"  >
 <tr><td colspan="2"><img src="" width="150" height="100" align="center"></tr>
```

```html
<h1 <caption><b>Complaint Confirmed Successfully!!!</b></caption> </h1>
 <tr>
  <th width="171" scope="row">Complaint Receipt No:</th>
  <td width="260"><?php echo$compid; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">State:</th>
  <td width="260"><?php echo $state; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">City:</th>
  <td width="260"><?php echo $city; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">Department:</th>
  <td width="260"><?php echo $department; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">Date_Time:</th>
  <td width="260"><?php echo$datetime; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">Status:</th>
  <td width="260"><?php echo$status; ?></td>
 </tr>
 <tr>
  <th  scope="row"><p>Complaint: </p>
    <p> </p></th>
<th  scope="row"><p><?php echo$msg; ?> </p></tr>
 <tr><td>
 <input type="submit" name="Submit" value="Print" onClick="window.print()" /></td>
 <td> </td>
 </tr>
</table>
</div>
<br>
<br>
<script src="vendor/jquery/jquery.min.js"></script>
 <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
<script>
  $("#menu-toggle").click(function(e) {
    e.preventDefault();
    $("#wrapper").toggleClass("toggled");
  });
 </script>
 <footer class="py-5 bg-success">
  <div class="container">
   <p class="m-0 text-center text-white">Copyright &copy; E-Complaint System 2022</p>
  </div>
</footer>
</body>
</html>
```

index.html
```html
<!DOCTYPE html>
<html lang="en">
<head>
```

```html
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
    <meta name="description" content="">
    <meta name="author" content="">
    <title>E-Complaint System </title>
    <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
    <link href="css/simple-sidebar.css" rel="stylesheet">
</head>
<body>
  <div class="d-flex" id="wrapper">
    <div class="bg-light border-right" id="sidebar-wrapper">
      <div class="sidebar-heading">Admin Panel </div>
      <div class="list-group list-group-flush">
       <a href="/ecs/admin_dash/index.html" class="list-group-item list-group-item-action bg-light">Dashboard</a>
       <a href="admincomplaint.php" class="list-group-item list-group-item-action bg-light">View Complaint</a>
       <a href="#" class="list-group-item list-group-item-action bg-light">Status</a>
      </div>
    </div>
<div id="page-content-wrapper">
    <nav class="navbar navbar-expand-lg navbar-light bg-light border-bottom">
      <button class="btn btn-outline-success " id="menu-toggle">Menu</button>
      <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarSupportedContent"
aria-controls="navbarSupportedContent" aria-expanded="false" aria-label="Toggle navigation">
        <span class="navbar-toggler-icon"></span>
      </button>
      <div class="collapse navbar-collapse" id="navbarSupportedContent">
       <ul class="navbar-nav ml-auto mt-2 mt-lg-0">
        <li class="nav-item active">
         <a class="nav-link" href="index.html">Home <span class="sr-only">(current)</span></a>
        </li>
        <li class="nav-item active">
         <a class="nav-link" href="/ecs/admin_dash/logout.php">Log Out <span class="sr-only">(current)</span></a>
        </li>
       </ul>
      </div>
    </nav>
  <header class=" py-5 mb-5" style="background-color: #99ff99;">
   <div class="container h-100" >
    <div class="row h-100 align-items-center">
     <div class="col-lg-12">
      <h1 class="display-4 text-success font-italic font-weight-bold mt-5 mb-2">E-Complaint System </h1>
      <p class="lead mb-5 text-dark">An Online Enquiry And E-Complaint System. </p>
     </div>
    </div>
   </div>
  </header>
    <div class="container-fluid">
    <h1 class="mt-4">E-Complaint System</h1>
    <p> E-Complaint system is used to manage and forward complaints related any government field posted by users.
                User can register and make profile here and they get access to post complaint regarding any field
further admin will proceed with those complaints to
                higher authority to be get sorted if admin genuinely think the complaint given by the user is genuine
or admin has to dismiss any unnecessary complaints.
                This site takes one step forward towards online services for government field and make resources
easy to use. </p>
```

```
        </div>
      </div>
    </div>
<script src="vendor/jquery/jquery.min.js"></script>
  <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
<script>
    $("#menu-toggle").click(function(e) {
      e.preventDefault();
      $("#wrapper").toggleClass("toggled");
    });
  </script>
  <footer class="py-5 bg-success">
    <div class="container">
      <p class="m-0 text-center text-white">Copyright &copy; E-Complaint System 2022</p>
    </div>
    <!-- /.container -->
  </footer>
</body>
</html>
```

REGISTRATION PAGE

index.html
```
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="UTF-8">
  <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
  <meta name="description" content="Colorlib Templates">
  <meta name="author" content="Colorlib">
  <meta name="keywords" content="Colorlib Templates">
  <title>E-Complaint System</title>
  <link href="vendor/mdi-font/css/material-design-iconic-font.min.css" rel="stylesheet" media="all">
  <link href="vendor/font-awesome-4.7/css/font-awesome.min.css" rel="stylesheet" media="all">
  <link
href="https://fonts.googleapis.com/css?family=Poppins:100,100i,200,200i,300,300i,400,400i,500,500i,600,600i,700,7
00i,800,800i,900,900i"
    rel="stylesheet">
  <link href="vendor/select2/select2.min.css" rel="stylesheet" media="all">
  <link href="vendor/datepicker/daterangepicker.css" rel="stylesheet" media="all">
  <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
  <link href="css/main.css" rel="stylesheet" media="all">
</head>
<body>
  <nav class="navbar navbar-expand-lg border navbar-dark bg-success fixed-top">
    <div class="container">
      <a class="navbar-brand" href="/ecs/home.html">E-Complaint System</a>
      <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive"
        aria-controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
        <span class="navbar-toggler-icon"></span>
      </button>
      <div class="collapse navbar-collapse" id="navbarResponsive">
        <ul class="navbar-nav ml-auto">
          <li class="nav-item">
            <a class="nav-link" href="/ecs/home.html">Home
              <span class="sr-only">(current)</span>
```

```
        </a>
       </li>
       <a class="nav-link" href="/ecs/login.html">Admin Login</a>
       </li>
       <li class="nav-item active">
        <a class="nav-link" href="/ecs/registration/index.html">Sign up</a>
       </li>
       <li class="nav-item">
        <a class="nav-link" href="/ecs/login_user/user_login.html">User Login</a>
       </li>
      </ul>
     </div>
    </div>
   </nav>
<header class=" border py-5 mb-lg-5" style="background-color: #99ff99 ;" >
   <div class="" style="background-color: #99ff99;">
    <div class="row h-100 align-items-center">
     <div class="col-lg-12">
      <h1 class="display-4 text-success font-italic font-weight-normal mt-5 mb-2"><center>E-Complaint
System</center></h1>
       <h3 class="lead mb-lg-5 text-dark"><center>Sign-up page</center> </h3>
      </div>
     </div>
    </div>
   </header>
<div class="page-wrapper bg-gra-02 p-t-130 p-b-100 font-poppins">
    <div class="wrapper--w680">
     <div class="card card-4">
      <div class="card-body">
       <h2 class="title">Sign Up Form</h2>
       <form method="POST" action="registration.php">
        <div class="row row-space">
         <div class="col-6">
          <div class="input-group">
           <label class="label">First name</label>
           <input class="input--style-4" type="text" name="first_name">
          </div>
         </div>
         <div class="col-6">
          <div class="input-group">
           <label class="label">Last name</label>
           <input class="input--style-4" type="text" name="last_name">
          </div>
         </div>
        </div>
        <div class="row row-space">
         <div class="col-6">
          <div class="input-group">
           <label class="label">Date of Birth</label>
           <div class="input-group-icon">
            <input class="input--style-4 js-datepicker" type="text" name="dob">
            <i class="zmdi zmdi-calendar-note input-icon js-btn-calendar"></i>
           </div>
          </div>
         </div>
         <div class="col-6">
```

