

## **Title and Scope of the Project**

**Title :** GEB complaint system for particular city

### **Existing system:**

In the existing system those who have a problem related to electricity have to call them manually and explain about the problem and they write it in a book. Then one authorised person from GEB will come for verification and will solve the problem.

### **Problems were faced in existing system:**

In the existing system the user has to call them and sometimes they don't pick up the call and sometimes their call is busy.

Apart from this in some of the areas they say on call that they will solve the problem but sometimes they forget.

Moreover they are not available 24x7 for complaint registration.

### **Scope of the project:**

It provides a smart complaint system where customers can complain about the problems that they are facing related to electricity by filling simple 4 fields of form. And an authorised person can accept complaints and can take necessary actions on it if required.

This project offers an effective solution where users can complain online. And can keep track of the complaints(status) that they have made.

### **Tools & Technologies used:**

Front-end: HTML,CSS,Bootstrap

Data-base: MySQL(XAMPP)

Back-end: Python(Django)

Documentation: Microsoft office tools

Graphics: Freepik

IDEs: Visual Studio Code

Table Name:User

Table Description: This table will store the details of users.

| Field name | Data Type | Size | Constraints | Description                           |
|------------|-----------|------|-------------|---------------------------------------|
| id         | int       | 11   | Primary Key | Auto increment id of user             |
| name       | varchar   | 200  | Not Null    | Stores the name of user               |
| gender     | varchar   | 10   | Not Null    | Stores the gender of user             |
| Address    | varchar   | 200  | Not Null    | Stores the address of user            |
| birthdate  | varchar   | 20   | Not Null    | Stores the birthdate of user          |
| aadharno   | varchar   | 12   | Not Null    | Stores the Aadhar card Number of user |
| email      | varchar   | 254  | Not Null    | Stores email address of user          |
| password   | varchar   | 32   | Not Null    | Stores the password of user           |
| status     | varchar   | 20   | Not Null    | Stores the status of user             |
| role       | varchar   | 20   | Not Null    | Stores the role of user               |

Table Name:Employee

Table Description: This table will store the details of Employees

| Field name | Data Type | Size | Constraints | Description                           |
|------------|-----------|------|-------------|---------------------------------------|
| eid        | int       | 11   | Primary Key | Auto increment id of employee         |
| ename      | varchar   | 200  | Not Null    | Stores the employee name              |
| ephoneno   | varchar   | 12   | Not null    | Stores the contact number of employee |

