

GOVT. GIRLS POLYTECHNIC

Byron Bazar, Raipur [C.G.]



A

Major Project Report

On

TOPIC: COMPLAINT MANAGEMENT SYSTEM

Diploma Program
Computer Science & Engineering
Academic Year
Jan 2023 – June 2023

3rd year - 6th sem

Submitted To:

Mrs. Sarla Dewangan
Mam

Submitted By:

Srishti Bhatnagar: 205202220030
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Tanuja Sahu: 205202220032
Jyoti Kumari: 205202220034
Rinki Patel: 205202220035
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DECLARATION

We the undersigned solemnly declare that the report of the project work submitted on “**COMPLAINT MANAGEMNET SYSTEM**” is carried out during the course of our study under the supervision of “**MRS. SARLA DEWANGAN MAM**”, Department of Computer Science and Engineering, Govt. Girls Polytechnic, Raipur.

We assert that the statement made and conclusions drawn are an outcome of the project work. We further declare that to the best of our knowledge and belief that the report does not contain any part of any work which has been submitted for the award of any other diploma certificate in this University or any other University.

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GOVERNMENT GIRLS POLYTECHNIC

Raipur, [C.G.]



CERTIFICATE

This is to certify that “Srishti Bhatnagar, Sushmita, Tanuja Sahu, Jyoti Kumari, Rinki Patel, and Sonam Kumari” of final year of Computer Science & Engineering has submitted their MAJOR PROJECT report entitled “**Complaint Management System**” during the academic year 2022-23, in Partial fulfilment for the award of **Diploma in Computer Science & Engineering** of Chhattisgarh Swami Vivekanand Technical University, Bhilai. It has been found to be satisfactory and hereby approved for submission.

Mrs. Sarla Dewangan Mam
(Project Guide)

Mr. S.K. Behar Sir
(HOD of dept. CSE/IT)

DR. Varsha Chourasia Mam
(Principle)

ACKNOWLEDGMENT

We express our sincere indebtedness towards the guide Mrs. Sarla Dewangan mam, Computer Science & Engineering, Government Girls Polytechnic, Raipur [C.G.] for her invaluable guidance, suggestions, and supervision throughout the work. Even thankful for her encouragement during a hard time.

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We would also like to thank the HOD Mr. S.K. Behar Sir, Department of Computer Science & Engineering and Information & Technology, Government Girls Polytechnic, Raipur [C.G.] for his Expert advice, Precise explanation of difficult points for its concise outcome, and counseling from time to time.

Also, We would like to extend our gratitude to the Principle of Govt. Girls Polytechnic College Raipur, Dr. (Mrs.) Varsha Chourasia Mam for providing us all the facilities that are our necessity

Your Sincerely

CSE – 6th Sem Students

Srishti Bhatnagar

Sushmita

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Abstract

Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicating corruption.

The objective of the complaints management system is to make complaints easier to coordinate, monitor, track, and resolve, and to provide the company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements.

Online Complaint Management is a management technique for assessing, analysing, and responding to customer complaints. Complaints management software is used to record resolve and respond to customer complaints, and requests as well as facilitate any other feedback.