Complaint Management System

- **Entities**: User (Citizen), Complaint, Department, Admin

- **Description**: Users file complaints, which are managed by departments. Admin can view status reports.

Complaint Management System

- **Master Forms**:

  o Department Master

  o User (Citizen) Registration

- **Transaction Forms**:

  o File Complaint

  o Update Complaint Status (by admin)

- **Queries**:

  o Complaints by a user

  o Pending complaints by department

- **Reports**:

  o Department-wise complaint report

  o Monthly complaints summary

- **Charts**:

  o Pie chart: Complaint types

  o Bar chart: Status-wise complaint count

Tables:

- Users(UserID, Name, Email, Password, Phone, UserType)

- Departments(DeptID, Name, Contact)

- Complaints(ComplaintID, UserID, DeptID, CTID, Description, DateFiled, Status)

- ComplaintTypes(CTID, CompaintType, severity)