**STUDENT GRIEVANCE SYSTEM**

**MINI PROJECT REPORT**

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***in partial fulfillment of the requirements for the award of the degree***

***of***

**BACHELOR OF ENGINEERING**

***in***

**COMPUTER SCIENCE AND ENGINEERING**

**SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY COIMBATORE**

**(An Autonomous Institution)**



**ANNA UNIVERSITY: CHENNAI**

**DECEMBER 2020**

**SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY**

**(An Autonomous Institution)**

**(Approved by AICTE and Affiliated to Anna University, Chennai)**

**ACCREDITED BY NAAC WITH “A” GRADE**

**BONAFIDE CERTIFICATE**

Certified that this mini project report titled **“STUDENT GRIEVANCE SYSTEM WEB APPLICATION”** is the bonafide work of **“VASANTH T (18EUCS125), YASWANTH S (18EUCS129), KAVIN RAJ P (19EUCS504)”** who carried out the mini project work under my supervision.

SIGNATURE SIGNATURE

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**This Mini Project report is submitted for Autonomous Mini Project Viva-Voce examination held on …………...**

**INTERNAL EXAMINER EXTERNAL EXAMINER**

**ACKNOWLEDGEMENT**

We express our sincere thanks to the management and **Dr. J. JANET M.E., Ph.D.,** Principal, Sri Krishna College of Engineering and Technology, Coimbatore for providing us the facilities to carry out this mini project work.

We are thankful to **Dr. K. SASI KALA RANI M.E., Ph.D.,** Professor and Head, Department of Computer Science and Engineering, for her continuous evaluation and comments given during the course of the mini project work.

We express our deep sense of gratitude to our supervisor **Ms. P. ANITHA M.E.**, Assistant Professor, Department of Computer science and Engineering for her valuable advice, guidance and support during the course of our mini project work.

We would also like to thank our mini project coordinator **Mrs. M. ROHINI M.E.,** Assistant Professor, Department of Computer science and Engineering for helping us in completing our mini project work.

We express our heartfelt sense of gratitude and thanks to our beloved parents, family and friends who have helped during the mini project course.

**ABSTRACT**

Nowadays, there are tons of problems faced by college and school students during their studies period. The purpose of this project is to provide optimised solutions for the student grievances. The proposed model for the student complaint management system will have ability to minimize students dissatisfaction we try to improve the relationship between student and university by presenting the model of e-complaint web based system.

This system will give solution to the students grievances. The existing system has offline processing through committee, principal, concerned departments and Institution. The proposed system had capable to complete the process automatically by using our application. In this project, students also able to track their complaint according to their necessity. This project more reliable to give their complaints. All the complaints are safeguard by the admin anonymously.

We also have some future plans to update the project by implementing student feedback system, student penalty system with the integration of payment gateway. This promotes the students to obey with discipline and dignity inside the campus.

**Key Words:**

Intel Pentium and above, Windows XP and above, Minimum-1gb-ram, Minimum-8gb-hardisk, HTML, CSS, PHP, MYSQLXAMPP Server

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### CHAPTER 1

### INTRODUCTION

* 1. **OVERVIEW**

In recent years, with the development of computer sciences, computer technology has been applied to comprehensive fields. Education is one the major fields in the world. The web application has brought major changes all over the world. We develop a web application which helps in providing the up-to-date information via internet. The present scenario describes a system which involves process to be carried out manually which is time consuming.

We implement an efficient and user friendly web application. Hence the application provides a solution through a simple interface which helps to overcome the time consuming process. The project is completely based on Grievance Management system maintained by the organization.

The utility and main objective of the project is to add automation to the process in an institution. This is an online based application so it can provide efficiency to acquire, store and process. Each individual student will be provided with their respective details. This web application involves five types of individuals, student, Committee, Principal and University. Each of them has to register with their respective student id and password out of which the password can be changed by the particular user.

## **1.2 EXISTING SYSTEM**

The existing system is completely manual. In order to write the complaint, the student either

• Visits the related department and registers his complaint in the respective complaint register, which is monitored by the respective Department heads

• Existing system requires manual process (i.e., sending grievance from lower level to critical level requires manual process.)

* + 1. **DISADVANTAGES OF EXISTING SYSTEM**

The existing system is completely manual. In order to write the complaint, the student either

* Visits the related department and registers his complaint in the respective complaint register, which is monitored by the respective Department heads.
* Existing system requires manual process (i.e sending grievance from lower level to critical level requires manual process.)
* The users can post their problems but cannot get the details of the problems and some other services.
* This system doesn’t have much popularity.
* It is not user friendly.
  1. **PROPOSED SYSTEM**

Creating user panel for students to raise their query. In that user panel, student are going to brief their issues with proof. Creating admin panel for college or school organization to maintain their queries by verifying that particular problem facer. Creating report pages to maintain student problem history.

* + 1. **ADVANTAGE OF THE PROPOSED SYSTEM**

1. Hopeful platform for students to raise their problems.
2. Providing registration page to register complaints by the students whatever they need.
3. It is user friendly website.
4. To maintain their students with discipline and dignity.
5. Faculty members also post their complaint about students which increases the student responsibility. (Future idea)

### 

### CHAPTER-2

### REQUIREMENTS

**2.1 TOOL REQUIREMENTS**

**2.1.1 TOOLS USED**

* Front End : HTML, CSS, BOOTSTRAP, PHP.
* Back End : MySQL DATABASE
* Web Server : XAMPP server
* IDE : ATOM

**2.1.2 MINIMUM REQUIREMENTS OF THE SYSTEM**

* Processor : 32-bit Dual Core Processor
* RAM : 4GB
* Web Browser : CHROME / FIREFOX
* OS : Windows.

**2.2 FUNCTIONAL REQUIREMENTS**

* Able to access internet continuously without any interruption.
* Function to display count of the complaints under the category of not yet process, on-process, closed.
* Function to display student feedback (Future idea).
* Function to show the complaint report page.

**CHAPTER 3**

**MODULES DESCRIPTION**

**3.1 INTERFACE MODULE**

In this module, adopted for the design and implementation of the project includes: Design the project requirements, Selection of appropriate technology and Implementation of modules (PHP, MySQL)

**3.1.1 USER FEATURES**

* Users can register the complaint according to their needs.
* User can track the process of complaints.
* User can also view the feedback of the other students about the system.

**3.2 PHP MODULE**

The **PHP Hypertext Preprocessor (PHP)** is a programming language that allows web developers to create dynamic content that interacts with databases. PHP is basically used for developing web based software applications. This tutorial helps you to build your base with PHP. PHP is a MUST for students and working professionals to become a great Software Engineer specially when they are working in Web Development Domain. I will list down some of the key advantages of learning PHP:

* PHP is a recursive acronym for "PHP: Hypertext Preprocessor".
* PHP is a server side scripting language that is embedded in HTML. It is used to manage dynamic content, databases, session tracking, even build entire e-commerce sites.
* It is integrated with a number of popular databases, including MySQL, PostgreSQL, Oracle, Sybase, Informix, and Microsoft SQL Server.
* PHP is pleasingly zippy in its execution, especially when compiled as an Apache module on the Unix side. The MySQL server, once started, executes even very complex queries with huge result sets in record-setting time.
* PHP supports a large number of major protocols such as POP3, IMAP, and LDAP. PHP4 added support for Java and distributed object architectures (COM and CORBA), making n-tier development a possibility for the first time.
* PHP is forgiving: PHP language tries to be as forgiving as possible.
* PHP Syntax is C-Like.

