American International University- Bangladesh

CSC 3222: Web Technologies

CO1.1 and CO2.1 Evaluation
Project Report
Spring 21-22

Project Title: Complaint-Management-System
Section: E

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Complaint-Management-System

Introduction:

An online platform to complaints and to provide a online space, originally designed for self-paced learning. This project sets the complaints of users can now easily submit complaints, check their status, and receive timely updates. We used ajax to asynchronously update pages and listen for user inputs with JavaScript. We have a multi-user system that verifies the user type before giving appropriate privilege to the right user. We have a separate system for instructors and their respective courses. Our project establishes a blogging tab where instructors can post blog contents for users to see. We have a dashboard system that notifies users about changes in the state. The administrator for obvious reasons has elevated privileges. He can monitor all aspects of the website.

Background Study

1. Complaints Management Systems: - Explored complaints management systems offering features like login, registration, dashboard, home page, contact page and user roles.
   Reference Website: https://ccms.gov.bd/
2. Bangladesh Sport Complaint: -Explored complaints management systems offering features like name, phone number, email, title, description, and complaint details.
   Reference Website: https://bkspds.gov.bd/
3. Product Complaints: - Explored complaints management systems offering features Reference like login, registration, dashboard, home page, contact page and user roles. Website: https://dncrp.portal.gov.bd/
4. National consumer right protection: -Explored complaints management systems offering features Reference like login, registration, dashboard, home page. https://nothi.gov.bd/

Requirement Analysis:

1. User Category

There are n-types of Users here. They are:

- Admin
- Complainers

2. Feature List:

In this project the "User Type 1" has the following features:

- Authentication
- admin Dashboard
- User information.
- Manage Complaints.
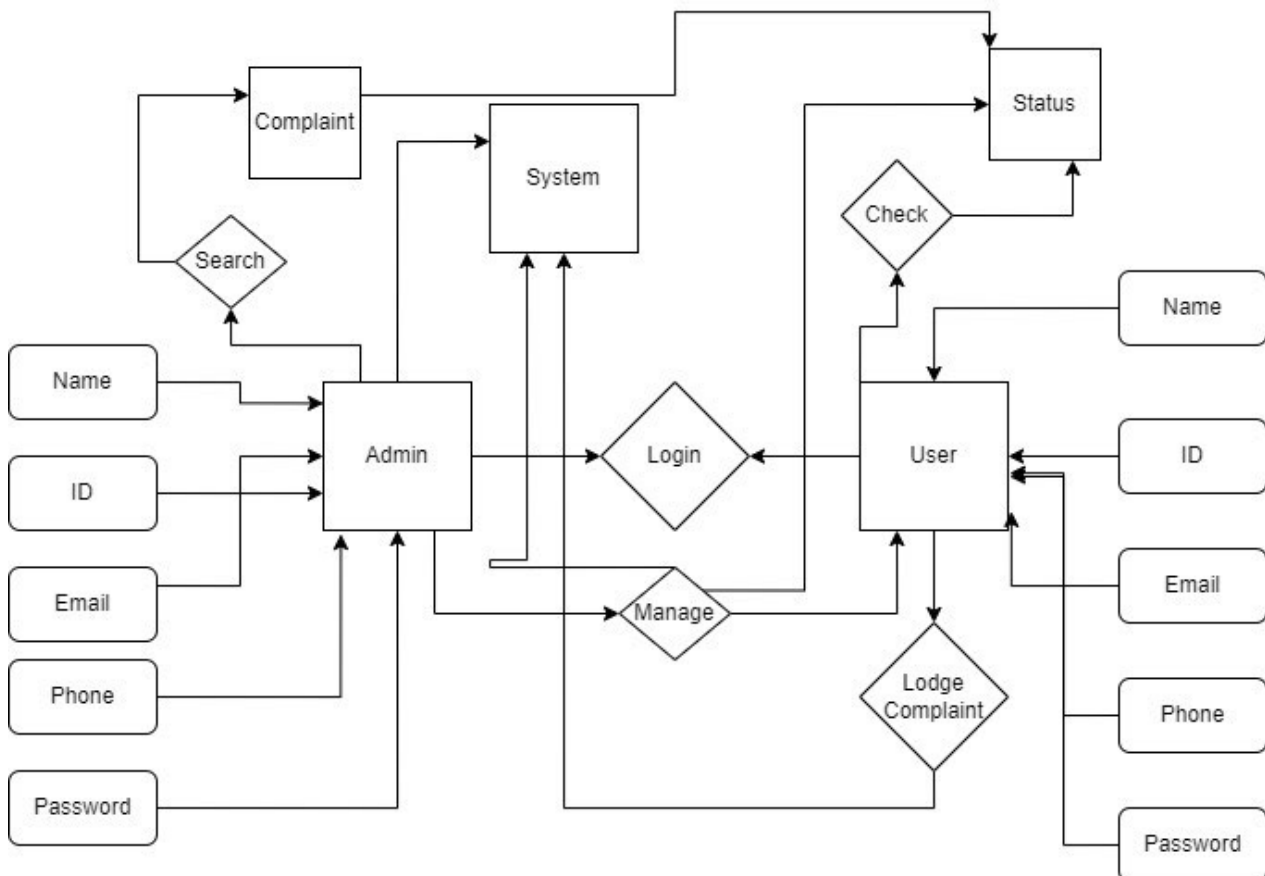- Manage Geographic Coverages
- Search Complaints
- Update Area

