A Project Report on

Complaint Management System for Civil Body.

Submitted by

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(NBA Accredited)

Vidyalankar Polytechnic

Wadala (E), Mumbai – 400 037

Maharashtra State Board of Technical Education, Mumbai

2021 – 22

Institute Vision

To achieve excellence in imparting **Technical Education** so as to meet the Professional and **Societal needs.**

Institute Mission

- Developing **technical skills** by imparting knowledge and providing hands on experience.
- Creating an environment that nurtures **ethics, leadership and team building.**
- Providing **industrial exposure** for minimizing the gap between academics & industry.

Program Vision

To empower students with domain knowledge of Computer Engineering and interpersonal skills to cater to the industrial and societal needs.

Program Mission

M1: Encouraging academic excellence and a passion for learning through the use of learner-oriented teaching methodologies.

M2: Providing an environment that inculcates ethics and effective soft-skills and focuses on the development of learners.

M3: Establishing and reinforcing a symbiotic institute-industry interface so that learners can gain exposure to real-life applications of Information Technology.

Program Education Objectives

PEO1: To empower the students to apply their knowledge of various domains and cultivate a habit of life-long learning in them.

PEO2: To develop the students' overall personality and thereby encourage just social behaviour in the student.

Program Outcomes

Basic and Discipline specific knowledge: Apply knowledge of basic mathematics, science and engineering fundamentals and engineering specialization to solve the engineering problems.

Problem analysis: Identify and analyse well-defined engineering problems using codified standard methods.

Design/ development of solutions: Design solutions for well-defined technical problems and assist with the design of systems components or processes to meet specified needs.

Engineering Tools, Experimentation and Testing: Apply modern engineering tools and appropriate technique to conduct standard tests and measurements.

Engineering practices for society, sustainability and environment: Apply appropriate technology in context of society, sustainability, environment and ethical practices.

Project Management: Use engineering management principles individually, as a team member or a leader to manage projects and effectively communicate about well-defined engineering activities.

Life-long learning: Ability to analyse individual needs and engage in updating in the context of technological changes.

Program Specific Outcomes

PSO1: Computer Software and Hardware Usage: Use state-of-the-art technologies for operation and application of computer software and hardware.

PSO2: Computer Engineering Maintenance: Maintain computer engineering related software and hardware systems.

Certificate

This is to certify that the following students
Yash kharat– 19203C0041
Shivam gupta – 19203C0042
Vidya sagar singh – 19203C0058

Have completed the Project on
Complaint Management System for Civil Body.

A partial fulfilment of the requirement of Third Year Diploma in Computer Engineering affiliated to Maharashtra State Board of Technical Education, Mumbai for the Academic Year 2020-21.

Internal Examiner External Examiner

Project Guide Head of Department Principal

Acknowledgement

This project is a huge team effort. My team and I extend our deepest gratitude and thanks to the following people who have helped us to achieve our work. Special thanks to our project guide Er. Sneha Patange for guiding us and helping in time when we needed most. We got to learn many things from him and it was our pleasure to work with him. My team and I extend thanks to our faculties of our college whom we have approached for academic help with regards to our project. We also would like to thank our HOD Er. Vijay Patil and Principal Prof. Ashish Ukidve for their support and guidance.

(Yash kharat)

(Shivam gupta)

(Vidya sagar singh)

Abstract

As the name specifies “COMPLAINT MANAGEMENT SYSTEM” is a software developed for managing complaints. This particular project deals with the problems of managing complaints and avoids the problems which occur when carried manually. Identification of the drawbacks of the existing system leads to the designing of a computerized system that will be compatible with the existing system with the system Which is more user friendly and more GUI oriented. We can improve the efficiency of the system, thus overcoming the drawbacks of the existing system.

·Less human error

·Strength and strain of manual labor can be reduced

·Data redundancy can be avoided to some extent

·Data consistency

·Easy to handle

·Easy record keeping

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CHAPTER 1

INTRODUCTION

1.1 Problem Definition:

We have made an COMPLAINT MANAGEMENT SYSTEM FOR CIVIL BODY software that will consist of user, admin, subadmin. With the help of this system people will able to register their complaints online through web application.

The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and easy way through website for Complaint registration and its Tracking and eradicating Bribing system and thus to prevent Corruption. Registration is provided so that officer can solve the problems easily.

1.2 Initial Investigation:

In our country there is no direct communication between the person who complaints and Government. It leads to inconvenience to the public by standing in long queue and waiting for the Acknowledgment of their complaints. Acknowledgment other people and their complaints cannot reach properly to the higher authorities who are responsible to solve the problem.The existing models has been in the form of ideas, doesn't implemented at real time.Some sites gives information about the authorities but not allowed to register complaints by a common people.

1.3Scope of the project:

The scope of the system is quite wide.To provide an online based platform for citizens to share their veiws and problems to th civil body. To bridge the communication gap between citizens and civil body.betterment for society.This project will help citizens to get their status of their complaints just few touch away.To bycott the age old tradition of manually complaint registeration through actually visiting the office/ officer.

1.4. Solution:

We have devloped an webbased application. It can be used by the citizens in their day to day for theirs problems faced by them in their day to day life. It is easy and friendly GUI based.Complaint through online mode. Paperless process. citizens can able to see their complaints status.

CHAPTER 2
REVIEW OF LITERATURE

Developing Tools:

- **Apache Server**
- **My-SQL Database**
- **PHP**
- **Xampp**
- **phpMyAdmin**
- **Bootstrap**

2.1.Apache Server

The Apache HTTP Server, colloquially called Apache, is a free and open-source cross platform web server software, released under the terms of Apache License 2.0. Apache is developed and maintained by an open community of developers under the auspices of the Apache Software Foundation. Apache supports a variety of features, many implemented as compiled modules which extend the core functionality. These can range from authentication schemes to supporting server-side programming languages such as Perl, Python, Tel and PHP. Popular authentication modules include mod_access,mod_auth,mod_digest and mod_auth_digest,the successor to mod_digest. A sample of other features include Secure Sockets Layer and Transport Layer Security support (mod_ss),a proxy module (mod_proxy),a URL rewriting module(mod_rewrite),custom log files(mod_log_config),and filtering support(mod_include and mod_ext_filter).

2.2 My SQL Database

MySQL is an open-source relational database management system (RDBMS).Its name is a combination of "My", the name of co-founder Michael Widenius' daughter, and "SQL", the abbreviation for Structured Query Language. The MySQL development project has made its source code available under the terms of the GNU General Public License, as well as under a variety of proprietary agreements. MySQL was owned and sponsored by a single for-profit firm, the Swedish company MySQL AB, now owned by Oracle Corporation.

Why We Used MY SQL:-

- Cross-platform support.
- Updatable views.
- A set of SQL Mode options to control runtime behavior, including strict mode to better adhere to SQL standards.
- Embedded database library.
- Unicode support.
- Partitioned tables with pruning of partitions in optimizer.
- Multiple storage engines, allowing one to choose the one that is most effective for each table in the application.
- Commit grouping, gathering multiple transactions from multiple connections together to increase the number of commits per second.

2.3 PHP:

Hypertext Preprocessor (or simply PHP) is a server-side scripting language designed for web development. It was originally created by Rasmus Lerdorf in 1994 the PHP reference implementation is now produced by The PHP Group.PHP originally stood for Personal Home Page, but it now stands for the recursive initialism PHP: Hypertext Preprocessor. PHP is mainly focused on server-side scripting, so you can do anything any other CGI program can do, such as collect form data, generate dynamic page content, or send and receive cookies. But PHP can do much more. There are three main areas where PHP scripts are used. Server-side scripting.

2.4.Xampp:

XAMPP is a free and open-source cross-platform web server solution stack package developed by Apache Friends, consisting mainly of the Apache HTTP Server, MariaDB database, and interpreters for scripts written in the PHP and Perl programming languages.Since most actual web server deployments use the same components as XAMPP, it makes transitioning from a local test server to a live server possible. XAMPP's ease of deployment means a WAMP or LAMP stack can be installed quickly and simply on an operating system by a developer, with the advantage that common add-in applications such as WordPress and Joomla! Can also be installed with similar ease using Bitnami.

2.5 phpMyAdmin:

phpMyAdmin is a free and open source administration tool for MySQL and MariaDB. As a portable web application written primarily in PHP, it has become one of the most popular MySQL administration tools, especially for web hosting services.