**3.3 MySQL MODULE**

MySQL is a fast, easy-to-use RDBMS being used for many small and big businesses. MySQL is developed, marketed and supported by MySQL AB, which is a Swedish company. MySQL is becoming so popular because of many good reasons −

* MySQL is released under an open-source license. So you have nothing to pay to use it.
* MySQL is a very powerful program in its own right. It handles a large subset of the functionality of the most expensive and powerful database packages.
* MySQL uses a standard form of the well-known SQL data language.
* MySQL works on many operating systems and with many languages including PHP, PERL, C, C++, JAVA, etc.
* MySQL works very quickly and works well even with large data sets.
* MySQL is very friendly to PHP, the most appreciated language for web development.
* MySQL supports large databases, up to 50 million rows or more in a table. The default file size limit for a table is 4GB, but you can increase this (if your operating system can handle it) to a theoretical limit of 8 million terabytes (TB).
* MySQL is customizable. The open-source GPL license allows programmers to modify the MySQL software to fit their own specific environments.

**CHAPTER-4**

**DESIGN OF PROPOSED SYSTEM**

**4.1 Objective of the New System:**

 The idea is to automate the entire complaint process.

 Sending grievance from lower level to critical level is done automatically.

 Students can able to track the grievance once the complaint has been registered.

**4.2 Technology Used:**

**ATOM**

Atom is a free and open-source text and source code editor for macOS, Linux,

and Microsoft Windows with support for plug-ins written in Javascript, and

embedded Git Control, developed by GitHub.... Its developers call it a

"hackable text editor for the 21st Century". It is fully customizable in HTML,

CSS, and JavaScript.

# Prepare Your System (PHP packages)

* **Atom-autocomplete-php** provides autocompletion for the PHP language for projects that use Composer for dependency management.

1. Autocompletion of class members, built-in constants, built-in PHP functions, ...
2. Autocompletion of class names and automatic adding of use statements where needed.
3. Alt-clicking class members, class names, etc. to navigate to their definition.
4. Annotations in the gutter for methods that are overrides or interface implementations.
5. Tooltips for methods, classes, etc. that display information about the item itself.

* About **PHP Lint**, the PHP Code Quality Tool. PHP Code Quality Tool. phplint.com is a PHP Code Quality tool that checks your code for good PHP practices, as listed in the clear PHP reference. It uses the exakat engine (version 0.2. 4) to run the audit analysis
* **PHP debugging** **tools**:  PHP code can be debug using one of many debugging tools to attach a debugge**r** client. PhpStorm works with debug utilities like Xdebug and ZendDebugger. Being a polyglot (knowing or using several languages), we need an IDE that supports multiple languages.

**ADVANTAGES OF PHP:**

**1. Extremely Flexible**

PHP is highly flexible whether it is during an ongoing project or after completing the project. Flexibility in a scripting language is very crucial, as functionality can change anytime during the course of a project. The best part about PHP is the ability to make changes even after starting the project and this saves valuable time.

A developer does not have to write fresh codes or command functions, as changes to the existing codes and functions can be done and used.

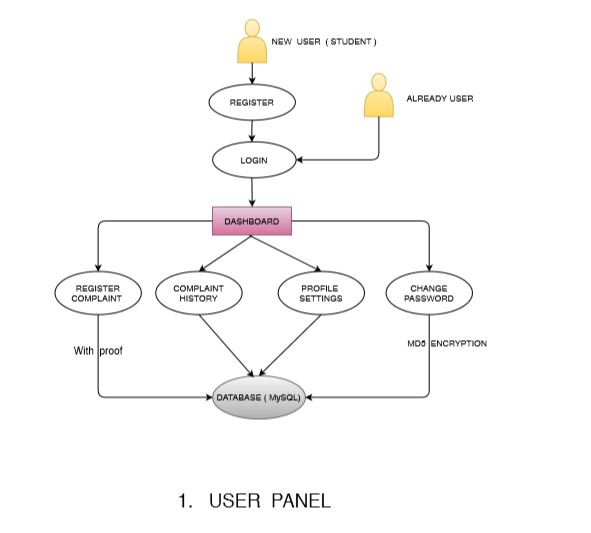
**2. Easy Integration and Compatibility**

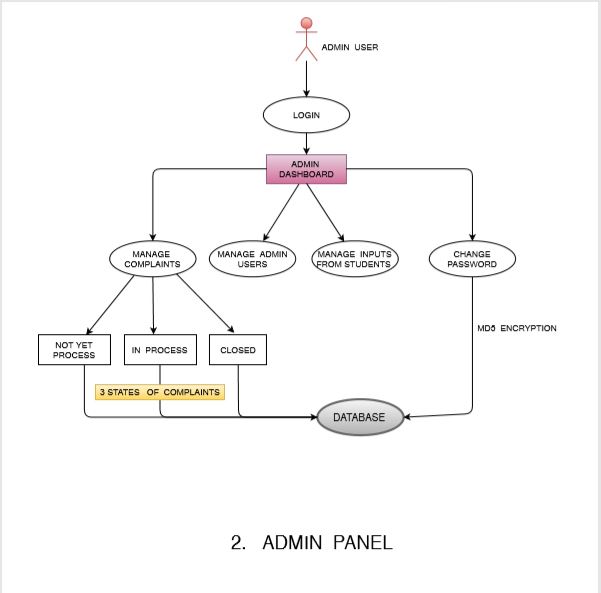
PHP is compatible with a large majority of operating systems. It can easily run on different platforms, including UNIX, Solaris and Linux. As it can be integrated without effort with other technologies, such as Java, existing software does not require re-development. This saves time and money.

**3. Efficient Performance**

Depending on how the web developer codes, PHP has the potential to turn in an efficient language. It is scalable when used for writing codes and can also be used for creating a large number of applications. It is the programming language of choice when a website has several webpages.

**4.3 SYSTEM ARCHITECTURE**

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****

**CHAPTER 5**

**IMPLEMENTATION**

**5.1 FRONT END**

* + HTML, CSS, BOOTSTRAP, JAVASCRIPT.

**5.1.1 FEATURES**

**HTML** stands for **Hypertext Markup Language**. It allows the user to create and structure sections, paragraphs, headings, links, and blockquotes for web pages and applications.HTML is not a programming language, meaning it doesn’t have the ability to create dynamic functionality. Instead, it makes it possible to organize and format documents, similarly to Microsoft Word. When working with HTML, we use simple code structures (tags and attributes) to mark up a website page. HTML documents are files that end with a .***html*** or **.htm**extension. You can view then using any web browser (such as Google Chrome, Safari, or Mozilla Firefox). The browser reads the HTML file and renders its content so that internet users can view it.

**Cascading Style Sheets**, fondly referred to as CSS, is a simple design language intended to simplify the process of making web pages presentable.CSS handles the look and feel part of a web page. Using CSS, you can control the color of the text, the style of fonts, the spacing between paragraphs, how columns are sized and laid out, what background images or colors are used, layout designs, variations in display for different devices and screen sizes as well as a variety of other effects.CSS is easy to learn and understand but it provides powerful control over the presentation of an HTML document. Most commonly, CSS is combined with the markup languages HTML or XHTML.