Complaint-Management-System

- Add Area
- Coverage Available
- Complaint Status

In this project the "User Type 2" has the following features:

- User Dashboard
- Register Complaint
- Manage Users
- Update Complaint
- User Registration
- Forget Password
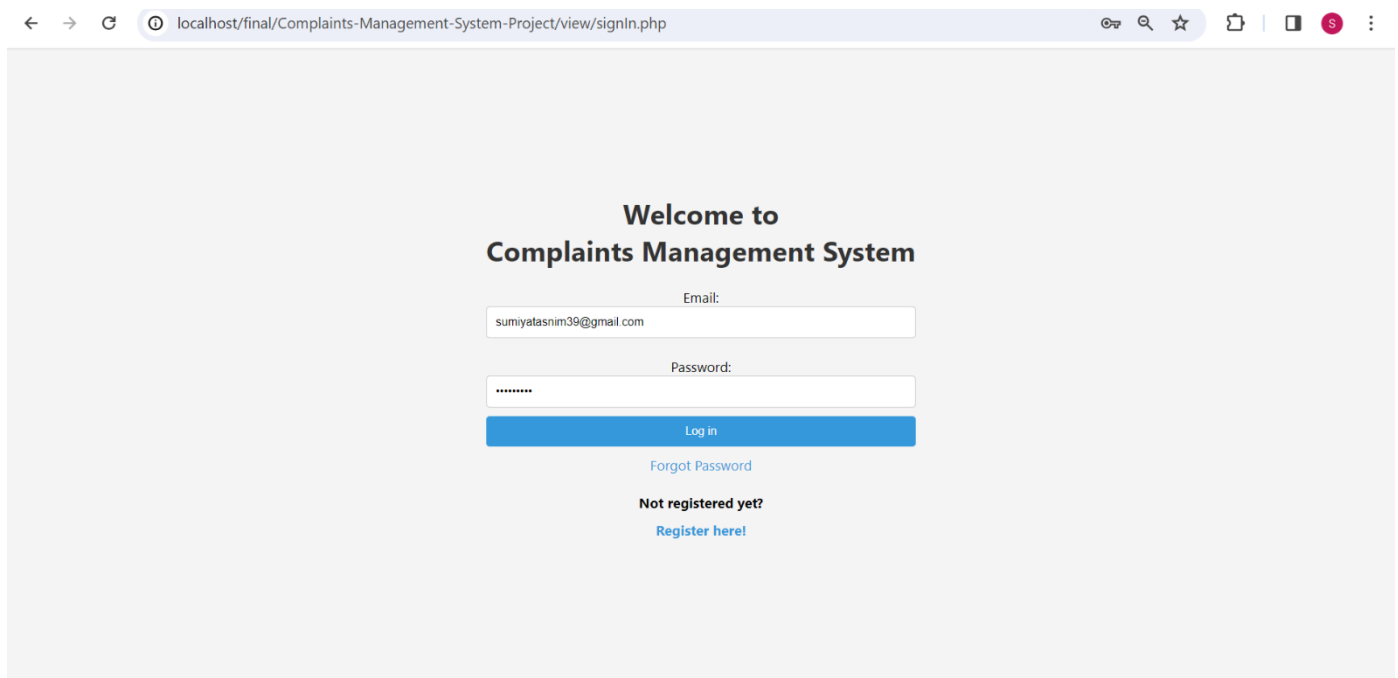- Change Password
- View Profile