```html
<div class="input-group">
  <label class="label">Gender</label>
  <div class="p-t-10">
    <label class="radio-container m-r-45">Male
      <input type="radio" checked="checked" name="gender" value="Male">
      <span class="checkmark"></span>
    </label>
    <label class="radio-container">Female
      <input type="radio" name="gender" value="Female">
      <span class="checkmark"></span>
    </label>
  </div>
</div>
</div>
<div class="row row-space">
  <div class="col-6">
    <div class="input-group">
      <label class="label">Email</label>
      <input class="input--style-4" type="email" name="email" pattern="[a-z0-9._%+-]+@[a-z0-9.-]+\.[a-z]{2,
4}$">
    </div>
  </div>
  <div class="col-6">
    <div class="input-group">
      <label class="label">Phone Number</label>
      <input class="input--style-4" type="text" name="phone" pattern="[0-9]+" maxlength="10" minlength="10"
        required>
    </div>
  </div>
  <div class="col-6">
    <div class="input-group">
      <label class="label">Password</label>
      <input class="input--style-4" type="password" name="pass"
        pattern="(?=.*\d)(?=.*[a-z])(?=.*[A-Z]).{8,}">
    </div>
  </div>
</div>
<div class="input-group">
  <label class="label">City</label>
  <div class="rs-select2 js-select-simple select--no-search">
    <select name="city">
      <option disabled="disabled" selected="selected">Choose option</option>
      <option value="Ajmer">Ajmer</option>
      <option value="Anpara">Anpara</option>
      <option value="Allahbad">Allahabad</option>
      <option value="Aligarh">Aligarh</option>
      <option value="Bhopal">Bhopal</option>
      <option value="Delhi">Delhi</option>
      <option value="Janshi">Janshi</option>
      <option value="Jabalpur">Jabalpur</option>
      <option value="Jaunpur">Jaunpur</option>
      <option value="Kanpur">Kanpur</option>
      <option value="Kaushambi">Kaushambi</option>
      <option value="Lucknow">Lucknow</option>
      <option value="Mumbai">Mumbai</option>
```

```html
        <option value="Pratapgarh">Pratapgarh</option>
        <option value="Varanasi">Varanasi</option>
        <option value="Shimla">Shimla</option>
      </select>
      <div class="select-dropdown"></div>
    </div>
  </div>
 </div>
 <div class="p-t-15">
   <button class="btn--radius-2 btn--blue" type="submit">Submit</button>
 </div>
 </form>
 </div>
 </div>
 </div>
</div>
<footer class="py-5 bg-success">
  <div class="container">
   <p class="m-0 text-center text-white">Copyright &copy; E-Complaint System 2022</p>
  </div>
</footer>
<script src="vendor/jquery/jquery.min.js"></script>
<script src="vendor/select2/select2.min.js"></script>
<script src="vendor/datepicker/moment.min.js"></script>
<script src="vendor/datepicker/daterangepicker.js"></script>
<script src="js/global.js"></script>
</body>
</html>
```

registration.php
```html
<!DOCTYPE html>
<html lang="en">
<head>
 <meta charset="utf-8">
 <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
 <meta name="description" content="">
 <meta name="author" content="">
 <title>E-Complaint System</title>
 <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
 <link href="css/heroic-features.css" rel="stylesheet">
</head>
<body>
<nav class="navbar navbar-expand-lg border navbar-dark bg-success fixed-top">
   <div class="container">
    <a class="navbar-brand" href="/ecs/home.html">E-Complaint System</a>
    <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-
controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
     <span class="navbar-toggler-icon"></span>
    </button>
    <div class="collapse navbar-collapse" id="navbarResponsive">
     <ul class="navbar-nav ml-auto">
      <li class="nav-item">
       <a class="nav-link" href="/ecs/home.html">Home
        <span class="sr-only">(current)</span>
       </a>
      </li>
                <li class="nav-item">
```

```html
        <a class="nav-link" href="/ecs/registration/index.html">Sign up</a>
      </li>
                <li class="nav-item">
        <a class="nav-link" href="/ecs/login_user/user_login.html">User Login</a>
      </li>
                </ul>
    </div>
  </div>
 </nav>
 <header class=" border py-5 mb-lg-5" style="background-color: #99ff99 ;" >
  <div class="" style="background-color: #99ff99;">
    <div class="row h-100 align-items-center">
     <div class="col-lg-12">
      <h1 class="display-4 text-success font-italic font-weight-normal mt-5 mb-2"><center>E-Complaint
System</center></h1>
      <h3 class="lead mb-lg-5 text-dark"><center>An Online Enquiry And E-Complaint System</center> </h3>
     </div>
    </div>
  </div>
 </header>

<?php
 include 'db_connect.php';
$first_name =$_POST['first_name'];
$last_name =$_POST['last_name'];
$dob =$_POST['dob'];
$gender =$_POST['gender'];
$email=$_POST['email'];
$phone=$_POST['phone'];
$pass=$_POST['pass'];
$city =$_POST['city'];

$sql="insert into user_reg
(first_name,last_name,dob,gender,email,phone,pass,city)values('$first_name','$last_name','$dob','$gender','$email','$ph
one','$pass','$city')";
 if(mysqli_query($con,$sql))
 {
echo "<script type='text/javascript'>";
echo "alert('success')";
echo "</script>";
?>
<html>
<head>
<style>
table{
        background-color:white;}
.dash{
 border: 0 none;
 border-top: 2px dashed #322f32;
 background: white;
 color: white;
 height:0;
}
</style>
</head>
<body bgcolor="#0099CC">
```

```
<div align="center">
<form id="form1">
 <table width="600" height="300" border="1"  >
 <tr><td colspan="2"><img src="/ecs/imaecs/logo.png" width="150" height="100" align="center"></tr>
 <h1 <caption><b>Registration Successfully</b></caption> <h1>

 <tr>
   <th width="171" scope="row">Name:</th>
   <td width="260"><?php echo $first_name; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">Last Name:</th>
   <td width="260"><?php echo $last_name; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">Dob:</th>
   <td width="260"><?php echo $dob; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">Gender:</th>
   <td width="260"><?php echo$gender; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">Phone:</th>
   <td width="260"><?php echo$phone; ?></td>
         <tr>
   <th width="171" scope="row">Email:</th>
   <td width="260"><?php echo$email; ?></td>
 </tr>
 </tr>
<tr>
   <th width="171" scope="row">city:</th>
   <td width="260"><?php echo$city; ?></td>
 </tr>
 <tr><td>
 <input type="submit" name="Submit" value="Print" onClick="window.print()" /></td>
 <td> </td>
 </tr>
</table>
<a class="button" href="user_dash.html">Home</a>
</div>
 <footer class="py-5 bg-dark">
   <div class="container">
     <p class="m-0 text-center text-white">Copyright &copy;E-Complaint System 2022</p>
   </div>
 </footer>
 <script src="vendor/jquery/jquery.min.js"></script>
 <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
</body>
</html>

<?php
 #  header("location:/ecs/login_user/user_login.html");
  }
  else{
     echo 'Registration failure';
```

```php
    }
  mysqli_close($con);
?>
```

USER LOGIN

dbconnect.php
```php
 <?php
$servername = "localhost";
$username = "root";
$password = "";
$dbname = "e-complain";
$con= new mysqli($servername, $username, $password, $dbname);
if ($con->connect_error) {
   die("Connection failed:<br>".$con->connect_error);
}
?>
```

getdata.php
```php
<?php
$mysql_db_hostname = "localhost";
$mysql_db_user = "root";
$mysql_db_password = "";
$mysql_db_database = "e-complain";
try{
        $con=new
PDO("mysql:host=$mysql_db_hostname;dbname=$mysql_db_database","$mysql_db_user","$mysql_db_password");
}catch(PDOExection $e){
        echo $e->getMessage();
}
$id=$_POST['id'];
$type=$_POST['type'];
if($type=='city'){
        $sql="select id,name from city where state_id='$id'";
}else{
        $sql="select id,name from state where country_id='$id'";
}
$stmt=$con->prepare($sql);
$stmt->execute();
$arr=$stmt->fetchAll(PDO::FETCH_ASSOC);
$html=";
foreach($arr as $list){
        $html.='<option value='.$list['id'].'>'.$list['name'].'</option>';
}
echo $html;
?>
```

history.php
```html
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8">
  <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
  <meta name="description" content="">
  <meta name="author" content="">
  <title>E-Complaint System</title>
```