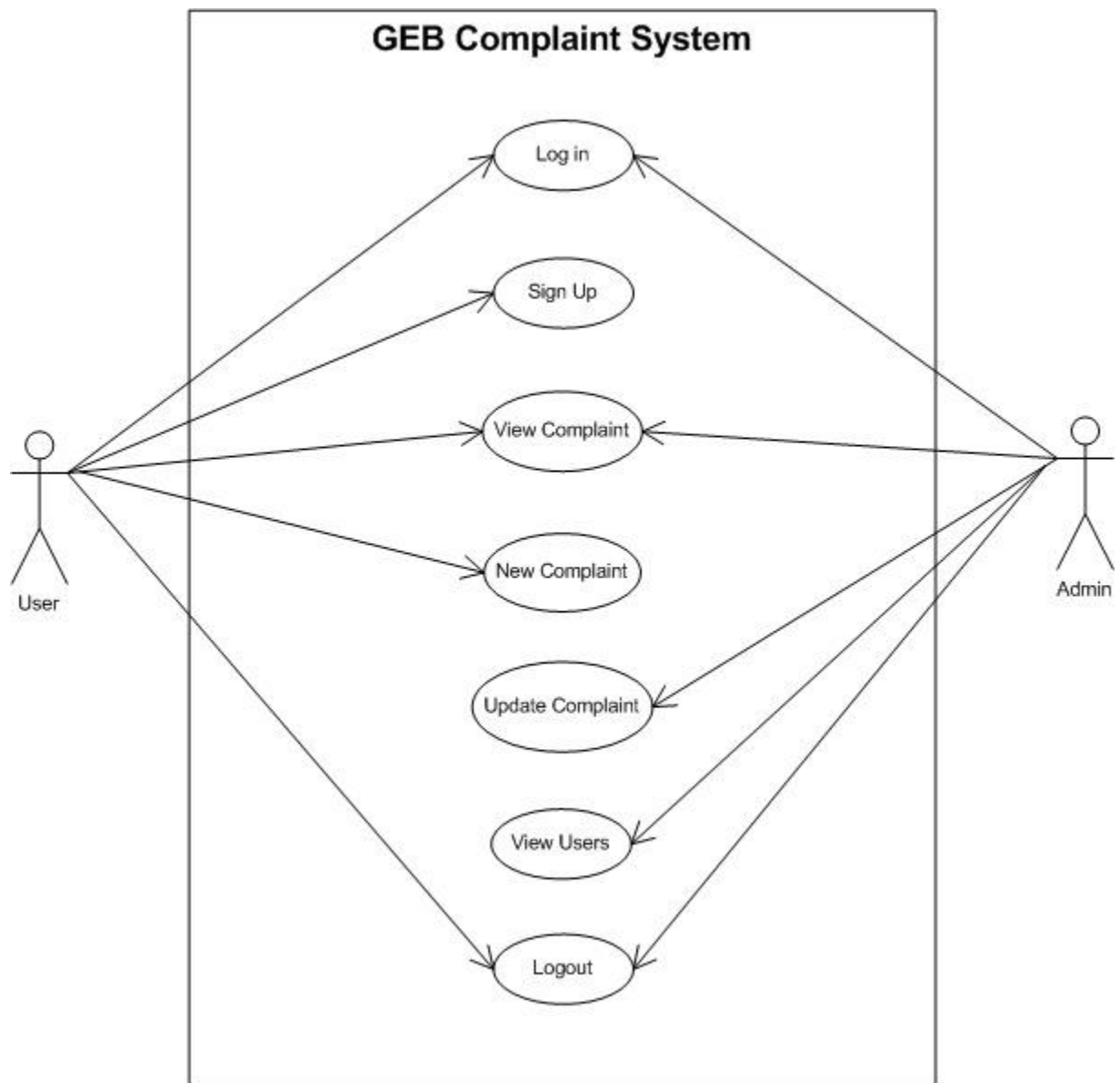
Table Name:Complaint

Table Description: This table will store the details of Complaints made by user

| Field name  | Data Type | Size | Constraints | Description                                    |
|-------------|-----------|------|-------------|------------------------------------------------|
| cid         | int       | 11   | Primary Key | Auto increment id of complaints                |
| rdate       | varchar   | 20   | Not Null    | Stores the date of complaint                   |
| description | varchar   | 500  | Not Null    | Stores the description of complaint            |
| id          | int       | 11   | Foreign Key | Reference of User's ID from User table         |
| fdate       | varchar   | 20   |             | Stores the date of finished work               |
| eid         | int       | 11   | Foreign Key | Reference of Employee's id from Employee table |
| cstatus     | varchar   | 20   | Not Null    | Stores the complaint status                    |