## **Advantages of CSS**

* **CSS saves time** − You can write CSS once and then reuse same sheet in multiple HTML pages. You can define a style for each HTML element and apply it to as many Web pages as you want.
* **Pages load faster** − If you are using CSS, you do not need to write HTML tag attributes every time. Just write one CSS rule of a tag and apply it to all the occurrences of that tag. So less code means faster download times.
* **Easy maintenance** − To make a global change, simply change the style, and all elements in all the web pages will be updated automatically.
* **Superior styles to HTML** − CSS has a much wider array of attributes than HTML, so you can give a far better look to your HTML page in comparison to HTML attributes.
* **Multiple Device Compatibility** − Style sheets allow content to be optimized for more than one type of device. By using the same HTML document, different versions of a website can be presented for handheld devices such as PDAs and cell phones or for printing.
* **Global web standards** − Now HTML attributes are being deprecated and it is being recommended to use CSS. So its a good idea to start using CSS in all the HTML pages to make them compatible to future browsers.

**5.2 FRONT END CODE**

**5.2.1 CODE FOR REGISTRATION PAGE**

<?php

include('includes/config.php');

error\_reporting(0);

if(isset($\_POST['submit']))

{

$fullname=$\_POST['fullname'];

$email=$\_POST['email'];

$password=md5($\_POST['password']);

$contactno=$\_POST['contactno'];

$status=1;

$query=mysqli\_query($con,"insert

into users(fullName,userEmail,password,contactNo,status) values('$fullname','$email','$password','$contactno','$status')");

$msg="Registration successfull. Now You can login !";

}

?>

<!DOCTYPE html>

<html lang="en">

<head>

<meta charset="utf-8">

<meta name="viewport" content="width=device-width, initial-scale=1.0">

<meta name="description" content="">

<meta name="author" content="Dashboard">

<meta name="keyword" content="Dashboard, Bootstrap, Admin, Template, Theme, Responsive, Fluid, Retina">

<title>SgS | User Registration</title>

<link href="assets/css/bootstrap.css" rel="stylesheet">

<link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet" />

<link href="assets/css/style.css" rel="stylesheet">

<link href="assets/css/style-responsive.css" rel="stylesheet">

<script>

function userAvailability() {

$("#loaderIcon").show();

jQuery.ajax({

url: "check\_availability.php",

data:'email='+$("#email").val(),

type: "POST",

success:function(data){

$("#user-availability-status1").html(data);

$("#loaderIcon").hide();

},

error:function (){}

});

}

</script>

</head>

<body>

<div id="login-page">

<div class="container">

<h3 align="center" style="color:black"><a href="../index.html" style="color:black">Student GRIEVANCE System</a></h3>

<hr />

<form class="form-login" method="post">

<h2 class="form-login-heading">User Registration</h2>

<p style="padding-left: 1%; color: green">

<?php if($msg){

echo htmlentities($msg);

}?>

</p>

<div class="login-wrap">

<input type="text" class="form-control" placeholder="Full Name" name="fullname" required="required" autofocus>

$.backstretch("assets/img/login.png", {speed: 500});

</script>

</body>

</html>

**5.2.2 CODE FOR LOGIN PAGE**

<?php

session\_start();

error\_reporting(0);

include("includes/config.php");

if(isset($\_POST['submit']))

{

$ret=mysqli\_query($con,"SELECT \* FROM users WHERE userEmail='".$\_POST['username']."' and password='".md5($\_POST['password'])."'");

$num=mysqli\_fetch\_array($ret);

if($num>0)

{

$extra="dashboard.php";//

$\_SESSION['login']=$\_POST['username'];

$\_SESSION['id']=$num['id'];

$host=$\_SERVER['HTTP\_HOST'];

$uip=$\_SERVER['REMOTE\_ADDR'];

$status=1;

$log=mysqli\_query($con,"insert into userlog(uid,username,userip,status) values('".$\_SESSION['id']."','".$\_SESSION['login']."','$uip','$status')");

$uri=rtrim(dirname($\_SERVER['PHP\_SELF']),'/\\');

header("location:http://$host$uri/$extra");

exit();

}

else

{

$\_SESSION['login']=$\_POST['username'];

$uip=$\_SERVER['REMOTE\_ADDR'];

$status=0;

mysqli\_query($con,"insert into userlog(username,userip,status) values('".$\_SESSION['login']."','$uip','$status')");

$errormsg="Invalid username or password";

$extra="login.php";

}

}

if(isset($\_POST['change']))

{

$email=$\_POST['email'];

$contact=$\_POST['contact'];

$password=md5($\_POST['password']);

$query=mysqli\_query($con,"SELECT \* FROM users WHERE userEmail='$email' and contactNo='$contact'");

$num=mysqli\_fetch\_array($query);

if($num>0)

{

mysqli\_query($con,"update users set password='$password' WHERE userEmail='$email' and contactNo='$contact' ");

$msg="Password Changed Successfully";

}

else

{

$errormsg="Invalid email id or Contact no";

}

}

?>

<!DOCTYPE html>

<html lang="en">

<head>

<meta charset="utf-8">

<meta name="viewport" content="width=device-width, initial-scale=1.0">

<meta name="description" content="">

<meta name="author" content="Dashboard">

<meta name="keyword" content="Dashboard, Bootstrap, Admin, Template, Theme, Responsive, Fluid, Retina">

<title>Sgs | User Login</title>

<!-- Bootstrap core CSS -->

<link href="assets/css/bootstrap.css" rel="stylesheet">

<!--external css-->

<link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet" />

<!-- Custom styles for this template -->

<link href="assets/css/style.css" rel="stylesheet">

<link href="assets/css/style-responsive.css" rel="stylesheet">

<script type="text/javascript">

function valid()

{

if(document.forgot.password.value!= document.forgot.confirmpassword.value)

{

alert("Password and Confirm Password Field do not match !!");

document.forgot.confirmpassword.focus();

return false;

}

return true;

}

</script>

</head>

<body>

<div id="login-page">

<div class="container">

<h3 align="center" style="color:black"><a href="../index.html" style="color:black">Student GRIEVANCE System</a></h3>

<hr />

<form class="form-login" name="login" method="post">

<h2 class="form-login-heading">sign in now</h2>

<p style="padding-left:4%; padding-top:2%; color:red">

<?php if($errormsg){

echo htmlentities($errormsg);

}?></p>

<p style="padding-left:4%; padding-top:2%; color:green">

<?php if($msg){

echo htmlentities($msg);

}?></p>

<div class="login-wrap">

<input type="text" class="form-control" name="username" placeholder="User ID" required autofocus>

<br>

<input type="password" class="form-control" name="password" required placeholder="Password">

<label class="checkbox">

<span class="pull-right">

<a data-toggle="modal" href="login.html#myModal"> Forgot Password?</a>

</span>

</label>

<button class="btn btn-theme btn-block" name="submit" type="submit"><i class="fa fa-lock"></i> SIGN IN</button>

<hr>

</form>

<div class="registration">

Don't have an account yet?<br/>

<a class="" href="registration.php">

Create an account

</a>

</div>

</div>

<!-- Modal -->

<form class="form-login" name="forgot" method="post">

<div aria-hidden="true" aria-labelledby="myModalLabel" role="dialog" tabindex="-1" id="myModal" class="modal fade">