```html
    <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
    <link href="css/heroic-features.css" rel="stylesheet">
</head>
<body>
    <nav class="navbar navbar-expand-lg navbar-dark bg-dark fixed-top">
      <div class="container">
        <a class="navbar-brand" href="/ecs/login_user/user_dash/">E-Complaint System</a>
        <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-
controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
          <span class="navbar-toggler-icon"></span>
        </button>
        <div class="collapse navbar-collapse" id="navbarResponsive">
          <ul class="navbar-nav ml-auto">
            <li class="nav-item">
              <a class="nav-link" href="/ecs/login_user/user_dash/">Home
                <span class="sr-only">(current)</span>
              </a>
            </li>
            <li class="nav-item  active" >
              <a class="nav-link" href="/ecs/login_user/history.php">History</a>
            </li>
            <li class="nav-item">
              <a class="nav-link" href="/ecs/login_user/comp">Complaint</a>
            </li>
                        <li class="nav-item">
              <a class="nav-link" href="/ecs/login_user/status">Complaint Status</a>
            </li>
            <li class="nav-item">
              <a class="nav-link" href="/ecs/login_user/user_login.html">Logout</a>
            </li>
          </ul>
        </div>
      </div>
    </nav>
    <div class="container">
      <header class="jumbotron my-4">
        <h1 class="display-4"><center>E-Complaint System</center></h1>
                <p class="lead"><center>An Online Enquiry And E-Complaint System.</center></p>
                <h1 <caption><center>Complaint History</center></caption> </h1>
      </header>

<?php
session_start();
$em="";
if ( isset( $_SESSION['email'] ) ) {
  $em=$_SESSION["email"] ;
} else {
  header("Location:ecs/login_user/user_dash.html");
}
include'db_connect.php';
$sql="select * from complaint where email='$em' ";
$result = mysqli_query($con, $sql);
while($row=mysqli_fetch_array($result,MYSQLI_ASSOC))
{
        $compid= $row['compid'];
        $state=$row['state'];
```

```php
            $city=$row['city'];
            $department=$row['department'];
            $msg=$row['msg'];
            $datetime=$row['datetime'];
            $status=$row['status'];
            ?>
```
```html
<html>
<head>
<style>
table{
            background-color:white;}
.dash{
 border: 0 none;
 border-top: 2px dashed #322f32;
 background: white;
 color:white;
 height:0;
}
</style>
</head>
<body bgcolor="#0099CC">
<div align="center">
<form id="form1">
 <table width="600" height="300" border="1"  >
 <tr><td colspan="2"><img src="/ecs/images/logo.png" width="150" height="100" align="center"></tr>
 <tr>
   <th width="171" scope="row">Complaint Receipt No:</th>
   <td width="260"><?php echo$compid; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">State:</th>
   <td width="260"><?php echo $state; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">City:</th>
   <td width="260"><?php echo $city; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">Department:</th>
   <td width="260"><?php echo $department; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">Date_Time:</th>
   <td width="260"><?php echo$datetime; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">Status:</th>
   <td width="260"><?php echo$status; ?></td>
 </tr>
 <tr>
   <th  scope="row"><p>Complaint: </p>
     <p> </p></th>
            <th  scope="row"><p><?php echo$msg; ?> </p>
             <p> </p></th>
 </tr>
</table>
```

```
</div>
</body>
</html>

<?php
mysqli_close($con);
?
<tr><td>
  <input type="submit" name="Submit" value="Print" onClick="window.print()" /></td>
  <td> </td>
  </tr>
  <footer class="py-5 bg-dark">
    <div class="container">
      <p class="m-0 text-center text-white">Copyright &copy; E-complaint System  2022</p>
    </div>
  </footer>
  </body>
</html>
```

user_login.html
```
<!DOCTYPE html>
<html lang="en">
<head>
        <title>User Login</title>
        <meta charset="UTF-8">
        <meta name="viewport" content="width=device-width, initial-scale=1">
        <link rel="icon" type="image/png" href="images/icons/favicon.ico"/>
        <link rel="stylesheet" type="text/css" href="vendor/bootstrap/css/bootstrap.min.css">
        <link rel="stylesheet" type="text/css" href="fonts/font-awesome-4.7.0/css/font-awesome.min.css">
        <link rel="stylesheet" type="text/css" href="fonts/iconic/css/material-design-iconic-font.min.css">
        <link rel="stylesheet" type="text/css" href="vendor/animate/animate.css">
        <link rel="stylesheet" type="text/css" href="vendor/css-hamburgers/hamburgers.min.css">
        <link rel="stylesheet" type="text/css" href="vendor/animsition/css/animsition.min.css">
        <link rel="stylesheet" type="text/css" href="vendor/select2/select2.min.css">
        <link rel="stylesheet" type="text/css" href="vendor/daterangepicker/daterangepicker.css">
        <link rel="stylesheet" type="text/css" href="css/util.css">
        <link rel="stylesheet" type="text/css" href="css/main.css">
</head>
<body>
  <nav class="navbar navbar-expand-lg navbar-dark bg-success fixed-top">
    <div class="container">
      <a class="navbar-brand" href="/ecs/home.html">E-Complaint System</a>
      <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
        <span class="navbar-toggler-icon"></span>
      </button>
      <div class="collapse navbar-collapse" id="navbarResponsive">
        <ul class="navbar-nav ml-auto">
          <li class="nav-item">
            <a class="nav-link" href="/ecs/home.html">Home
              <span class="sr-only">(current)</span>
            </a>
          </li>
            <a class="nav-link" href="/ecs/login.html">Admin Login</a>
          </li>
                    <li class="nav-item">
```

```html
        <a class="nav-link" href="/ecs/registration">Sign up</a>
      </li>
                    <li class="nav-item active">
     <a class="nav-link" href="/ecs/login_user/user_login.html">User Login</a>
      </li>
                    </ul>
    </div>
   </div>
 </nav>
 <header class="bg-info py-5" >
   <div class="container border my-5 h-100" >
     <div class="row h-100 align-items-center">
       <div class="col-lg-12">
       <h1 class="display-4 text-white mt-5 mb-2"><center>E-Complaint System</center></h1>
        <p class="lead mb-5 text-white-50"><center>An Online Enquiry And E-Complaint System.</center> </p>
      </div>
    </div>
   </div>
 </header>
          <div class="container-login100" style="background-image: url('images/bg-01.jpg');">
                  <div class="wrap-login100 p-l-55 p-r-55 p-t-80 p-b-30">
                         <form method="POST" action="user_login.php">
                                 <span class="login100-form-title p-b-37">
                                         Sign In
                                 </span>
                                 <div class="wrap-input100 validate-input m-b-20" data-validate="Enter username
or email">
                                         <input class="input100" type="text" name="email"
placeholder="username or email" required="">
                                         <span class="focus-input100"></span>
                                 </div>
                                 <div class="wrap-input100 validate-input m-b-25" data-validate = "Enter
password">
                                         <input class="input100" type="password" name="pass"
placeholder="password" required="">
                                         <span class="focus-input100"></span>
                                 </div>
                                 <div class="container-login100-form-btn">
                                         <button class="login100-form-btn">
                                                 Sign In
                                         </button>
                                 </div>
                                 <div class="text-center p-t-57 p-b-20">
                                         <span class="txt1">
                                                 Or login with
                                         </span>
                                 </div>
                                 <div class="flex-c p-b-112">
                                         <a href="#" class="login100-social-item">
                                                 <i class="fa fa-facebook-f"></i>
                                         </a>
                                         <a href="#" class="login100-social-item">
                                                 <img src="images/icons/icon-google.png" alt="GOOGLE">
                                         </a>
                                 </div>
                                 <div class="text-center">
```

