**PROJECT DOCUMENTATION**

**U-Care**

**(The University Care)**

University Complaint Management System



**Group No-01**

**IT3162-Group Project**

**Department of Physical Science**

**Faculty of Applied Science**

**University of Vavuniya**

**2021**

**DECLARATION**

We hereby declare that this report submitted for evaluation of the course module IT3162 leading to the award of Bachelor of Information Technology is entirely our own work, and the contents taken from the work of others has been cited and acknowledged within the text. This report has not been submitted for any other degree in this university or any other institution.

**Project Title:** U-Care (University Complaint Management System)

**Group Number:** 01

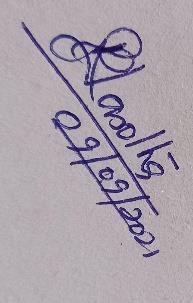
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09.09.2021

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**ABSTRACT**

As the name specifies “HOSTEL MANAGEMENT SYSTEM” is a software developed for managing various activities in the hostel. For the past few years the number of educational institutions are increasing rapidly. Thereby the number of hostels are also increasing for the accommodation of the students studying in this institution. And hence there is a lot of strain on the person who are running the hostel and software’s are not usually used in this context.

This particular project deals with the problems on managing a hostel and avoids the problems which occur when carried manually.

Identification of the drawbacks of the existing system leads to the designing of computerized system that will be compatible to the existing system with the system which is more user friendly and more GUI oriented. We can improve the efficiency of the system, thus overcome the drawbacks of the existing system.

• Less human error

• Strength and strain of manual labor can be reduced

• High security

• Data redundancy can be avoided to some extent

• Data consistency

• Easy to handle

• Easy data updating

• Easy record keeping

• Backup data can be easily generate

**ACKNOWLEDGEMENT**

We owe a great thanks to many people who helped and supported us during the designing and completing our project as well as writing of this report also.

We extend our sincere and heartfelt thanks to our esteemed guide, Mrs.Yasotha Ram Ramanan for providing us with the right guidance and advice at the crucial junctures and for showing us the right way by supporting us to complete each milestone of our project from the beginning to the end.

We extend our sincere thanks to our respected Head of Department of Physical Science Mr.Sivaramalingam Kirushanth, for allowing us to use the facilities available.

We would like to thank the other faculty members also, at this occasion. Last but not the least, we would like to thank friends for the support and encouragement they have given us during the course of our work towards the success.

Thank You.

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# BACKGROUND

Design and implementation of our web application system is to maintain an effective, timely, and equitable complaint handling system which is easily accessible and offered to complainants at no charge.

This project defines the policy and steps for handling and resolving complaints and also to appeal for an un-favored situation and for this process to take place there must be an automation of the system that will be handle the complaints process and appeal method of registration. Automation can be defined as the aspects involved in using a computer system for the tasks or process such as circulation, implementation etc.

In university life students and Staffs facing so many problems related to their university level. But sometimes they may not execute those problems to the appropriate person or committee because, they have a fear to tell their statements against high level staffs and unable to go to the related committee to explain those problems. So, from this project they will explain their problems easily.

Therefore, we develop this university complaint Management System for students and Staffs in University Level, when they spent few minutes, they can submit their problems via mobile or any Networked Devices.

# AIM OF THE PROJECT

# PROBLEM STATEMENTS

# OBJECTIVES

To develop a University Complaint Management System which will help in managing complaints or applications received from university students.

Identify how to handle student complaints.

Fast processing of complaints of university students.

Increase the level of university student’s care.

Reliable method of complaining.

To make complaints easier to coordinate, monitor, track and resolve.

# LIMITATIONS

# OVERVIEW

# EXISTING SYSTEMS

# PROPOSED SYSTEM

# TOOLS AND TECHNICS

# FRONT END

# BACK END

# METHODOLOGY

# DESIGN AND IMPLEMENTATION

# TESTING

# TEST REPORTS

# CONCLUSION

# FUTURE IDEAS

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