<div class="modal-dialog">

<div class="modal-content">

<div class="modal-header">

<button type="button" class="close" data-dismiss="modal" aria-hidden="true">&times;</button>

<h4 class="modal-title">Forgot Password ?</h4>

</div>

<div class="modal-body">

<p>Enter your details below to reset your password.</p>

<input type="email" name="email" placeholder="Email" autocomplete="off" class="form-control" required><br >

<input type="text" name="contact" placeholder="contact No" autocomplete="off" class="form-control" required><br>

<input type="password" class="form-control" placeholder="New Password" id="password" name="password" required ><br />

<input type="password" class="form-control unicase-form-control text-input" placeholder="Confirm Password" id="confirmpassword" name="confirmpassword" required ></div>

<div class="modal-footer">

<button data-dismiss="modal" class="btn btn-default" type="button">Cancel</button>

<button class="btn btn-theme" type="submit" name="change" onclick="return valid();">Submit</button>

</div>

</div>

</div>

</div>

<!-- modal -->

</form>

</div>

</div>

<script src="assets/js/jquery.js"></script>

<script src="assets/js/bootstrap.min.js"></script>

<script type="text/javascript" src="assets/js/jquery.backstretch.min.js"></script>

<script>

$.backstretch("assets/img/login.png", {speed: 500});

</script>

</body>

</html>

**5.2.3 CODE FOR USER DASHBOARD PAGE**

<?php session\_start();

error\_reporting(0);

include('includes/config.php');

if(strlen($\_SESSION['login'])==0)

{

header('location:index.php');

}

else{ ?>

<!DOCTYPE html>

<html lang="en">

<head>

<meta charset="utf-8">

<meta name="viewport" content="width=device-width, initial-scale=1.0">

<meta name="description" content="">

<meta name="author" content="Dashboard">

<meta name="keyword" content="Dashboard, Bootstrap, Admin, Template, Theme, Responsive, Fluid, Retina">

<title>SgS | Dashboard</title>

<!-- Bootstrap core CSS -->

<link href="assets/css/bootstrap.css" rel="stylesheet">

<!--external css-->

<link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet" />

<link rel="stylesheet" type="text/css" href="assets/css/zabuto\_calendar.css">

<link rel="stylesheet" type="text/css" href="assets/js/gritter/css/jquery.gritter.css" />

<link rel="stylesheet" type="text/css" href="assets/lineicons/style.css">

<!-- Custom styles for this template -->

<link href="assets/css/style.css" rel="stylesheet">

<link href="assets/css/style-responsive.css" rel="stylesheet">

<script src="assets/js/chart-master/Chart.js"></script>

<!-- HTML5 shim and Respond.js IE8 support of HTML5 elements and media queries -->

<!--[if lt IE 9]>

<script src="https://oss.maxcdn.com/libs/html5shiv/3.7.0/html5shiv.js"></script>

<script src="https://oss.maxcdn.com/libs/respond.js/1.4.2/respond.min.js"></script>

<![endif]-->

</head>

<body>

<section id="container" >

<?php include("includes/header.php");?>

<?php include("includes/sidebar.php");?>

<section id="main-content">

<section class="wrapper">

<div class="row">

<div class="col-lg-9 main-chart">

<div class="col-md-2 col-sm-2 box0">

<div>

</div></div>

<div class="col-md-2 col-sm-2 box0">

<div class="box1">

<span class="li\_news"></span>

<?php

$rt = mysqli\_query($con,"SELECT \* FROM tblcomplaints where userId='".$\_SESSION['id']."' and status is null");

$num1 = mysqli\_num\_rows($rt);

{?>

<h3><?php echo htmlentities($num1);?></h3>

</div>

<p><?php echo htmlentities($num1);?> Complaints not Process yet</p>

</div>

<?php }?>

</div><!-- /row mt -->

</section>

</section>

<?php include("includes/footer.php");?>

</section>

<!-- js placed at the end of the document so the pages load faster -->

<script src="assets/js/jquery.js"></script>

<script src="assets/js/jquery-1.8.3.min.js"></script>

<script src="assets/js/bootstrap.min.js"></script>

<script class="include" type="text/javascript" src="assets/js/jquery.dcjqaccordion.2.7.js"></script>

<script src="assets/js/jquery.scrollTo.min.js"></script>

<script src="assets/js/jquery.nicescroll.js" type="text/javascript"></script>

<script src="assets/js/jquery.sparkline.js"></script>

<!--common script for all pages-->

<script src="assets/js/common-scripts.js"></script>

<script type="text/javascript" src="assets/js/gritter/js/jquery.gritter.js"></script>

<script type="text/javascript" src="assets/js/gritter-conf.js"></script>

<!--script for this page-->

<script src="assets/js/sparkline-chart.js"></script>

<script src="assets/js/zabuto\_calendar.js"></script>

</body>

</html>

<?php } ?>

**5.2.4 CODE FOR REGISTER COMPLAINTS**

<?php

session\_start();

error\_reporting(0);

include('includes/config.php');

if(strlen($\_SESSION['login'])==0)

{

header('location:index.php');

}

else{

if(isset($\_POST['submit']))

{

$uid=$\_SESSION['id'];

$category=$\_POST['category'];

$subcat=$\_POST['subcategory'];

$complaintype=$\_POST['complaintype'];

$state=$\_POST['state'];

$noc=$\_POST['noc'];

$complaintdetials=$\_POST['complaindetails'];

$compfile=$\_FILES["compfile"]["name"];

move\_uploaded\_file($\_FILES["compfile"]["tmp\_name"],"complaintdocs/".$\_FILES["compfile"]["name"]);

$query=mysqli\_query($con,"insert into tblcomplaints(userId,category,subcategory,complaintType,state,noc,complaintDetails,complaintFile) values('$uid','$category','$subcat','$complaintype','$state','$noc','$complaintdetials','$compfile')");

// code for show complaint number

$sql=mysqli\_query($con,"select complaintNumber from tblcomplaints order by complaintNumber desc limit 1");

while($row=mysqli\_fetch\_array($sql))

{

$cmpn=$row['complaintNumber'];

}

$complainno=$cmpn;

echo '<script> alert("Your complain has been successfully filled and your complaintno is "+"'.$complainno.'")</script>';

}

?>

<!DOCTYPE html>

<html lang="en">

<head>

<meta charset="utf-8">

<meta name="viewport" content="width=device-width, initial-scale=1.0">

<meta name="description" content="">

<meta name="author" content="Dashboard">

<meta name="keyword" content="Dashboard, Bootstrap, Admin, Template, Theme, Responsive, Fluid, Retina">

<title>Sgs | User Register Complaint</title>

<!-- Bootstrap core CSS -->

<link href="assets/css/bootstrap.css" rel="stylesheet">

<!--external css-->

<link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet" />

<link rel="stylesheet" type="text/css" href="assets/js/bootstrap-datepicker/css/datepicker.css" />

<link rel="stylesheet" type="text/css" href="assets/js/bootstrap-daterangepicker/daterangepicker.css" />

<link href="assets/css/style.css" rel="stylesheet">

<link href="assets/css/style-responsive.css" rel="stylesheet">

<script>

function getCat(val) {

//alert('val');