```html
                                <a href="#" class="txt2 hov1">
                                        Sign Up
                                </a>
                        </div>
                </form>
            </div>
        </div>
  <footer class="py-5 bg-success">
    <div class="container">
      <p class="m-0 text-center text-white">Copyright &copy; E-Complaint System 2022</p>
    </div>
  </footer>
<div id="dropDownSelect1"></div>
        <script src="vendor/jquery/jquery-3.2.1.min.js"></script>
        <script src="vendor/animsition/js/animsition.min.js"></script>
        <script src="vendor/bootstrap/js/popper.js"></script>
        <script src="vendor/bootstrap/js/bootstrap.min.js"></script>
        <script src="vendor/select2/select2.min.js"></script>
        <script src="vendor/daterangepicker/moment.min.js"></script>
        <script src="vendor/daterangepicker/daterangepicker.js"></script>
        <script src="vendor/countdowntime/countdowntime.js"></script>
        <script src="js/main.js"></script>
</body>
</html>
```

user_login.php
```php
<?php
session_start();
include'db_connect.php';
$email =$_POST['email'];
$pass =$_POST['pass'];
echo $email, $pass;
$sql="select * FROM user_reg where email='$email' and pass='$pass'";
$res=mysqli_query($con,$sql);
$check=mysqli_fetch_array($res);
if(isset($check))
{ echo ("LoginSuccess");
$_SESSION["email"] = $email;
$_SESSION["pass"] = $pass;
echo "Session variables are set.";
   header("location:/ecs/login_user/user_dash/index.html");
}
else
{
        echo 'failure';
        header("location:/ecs/login_user/user_login.html");
}
mysqli_close($con);
?>
```

USER DASH

index.html
```html
<!DOCTYPE html>
<html lang="en">
<head>
```

```html
<meta charset="utf-8">
<meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
<meta name="description" content="">
<meta name="author" content="">
<title>E-Complaint System</title>
<link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
<link href="css/heroic-features.css" rel="stylesheet">
</head>
<body>
  <nav class="navbar navbar-expand-lg navbar-dark bg-dark fixed-top">
    <div class="container">
      <a class="navbar-brand" href="/ecs/login_user/user_dash/">E-Complaint System</a>
      <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
        <span class="navbar-toggler-icon"></span>
      </button>
      <div class="collapse navbar-collapse" id="navbarResponsive">
       <ul class="navbar-nav ml-auto">
         <li class="nav-item active">
          <a class="nav-link" href="/ecs/login_user/user_dash/">Home
            <span class="sr-only">(current)</span>
          </a>
         </li>
         <li class="nav-item">
          <a class="nav-link" href="/ecs/login_user/history.php">History</a>
         </li>
         <li class="nav-item">
          <a class="nav-link" href="/ecs/login_user/comp">Complaint</a>
         </li>
                    <li class="nav-item">
          <a class="nav-link" href="/ecs/login_user/status">Complaint Status</a>
         </li>
         <li class="nav-item">
          <a class="nav-link" href="/ecs/login_user/user_login.html">Logout</a>
         </li>
       </ul>
      </div>
    </div>
  </nav>
  <div class="container">
    <header class="jumbotron my-4">
      <h1 class="display-3">E-Complaint System</h1>
      <p class="lead">A E-Complaint system is used to manage and forward complaints related any government field
posted by users. User can register and make profile here and they get access to post complaint regarding any field
further admin will proceed with those complaints to higher authority to be get sorted if admin genuinely think the
complaint given by the user is genuine or admin has to dismiss any unnecessary complaints. This site takes one step
forward towards online services for government field and make resources easy to consume. </p>
      <a href="/ecs/login_user/comp" class="btn btn-primary btn-lg">Click Here to complaints!!</a>
    </header>
    <div class="row text-center">
      <div class="col-lg-3 col-md-6 mb-4">
        <div class="card h-100">
          <img class="card-img-top" src="/ecs/images/poster/aadharcard.jpg" alt="">
          <div class="card-body">
            <h4 class="card-title">Aadhar Card</h4>
            <p class="card-text">Aadhaar number is a 12-digit random number issued by the UIDAI ("Authority") to the
```

residents of India after satisfying the verification process laid down by the Authority. Any individual, irrespective of age and gender, who is a resident of India, may voluntarily enrol to obtain Aadhaar number. An individual needs to enrol for Aadhaar only once and after de-duplication only one Aadhaar shall be generated, as the uniqueness is achieved through the process of demographic and biometric de-duplication. </p>
     </div>
     <div class="card-footer">
      Click Here!!
     </div>
    </div>
   </div>
   <div class="col-lg-3 col-md-6 mb-4">
    <div class="card h-100">
     <img class="card-img-top" src="/ecs/images/poster/indiapost.jpg" alt="">
     <div class="card-body">
      <h4 class="card-title">Indian Post</h4>
      <p class="card-text">The Department of Posts, trading as India Post, is a government-operated postal system in India, which is part of the Ministry of Communications of the Government of India. Generally called "the post office" in India, it is the most widely distributed postal system in the world.</p>
     </div>
     <div class="card-footer">
      Click Here!!
     </div>
    </div>
   </div>
   <div class="col-lg-3 col-md-6 mb-4">
    <div class="card h-100">
     <img class="card-img-top" src="/ecs/images/poster/digilocker.jpg" alt="">
     <div class="card-body">
      <h4 class="card-title">Digilocker</h4>
      <p class="card-text">DigiLocker is a "digital locker" service operated by the Government of India that enables Indian citizens to store certain official documents on the cloud. The service is aimed towards reducing the need to carry physical documents, and is part of the government's Digital India initiative.</p>
     </div>
     <div class="card-footer">
      Click Here!!
     </div>
    </div>
   </div>
   <div class="col-lg-3 col-md-6 mb-4">
    <div class="card h-100">
     <img class="card-img-top" src="/ecs/images/poster/scholarship.png" alt="">
     <div class="card-body">
      <h4 class="card-title">Scholarship</h4>
      <p class="card-text">National Scholarships Portal is one-stop solution through which various services starting from student application, application receipt, processing, sanction and disbursal of various scholarships to Students are enabled. National Scholarships Portal is taken as Mission Mode Project under National e-Governance Plan (NeGP).</p>
     </div>
     <div class="card-footer">
      Click Here!!
     </div>
    </div>
   </div>
  </div>
      <div class="row text-center">
   <div class="col-lg-3 col-md-6 mb-4">