Design:

Complaint-Management-System

Tools Used:

To develop this project, we have used the following:

- Visual Studio Code 1.85.0
- Ampps 4.3
- ERD Plus (Entity Diagram)
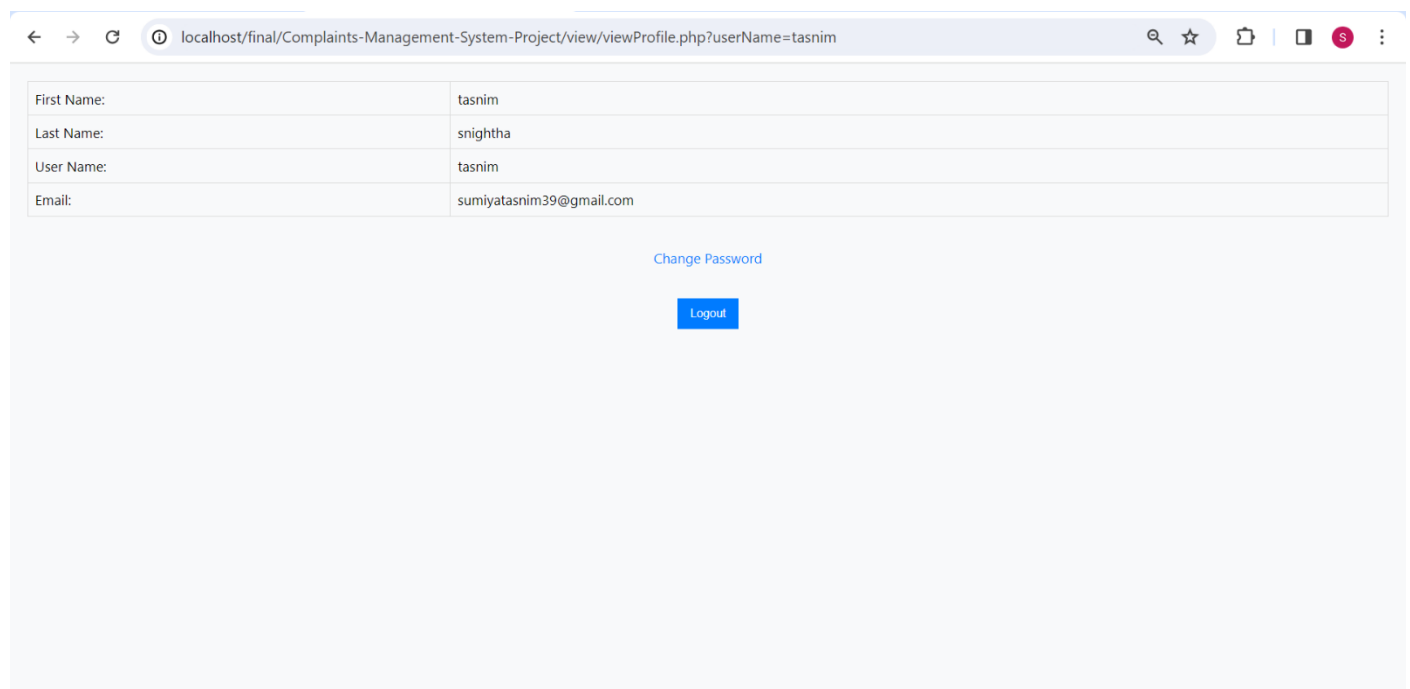- Paint