Features of phpMyAdmin:

- Web interface MySQL and MariaDB database management
- Import data from CSV and SQL
- Export data to various formats: CSV, SQL, XML, PDF (via the TCPDF library), ISO/IEC 26300 - OpenDocument Text and Spreadsheet, Word, Excel, LaTeX and others
- Administering multiple server

2.6 Bootstrap:

Bootstrap is a free and open-source CSS framework directed at responsive, mobile-first front-end web development. It contains CSS- and (optionally) JavaScript-based design templates for typography, forms, buttons, navigation, and other interface components. Bootstrap is a web framework that focuses on simplifying the development of informative web pages (as opposed to web apps). The primary purpose of adding it to a web project is to apply Bootstrap's choices of color, size, font and layout to that project. As such, the primary factor is whether the developers in charge find those choices to their liking. Once added to a project,Bootstrap provides basic style definitions for all HTML elements. The result is a uniform appearance for prose, tables and form elements across web browsers. In addition, developers can take advantage of CSS classes defined in Bootstrap to further customize the appearance of their contents.

CHAPTER 3

PLAN OF WORK

3.1 Software development life cycle:

SDLC is a process followed for a software project, within a software organization. It consists of a detailed plan describing how to develop, maintain, replace and alter or enhance specific software. The life cycle defines a methodology for improving the quality of software and the overall development process.

SDLC usually begins with determining customer business needs, which is followed by implementation and testing. The cycle ends when all requirements have been fulfilled.

The System Development Life Cycle (SDLC) has five phases: The Planning phase, the Analysis phase, the Design phase, the Implementation phase and the Maintenance Planning of the SDLC.

1.Requirement Analysis:

Software Development Life Cycle begins with Requirement Analysis phase, where the stakeholders discuss the requirements of the software that needs to be developed to achieve a goal. The aim of the requirement analysis phase is to capture the detail of each requirement and to make sure everyone understands the scope of the work and how each requirement is going to be fulfilled.

2. Design:

The next stage of Software Development Life Cycle is the Design phase. During the design phase, developers and technical architects start the high-level design of the software and system to be able to deliver each requirement.

3. Implementation:

After the requirements and design activity is completed, the next phase of the Software Development Life Cycle is the implementation or development of the software. In this phase, developers start coding according to the requirements and the design discussed in previous phases.

4. Testing:

Testing is the last phase of the Software Development Life Cycle before the software is delivered to customers. During testing, experienced testers start to test the system against the requirements.
The testers aim to find defects within the system as well as verifying whether the application behaves as expected and according to what was documented in the requirements analysis phase.

5. Deployment and Maintenance:

Once the software has been fully tested and no high priority issues remain in the software, it is time to deploy to production where customers can use the system.

Once a version of the software is released to production, there is usually a maintenance team that look after any post-production issues.

6. Process Model

There are different types of models used by a software team to do their work systematic that is step by step. The original process models have certainly given a guidance or roadmap for the whole software development process or software engineering.

The process models are properly structured so that at least structure of the process can be understood.

The Different process models are:

RAD Model

Prototype Model

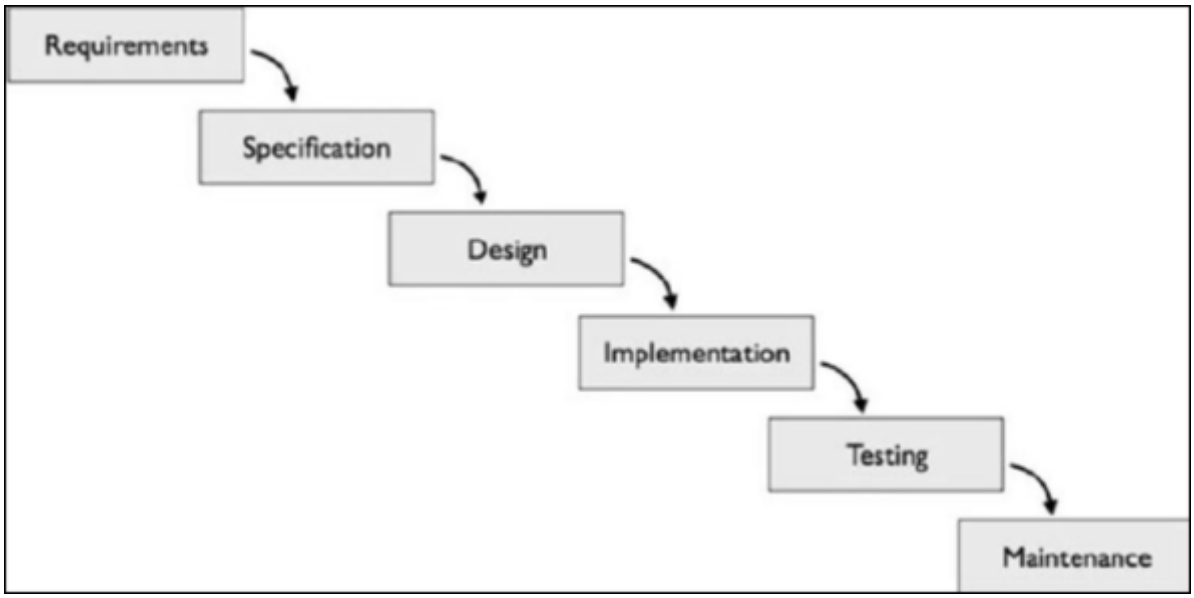
Spiral Mode

- **Waterfall Model**

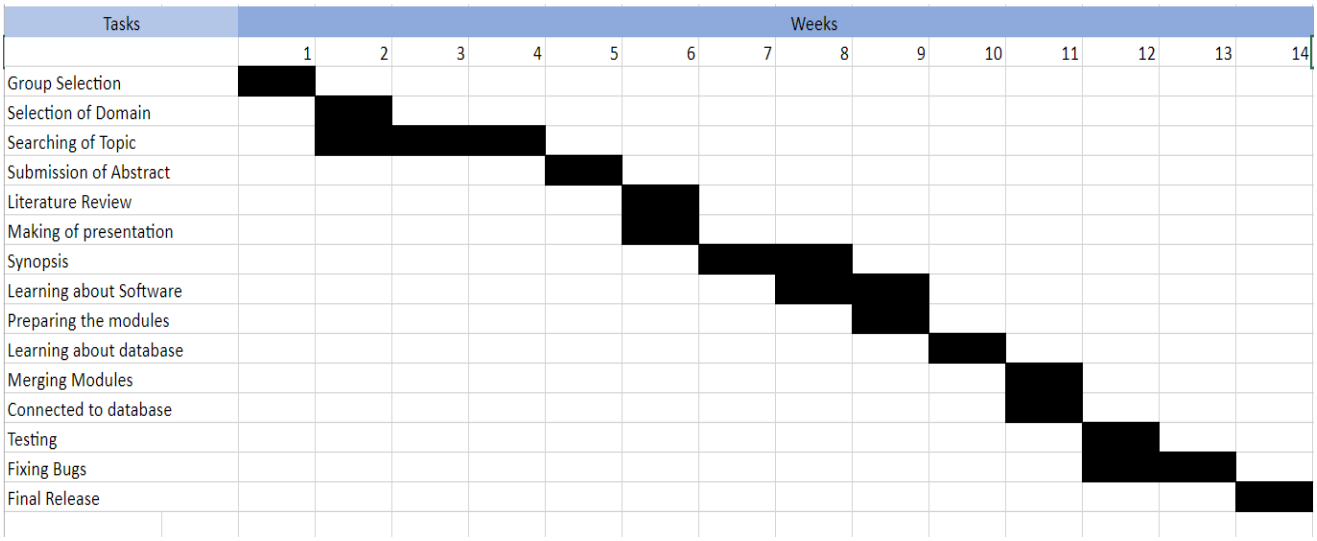
We have chosen the **Waterfall Model** for development of our project.

WATERFALL MODEL

The waterfall model is a breakdown of project activities into linear sequential phases, where each phase depends on the deliverables of the previous one and corresponds to a specialization of tasks. The approach is typical for certain areas of engineering design. In software development, it tends to be among the less iterative and flexible approaches, as progress flows in largely one direction ("downwards" like a waterfall) through the phases of conception, initiation, analysis, design, construction, testing, deployment and maintenance.



- **Requirement Gathering and analysis** − All possible requirements of the system to be developed are captured in this phase and documented in a requirement specification document.
- **System Design** − The requirement specifications from first phase are studied in this phase and the system design is prepared. This system design helps in specifying hardware and system requirements and helps in defining the overall system architecture.
- **Implementation** − With inputs from the system design, the system is first developed in small programs called units, which are integrated in the next phase. Each unit is developed and tested for its functionality, which is referred to as Unit Testing.
- **Integration and Testing** − All the units developed in the implementation phase are integrated into a system after testing of each unit. Post integration the entire system is tested for any faults and failures.
- **Deployment of system** − Once the functional and non-functional testing is done; the product is deployed in the customer environment or released into the market.
- **Maintenance** − There are some issues which come up in the client environment. To fix those issues, patches are released. Also to enhance the product some better versions are released. Maintenance is done to deliver these changes in the customer environment.