```
    <div class="card h-100">
     <img class="card-img-top" src="/ecs/images/poster/rail.jpg" alt="">
     <div class="card-body">
      <h4 class="card-title">Railway</h4>
      <p class="card-text">Indian Railways Reservation Enquiry, PNR Status, Live Running Status, Search Trains,
Availability, Running ... Confirmation Prediction, Train Schedule, Train Route, Route Map, Arrival/Departure, Fare
Table, Indian Rail. ... etrain.info Mobile.</p>
     </div>
     <div class="card-footer">
      <a href="http://www.indianrail.gov.in/" class="btn btn-primary">Click Here!!</a>
     </div>
    </div>
   </div>
   <div class="col-lg-3 col-md-6 mb-4">
    <div class="card h-100">
     <img class="card-img-top" src="/ecs/images/poster/redbus.jpg" alt="">
     <div class="card-body">
      <h4 class="card-title">Bus</h4>
      <p class="card-text">Trusted by Over 8 Million Indians. Get Ticket on SMS; No More Printout. Book Now.
Track Your Bus. Know Your Rest Stops. Extra Offers-Select Buses. Amenities: WiFi, Water Bottle, Blankets,
Charging Point, Reading Light.</p>
     </div>
     <div class="card-footer">
      <a href="https://www.redbus.in/bus-tickets/" class="btn btn-primary">Click Here!!</a>
     </div>
    </div>
   </div>
   <div class="col-lg-3 col-md-6 mb-4">
    <div class="card h-100">
     <img class="card-img-top" src="/ecs/images/poster/electicity.jpg" alt="">
     <div class="card-body">
      <h4 class="card-title">Electicity</h4>
      <p class="card-text">ONLINE BILL PAYMENT · TARRIF ORDER · ROASTERING SCHEDULE ... the
responsibility for distribution of power in western Uttar Pradesh from UPPCL. UPPCL is committed to rapid
improvements in efficiency of power distribution</p>
     </div>
     <div class="card-footer">
      <a href="http://www.uppclonline.com" class="btn btn-primary">Click Here!!</a>
     </div>
    </div>
   </div>
   <div class="col-lg-3 col-md-6 mb-4">
    <div class="card h-100">
     <img class="card-img-top" src="/ecs/images/poster/pancard.png" alt="">
     <div class="card-body">
      <h4 class="card-title">Pan Card</h4>
      <p class="card-text">By using the Online PAN Verification facility, one can know/verify the Permanent
Account Number (PAN). ... On submission a token number will be generated. ... For further information website of
NSDL.</p>
     </div>
     <div class="card-footer">
      <a href="https://www.onlineservices.nsdl.com" class="btn btn-primary">Click Here!!</a>
     </div>
    </div>
   </div>
  </div>
```

```
    </div>
    <footer class="py-5 bg-dark">
      <div class="container">
        <p class="m-0 text-center text-white">Copyright &copy; E-complaint System 2022</p>
      </div>
    </footer>
    <script src="vendor/jquery/jquery.min.js"></script>
    <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
  </body>
</html>
```

STATUS

index.html
```
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8">
  <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
  <meta name="description" content="">
  <meta name="author" content="">
  <title>E-Complaint System</title>
  <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
  <link href="css/heroic-features.css" rel="stylesheet">
</head>
<body>
  <nav class="navbar navbar-expand-lg navbar-dark bg-dark fixed-top">
    <div class="container">
      <a class="navbar-brand" href="/ecs/login_user/user_dash/">E-Complaint System</a>
      <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-
controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
        <span class="navbar-toggler-icon"></span>
      </button>
      <div class="collapse navbar-collapse" id="navbarResponsive">
        <ul class="navbar-nav ml-auto">
          <li class="nav-item">
            <a class="nav-link" href="/ecs/login_user/user_dash/">Home
              <span class="sr-only">(current)</span>
            </a>
          </li>
          <li class="nav-item">
            <a class="nav-link" href="/ecs/login_user/history.php">History</a>
          </li>
          <li class="nav-item">
            <a class="nav-link" href="/ecs/login_user/comp">Complaint</a>
          </li>
                    <li class="nav-item active">
            <a class="nav-link" href="/ecs/login_user/status">Complaint Status</a>
          </li>
          <li class="nav-item">
            <a class="nav-link" href="/ecs/login_user/user_login.html">Logout</a>
          </li>
        </ul>
      </div>
    </div>
  </nav>
```

```html
  <div class="container">
    <header class="jumbotron my-3">
      <h1 class="display-3 text-black mt-5 mb-2"><center>E-Complaint System</center></h1>
      <p class="lead"><center></center></p>
    </header>

<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
    <meta name="description" content="Colorlib Templates">
    <meta name="author" content="Colorlib">
    <meta name="keywords" content="Colorlib Templates">
    <title>Complaint Status</title>
    <link href="vendor/mdi-font/css/material-design-iconic-font.min.css" rel="stylesheet" media="all">
    <link href="vendor/font-awesome-4.7/css/font-awesome.min.css" rel="stylesheet" media="all">
    <!-- Font special for paecs-->
    <link
href="https://fonts.googleapis.com/css?family=Roboto:100,100i,300,300i,400,400i,500,500i,700,700i,900,900i"
rel="stylesheet">
    <link href="vendor/select2/select2.min.css" rel="stylesheet" media="all">
    <link href="vendor/datepicker/daterangepicker.css" rel="stylesheet" media="all">
    <link href="css/main.css" rel="stylesheet" media="all">
</head>
<body>
    <div class="page-wrapper bg-blue p-t-100 p-b-100 font-robo">
        <div class="wrapper--w680">
            <div class="card card-1">
                <div class="card-heading"></div>
                <div class="card-body">
                    <h2 class="title">Complaint Check</h2>
                    <form method="POST" action="status.php">
                        <div class="input-group">
                            <input class="input--style-1" type="text" placeholder="Enter Complaint Id" name="compid">
                        </div>
                        <div class="p-t-20">
                            <button class="btn--radius btn--green" type="submit">Submit</button>
                        </div>
                    </form>
                </div>
            </div>
        </div>
    </div>
    <script src="vendor/jquery/jquery.min.js"></script>
    <script src="vendor/select2/select2.min.js"></script>
    <script src="vendor/datepicker/moment.min.js"></script>
    <script src="vendor/datepicker/daterangepicker.js"></script>
    <script src="js/global.js"></script>
  <footer class="py-5 bg-dark">
    <div class="container"><p class="m-0 text-center text-white">Copyright &copy; E-complaint System
2022</p></div>
  </footer>
  <script src="vendor/jquery/jquery.min.js"></script>
  <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
</body>
```

```html
</html>
```
status.php
```php
<!DOCTYPE html>
<html lang="en">
<head>
 <meta charset="utf-8">
 <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
 <meta name="description" content="">
 <meta name="author" content="">
 <title>E-Complaint System</title>
 <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
 <link href="css/heroic-features.css" rel="stylesheet">
</head>
<body>
 <nav class="navbar navbar-expand-lg navbar-dark bg-dark fixed-top">
  <div class="container">
   <a class="navbar-brand" href="/ecs/login_user/user_dash/">E-Complaint System</a>
   <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
     <span class="navbar-toggler-icon"></span>
   </button>
   <div class="collapse navbar-collapse" id="navbarResponsive">
    <ul class="navbar-nav ml-auto">
     <li class="nav-item">
      <a class="nav-link" href="/ecs/login_user/user_dash/">Home
       <span class="sr-only">(current)</span>
      </a>
     </li>
     <li class="nav-item">
      <a class="nav-link" href="/ecs/login_user/history.php">History</a>
     </li>
     <li class="nav-item">
      <a class="nav-link" href="/ecs/login_user/comp">Complaint</a>
     </li>
                  <li class="nav-item active">
      <a class="nav-link" href="/ecs/login_user/status">Complaint Status</a>
     </li>
     <li class="nav-item">
      <a class="nav-link" href="/ecs/login_user/user_login.html">Logout</a>
     </li>
    </ul>
   </div>
  </div>
 </nav>
 <div class="container">
  <header class="jumbotron my-3">
   <h1 class="display-3 text-black mt-5 mb-2"><center>E-Complain</center></h1>
   <p class="lead"><center>A Indain Government Enquiry And E-Complain System.</center></p>
  </header>
<?php
include'db_connect.php';
$compid=$_POST['compid'];
$sql="select * from complaint where compid='$compid' ";
$result = mysqli_query($con, $sql);
while($row=mysqli_fetch_array($result,MYSQLI_ASSOC)){
        $compid= $row['compid'];
```