System Images against the Specification:
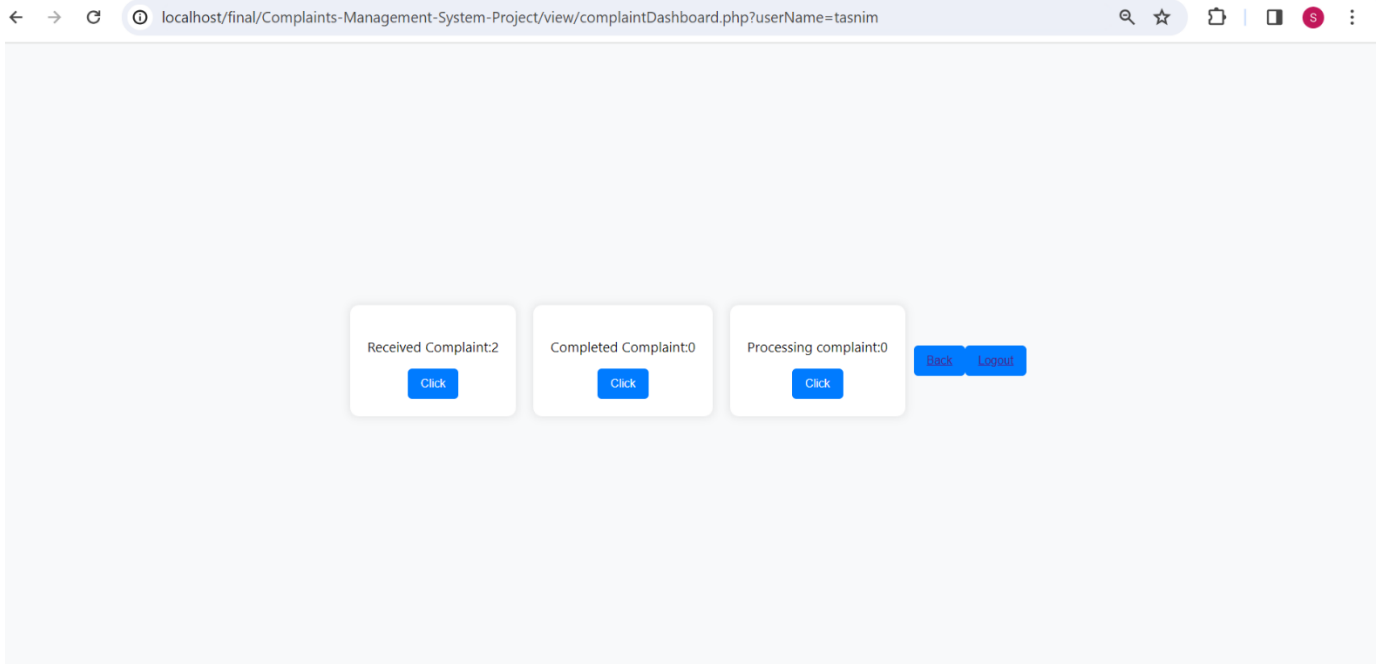