$.ajax({

type: "POST",

url: "getsubcat.php",

data:'catid='+val,

success: function(data){

$("#subcategory").html(data);

}

});

}

</script>

</head>

<body>

<section id="container" >

<?php include("includes/header.php");?>

<?php include("includes/sidebar.php");?>

<section id="main-content">

<section class="wrapper">

<h3><i class="fa fa-angle-right"></i> Register Complaint</h3>

<!-- BASIC FORM ELELEMNTS -->

<div class="row mt">

<div class="col-lg-12">

<div class="form-panel">

<?php if($successmsg)

{?>

<div class="alert alert-success alert-dismissable">

<button type="button" class="close" data-dismiss="alert" aria-hidden="true">&times;</button>

<b>Well done!</b> <?php echo htmlentities($successmsg);?></div>

<?php }?>

<?php if($errormsg)

{?>

<div class="alert alert-danger alert-dismissable">

<button type="button" class="close" data-dismiss="alert" aria-hidden="true">&times;</button>

<b>Oh snap!</b> </b> <?php echo htmlentities($errormsg);?></div>

<?php }?>

<form class="form-horizontal style-form" method="post" name="complaint" enctype="multipart/form-data" >

<div class="form-group">

<label class="col-sm-2 col-sm-2 control-label">YEAR</label>

<div class="col-sm-4">

<select name="category" id="category" class="form-control" onChange="getCat(this.value);" required="">

<option value="">Select year</option>

<option value="">1st year</option>

<option value="">2nd year</option>

<option value="">3rd year</option>

<option value="">4th year</option>

<?php $sql=mysqli\_query($con,"select id,categoryName from category ");

while ($rw=mysqli\_fetch\_array($sql)) {

?>

<option value="<?php echo htmlentities($rw['id']);?>"><?php echo htmlentities($rw['categoryName']);?></option>

<?php

}

?>

</select>

</div>

<label class="col-sm-2 col-sm-2 control-label">DEPARTMENT</label>

<div class="col-sm-4">

<select name="subcategory" id="subcategory" class="form-control" >

<option value="">Select dept</option>

<option value="">CSE</option>

<option value="">IT</option>

<option value="">ECE</option>

<option value="">EEE</option>

<option value="">MECH</option>

<option value="">MCT</option>

</select>

</div>

</div>

<div class="form-group">

<label class="col-sm-2 col-sm-2 control-label">SECTION</label>

<div class="col-sm-4">

<select name="complaintype" class="form-control" required="">

<option value="">Select section</option>

<option value=" Complaint"> A</option>

<option value="General Query">B</option>

<option value="General Query">C</option>

</select>

</div>

<label class="col-sm-2 col-sm-2 control-label">CATEGORY</label>

<div class="col-sm-4">

<select name="state" required="required" class="form-control">

<option value="">Select role</option>

<option value="">Student</option>

<option value="">Professor</option>

<?php $sql=mysqli\_query($con,"select stateName from state ");

while ($rw=mysqli\_fetch\_array($sql)) {

?>

<option value="<?php echo htmlentities($rw['stateName']);?>"><?php echo htmlentities($rw['stateName']);?></option>

<?php

}

?>

</select>

</div>

</div>

<div class="form-group">

<label class="col-sm-2 col-sm-2 control-label">Subject of the Complaint</label>

<div class="col-sm-4">

<input type="text" name="noc" required="required" value="" required="" class="form-control">

</div>

</div>

<div class="form-group">

<label class="col-sm-2 col-sm-2 control-label">Complaint Details (max 2000 words) </label>

<div class="col-sm-6">

<textarea name="complaindetails" required="required" cols="10" rows="10" class="form-control" maxlength="2000"></textarea>

</div>

</div>

<div class="form-group">

<label class="col-sm-2 col-sm-2 control-label">Complaint Related Doc <br><br><b>(compulsorily upload the class representaive or class tutor signature)<b></label>

<div class="col-sm-6">

<input type="file" name="compfile" class="form-control" value=""required>

</div>

</div>

<div class="form-group">

<div class="col-sm-10" style="padding-left:25% ">

<button type="submit" name="submit" class="btn btn-primary">Submit</button>

</div>

</div>

</form>

</div></div>

</div>

</section>

</section>

<?php include("includes/footer.php");?>

</section>

<!-- js placed at the end of the document so the pages load faster -->

<script src="assets/js/jquery.js"></script>

<script src="assets/js/bootstrap.min.js"></script>

<script class="include" type="text/javascript" src="assets/js/jquery.dcjqaccordion.2.7.js"></script>

<script src="assets/js/jquery.scrollTo.min.js"></script>

<script src="assets/js/jquery.nicescroll.js" type="text/javascript"></script>

<!--common script for all pages-->

<script src="assets/js/common-scripts.js"></script>

<!--script for this page-->

<script src="assets/js/jquery-ui-1.9.2.custom.min.js"></script>

<!--custom switch-->

<script src="assets/js/bootstrap-switch.js"></script>

<!--custom tagsinput-->

<script src="assets/js/jquery.tagsinput.js"></script>

<!--custom checkbox & radio-->

<script type="text/javascript" src="assets/js/bootstrap-datepicker/js/bootstrap-datepicker.js"></script>

<script type="text/javascript" src="assets/js/bootstrap-daterangepicker/date.js"></script>

<script type="text/javascript" src="assets/js/bootstrap-daterangepicker/daterangepicker.js"></script>

<script type="text/javascript" src="assets/js/bootstrap-inputmask/bootstrap-inputmask.min.js"></script>

<script src="assets/js/form-component.js"></script>

<script>

//custom select box

$(function(){

$('select.styled').customSelect();

});

</script>

</body>

</html>

<?php } ?>

**5.2.5 CODE FOR ADMIN PANEL HOME PAGE**

<?php

session\_start();

error\_reporting(0);

include("include/config.php");

if(isset($\_POST['submit']))

{

$username=$\_POST['username'];

$password=md5($\_POST['password']);

$ret=mysqli\_query($con,"SELECT \* FROM admin WHERE username='$username' and password='$password'");

$num=mysqli\_fetch\_array($ret);

if($num>0)

{

$extra="change-password.php";//

$\_SESSION['alogin']=$\_POST['username'];

$\_SESSION['id']=$num['id'];

$host=$\_SERVER['HTTP\_HOST'];

$uri=rtrim(dirname($\_SERVER['PHP\_SELF']),'/\\');

header("location:http://$host$uri/$extra");

exit();

}

else

{

$\_SESSION['errmsg']="Invalid username or password";

$extra="index.php";

$host = $\_SERVER['HTTP\_HOST'];

$uri = rtrim(dirname($\_SERVER['PHP\_SELF']),'/\\');

header("location:http://$host$uri/$extra");

exit();

}

}

?>

<!DOCTYPE html>

<html lang="en">

<head>

<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />

<meta name="viewport" content="width=device-width, initial-scale=1.0">

<title>CMS | Admin login</title>

<link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="stylesheet">

<link type="text/css" href="bootstrap/css/bootstrap-responsive.min.css" rel="stylesheet">