```php
            $state=$row['state'];
            $city=$row['city'];
            $department=$row['department'];
            $msg=$row['msg'];
            $datetime=$row['datetime'];
            $status=$row['status'];
}
mysqli_close($con);
?>
```
```html
<html>
<head>
<style>
table{
        background-color:white;}
.dash{
 border: 0 none;
 border-top: 2px dashed #322f32;
 background: white;
 color:white;
 height:0;
}
</style>
</head>
<body bgcolor="#0099CC">
<div align="center">
<form id="form1">
 <table width="600" height="300" border="1"  >
 <tr><td colspan="2"><img src="/ecs/images/logo.png" width="150" height="100" align="center"></tr>
 <h1 <caption><b>Complaint Status</b></caption> </h1>
 <tr>
   <th width="171" scope="row">Complaint Receipt No:</th>
   <td width="260"><?php echo$compid; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">State:</th>
   <td width="260"><?php echo $state; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">City:</th>
   <td width="260"><?php echo $city; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">Department:</th>
   <td width="260"><?php echo $department; ?></td>
 </tr>
 <tr>
   <th width="171" scope="row">Date_Time:</th>
   <td width="260"><?php echo$datetime; ?></td>
 </tr>
  <tr>
   <th width="171" scope="row">Status:</th>
   <td width="260"><?php echo$status; ?></td>
 </tr>
 <tr>
   <th  scope="row"><p>Complaint: </p>
     <p> </p></th>
```

```html
        <th  scope="row"><p><?php echo$msg; ?> </p>
         <p> </p></th>
  </tr>
  <tr><td>
  <input type="submit" name="Submit" value="Print" onClick="window.print()" /></td>
  <td> </td>
  </tr>
</table>
</div>
  <footer class="py-5 bg-dark">
    <div class="container">
      <p class="m-0 text-center text-white">Copyright &copy; E-Complaint System 2022</p>
    </div>
  </footer>
  <script src="vendor/jquery/jquery.min.js"></script>
  <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
</body>
</html>
```

COMPLAINT

get_data.php
```php
<?php
$mysql_db_hostname = "localhost";
$mysql_db_user = "root";
$mysql_db_password = "";
$mysql_db_database = "e-complain";
try{
        $con=new
PDO("mysql:host=$mysql_db_hostname;dbname=$mysql_db_database","$mysql_db_user","$mysql_db_password");
}catch(PDOExection $e){
        echo $e->getMessage();
}
$id=$_POST['id'];
$type=$_POST['type'];
if($type=='city'){
        $sql="select id,name from city where state_id='$id'";
}else{
        $sql="select id,name from state where country_id='$id'";
}
$stmt=$con->prepare($sql);
$stmt->execute();
$arr=$stmt->fetchAll(PDO::FETCH_ASSOC);
$html='';
foreach($arr as $list){
        $html.='<option value='.$list['id'].'>'.$list['name'].'</option>';
}
echo $html;
?>
```

index.php
```php
<?php
$mysql_db_hostname = "localhost";
$mysql_db_user = "root";
$mysql_db_password = "";
$mysql_db_database = "e-complain";
```

```php
try{
        $con=new
PDO("mysql:host=$mysql_db_hostname;dbname=$mysql_db_database","$mysql_db_user","$mysql_db_password");
}catch(PDOExection $e){
        echo $e->getMessage();
}
$sql="select id,name from country where id =101";
$stmt=$con->prepare($sql);
$stmt->execute();
$arrCountry=$stmt->fetchAll(PDO::FETCH_ASSOC);
?>
```
```html
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
    <meta name="description" content="Colorlib Templates">
    <meta name="author" content="Colorlib">
    <meta name="keywords" content="Colorlib Templates">
    <title>E-Complaint System</title>
    <link href="vendor/mdi-font/css/material-design-iconic-font.min.css" rel="stylesheet" media="all">
    <link href="vendor/font-awesome-4.7/css/font-awesome.min.css" rel="stylesheet" media="all">
    <link
href="https://fonts.googleapis.com/css?family=Roboto:100,100i,300,300i,400,400i,500,500i,700,700i,900,900i"
rel="stylesheet">
    <link href="vendor/select2/select2.min.css" rel="stylesheet" media="all">
    <link href="vendor/datepicker/daterangepicker.css" rel="stylesheet" media="all">
        <link rel="stylesheet" href="https://maxcdn.bootstrapcdn.com/bootstrap/3.3.7/css/bootstrap.min.css">
  <script src="https://ajax.googleapis.com/ajax/libs/jquery/3.3.1/jquery.min.js"></script>
  <script src="https://maxcdn.bootstrapcdn.com/bootstrap/3.3.7/js/bootstrap.min.js"></script>
  <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
    <link href="css/main.css" rel="stylesheet" media="all">
</head>
<body>
  <nav class="navbar navbar-expand-lg navbar-dark bg-dark fixed-top">
   <div class="container">
    <a class="navbar-brand" href="/ecs/login_user/user_dash/">E-Complaint System</a>
    <button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-
controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
      <span class="navbar-toggler-icon"></span>
    </button>
    <div class="collapse navbar-collapse" id="navbarResponsive">
     <ul class="navbar-nav ml-auto">
      <li class="nav-item">
       <a class="nav-link" href="/ecs/login_user/user_dash/">Home
        <span class="sr-only">(current)</span>
       </a>
      </li>
      <li class="nav-item">
       <a class="nav-link" href="/ecs/login_user/history.php">History</a>
      </li>
      <li class="nav-item  active">
       <a class="nav-link" href="/ecs/login_user/comp">Complaint</a>
      </li>
                    <li class="nav-item">
       <a class="nav-link" href="/ecs/login_user/status">Complaint Status</a>
```

```html
          </li>
        <li class="nav-item">
          <a class="nav-link" href="/ecs/login_user/user_login.html">Logout</a>
        </li>
      </ul>
    </div>
  </div>
</nav>
<div class="container">
  <header class="jumbotron my-3">
    <h1 class="display-3 text-black mt-5 mb-2"><center>E-Complaint System</center></h1>
    <p class="lead"><center>An Online Enquiry And E-Complaint System.</center></p>
  </header>
  <div class="page-wrapper bg-blue p-t-100 p-b-100 font-robo">
    <div class="wrapper--w680">
      <div class="card card-1">
        <div class="card-heading"></div>
        <div class="card-body">
          <h2 class="title">Complaint Form</h2>
          <form method="POST" action="user_comp.php">
            <div class="input-group">
              <div class="rs-select2 js-select-simple select--no-search">
                <label for="country">Country</label>
                <select class="form-control" id="country" name="country">
                  <option value="-1">Select Country</option>
                  <?php
                  foreach($arrCountry as $country){
                    ?>
                    <option value="<?php echo $country['id']?>"><?php echo $country['name']?></option>
                    <?php
                  }
                  ?>
                </select>
                <div class="select-dropdown"></div>
              </div>
            </div>

            <div class="input-group">
              <div class="rs-select2 js-select-simple select--no-search">
                <label for="state">State</label>
                <select class="form-control" id="state" name="state">
                  <option>Select State</option>
                </select>
                <div class="select-dropdown"></div>
              </div>
            </div>
            <div class="input-group">
              <div class="rs-select2 js-select-simple select--no-search">
                <label for="city">City</label>
                <select class="form-control" id="city" name="city">
                  <option>Select City</option>
                </select>
                <div class="select-dropdown"></div>
              </div>
            </div>
```