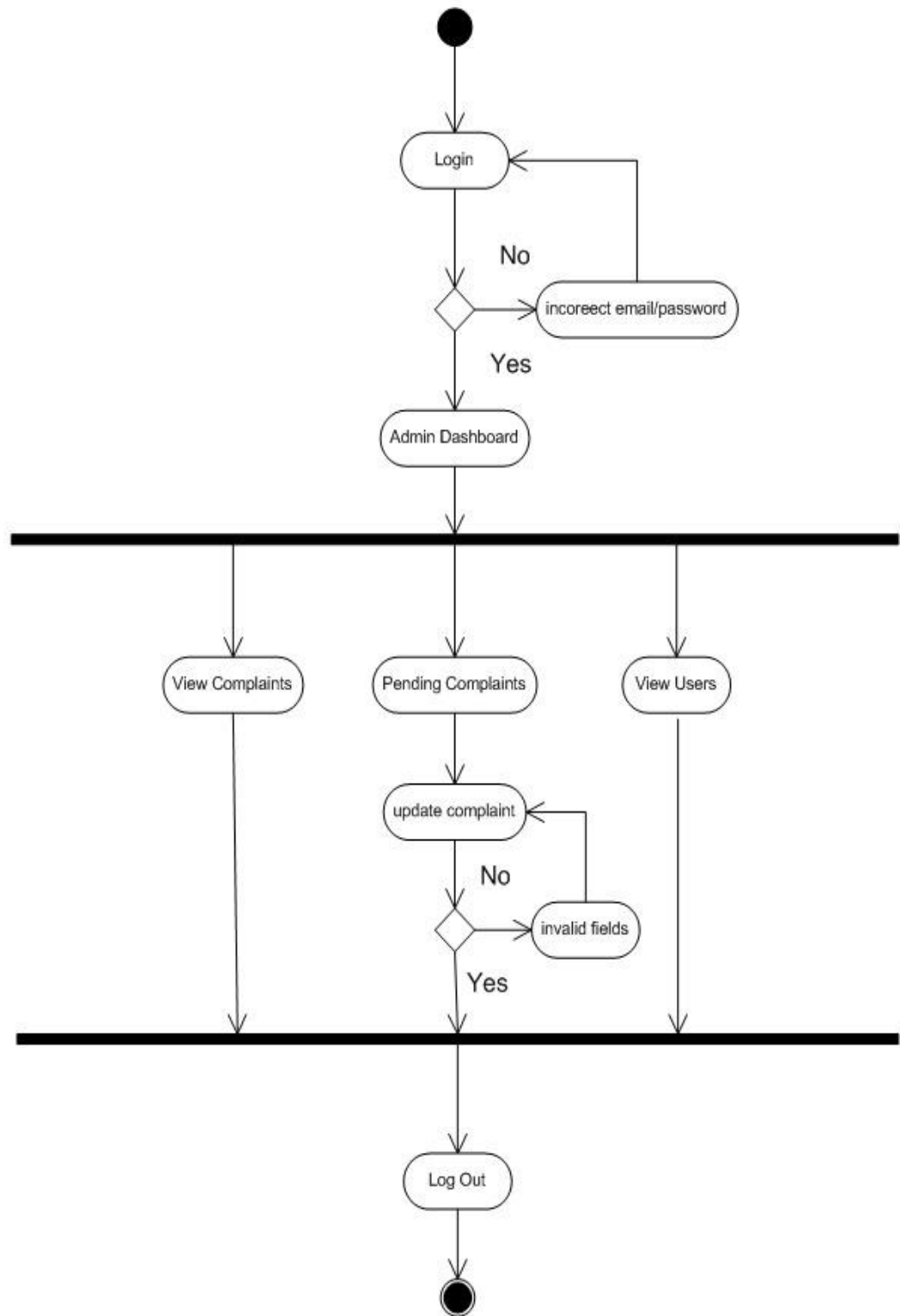
## Diagrams

### 1. Use Case Diagram

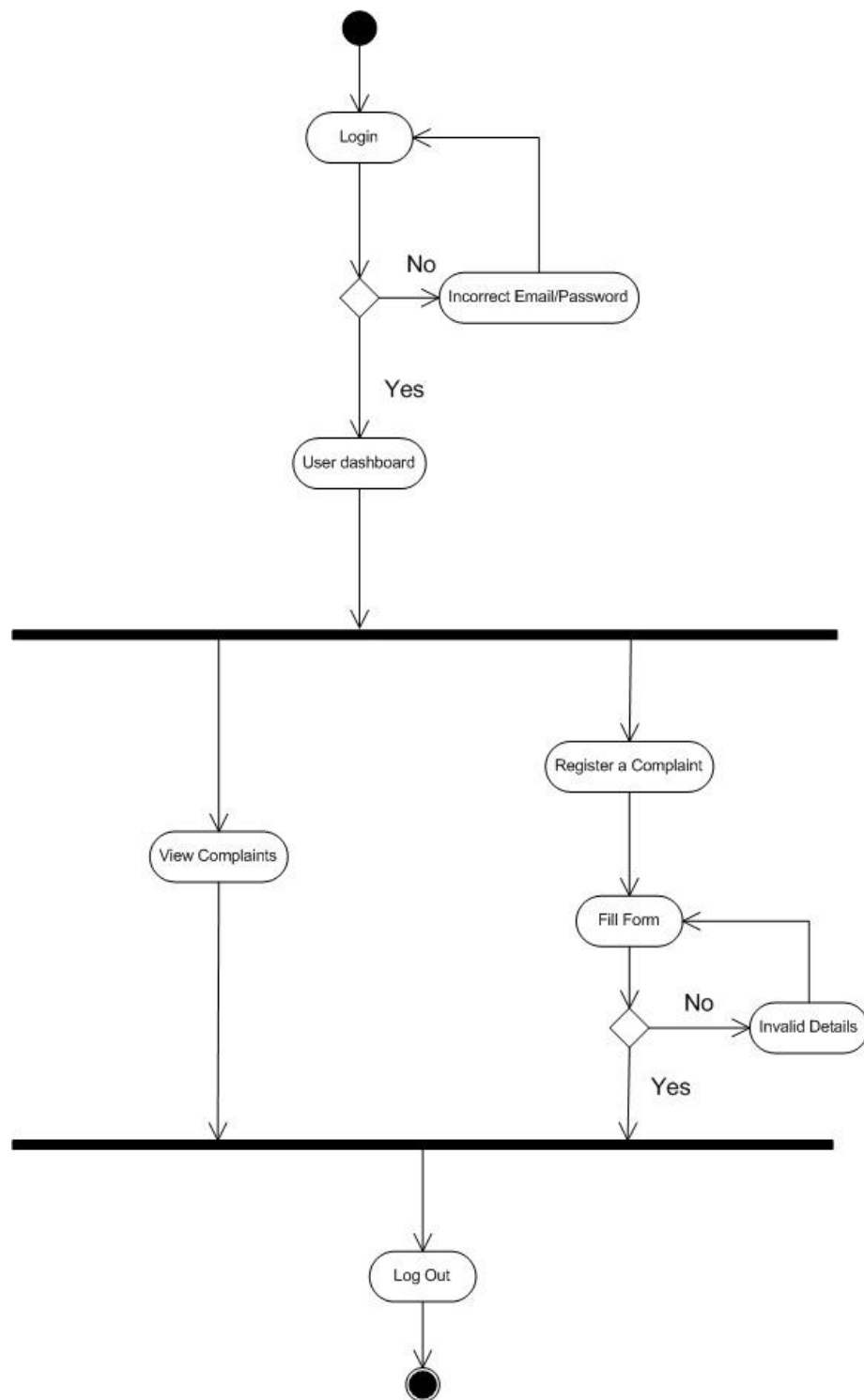


## 2. Activity Diagram

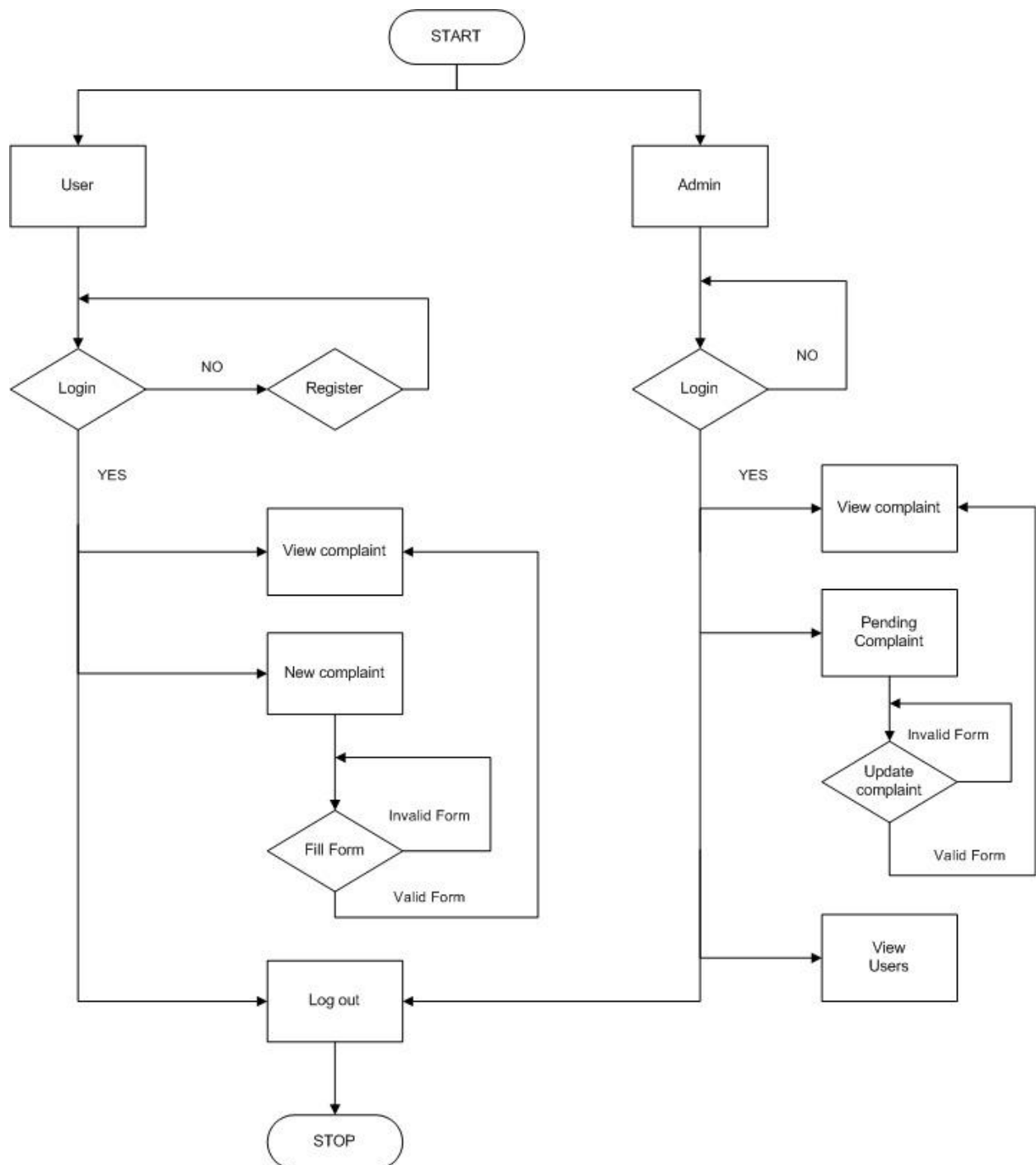
### 2.1. Admin Activity Diagram



## 2.2. User Activity Diagram



### 3. System Flow



## Prototypes:

1.

Screen Name: Log In

Description: This is log in screen of the system where user/admin needs to provide their correct details in order to access the function

Welcome to GEB complaint system



Email address:

Password:

Don't have an account ? [Sign Up](#)

Please Enter data

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2.

Screen Name: Register

Description: In this screen user need to enter details of forms so that they can login.

Welcome to GEB complaint system



Full Name:

Gender:

☒ Male ☐ Female

Select City

Ahmedabad

Birth date:

dd-mm-yyyy

Aadharcard No:

Email address:

Password:

Sign Up

Already have an account [Log In](#)

3.

Screen Name: Dashboard of Customer

Description: This screen is of user's dashboard from here they can access functionalities by tapping

Welcome heet@heet.com to GEB complaint system

VC  
View Complaints

RC  
Register a Complaint

LO  
Log Out

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4.

Screen Name: Complaints of Customer

Description: In this screen customer's previous and current complaints can be seen

Welcome to GEB complaint system

Register a Complaint

| Complaint No | Date            | Description                       | Status    |
|--------------|-----------------|-----------------------------------|-----------|
| 1            | 26th JUNE, 2021 | All Lights are blinking           | Completed |
| 2            | 28th JUNE, 2021 | Street lights are off in our area | Working   |
| 2            | 30th JUNE, 2021 | Low voltage in our area           | Reclved   |

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5.

