



Karachi Institute of Economics and Technology
College of Computing and Information Sciences
FINAL YEAR PROJECT – 2022

PROPOSAL

SEMESTER	FALL 2022	YEAR	2022-2023
TITLE OF PROPOSED PROJECT			
WE-Complaint			
Project Category (choose one)		<input type="checkbox"/> Product based	
SUPERVISOR INFORMATION			
Supervisor Name:		Organization/ Designation	
Contact No:		email:	
STUDENT(S) INFORMATION			
S#	Student ID	Name	
1	10466	Zarlish Abid	
Contact No:	03112584022	email:	zarlishabid77@gmail.com
2	10465	Humna Abid	
Contact No:	03162465501	email:	malikhhumna@gmail.com
PROJECT AREA/TOOLS			
Tools Required:		Android studio/VS Code//Flutter/Firebase	
Area/Specialization:		Big Data Analysis	
SUMMARY OF PROPOSED PROJECT (MAXIMUM 300 WORDS)			
<p>The major goal of this project is to assist the public in learning about their location and solving their issues online without having to see the officer repeatedly until the issue is resolved. The people could save their time using this technique. Its main goal is to offer a convenient method for registering complaints, tracking them, and removing them through an Android application.</p> <p>In order to allow the public to file complaints about street lights, water pipe leaks, rainwater drainage, road reconstruction, and waste systems, we plan to create a mobile application for complaint management. To create an automated solution to replace the current manual compliance management system. In order to increase productivity, complaints should be handled better. All residents of housing scheme societies are able to utilize our Android application to file complaints throughout their particular area.</p>			
PROJECT OBJECTIVE(S)/OUTCOMES			

We wish to switch from the manual CMS (Complaint Management System) that is now in place to an android application since we believe that doing so will benefit society as a whole, increase productivity, and save us time.

People can easily and properly register their complaints by using this application. They will be fully informed on the development of their complaints. They can also offer comments on the status of their concerns, regardless of whether they are happy or not.

These user complaints and administrative requirements are maintained. Users of these CMS systems can post feedback, which administrators can view.

FUNCTIONAL FEATURES

For FYP 1: (At least 70% of overall FYP) (Jury may update at the time of Proposal Defense)

System Modules:

USER

- Login
- Register
- My profile
- Post Complaint
- View complaint status
- Get Admin Contact details

Officer

- Register
- Login
- View Complaint

ADMIN

- Generate id & password for officer
- Create officer an account.
- View account
- Manage Location

For FYP 2: (Complete FYP)

Officer

- Update status
- Update proof of work
- View Status Count

ADMIN

- View User Details
- View Complaint Report
- View Status Count

- Testing
- Feedbacks
- Documentation

For Proposal Defense Purpose

PROPOSED ADVISORY COMMITTEE

S#	Faculty Name	Signature
1		
2		
3		
4		

FYP Committee

FYP COMMITTEE			
S#	Member(s) Name	Designation	Signature
1	Usman Khan (Head of FYP)	Asst. Professor	
2	Dr Salman A Khan (Main Campus- Head of the Dept.)	Professor	
3	Dr. Muhammad Khalid Khan (Associate Dean & Director , CoCIS)	Professor	
Date		00/00/0000	