<link type="text/css" href="css/theme.css" rel="stylesheet">

<link type="text/css" href="images/icons/css/font-awesome.css" rel="stylesheet">

<link type="text/css" href='http://fonts.googleapis.com/css?family=Open+Sans:400italic,600italic,400,600' rel='stylesheet'>

</head>

<body>

<div class="navbar navbar-fixed-top">

<div class="navbar-inner">

<div class="container">

<a class="btn btn-navbar" data-toggle="collapse" data-target=".navbar-inverse-collapse">

<i class="icon-reorder shaded"></i>

</a>

<a class="brand" href="index.html">

SGS | Admin

</a>

<div class="nav-collapse collapse navbar-inverse-collapse">

<ul class="nav pull-right">

<li><a href="http://localhost/cms/">Back to Portal</a></li>

</ul>

</div><!-- /.nav-collapse -->

</div>

</div><!-- /navbar-inner -->

</div><!-- /navbar -->

<div class="wrapper">

<div class="container">

<div class="row">

<div class="module module-login span4 offset4">

<form class="form-vertical" method="post">

<div class="module-head">

<h3>Sign In</h3>

</div>

<span style="color:red;" ><?php echo htmlentities($\_SESSION['errmsg']); ?><?php echo htmlentities($\_SESSION['errmsg']="");?></span>

<div class="module-body">

<div class="control-group">

<div class="controls row-fluid">

<input class="span12" type="text" id="inputEmail" name="username" placeholder="Username">

</div>

</div>

<div class="control-group">

<div class="controls row-fluid">

<input class="span12" type="password" id="inputPassword" name="password" placeholder="Password">

</div>

</div>

</div>

<div class="module-foot">

<div class="control-group">

<div class="controls clearfix">

<button type="submit" class="btn btn-primary pull-right" name="submit">Login</button>

</div></div></div></form></div></div></div>

</div><!--/.wrapper-->

<script src="scripts/jquery-1.9.1.min.js" type="text/javascript"></script>

<script src="scripts/jquery-ui-1.10.1.custom.min.js" type="text/javascript"></script>

<script src="bootstrap/js/bootstrap.min.js" type="text/javascript"></script>

</body>

**5.3 BACK END**

* MySQL
* PHP

**5.3.1 FEATURES**

* **MySQL databases are relational.**
* **MySQL software is Open Source.**
* **The MySQL Database Server is very fast, reliable, scalable, and easy to use.**
* **MySQL Server works in client/server or embedded systems.**
* **A large amount of contributed MySQL software is available.**

**5.4 CONNECTIVITY**

**5.4.1 MySQL**

MySQL, the most popular Open Source SQL database management system, is developed, distributed, and supported by Oracle Corporation. A database is a structured collection of data. It may be anything from a simple shopping list to a picture gallery or the vast amounts of information in a corporate network. To add, access, and process data stored in a computer database, you need a database management system such as MySQL Server. Since computers are very good at handling large amounts of data, database management systems play a central role in computing, as standalone utilities, or as parts of other applications.

**5.5 CODE**

**5.5.1 CODE FOR DATABASE CONNECTIVITY (MySQL)**

<?php

define('DB\_SERVER','localhost');

define('DB\_USER','root');

define('DB\_PASS' ,'');

define('DB\_NAME', 'cms');

$con = mysqli\_connect(DB\_SERVER,DB\_USER,DB\_PASS,DB\_NAME);

// Check connection

if (mysqli\_connect\_errno())

{

echo "Failed to connect to MySQL: " . mysqli\_connect\_error();

}

?>

**CHAPTER 6**

## **TESTING**

**6.1 INTRODUCTION**

Software testing is a critical element of software quality assurance and represents the ultimate review of specification, design and coding. In fact, testing is the one step in the software engineering process that could be viewed as destructive rather than constructive. A strategy for software testing integrates software test case design methods into a well-planned series of steps that result in the successful construction of software. Testing is the set of activities that can be planned in advance and conducted systematically. The underlying motivation of program testing is to affirm software quality with methods that can economically and effectively apply to both strategic to both large and small-scale systems.

**6.2 TEST RESULTS AND REPORT**

Test report is needed to reflect testing results in a formal way, which gives an opportunity to estimate testing result quickly. It is a document that records data obtained from an Evaluation experiment in an organization manner, describe the environmental or operating conditions, and shows the comparison of test results with objectives. Have shown the test case, test input, expected output, actual output and finally found the results and the test result was quite successful. The application is satisfied by the user. Usability testing examines the following feature of the app.

• How convenient is the application to end-user? So at the end the service can be carried out to the benefits of usability testing to the end of the user or learner.

• Application is easier to use.

• Application is more readily accepted by users

• Better UI for interaction.

**6.3 TEST CASE**

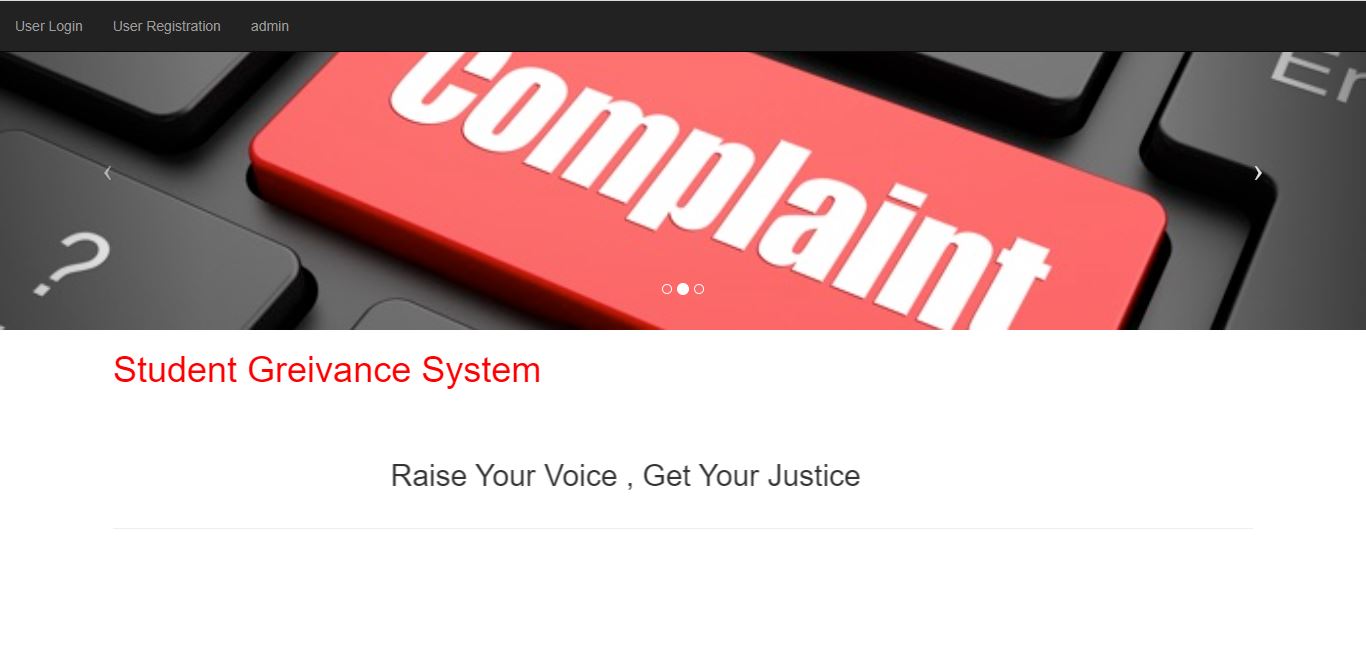
First the application is being test to authentication part for both user panel and admin panel. And the lodge complaint is being check for whether the complaint is register or not in the database. Next the application is being tested for complaint tracking page by the user. And then admin panel is test for updation of the user panel inputs remotely without changing the source code.