Screen Name: Register a Complaint

Description: In this screen user needs to provide correct information for complaint and details will be stored

Welcome to GEB complaint system

### CONTACT US



Complain Description:

Full Address:

Pincode:

Want to see previous complaints made [By you](#)

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## 6.Admin Dashboard

Admin

Dashboard

View Complaints

View Pending Complaints

View User

Toggle Sidebar

Logout

### Welcome

Total Users  
4

Total Complaints  
7

Pending Complaints  
3

## 7. View Users

Admin

Dashboard

View Complaints

View Pending Complaints

View User

Toggle Sidebar

Logout

### User

| Id | Name           | Gender | Address                         | Email                     | Aadhar       | Status |
|----|----------------|--------|---------------------------------|---------------------------|--------------|--------|
| 1  | Akshay Ramnani | male   | 22,                             | aks@aks.com               | 123412344321 | ACTIVE |
| 2  | Akshay Ramnani | male   | 22 shiv shakti                  | akshayramnani10@gmail.com | 855580288024 | ACTIVE |
| 3  | heet kalariya  | male   | B 1002, Lokesh Society, Vadodra | heet@heet.com             | 123412344321 | ACTIVE |

## 8. View All Complaints

Admin

Dashboard

View Complaints

View Pending Complaints

View User

Toggle Sidebar

Logout

### Complaints

| Name           | Address                         | Description                       | Registration Date | Employee | Finish Date | Status   |
|----------------|---------------------------------|-----------------------------------|-------------------|----------|-------------|----------|
| heet kalariya  | B 1002, Lokesh Society, Vadodra | Fan is not working                | 13-08-2021        | None     | None        | RECIEVED |
| heet kalariya  | B 1002, Lokesh Society, Vadodra | Street lights are changing colors | 11-08-2021        | None     | None        | RECIEVED |
| heet kalariya  | B 1002, Lokesh Society, Vadodra | High voltage in my area           | 08-08-2021        | None     | None        | RECIEVED |
| Akshay Ramnani | 22,                             | Not able to turn on AC            | 04-08-2021        | Akshay   | 2021-08-12  | WORKING  |
| Akshay Ramnani | 22,                             | up-down voltage                   | 01-08-2021        | Akshay   | 2021-08-12  | FINISHED |
| Akshay Ramnani | 22,                             | one pole is down of street        | 13-08-2021        | None     | None        | RECIEVED |

## 9. View Pending Complaints

Admin

Dashboard

View Complaints

View Pending Complaints

View User

Toggle Sidebar

Logout

### Pending Complaints

| Name           | Address                         | Description                       | Registration Date | Employee | Finish Date | Status   | Action |
|----------------|---------------------------------|-----------------------------------|-------------------|----------|-------------|----------|--------|
| heet kalariya  | B 1002, Lokesh Society, Vadodra | Fan is not working                | 13-08-2021        | None     | None        | RECIEVED | Action |
| heet kalariya  | B 1002, Lokesh Society, Vadodra | Street lights are changing colors | 11-08-2021        | None     | None        | RECIEVED | Action |
| heet kalariya  | B 1002, Lokesh Society, Vadodra | High voltage in my area           | 08-08-2021        | None     | None        | RECIEVED | Action |
| Akshay Ramnani | 22,                             | Not able to turn on AC            | 04-08-2021        | Akshay   | 2021-08-12  | WORKING  | Action |
| Akshay Ramnani | 22,                             | one pole is down of street        | 13-08-2021        | None     | None        | RECIEVED | Action |

## Test Cases

### Login Test Case

|                                                                                             |                                                                            |                            |                  |                       |                                        |      |  |
|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|----------------------------|------------------|-----------------------|----------------------------------------|------|--|
| Test Case ID                                                                                | GC_LOGIN01                                                                 | Test Case Description      | log in testing   |                       |                                        |      |  |
| Created By                                                                                  | Akshay                                                                     | Reviewed By                | Heet             |                       | Version                                | v1.0 |  |
| <u>QA Tester's Log</u>                                                                      |                                                                            |                            |                  |                       |                                        |      |  |
| Tester's Name                                                                               | Akshay                                                                     | Date Tested                | 11th August,2021 |                       | Test Case (Pass/Fail/Not Executed)     | Pass |  |
| S #                                                                                         | Prerequisites:                                                             |                            | S #              | Test Data Requirement |                                        |      |  |
| 1                                                                                           | good Internet Connection                                                   |                            | 1                | email=aks@aks.com     |                                        |      |  |
| 2                                                                                           | any browser                                                                |                            | 2                | password=aks@akshay   |                                        |      |  |
| <u>Test Conditions</u> Verify on entering valid userid and password, the customer can login |                                                                            |                            |                  |                       |                                        |      |  |
| Step #                                                                                      | Step Details                                                               | Expected Results           | Actual Results   |                       | Pass / Fail / Not executed / Suspended |      |  |
| 1                                                                                           | Navaigate to " <a href="http://127.0.0.1:8000">http://127.0.0.1:8000</a> " | website should open        | As expected      |                       | pass                                   |      |  |
| 2                                                                                           | Enter user id & password                                                   | credetianal can be entered | As expected      |                       | pass                                   |      |  |
| 3                                                                                           | Click on 'log in'                                                          | redirect to dashboard      | As expected      |                       | pass                                   |      |  |
|                                                                                             |                                                                            |                            |                  |                       |                                        |      |  |