CHAPTER 4

SYSTEM REQUIREMENTS

4.1 HARDWARE REQUIREMENTS.

Name of the component	Specification
Processor	Intel i5(3.6GHz)
RAM	8GB
Storage	50gb

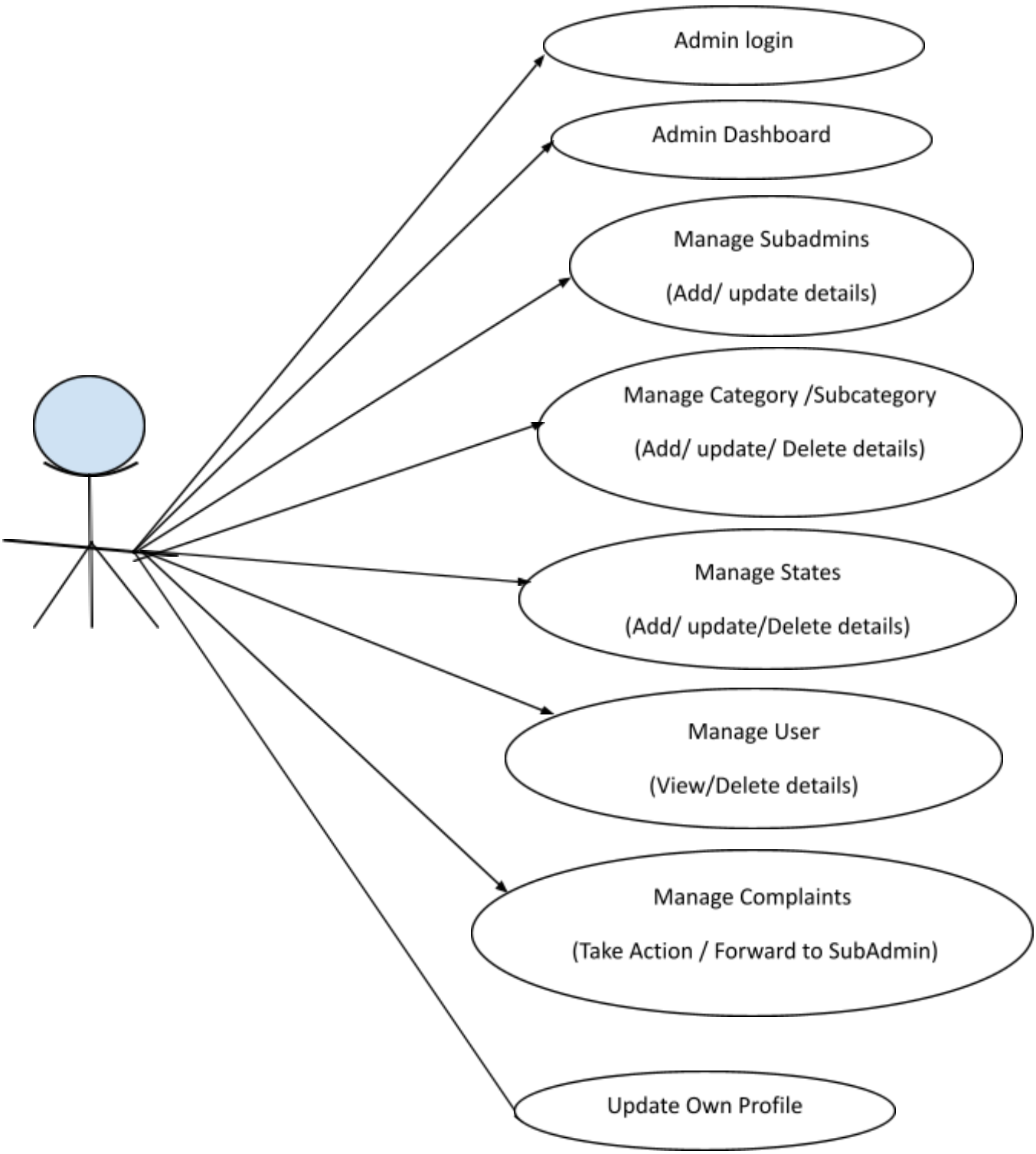
4.2 SOFTWARE REQUIREMENTS

Name of the component	Specification
Operating System	All operating systems are compatible
Language	PHP
Database	MYSQL, APACHE
Webserver	XAMPP
Browser	CHROME