**TABLE 6.1**

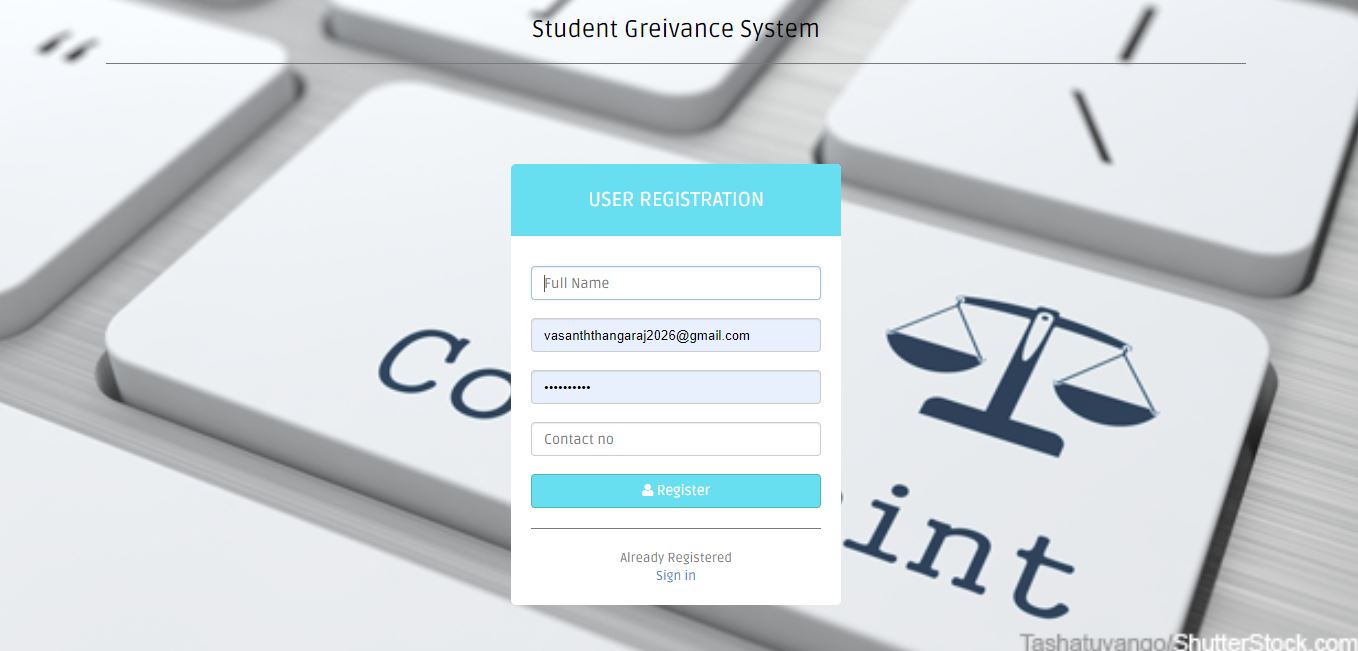
|  |  |  |  |
| --- | --- | --- | --- |
| **TEST** | **TEST DESCRIPTION** | **EXPECTED RESULT** | **TEST RESULT** |
| 1 | Test the application when the user clicks the user registration button redirects to the user registration page. | Displays the user registration page. | **Pass** |
| 2 | Test the application when the user clicks the admin button redirects to the admin panel. | Displays the admin user panel. | **Pass** |
| 3 | Test the application when the user clicks the lodge complaint button redirects to the complaint registration page. | Displays the complaint registration page. | **Pass** |
| 4 | Test the application when the user register the complaints, it shows the incremental count in user dashboard. | Displays the incremental complaint count in the user dashboard page. | **Pass** |
| 5 | Test the application when the admin user changes any input in the register complaint form using admin panel, it also affected in user panel too. | Displays updated form in the lodge complaint site. | **Pass** |
| 6 | Test the application when the admin user clicks verified button in the admin panel after verifying the complaint, count of closed complaints incremented by 1. | Displays the incremental closed complaints count in the user dashboard page. | **Pass** |

