

**DEPARTMENT OF COMPUTER APPLICTION**

Academic Session: OCT 2022 to JAN 2023

V Semester BCA

**PROJECT SYNOPSIS**

**TITLE OF THE PROJECT: HelpHub -Social Requestition and Complaint Application**

**TEAM MEMBERS:**

|  |  |
| --- | --- |
| **NAME** | **REGNO** |
| Nikki Kumar H | R2011688 |
| Ragul Y | R2011698 |
| Ritik Makhija | R2011708 |

**OBJECTIVE AND INTRODUCTION:**

The HelpHub is a windows form application designed and developed which aimed at computerizing all its official functions to ensure simple operations. It covers wide circle of media of request, complain and ensures smooth running of operations with respect to the database.

**PRESENT AND PROPOSED SYSTEM:**

Manual maintenance of complains and requests does not ensure security and consumes more time when looking for data or track reports. Similarly editing of complains and requests performed manually causes more inconvenience and record maintenance becomes very difficult. The above windows application reduces errors and flows created manually while filling requests and complains.

**INPUT: Filling of complains and request made by citizens. Also, tracking of respective complains and requests.**

**MAJOR MODULES:**

* **Citizens History:** Maintenance of citizens details and their complain, request details
* **Complain: Citizens can file a complaint regards to their social and domestic issues, Track updates of their complain.**
* **Request: Citizens can request a service regard to their social and domestic issues, Track updates of their request from the concerned authority’s.**

**H/W AND S/W REQUIREMENTS:**

|  |  |
| --- | --- |
| **HARDWARE** | |
| Processor | Intel Core i3 |
| RAM | 8GB |
| HDD | 500GB |
| SDD | 500GB |
| **SOFTWARE** | |
| CLIENT SIDE TECHNOLOGIES | Windows form (Vb. Net) |
| BACK END | MS ACCESS |
| IDE | MICROSOFT VISUAL BASIC |
| WEB AUTHORING TOOLS | PHOTOSHOP, FLASH |

**Gantt Chart:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Requirement Analysis | System Design | Implementation (Coding) | Testing | Deployment, Documentation |

04-Nov-2022 18-Nov-2022 26-Nov-2022 16-Dec-2022 30-Dec-2022

**OUTPUT:** Fast and smooth way of filling complain and request for a service in the society. Organized data and tracking he status of them, with the DBMS.