Figure1: Login page

American International University-Bangladesh (AIUB)
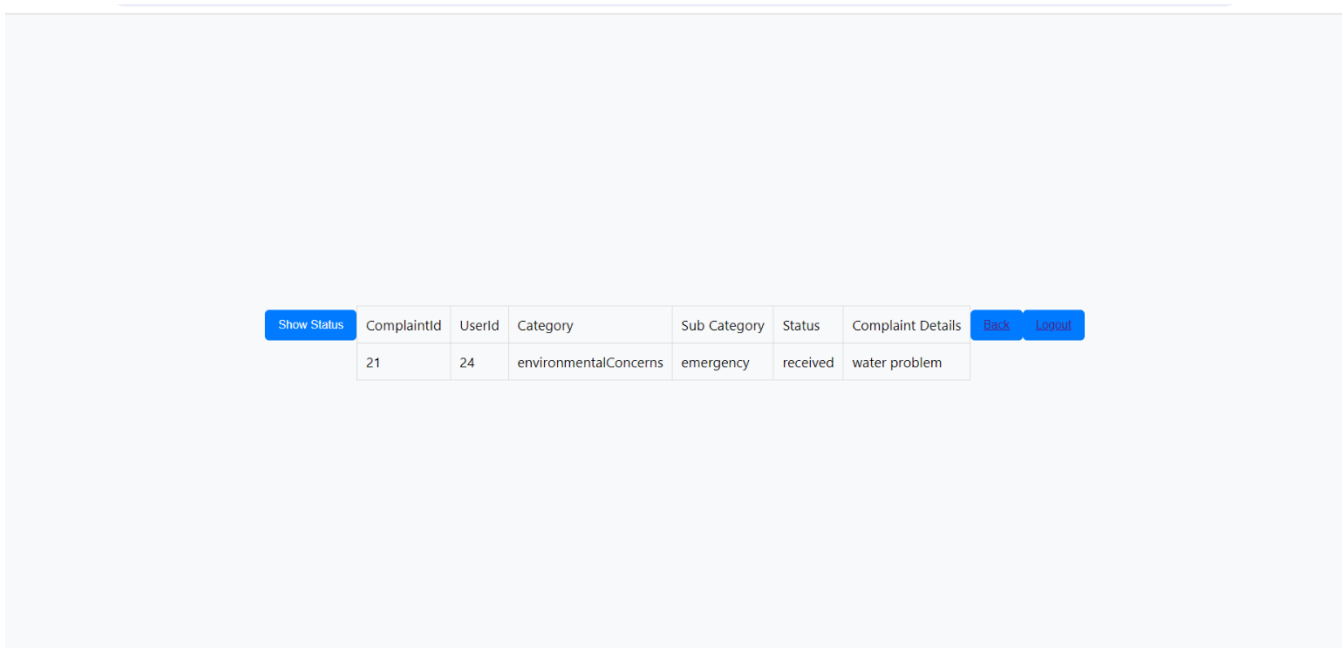
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Figure2: User dashboard page

Figure3: view profile page

localhost/final/Complaints-Management-System-Project/view/complaintDashboard.php?userName=tasnim

Received Complaint:2

Click

Completed Complaint:0

Click

Processing complaint:0

Click

Back   Logout

Figure4: Complaint Dashboard page

Show Status	ComplaintId	UserId	Category	Sub Category	Status	Complaint Details	Back	Logout
	21	24	environmentalConcerns	emergency	received	water problem		

Figure5: Complaint Status page

Area	Helpline	status
Barishal	660	online
Mymensingh	444	online
Sylhet	123	running
tongi	782	offline