```html
<div class="input-group">
    <div class="rs-select2 js-select-simple select--no-search">
        <label for="dep">Department</label>
            <select class="form-control" id="dep" name="dep">
                <option>Select Department</option>
                <option>Agriculture</option>
                <option>Animal Husbandry & Fisheries</option>
                <option>Disaster Management</option>
                <option>Excise Department</option>
                <option>Finance</option>
                <option>Food & Consumer Protection</option>
                <option>Forest</option>
                <option>Railway</option>
                <option>Welfare</option>
                <option>Youth, Art & Culture</option>
                <option>Telecommunications</option>
                <option>Eduction</option>
                <option>Electricity</option>
                <option>Election commission</option>
                <option>Ministry of Home Affairs</option>
            </select>
    <div class="select-dropdown"></div>
    </div>
</div>
                        <div class="input-group">
                        <div class="rs-select2 js-select-simple select--no-search">
    <label for="des">Description</label>
                        <select class="form-control" id="des" name="des">
            <textarea class="input--style-1" name="msg" placeholder="Complaint Message" rows="3">
                        </textarea>
                        </div>
                        </div>
        <div class="p-t-20">
            <button class="btn--radius btn--green" type="submit">Submit</button>
        </div>
    </form>
    </div>
    </div>
    </div>
  </div>
<footer class="py-5 bg-dark">
  <div class="container">
    <p class="m-0 text-center text-white">Copyright &copy; E-complaint System 2022</p>
  </div>
</footer>
<script src="vendor/jquery/jquery.min.js"></script>
<script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
  <script src="vendor/jquery/jquery.min.js"></script>
  <script src="vendor/select2/select2.min.js"></script>
  <script src="vendor/datepicker/moment.min.js"></script>
  <script src="vendor/datepicker/daterangepicker.js"></script>
  <script src="js/global.js"></script>
        <script>
        $(document).ready(function(){
                jQuery('#country').change(function(){
```

```
                                        var id=jQuery(this).val();
                                        if(id=='-1'){
                                                jQuery('#state').html('<option value="-1">Select State</option>');
                                        }else{
                                                $("#divLoading").addClass('show');
                                                jQuery('#state').html('<option value="-1">Select State</option>');
                                                jQuery('#city').html('<option value="-1">Select City</option>');
                                                jQuery.ajax({
                                                        type:'post',
                                                        url:'get_data.php',
                                                        data:'id='+id+'&type=state',
                                                        success:function(result){
                                                                $("#divLoading").removeClass('show');
                                                                jQuery('#state').append(result);
                                                        }
                                                });
                                        }
                                });
                                jQuery('#state').change(function(){
                                        var id=jQuery(this).val();
                                        if(id=='-1'){
                                                jQuery('#city').html('<option value="-1">Select City</option>');
                                        }else{
                                                $("#divLoading").addClass('show');
                                                jQuery('#city').html('<option value="-1">Select City</option>');
                                                jQuery.ajax({
                                                        type:'post',
                                                        url:'get_data.php',
                                                        data:'id='+id+'&type=city',
                                                        success:function(result){
                                                                $("#divLoading").removeClass('show');
                                                                jQuery('#city').append(result);
                                                        }
                                                });
                                        }
                                });
                        });
                </script>
</body>
</html>


user_comp.php
<!DOCTYPE html>
<html lang="en">
<head>
 <meta charset="utf-8">
 <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
 <meta name="description" content="">
 <meta name="author" content="">
 <title>E-Complaint System</title>
 <link href="vendor/bootstrap/css/bootstrap.min.css" rel="stylesheet">
 <link href="css/heroic-features.css" rel="stylesheet">
</head>
<body>
    <nav class="navbar navbar-expand-lg navbar-dark bg-dark fixed-top">
    <div class="container">
```

```html
<a class="navbar-brand" href="/ecs/login_user/user_dash/">E-Complaint System</a>
<button class="navbar-toggler" type="button" data-toggle="collapse" data-target="#navbarResponsive" aria-controls="navbarResponsive" aria-expanded="false" aria-label="Toggle navigation">
  <span class="navbar-toggler-icon"></span>
</button>
<div class="collapse navbar-collapse" id="navbarResponsive">
  <ul class="navbar-nav ml-auto">
    <li class="nav-item">
      <a class="nav-link" href="/ecs/login_user/user_dash/">Home
        <span class="sr-only">(current)</span>
      </a>
    </li>
    <li class="nav-item">
      <a class="nav-link" href="/ecs/login_user/history.php">History</a>
    </li>
    <li class="nav-item  active">
      <a class="nav-link" href="/ecs/login_user/comp">Complaint</a>
    </li>
              <li class="nav-item">
      <a class="nav-link" href="/ecs/login_user/status">Complaint Status</a>
    </li>
    <li class="nav-item">
      <a class="nav-link" href="/ecs/login_user/user_login.html">Logout</a>
    </li>
  </ul>
</div>
</div>
</nav>
</nav>
<div class="container">
  <header class="jumbotron my-3">
    <h1 class="display-3 text-black mt-5 mb-2"><center>E-Complaint System</center></h1>
    <p class="lead"><center>An Indian Government Online Enquiry And E-Complaint System.</center></p>
  </header>
```

```php
<?php
session_start();
$em="";
if ( isset( $_SESSION['email'] ) ) {
  $em=$_SESSION["email"] ;
} else {
  header("Location:ecs/login_user/user_dash.html");
}
$servername = "localhost";
$username = "root";
$password = "";
$dbname = "e-complain";
$con= new mysqli($servername, $username, $password, $dbname);
if ($con->connect_error) {
  die("Connection failed:<br>".$con->connect_error);
}
$state =$_POST['state'];
$city =$_POST['city'];
$department =$_POST['dep'];
$msg =$_POST['msg'];
$compid=rand(1000,10000);
```

```php
$time_now=mktime(date('h')+3,date('i')+30,date('s'));
$datetime = date('d-m-Y H:i', $time_now);
$status="Under Proceeding";
#echo $state, $city, $department, $msg,$compid;
$sql1="select * from state where id='$state' ";
$result1 = mysqli_query($con, $sql1);
while($row=mysqli_fetch_array($result1,MYSQLI_ASSOC))
{
        $states=$row['name'];
        #echo $states;

}
$sql2="select * from city where id='$city' ";
$result2 = mysqli_query($con, $sql2);
while($row=mysqli_fetch_array($result2,MYSQLI_ASSOC)){
        $citys=$row['name'];
        #echo $citys;

}
$sqlregis="insert into complaint
(compid,state,city,department,msg,datetime,email,status)values('$compid','$states','$citys','$department','$msg','$dateti
me','$em','$status')";
 if(mysqli_query($con,$sqlregis))
 {
$sql="select * from complaint where compid='$$compid' ";
$result = mysqli_query($con, $sql);
while($row=mysqli_fetch_array($result,MYSQLI_ASSOC))
{
        $compid= $row['compid'];
        $state=$row['state'];
        $city=$row['city'];
        $department=$row['department'];
        $msg=$row['msg'];
        $datetime=$row['datetime'];
}}
  else{
     echo 'Registrationfailure';
     }
mysqli_close($con);
?>
<html>
<head>
<style>
table{
        background-color:white;}
.dash{
 border: 0 none;
 border-top: 2px dashed #322f32;
 background: white;
 color:white;
 height:0;
}
</style>
</head>
<body bgcolor="#0099CC">
<div align="center">
<form id="form1">
 <table width="600" height="300" border="1"  >
```