|                        |  |                                                                            |                       |                            |                  |                                            |                                    |                                        |
|------------------------|--|----------------------------------------------------------------------------|-----------------------|----------------------------|------------------|--------------------------------------------|------------------------------------|----------------------------------------|
| Test Case ID           |  | GC_LOGIN02                                                                 | Test Case Description |                            | log in testing   |                                            |                                    |                                        |
| Created By             |  | Heet                                                                       | Reviewed By           |                            | Akshay           |                                            | Version                            | v1.0                                   |
| <u>QA Tester's Log</u> |  |                                                                            |                       |                            |                  |                                            |                                    |                                        |
| Tester's Name          |  | Heet                                                                       | Date Tested           |                            | 11th August,2021 |                                            | Test Case (Pass/Fail/Not Executed) | Fail                                   |
| S #                    |  | Prerequisites:                                                             |                       | S #                        |                  | Test Data Requirement                      |                                    |                                        |
| 1                      |  | good Internet Connection                                                   |                       | 1                          |                  | email=aks.com                              |                                    |                                        |
| 2                      |  | any browser                                                                |                       | 2                          |                  | password=aks@akshay                        |                                    |                                        |
| <u>Test Conditions</u> |  | Verify on entering valid userid and password, the customer can login       |                       |                            |                  |                                            |                                    |                                        |
| Step #                 |  | Step Details                                                               |                       | Expected Results           |                  | Actual Results                             |                                    | Pass / Fail / Not executed / Suspended |
| 1                      |  | Navaigate to " <a href="http://127.0.0.1:8000">http://127.0.0.1:8000</a> " |                       | website should open        |                  | As expected                                |                                    | Pass                                   |
| 2                      |  | Enter user id & password                                                   |                       | credetianal can be entered |                  | As expected                                |                                    | Pass                                   |
| 3                      |  | Click on 'log in'                                                          |                       | redirect to dashboard      |                  | Please include an '@' in the email address |                                    | Fail                                   |

## Registration Test Cases

|                 |  |                                                                                              |                       |                            |                  |                                       |                                    |                                        |      |  |
|-----------------|--|----------------------------------------------------------------------------------------------|-----------------------|----------------------------|------------------|---------------------------------------|------------------------------------|----------------------------------------|------|--|
| Test Case ID    |  | GC_REGISTER01                                                                                | Test Case Description |                            | Register a user  |                                       |                                    |                                        |      |  |
| Created By      |  | Akshay                                                                                       | Reviewed By           |                            | Heet             |                                       | Version                            |                                        | v1.0 |  |
| QA Tester's Log |  |                                                                                              |                       |                            |                  |                                       |                                    |                                        |      |  |
| Tester's Name   |  | Akshay                                                                                       | Date Tested           |                            | 11th August,2021 |                                       | Test Case (Pass/Fail/Not Executed) |                                        | Pass |  |
| S #             |  | Prerequisites:                                                                               |                       | S #                        |                  | Test Data Requirement                 |                                    |                                        |      |  |
| 1               |  | good Internet Connection                                                                     |                       | 1                          |                  | full name = Heet kalariya             |                                    |                                        |      |  |
| 2               |  | any browser                                                                                  |                       | 2                          |                  | gender = male                         |                                    |                                        |      |  |
|                 |  |                                                                                              |                       | 3                          |                  | birthdate = 01-01-2000                |                                    |                                        |      |  |
|                 |  |                                                                                              |                       | 4                          |                  | aadhar no = 855580288024              |                                    |                                        |      |  |
|                 |  |                                                                                              |                       | 5                          |                  | address = H 1002, Ganesh Apt, Vadodra |                                    |                                        |      |  |
|                 |  |                                                                                              |                       | 6                          |                  | email=heet@heet.com                   |                                    |                                        |      |  |
|                 |  |                                                                                              |                       | 7                          |                  | password=heet@heet                    |                                    |                                        |      |  |
| Test Conditions |  | store the data of user                                                                       |                       |                            |                  |                                       |                                    |                                        |      |  |
| Step #          |  | Step Details                                                                                 |                       | Expected Results           |                  | Actual Results                        |                                    | Pass / Fail / Not executed / Suspended |      |  |
| 1               |  | Navaigate to " <a href="http://127.0.0.1:8000/register">http://127.0.0.1:8000/register</a> " |                       | website should open        |                  | As expected                           |                                    | pass                                   |      |  |
| 2               |  | Enter values of the field(from sample)                                                       |                       | form values can be entered |                  | As expected                           |                                    | pass                                   |      |  |
| 3               |  | Click on 'Sign up'                                                                           |                       | store the details          |                  | As expected                           |                                    | pass                                   |      |  |