Show Status

Back   Logout
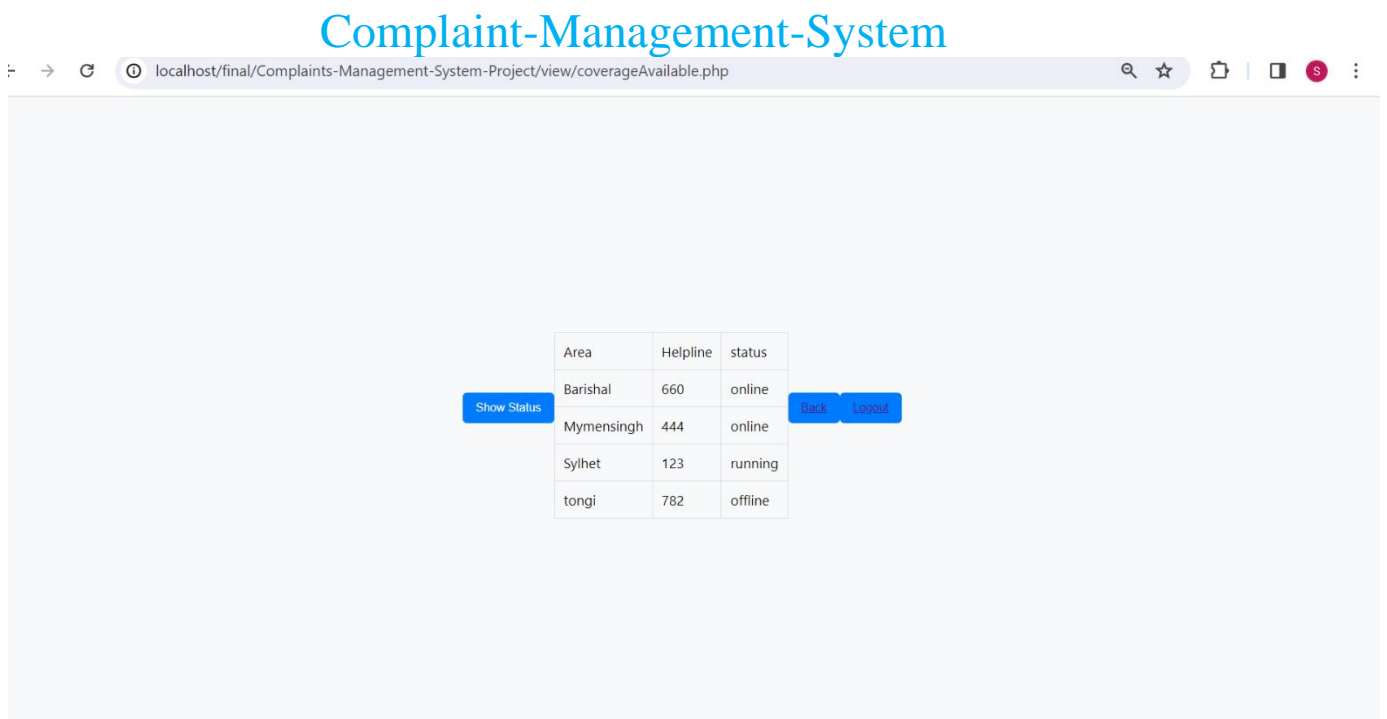
Figure 6: Coverage Available page

Welcome admin1

View Profile

Manage Users

Manage Complaints

Geographic Coverage

Search Complaints by Category

Back   Logout
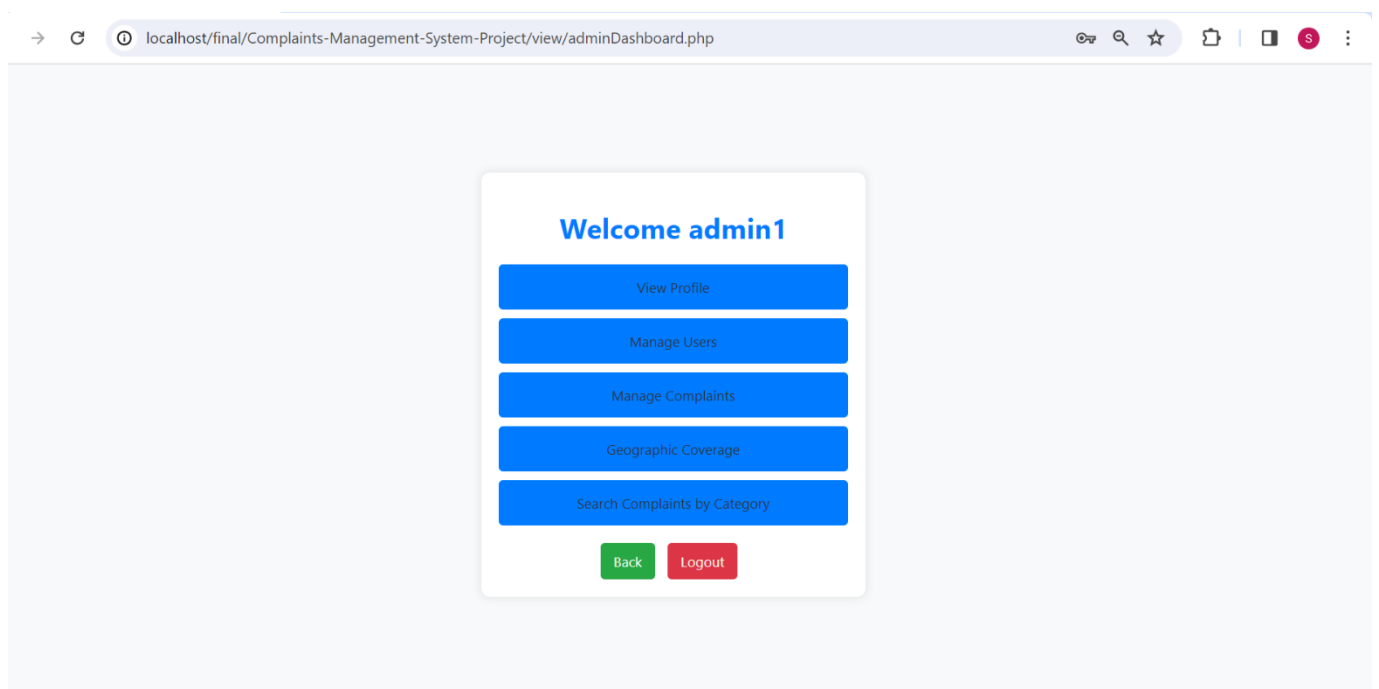
Figure 7: Admin Dashboard page