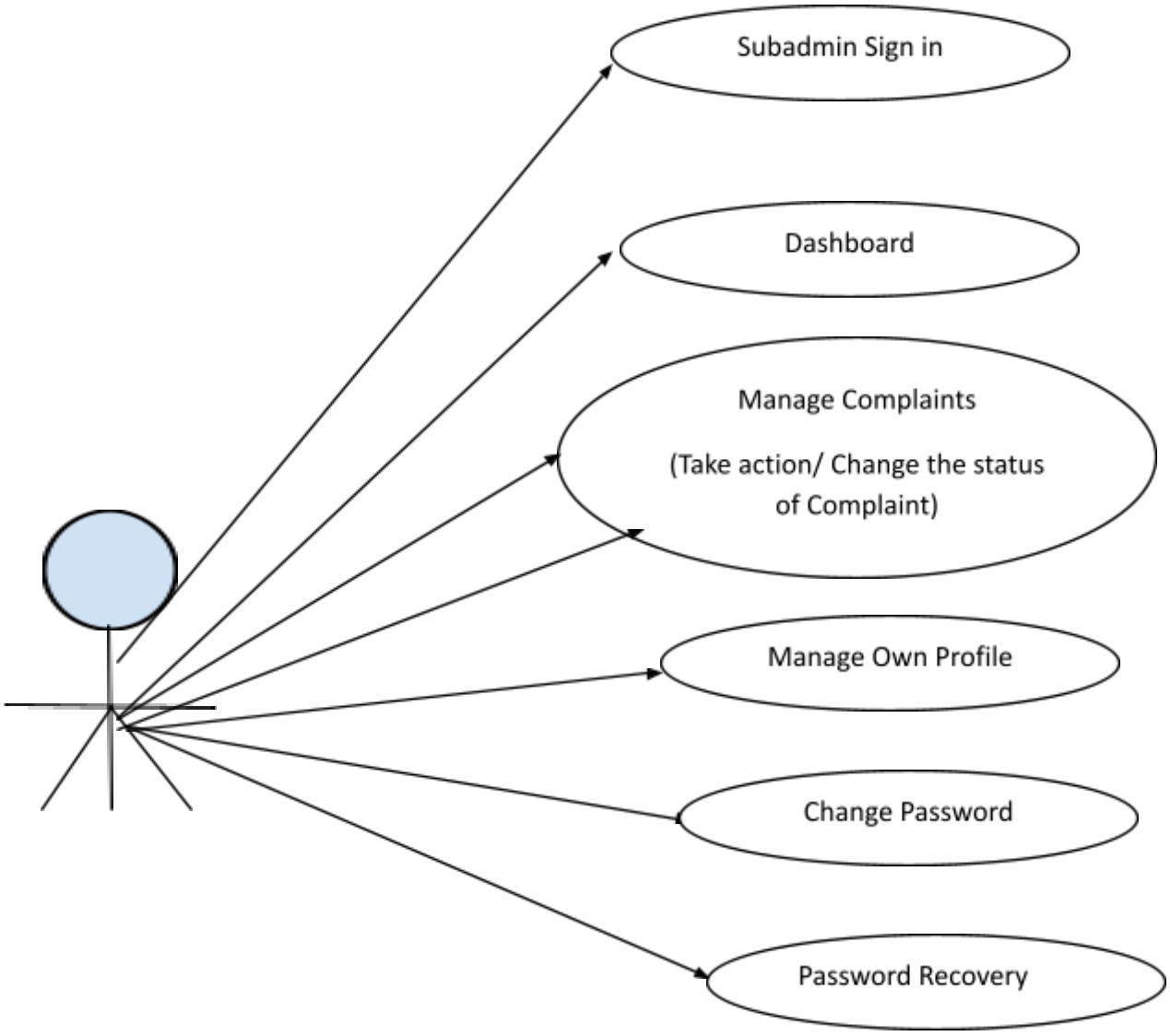
CHAPTER 5
DESIGNING

5.1 USE CASE DIAGRAMS:

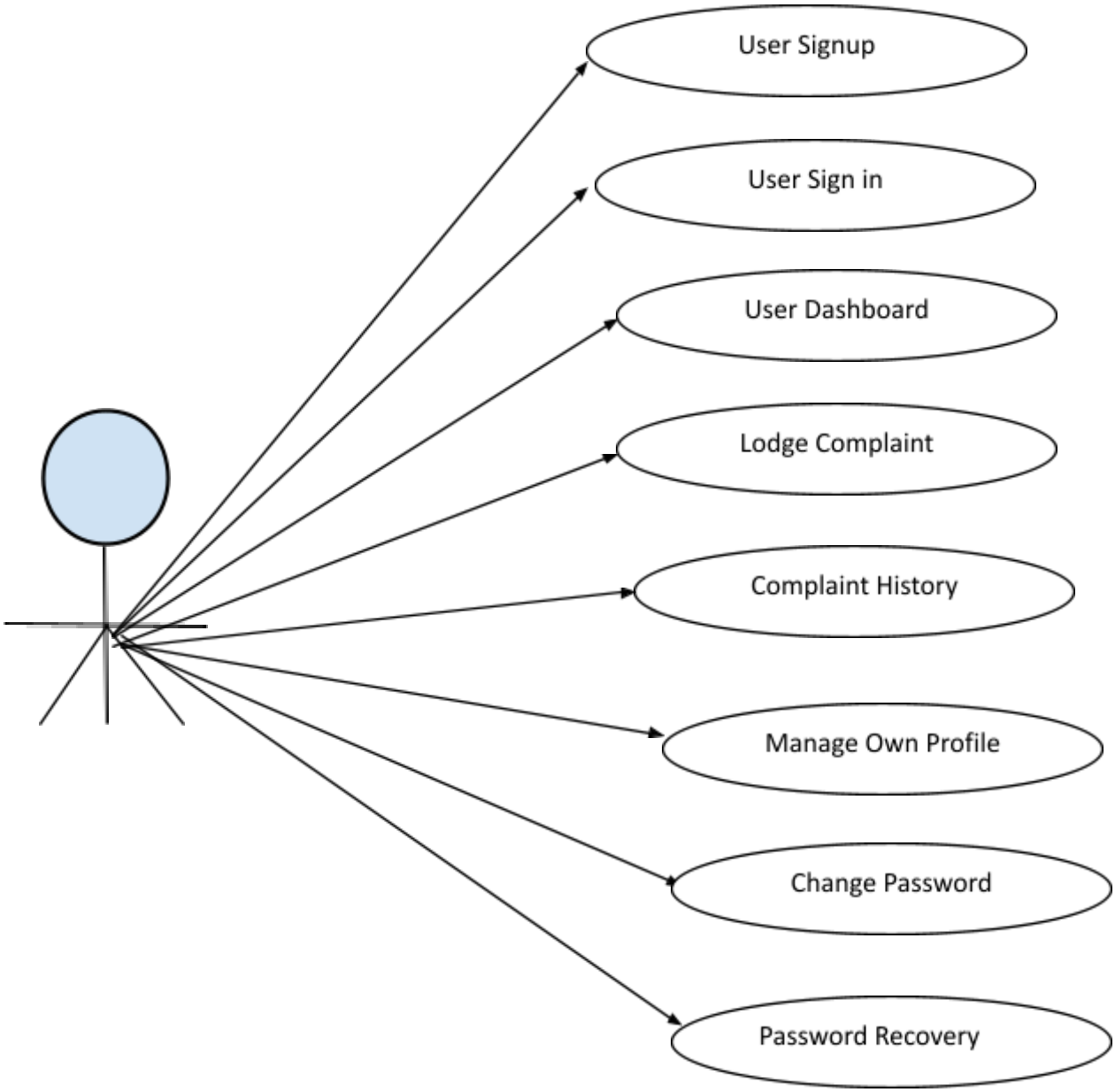
5.1.1 USE CASE FOR ADMIN



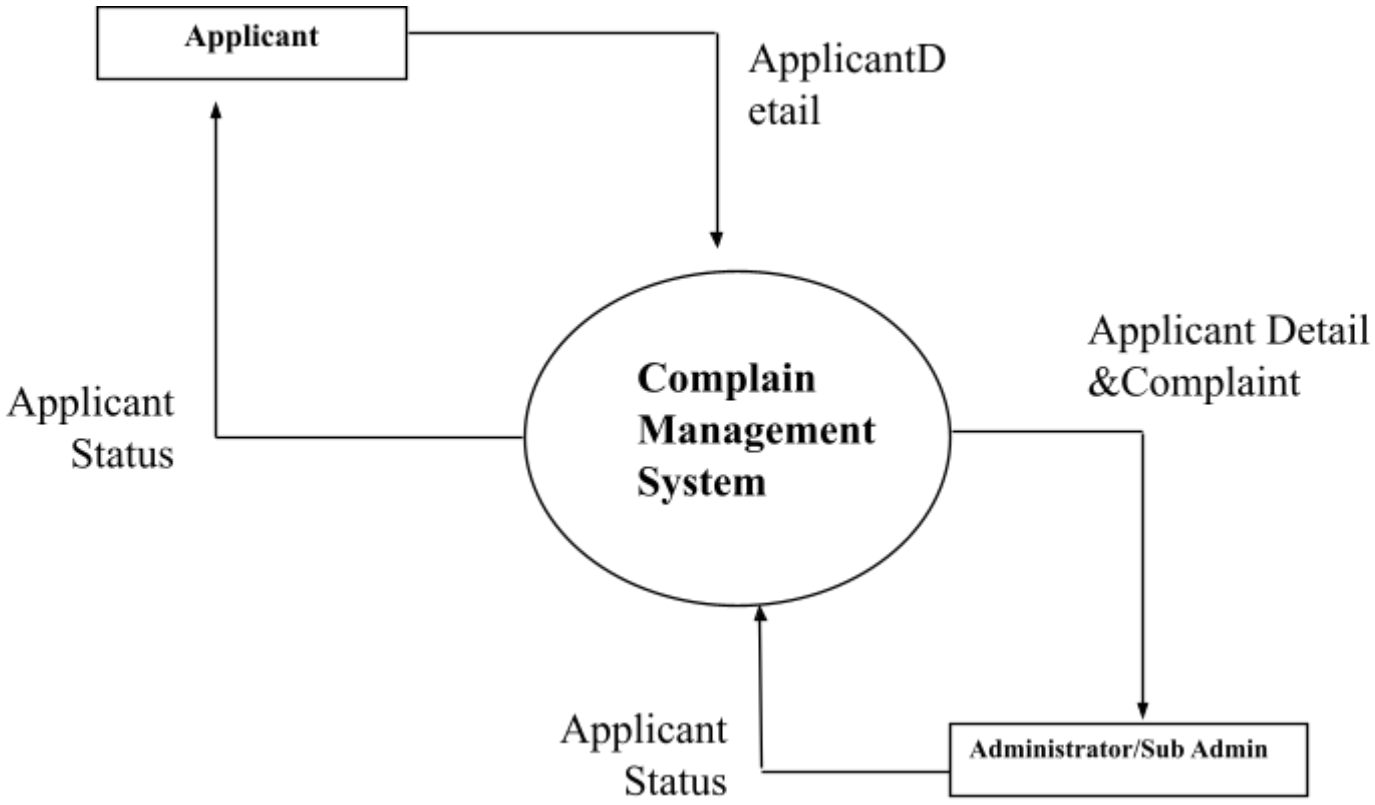
5.1.2 USECASE FOR SUBADMIN



5.1.2 USECASE FOR USER

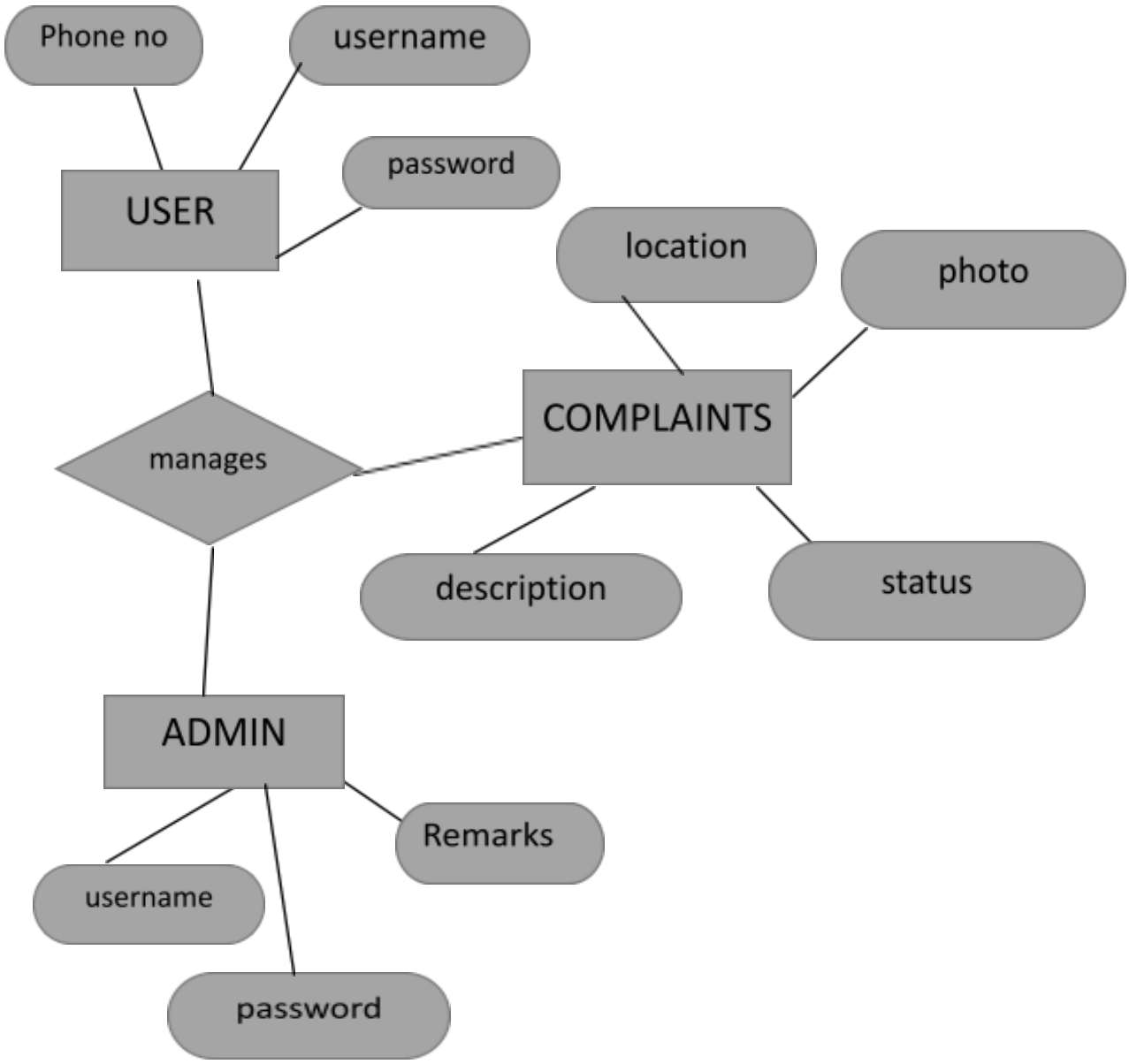


5.2. FLOWCHART:



5.3. E-R DIAGRAM:

ER diagram



CHAPTER 6

MODULE DESCRIPTION

6. MODULE DESCRIPTION

1.Admin Panel

- **Admin Login:** Admin can login through login form.
  - **Dashboard:** In this section, admin can see all details in brief like the total complaints, in process complaints and closed complaints. Admin can also view sub admin complaints status.
- **Category:** Admin can manage categories (Add, update, delete)
- **Sub Category:** Admin can manage Subcategories (Add, update, delete)
- **State Admin:** can manage states (Add, update, delete)
- **Subadmin:** Admin can manage subadmins (Add, Update)
  - **Manage Complaints:** Access Complaint info, Change Complaint status and also forwarded complaints to the sub admins.
- **Manage the Users:** Admin can manage all the Users Profile. Take a print out of all profiles.
- **Users log:** Admin can also view user log info
- **Profile:** Admin can update own profile
- **Change Password** Admin can own password.
- **Forgot Password:** In this section, Admin can recover own password.

2.Subadmin

- **SubAdmin Login:** Sub-Admin can login through login form.
  - **Dashboard:** In this section, Sub admin can see all detail in brief like the total complaints, in process complaints and closed complaints assign to him
  - **Manage Complaints:** In this section, sub admin can access the complaint details and change the status of the complaints
- **Profile:** In this section subadmin can update own profile.
- **Change Password:** In this section, subadmin can change own password.
- **Forgot Password:** In this section, subadmin can recover own password**.**

3. User Panel

- **User Registration**: User can register through user registration form
- **User Login:** User can login through login form
- **Forgot Password:** User can retrieve password through forgot password link