```html
<tr><td colspan="2"><img src="/ecs/images/logo.png" width="150" height="100" align="center"></tr>
<h1 <caption><b>(Complaint Receipt)</b></caption> <h1>
 <tr>
  <th width="171" scope="row">Complaint Receipt No:</th>
  <td width="260"><?php echo$compid; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">State:</th>
  <td width="260"><?php echo $states; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">City:</th>
  <td width="260"><?php echo $citys; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">Department:</th>
  <td width="260"><?php echo $department; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">Date_Time:</th>
  <td width="260"><?php echo$datetime; ?></td>
 </tr>
 <tr>
  <th width="171" scope="row">Status:</th>
  <td width="260"><?php echo$status; ?></td>
 </tr>
 <tr>
  <th  scope="row"><p>Complaint: </p>
   <p> </p></th>
         <th  scope="row"><p><?php echo$msg; ?> </p>
          <p> </p></th>
 </tr>
 <tr><td>
 <input type="submit" name="Submit" value="Print" onClick="window.print()" /></td>
 <td> </td>
 </tr>
</table>
 <a class="button" href="user_dash.html">Home</a>
</div>
  <footer class="py-5 bg-dark">
   <div class="container">
    <p class="m-0 text-center text-white">Copyright &copy; E-Complaint System 2022</p>
   </div>
  </footer>
  <script src="vendor/jquery/jquery.min.js"></script>
  <script src="vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
</body>
</html>
```

Testing

Testing is the process of executing a program, intending to find an error. Testing is a crucial element of software quality assurance and presents the ultimate review of specification, design, and coding. Testing is an important phase. Testing represents an interesting anomaly for the software.

Software testing is defined as an activity to check whether the actual results match the expected results and to ensure that the software system is defect-free. It involves the execution of a software component or system component to evaluate one or more properties of interest.

Software testing also helps to identify errors, gaps, or missing requirements contrary to the actual requirements. It can be either done manually or using automated tools. In simple terms, Software Testing means the Verification of Application Under Test (AUT).

5.1 Objectives of Testing

1) Ensures the quality of the product.
2) Defect prevention and detection.
3) Verify and validate the requirement.
4) Ready to integrate and revise the component.
5) Focus on an accurate and reliable result.

5.2 Principles of Testing
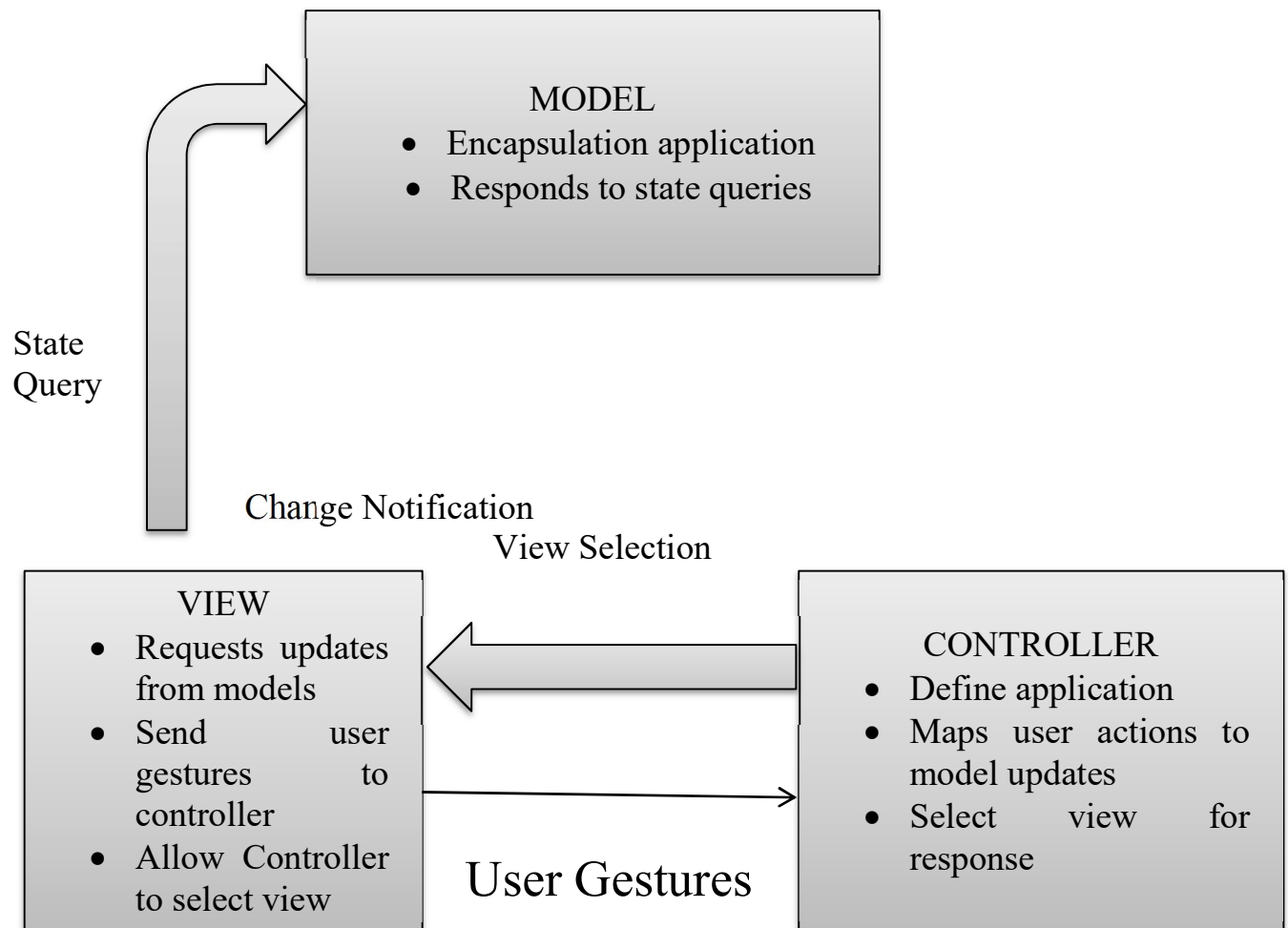
1) It is an ongoing process to achieve a quality result.
2) Defect discovered, analyzed, and correct.
3) Trying to meet user satisfaction.
4) Covers all test coverage.
5) Process for early testing to discover the defect.

Implementation

Steps for Implementation:

Implementation for Model View Controller is made up of the following three parts:

- ➢ **Model** - The lowest level of the pattern which is responsible for maintaining data
- ➢ **View** - This is responsible for displaying all or a portion of the data to the user.
- ➢ **Controller** - Software Code that controls the interactions between the Model and View.

```
                    ┌─────────────────────────────┐
              ┌────► │           MODEL             │
              │      │  • Encapsulation application│
              │      │  • Responds to state queries│
              │      └─────────────────────────────┘
              │
State
Query
              │
              │   Change Notification
              │        View Selection
   ┌──────────┴──────────┐         ┌─────────────────────────┐
   │       VIEW          │◄────────│      CONTROLLER         │
   │  • Requests updates │         │  • Define application   │
   │    from models      │         │  • Maps user actions to │
   │  • Send      user   │         │    model updates        │
   │    gestures    to   │────────►│  • Select    view   for │
   │    controller       │         │    response             │
   │  • Allow  Controller │  User Gestures                    │
   │    to select view   │         └─────────────────────────┘
   └─────────────────────┘
```

Constraints

Project is managed under a set of clear-cut constraints, and they need to be defined from the very beginning of the project. If the senior stakeholders clearly understand limitations of the project environment (such as due dates, funding, skill levels, and resource availability etc.) under which the activities are to be performed, they will do a better job for ensuring project success and developing a well-grounded implementation plan.

Limitation

- ➢ Lack of procedure
- ➢ Insufficient information
- ➢ Outdated Systems
- ➢ Late Resolution
- ➢ Effective compliant management

Conclusion

Our project is basically for helping the citizens whose complaints never reach to particular government departments. They face the problem of finding ways to contact the officials, which results in the loss of time, and money and hence the justice await. Users of the system, Customers of the E-Complaint System. Here again any number of groups can be assumed. The complaints can be assigned to different persons and will get tracked to closure. The person handling the complaint will have the facility to communicate with the customer via emails through the system. This system is automated process of sending request through the web-based system. The complaints can be sent easily by the customer from anywhere. The services are given through the system or through the email.

Scope of the Project

- This idea is new and no one is solving this problem and this problem is almost faced by all the citizen who are utilizing government services.
- Users will find better and easy way to resolve their issues and save their time.
- This project will also help government to get rid of fake complaints.

Reference

- For HTML, CSS, JS:
  - ➢ https://blog.hubspot.com/marketing/web-design-html-css-javascript
  - ➢ https://www3/html.com
  - ➢ https://www3/css.com
  - ➢ https://www3/javascript.com

- For PHP:
  - ➢ https://www.javatpoint.com/php-tutorial
  - ➢ https://www3/php.com

- For MySQL:
  - ➢ https://www.javatpoint.com/mysql-tutorial
  - ➢ https://www3/mysql-query.com