**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)** | | | | | □**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)** | | | | | | | | | | | |
| 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.  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. | | | | | | | | | | | |
| **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**

Page **2** of **3**

|  |  |  |
| --- | --- | --- |
| **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 |  |

Page **3** of **3**