- **User Dashboard:** User can see their status of Complaint.
- **User Profile:** User can manage own profile
- **Lodge Complaint:** User can Lodge his/her Complaint.
- **Complaint History:** User can view lodged complaints and status.
- **Change Password:** User Can change their own password.

CHAPTER 7

TESTING

7. TESTING

Software testing is a process, to evaluate the functionality of a software application with an intent to find whether the developed software met the specified requirements or not and to identify the defects to ensure that the product is defect free in order to produce the quality product.

Sr. No	ACTION	INPUT	EXPECTED OUTPUT	ACTUAL OUTPUT	STATUS
01	SIGN UP USER	Enter mail_id, password	View home page	View home page	PASS
02	REGISTER COMPLAINT	Complaint name, details, file, etc	Should submit complaints	Should submit complaints	PASS
03	SIGNUP ADMIN	Enter username, password	View admin home page	View admin home page	PASS
04	ADD SUB ADMIN	Enter subadmin details.	submit and create sub admin	submit and create sub admin	PASS
05	SIGN UP SUB ADMIN	Enter username, password	View sub admin home page	View admin home page	PASS
06	ADD AREA(ADMIN)	Enter area name	To create an new area	To create an new area	PASS
07	ADD CATEGORY	Enter category name	To create an new category	To create an new category	PASS
08	UPDATE STATUS OF COMPLAINT	To change the process	Change in the process state	Change in the process state	PASS
09	TO VIEW USER DETAILS	CHECKED user details	viewed user details	viewed user details	PASS
10	LOGOUT	CLICK ON LOGOUT	logout successfully	logout successfully	PASS

CHAPTER 8

ADVANTAGES AND DRAWBACKS

8.1 ADVANTAGES:

- Save time and resources. Since it is a web based application, people can easily register their complaints .
- New & improved way to register complaints and get to know about status of complaints.
- To boycott the age old traditional way of registering the complaints.
- Betterment of society.

8.2 DRAWBACKS:

- Insufficient or false information about the complaints may lead to confusion and delay in resolving.
- System failures and incompatibilities between technology designs may prove to be problematic and create workflow inefficiencies.