|                 |               |                                                                                              |                 |                            |                  |                                        |                       |                                        |
|-----------------|---------------|----------------------------------------------------------------------------------------------|-----------------|----------------------------|------------------|----------------------------------------|-----------------------|----------------------------------------|
| Test Case ID    | GC_REGISTER02 | Test Case Description                                                                        | Register a user |                            |                  |                                        |                       |                                        |
| Created By      | Heet          | Reviewed By                                                                                  | Akshay          | Version                    | v1.0             |                                        |                       |                                        |
| QA Tester's Log |               |                                                                                              |                 |                            |                  |                                        |                       |                                        |
|                 |               |                                                                                              |                 |                            |                  |                                        |                       |                                        |
|                 |               |                                                                                              |                 |                            |                  |                                        |                       |                                        |
| Tester's Name   |               | Heet                                                                                         | Date Tested     |                            | 11th August,2021 | Test Case (Pass/Fail/Not Executed)     | Fail                  |                                        |
|                 |               |                                                                                              |                 |                            |                  |                                        |                       |                                        |
| S #             |               | Prerequisites:                                                                               |                 | S #                        |                  |                                        | Test Data Requirement |                                        |
| 1               |               | good Internet Connection                                                                     |                 | 1                          |                  | full name = Akshay Ramnani             |                       |                                        |
| 2               |               | any browser                                                                                  |                 | 2                          |                  | gender = male                          |                       |                                        |
|                 |               |                                                                                              |                 | 3                          |                  | birthdate = 26-10-1999                 |                       |                                        |
|                 |               |                                                                                              |                 | 4                          |                  | aadhamo =                              |                       |                                        |
|                 |               |                                                                                              |                 | 5                          |                  | address = 22, Shiv shakti Apts, Petlad |                       |                                        |
|                 |               |                                                                                              |                 | 6                          |                  | email=akshay@aks.com                   |                       |                                        |
|                 |               |                                                                                              |                 | 7                          |                  | password=@kshay123                     |                       |                                        |
|                 |               |                                                                                              |                 |                            |                  |                                        |                       |                                        |
| Test Conditions |               | store the data of user                                                                       |                 |                            |                  |                                        |                       |                                        |
|                 |               |                                                                                              |                 |                            |                  |                                        |                       |                                        |
| Step #          |               | Step Details                                                                                 |                 | Expected Results           |                  | Actual Results                         |                       | Pass / Fail / Not executed / Suspended |
| 1               |               | Navaigate to " <a href="http://127.0.0.1:8000/register">http://127.0.0.1:8000/register</a> " |                 | website should open        |                  | As expected                            |                       | pass                                   |
| 2               |               | Enter values of the field(from sample)                                                       |                 | form values can be entered |                  | As expected                            |                       | pass                                   |
| 3               |               | Click on 'Sign up'                                                                           |                 | store the details          |                  | Please fill out this(aadhar no) field  |                       | fail                                   |

## Bibliography

[Django documentation](#)

[Telusko](#)