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CONSUMER GRIEVIENCES MANAGEMENT SYSTEM

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Abstract: It helps 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 Android Application with the location mark in Google Map for Complaint registration and its Tracking and eradicating system and thus to prevent Corruption. To develop an3 application for complaint management system where public can register complaints for street light, water pipe leakage, rain water drainage, road reconstruction and garbage system. To transform the existing manual compliant management system into an automate system. For the better management of complaints to improve efficiency. All the peoples living in housing schemes societies can used our android application for the registration of their complaints within India.

Consumer Grieviences Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption. The objective of the consumer Grieviences management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements. Consumer Grieviences Management is a management technique for assessing, analysing and responding to customer complaints. Consumer management software is used to record resolve and respond to customer complaints, requests as well as facilitate any other feedback.

Customer grievances are part of business life of any corporate entity. The task of redressal of customer complaints is even more challenging in public complaints. It is the foremost responsibility of public to see that the grievances should be redressed completely to the customers satisfaction and if the customer is not satisfied, then the customer should be provided with alternate avenues to escalate the issue. Unfortunately, the grievance redressal mechanism in the public sector has not been properly implemented. There are a number of complaints which has not been redressed in the records of the public.

CHAPTER 1

INTRODUCTION

Customer Complaints are considered vital and significant information that can be utilized to attain customers' satisfaction. Consequently, establishing a complaint handling system is essential towards addressing customer dissatisfaction and preventing similar problems from reoccurring. The main objective of this paper is to investigate the degree of association between customers' complaint behaviors and their complaints about the goods or services they get. The paper proposes a generic approach for the Customer Complaint Management System that can be effective in reducing customers' complaints through urging customers to participate in controlling the quality of the services or goods offered to them. The "Service" has been used to connect different databases from different platforms to retrieve certain data. The system starts by discussing the service implementation with the web-application interface development. Afterward, the "Service" is used to connect the three main Services used in the proposed complaint web service. These services have been explored to obtain the Citizen and Staff data and find out about how they are working. Then, they have been implemented in the web application, each according to the operation that calls the service to restore certain data. It was supposed that to complete the e-complaint system cycle, there is a need for five modules to implement this cycle; the first module is related to the "Citizen" who wants to fill his/her complaint; the second is the "Admin" who manages the system users; the third is the "Agent" who will handle the Citizen complaints; the fourth is the "Staff" who will analyze the causes and actions of each complaint; and the fifth module is the "Supervisor" who views the overviews reports and takes decisions for improvements.

A complaint system is a set of procedures used in organizations to address complaints and resolve disputes. Complaint systems in the US have undergone several innovations especially since about 1970 with the advent of extensive workplace regulation. Notably in many countries, conflict management channels and systems have evolved from a major focus on labor-management relations to a much wider purview that includes unionized workers and also managers, non-union employees, professional staff, students, trainees, vendors, donors, customers, etc. There is also a major need to collect, review and understand the nature of conflict management and complaint systems around the world. Studies and citations are needed about how complaint systems work for women as well as men. Research is needed as to how systems work for many different national groups, for people of different socio-economic classes, and different ages, and different religions, and especially for contract workers and immigrant workers, in every country. A number of Artificial Intelligence technologies are helpful in complaint resolution process, understanding the attitudes of involved parties and reasoning about them, in particular, based on Belief–desire–intention model. Concept learning is an adequate formalism to reason about complaints.

1.1 ABOUT THE PROJECT

The main objective of this application is to automate the complete operations of the Consumer Grieviences Management. They need maintain hundreds of thousands of records. Also searching should be very faster so they can find required details instantly.

To develop a web-based portal to facilitate the co-ordination between supply and demand of problems. Smooth flow of data without any hurdles. Adequate validation checks for data entry. Adequate security of data. Facility to update data from time to time. Prompt and specific retrieval of data. Flexibility in the system according to the changing environment. Controlling redundancy in storing the same data multiple times. Accuracy, timeliness and comprehensiveness of the system output. Stability and operability by people of average intelligence. Enhancement in the completion of work within the constraints of time

1.2 MODULES

- Admin
- Category
- Sub Category
- State
- Manage Complaint
- Manage User
- Users log
- User Registration
- User Dashboard
- User Profile
- Lodge Complaint
- Complaint History

CHAPTER 2

SYSTEM SPECIFICATIONS

2.1 HARDWARE SPECIFICATION

PROCESSOR	:	Pentium IV
HARD DISK	:	40GB HDD
RAM	:	512 MB
MONITOR	:	1024 * 768 Resolution Color Monitor

2.2 SOFTWARE SPECIFICATION

FRONT END	:	PHP
BACK END	:	MY-SQL
TOOL	:	WAMP

2.3 ABOUT THE SOFTWARE

PHP TRIAD

PHPTriad installs a complete working PHP/MySQL server environment on Windows platforms (9x/ NT). Installs PHP, MySQL, Apache and PHPMyAdmin.