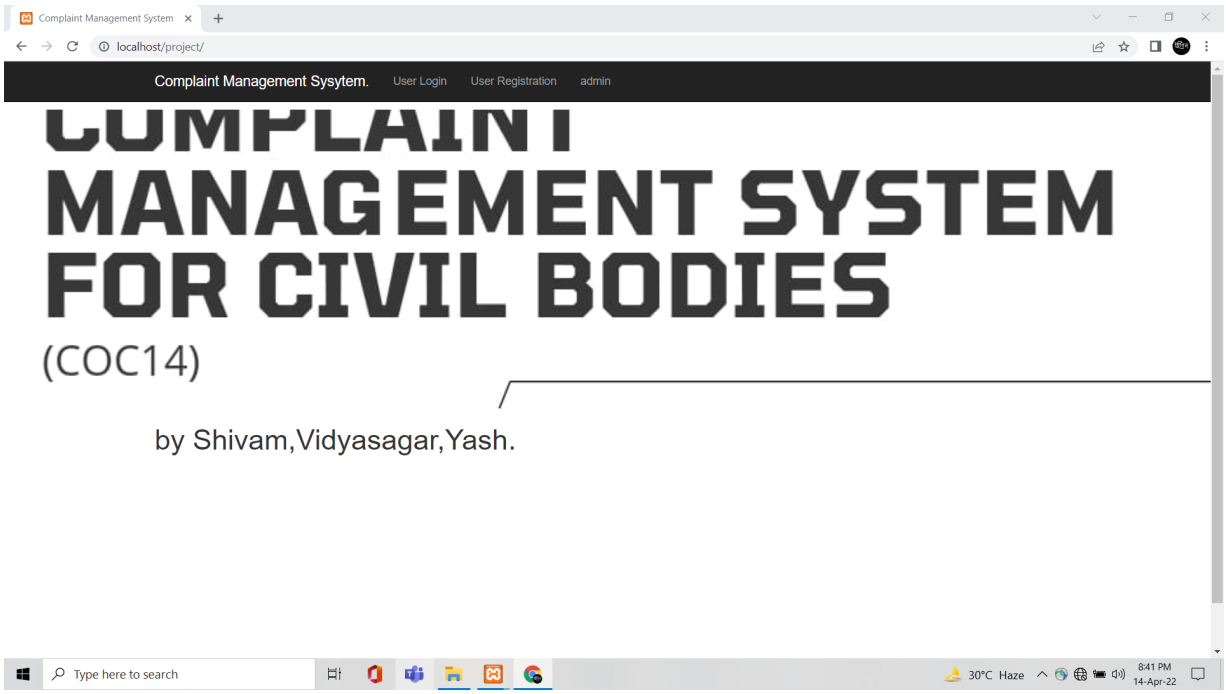
CHAPTER 9

APPLICATIONS

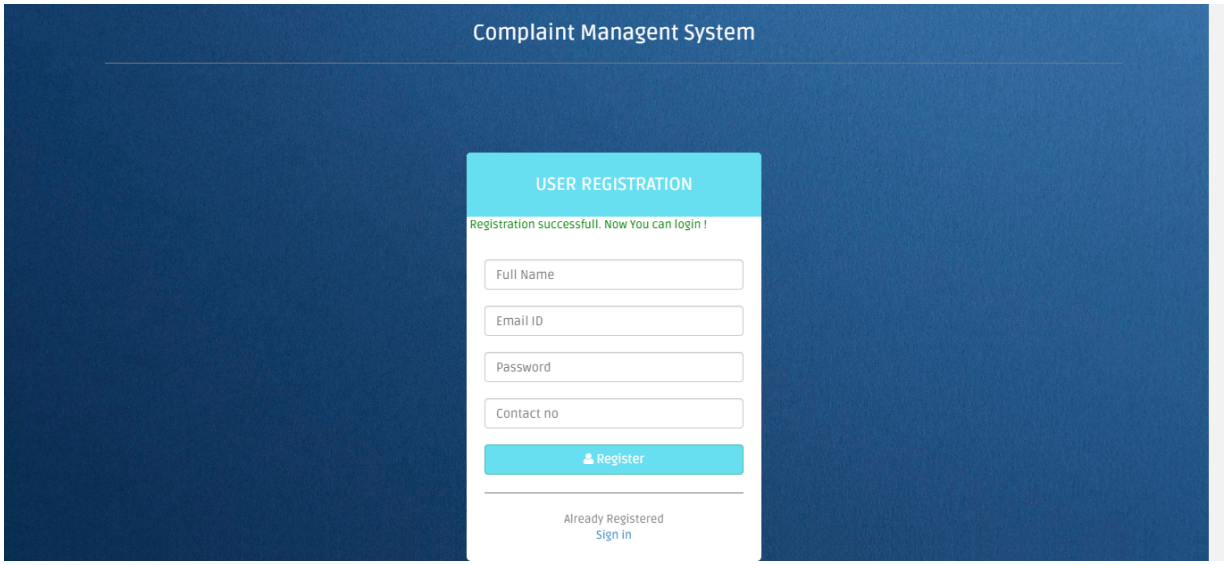
- Beneficiary to society
- Inconvenience to the people.
- Easily register complaint. .
- Quick resolution to complaints.
- Easy and inconvenient to use.
- No need of Paper.
- To boycott the age old traditional way to register complaints.
- Greater security.

CHAPTER 10
SCREENSHOTS

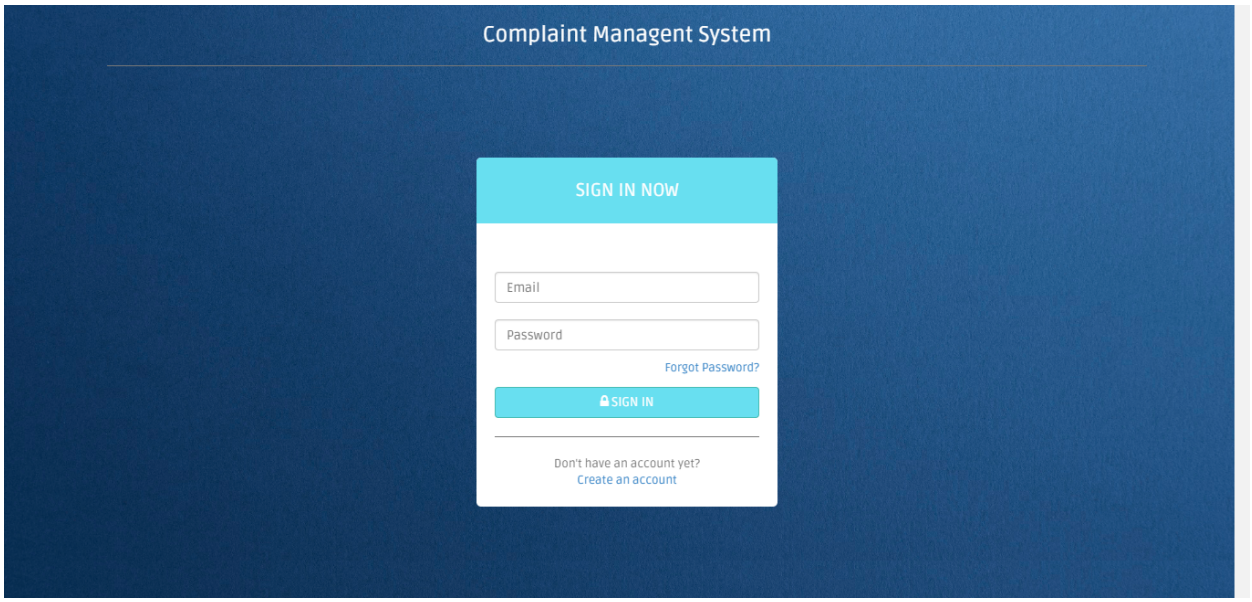
10.1 HOME PAGE:



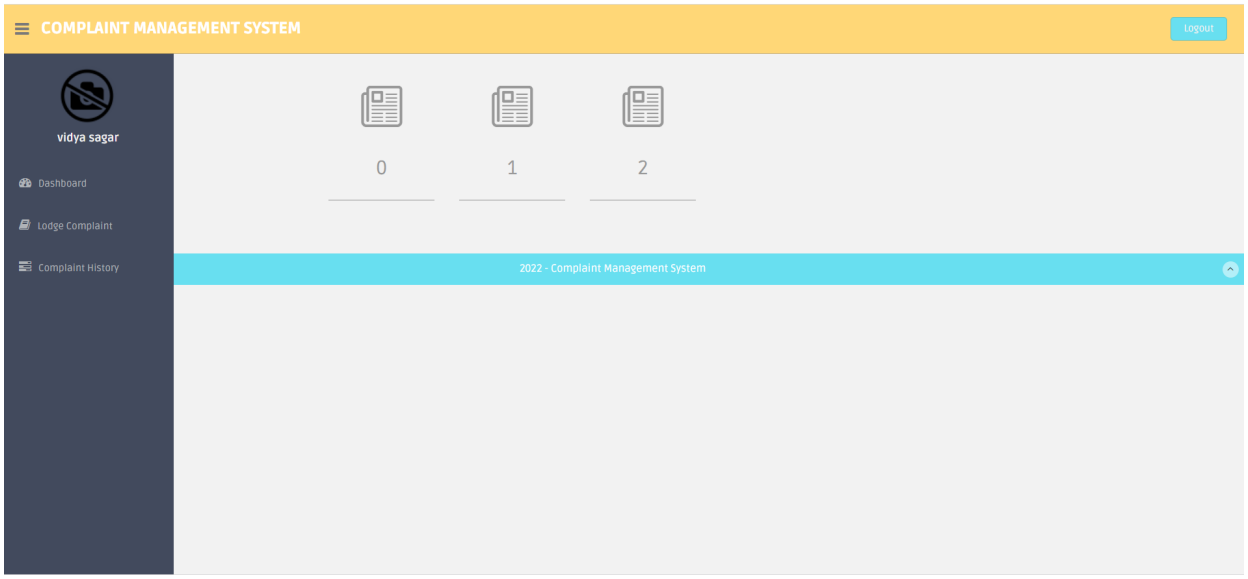
10.2 User Registeration Page:



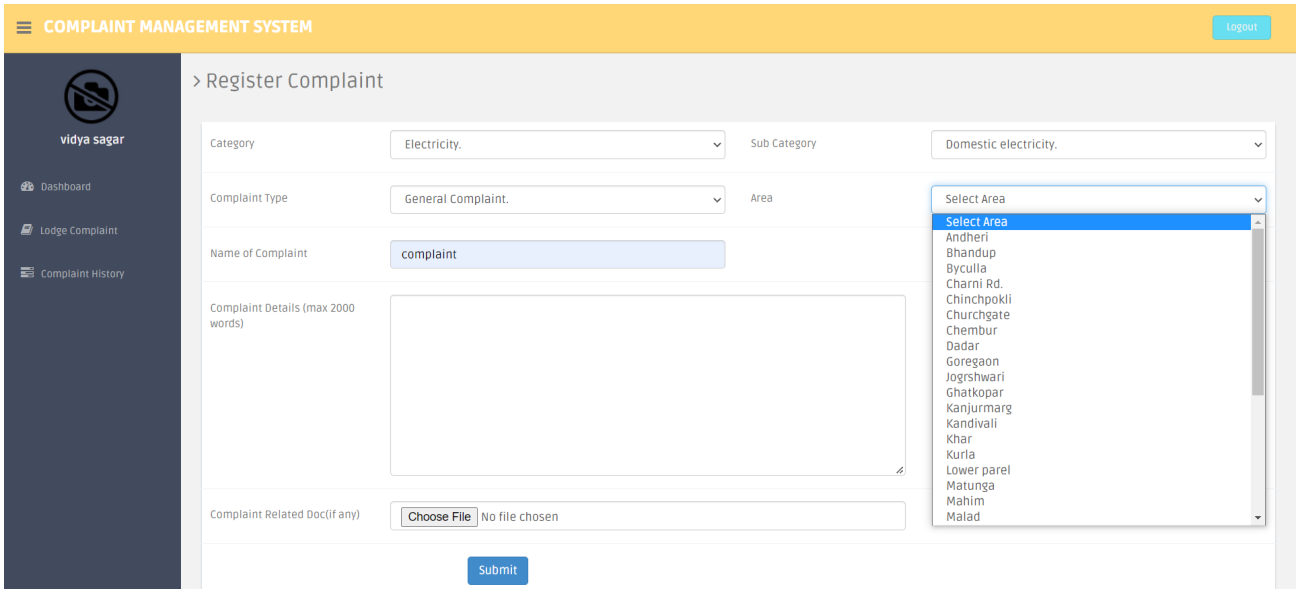
10.3 User login page:



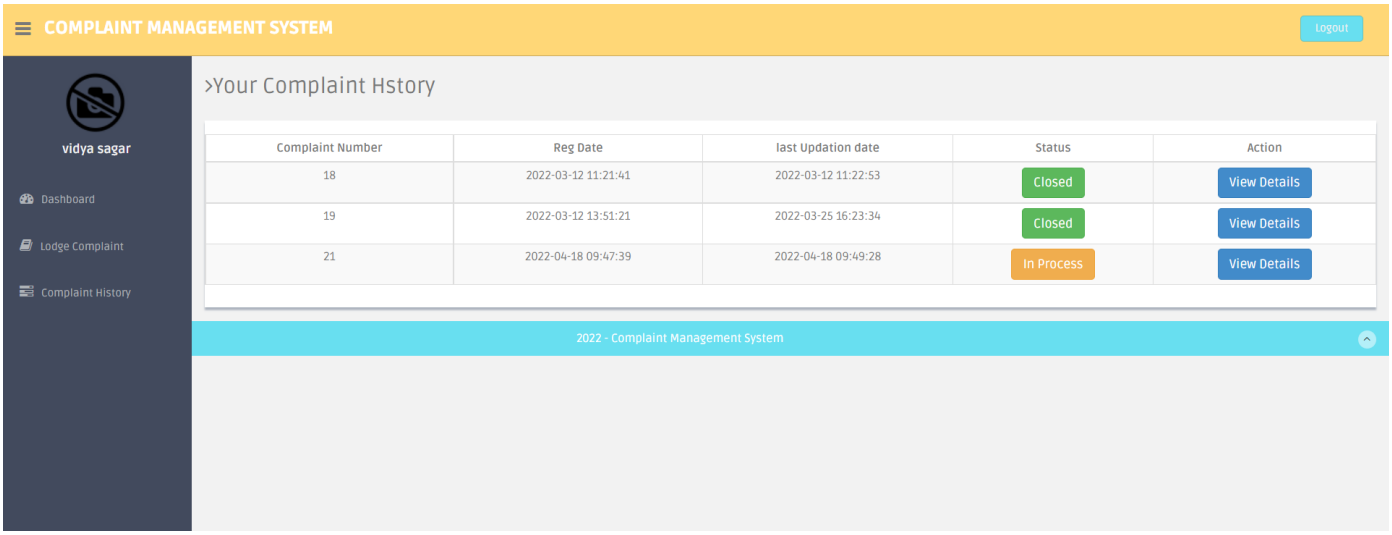
10.4 USER DASHBOARD:



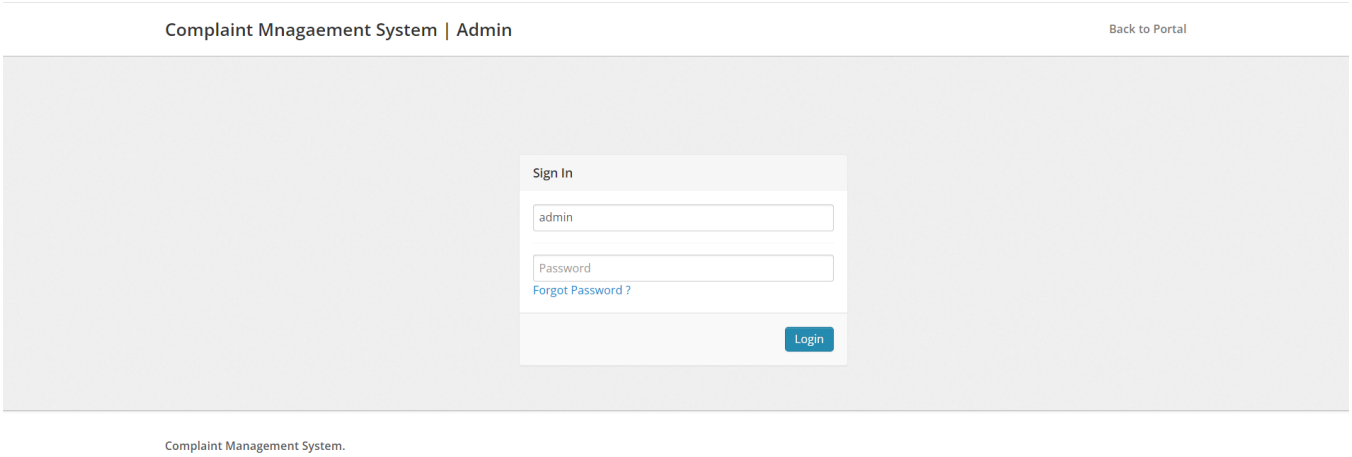
10.5 TO REGISTER COMPLAINT:



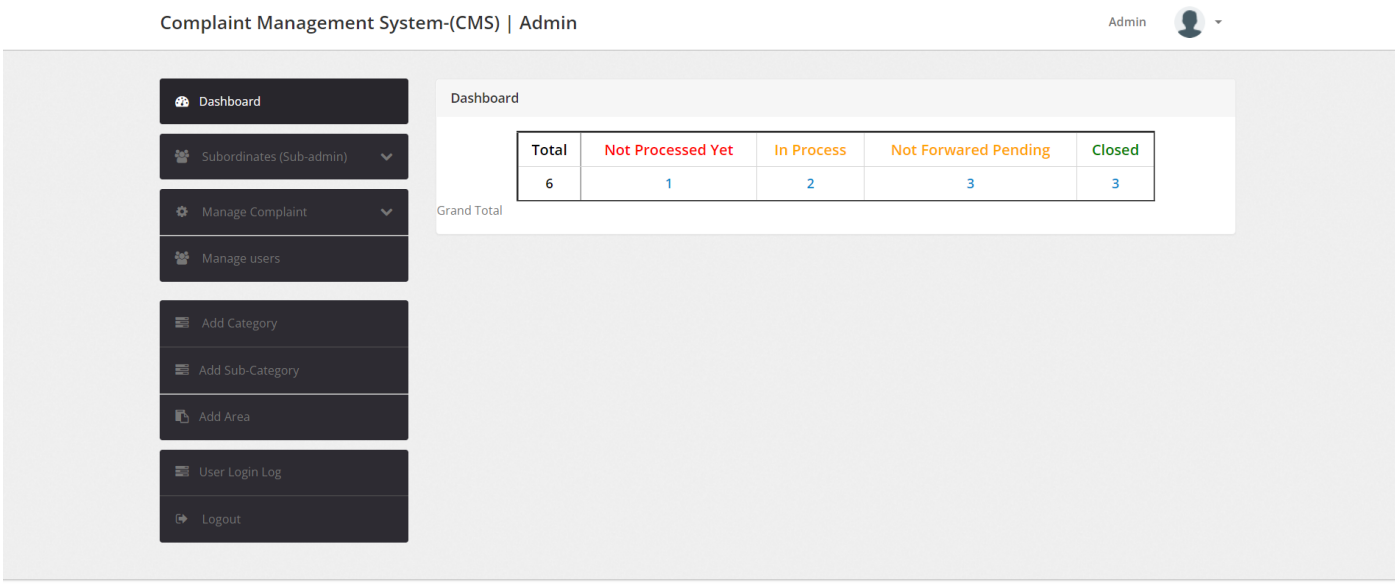
10.6 USER COMPLAINT HISTORY :



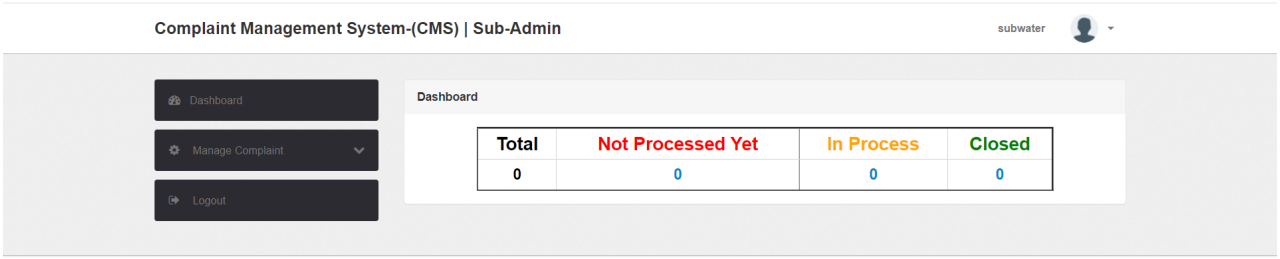
10.7 ADMIN LOGIN PAGE:



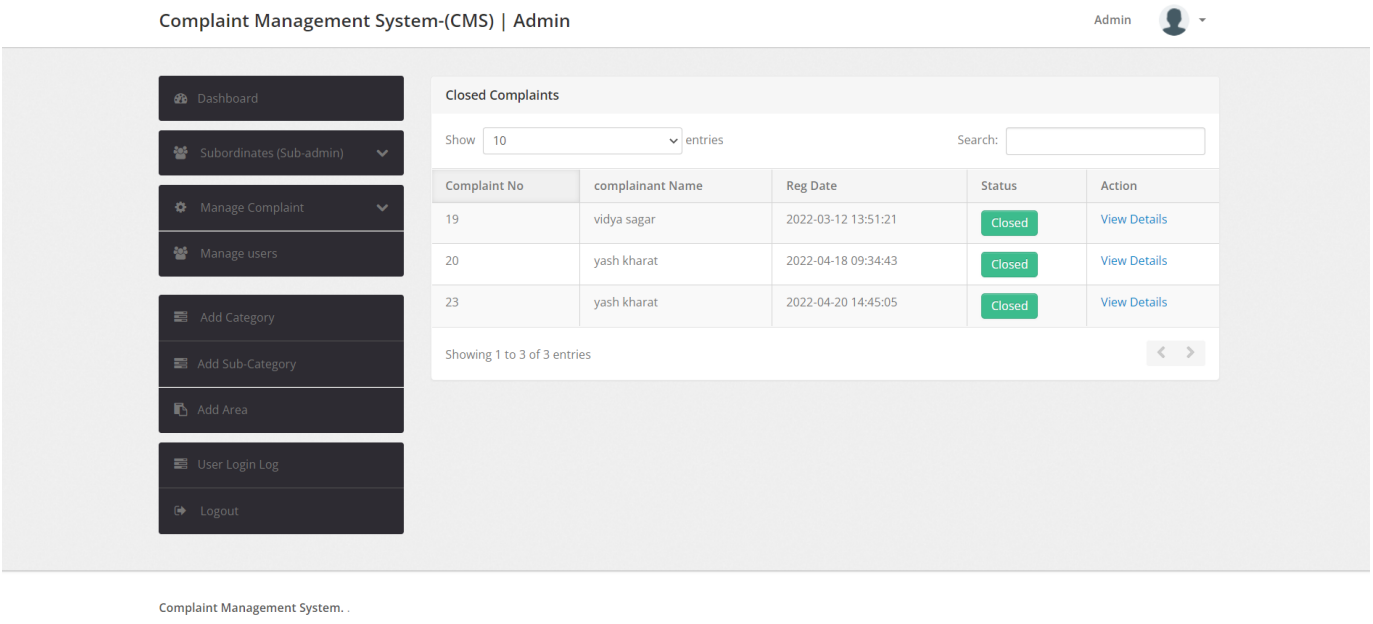
10.8 ADMIN DASHBOARD PAGE:



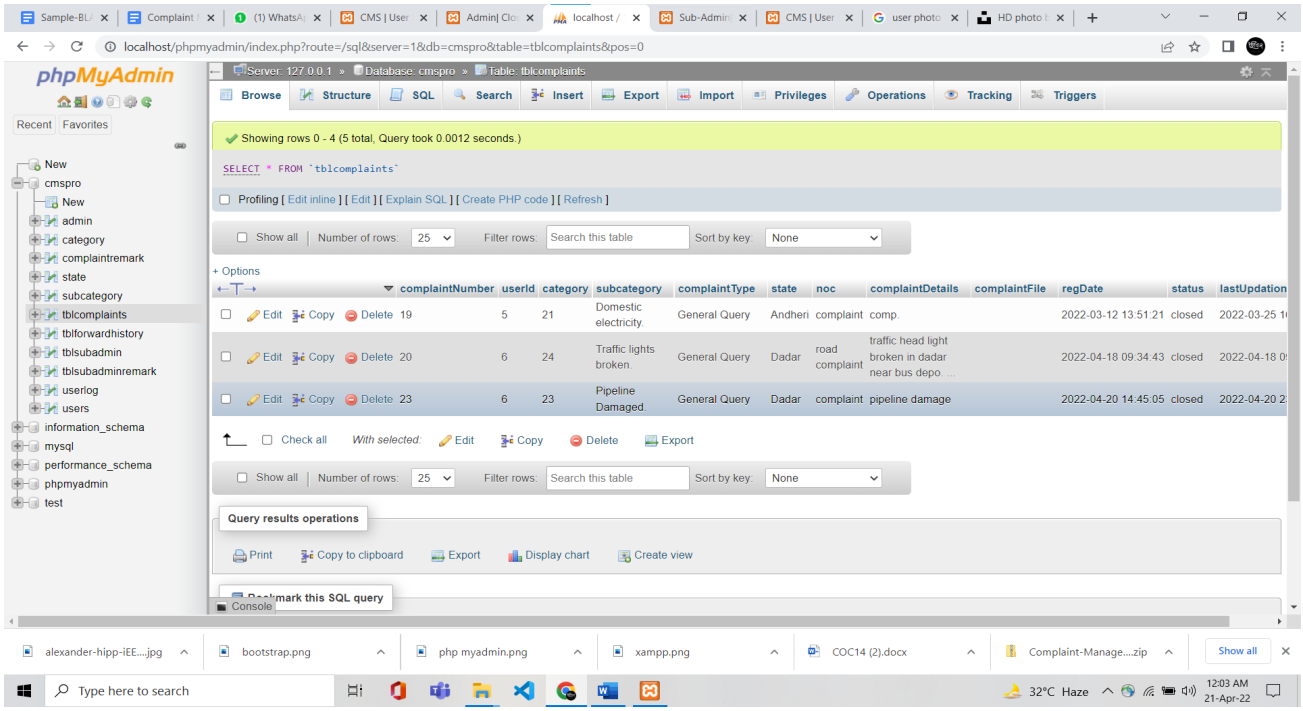
10.9 SUBADMIN HOME PAGE :



10.10 COMPLAINT STATUS :



10.11 DATABASE:


phpMyAdmin
Recent Favorites
New
cmspro
New
admin
category
complaintremark
state
subcategory
tblcomplaints
tblforwardhistory
tblsubadmin
tblsubadminremark
userlog
users
information_schema
mysql
performance_schema
phpmyadmin
test
Server: 127.0.0.1 » Database: cmspro » Table: tblcomplaints
Browse Structure SQL Search Insert Export Import Privileges Operations Tracking Triggers
Showing rows 0 - 4 (5 total, Query took 0.0012 seconds.)
SELECT * FROM `tblcomplaints`
Profiling [Edit inline] [Edit] [Explain SQL] [Create PHP code] [Refresh]
Show all | Number of rows: 25 | Filter rows: Search this table | Sort by key: None
+ Options
complaintNumber userId category subcategory complaintType state noc complaintDetails complaintFile regDate status lastUpdation
Edit Copy Delete 19 5 21 Domestic electricity. General Query Andheri complaint comp. 2022-03-12 13:51:21 closed 2022-03-25
Edit Copy Delete 20 6 24 Traffic lights broken. General Query Dadar road complaint traffic head light broken in dadar near bus depo. 2022-04-18 09:34:43 closed 2022-04-18
Edit Copy Delete 23 6 23 Pipeline Damaged. General Query Dadar complaint pipeline damage 2022-04-20 14:45:05 closed 2022-04-20
Check all With selected: Edit Copy Delete Export
Show all | Number of rows: 25 | Filter rows: Search this table | Sort by key: None
Query results operations
Print Copy to clipboard Export Display chart Create view
Bookmark this SQL query
Console
alexander-hipp-iEE....jpg
bootstrap.png
php myadmin.png
xampp.png
COC14 (2).docx
Complaint-Manage....zip
Show all
Type here to search
32°C Haze
12:03 AM
21-Apr-22

CHAPTER 11

CONCLUSION

11. CONCLUSION:

To conclude the description about the project: The project, developed using PHP and MySQL is based on the requirement specification of the user and the analysis of the existing system, with flexibility for future enhancement.

The expanded functionality of today's software requires an appropriate approach towards software development. This Complaint management software is designed for people who want to manage various complaints regarding Civil Bodies. Identification of the drawbacks of the existing system leads to the designing of a computerized system that will be compatible with the existing system with the system which is more user friendly and more GUI oriented.

CHAPTER 12
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