**CHAPTER-7**

**SCREENSHOTS**

****

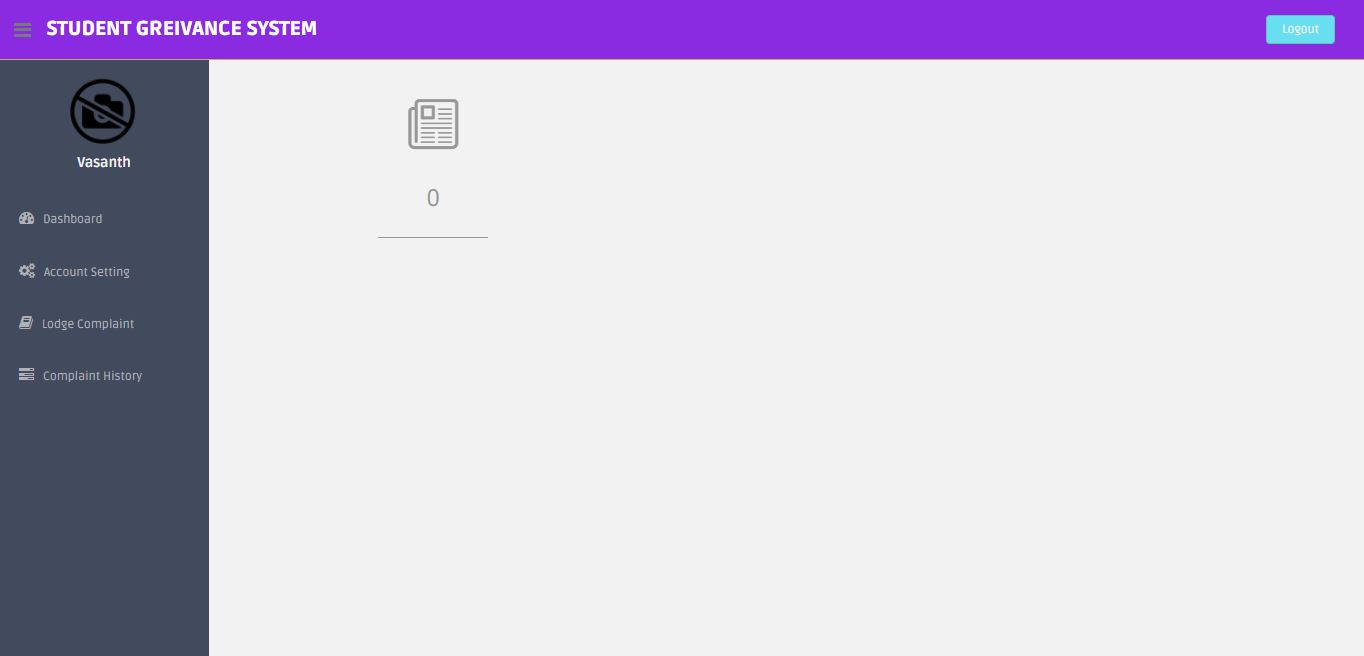
**FIGURE 7.1**

****

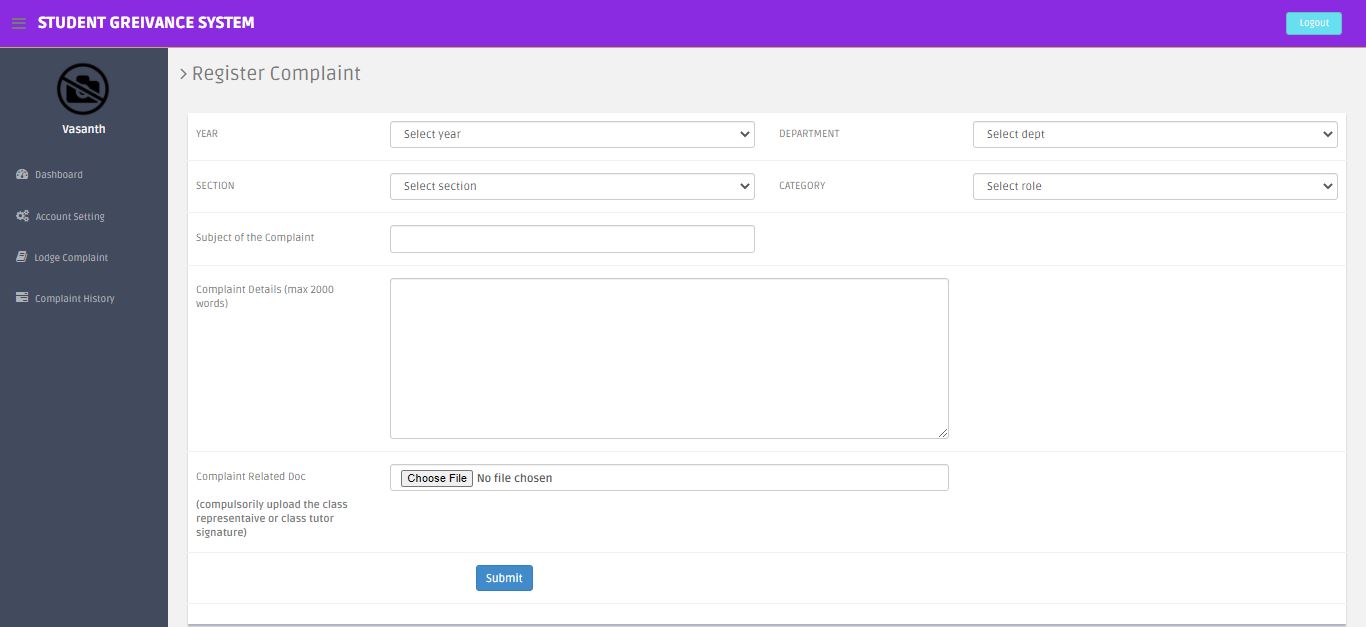
**FIGURE 7.2**

****

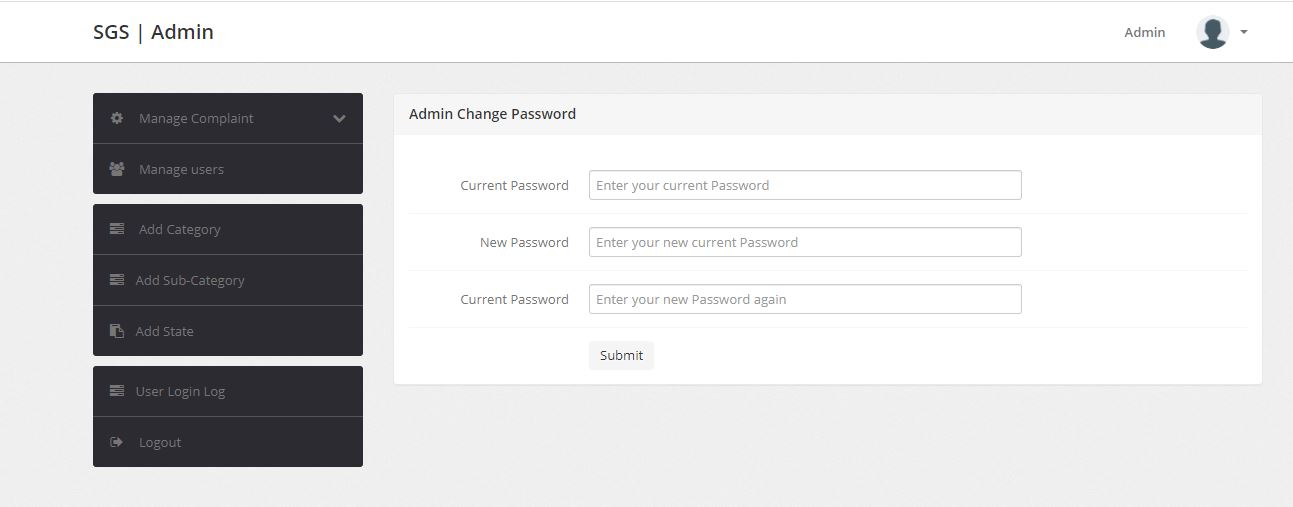
**FIGURE 7.3**

****

**FIGURE 7.4**

****

**FIGURE 7.5**



**FIGURE 7.6**

**CHAPTER-8**

**CONCLUSION & FUTURE WORK**

**8.1 CONCLUSION:**

This research work addressed Students’ grievance management system at in institute, It was affirmed in this study that organizational complaints are inevitable. A grievance management system like Institute use to receive various complaints from students. Complaints lodged range from Academic, Administrative, social and other issues relating to the student. This platform allows for complaints to be lodged remotely by students with issues relating to their registration, examination, examination result, computation of their Grade Point Average (GPA) and hall of residence complaints and thereby enhances the response time for the appropriate unit to resolve the addressed complaints.

* 1. **FUTURE SCOPE:**
* The future scope of this application is to develop for Faculty members to raise their complaints also.
* Penalty System will introduce to avoid the mis-use of the application by students.
* In future, user feedback site will create to know about the genuinity of the student grievance system.

.

**CHAPTER-9**

**REFERENCES**

**[1]** Claes F and Birger W; “A model for customer complaint Management” Marketing Science. Vol. 7 No.3 pp. 287-298. 1998

**[2]** Elijah E.O and Abdullahi U; “Imperatives of Customer Relationship Management in Nigeria Banking Industry” Kuwait chapter of Arabian Journal of Business and Management Review.Vol. 2 No.1 pp 60.62. 2012

**[3]** Okoro U.R et al;The cooperative prefix design approach-a worked sample-buhr mobile solution.ICACSET2014.Academia.edu/8721838/the\_cooperative\_prefix\_design\_approach. 2014

**[4]** Brodgett J. G and Anderson R.D; “A Bayesian Network Model of the consumer complaint process” Journal of service Research Vol. 2. No 4 pp. 321-338. 2008

**[5]** Oliver R.L;“Satisfaction: A Behavioral Perspective on the consumerNew York: McGraw- Hill companies. 2008