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First Name:	Hujaifa
Last Name:	Hasan
User Name:	admin1
Email:	hujaifa12@gmail.com

Change Password

Logout

Figure 7: Admin dashboard page

Id	Role	First Name	Last Name	Email	userName	phone	password	Gender	District	Address	profile	Reg Date	Action
16	User	Rifat	Hasan	rifat@gmail.com	rifat43	01234567899	A12345678@a	male	dhaka	hggggg	lab.jpg	2023-12-07 19:40:36	update / Delete
17	User	Rifatt	tttt	rifatt@gmail.com	rifat32	01234567899	A12345678@a	male	dhaka	hhhhhhh	lab.jpg	2023-12-07 19:46:50	update / Delete
20	User	ashfat	ahmed	ashfatahmedmridul757@gmail.com	ashfat	01992226757	Ashfat1*	male	dhaka	tongi	1.jpg	2023-12-12 22:36:37	update / Delete
21	User	ashfat	ahmed	ashfat@gmail.com	medul	01992226757	Mridul1*	male	sylhet	ewrfws	2.jpg	2023-12-12 22:50:00	update / Delete
22	User	ashfat	ahmed	ahmed@gmail.com	Ahmed	01992226757	Ahmed1**	male	dhaka	tongi	3.jpg	2023-12-13 00:53:03	update / Delete
23	User	sakin	sssss	sakibkst382@gmail.com	sssaaa	01732546533	@Saki143	male	dhaka	sssspp	1.jpg	2023-12-13 01:10:58	update / Delete
24	User	tasnim	snightha	sumiyatasnim39@gmail.com	tasnim	01979833702	Abcd$123a	female	barishal	Abcd$123a	12 (13).png	2023-12-13 11:20:25	update / Delete
25	User	salehal	shayaan	alshayaan0191@gmail.com	shayaan	01914388886	Abcef$34w	male	sylhet	125 Rampura	12 (13).png	2023-12-13 19:44:41	update / Delete

Show users

Add user   Back   Logout

Figure 8: Manage User page

Figure 9: Search Complaints page

Impact of this Project:

The Complaint Management Web App significantly enhances complaint accessibility, streamlining complaints processes. Users experience improved efficiency in complaint search, real-time.

communication, and informed decision-making. Admin benefit from seamless inventory management, while administrators wield greater control. This project optimizes complaints solve services, fostering a user centric approach that ultimately promotes better complaint outcomes and contributes to the modernization of complaint systems, benefiting both individuals and the broader community.

Limitations and Possible Future Improvements:

The system may face challenges if the user base grows significantly. Limited integration with external systems for data exchange. Implementing analysis of complaints. Enhancing user authentication with multi-factor authentication. Integrating with external APIs for more comprehensive geographic coverage information

[Note: Make sure that your report is maximum 10 pages (including cover page). Print (Colored) the report and submit it with spiral bind.]

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CO1.1 and CO2.1 Evaluation: Project Report Evaluation					
Project Proposal (5)	Background Study (5)	Requirement Analysis (5)	Entity Diagram (5)	System Images against the Specification (5)	Total (25)