PHP

PHP is a scripting language originally designed for producing dynamic web pages. It has evolved to include a command line interface capability and can be used in standalone graphical applications. While PHP was originally created by Rasmus Lerdorf in 1995, the main implementation of PHP is now produced by The PHP Group and serves as the de facto standard for PHP as there is no formal specification. PHP is free software released under the PHP License, however it is incompatible with the GNU General Public License (GPL), due to restrictions on the usage of the term PHP. It is a widely-used general-purpose scripting language that is especially suited for web development and can be embedded into HTML. It generally runs on a web server, taking PHP code as its input and creating web pages as output. It can be deployed on most web servers and on almost every operating system and platform free of charge. PHP is installed on more than 20 million websites and 1 million web servers.

PHP originally stood for Personal Home Page. It began in 1994 as a set of Common Gateway Interface binaries written in the C programming language by the Danish/Greenlandic programmer Rasmus Lerdorf. Lerdorf initially created these Personal Home Page Tools to replace a small set of Perl scripts he had been using to maintain his personal homepage. The tools were used to perform tasks such as displaying his résumé and recording how much traffic his page was receiving. It combined these binaries with his Form Interpreter to create PHP/FI, which had more functionality. PHP/FI included a larger implementation for the C programming language and could communicate with databases, enabling the building of simple, dynamic web applications.

Lerdorf released PHP publicly on June 8, 1995 to accelerate bug location and improve the code. This release was named PHP version 2 and already had the basic functionality that PHP has today. This included Perl-like variables, form handling, and the ability to embed HTML. The syntax was similar to Perl but was more limited, simpler, and less consistent. Zeev Suraski and Andi Gutmans, two Israeli developers at the Technion IIT, rewrote the parser in 1997 and formed the base of PHP 3, changing the language's name to the recursive initialism *PHP: Hypertext Preprocessor*. The development team officially released PHP/FI 2 in November 1997 after months of beta testing. Afterwards, public testing of PHP 3 began, and the official launch came in June 1998. Suraski and Gutmans then started a new rewrite of PHP's core, producing the Zend Engine in 1999.

On May 22, 2000, PHP 4, powered by the Zend Engine 1.0, was released. On July 13, 2004, PHP 5 was released, powered by the new Zend Engine II. PHP 5 included new features such as improved support for object-oriented programming, the PHP Data Objects extension (which defines a lightweight and consistent interface for accessing databases), and numerous performance enhancements. The most recent update released by The PHP Group is for the older PHP version 4 code branch.

In 2008, PHP 5 became the only stable version under development. Late static binding has been missing from PHP and will be added in version 5.3. PHP 6 is under development alongside PHP 5. Major changes include the removal of register_globals, magic quotes, and safe mode. The reason for the removals was because register_globals had given way to security holes, and magic quotes had an unpredictable nature, and was best avoided. Instead, to escape characters, Magic quotes may be substituted with the addslashes() function, or more appropriately an escape mechanism specific to the database vendor itself like mysql_real_escape_string() for MySQL.

PHP does not have complete native support for Unicode or multibyte strings; Unicode support will be included in PHP 6. Many high-profile open-source projects ceased to support PHP 4 in new code as of February 5, 2008, due to the GoPHP5 initiative, provided by a consortium of PHP developers promoting the transition from PHP 4 to PHP 5. It runs in both 32-bit and 64-bit environments, but on Windows the only official distribution is 32-bit, requiring Windows 32-bit compatibility mode to be enabled while using IIS in a 64-bit Windows environment. There is a third-party distribution available for 64-bit Windows.

Usage

PHP is a general-purpose scripting language that is especially suited for web development. PHP generally runs on a web server, taking PHP code as its input and creating web pages as output. It can also be used for command-line scripting and client-side GUI applications. PHP can be deployed on most web servers, many operating systems and platforms, and can be used with many relational database management systems. It is available free of charge, and the PHP Group provides the complete source code for users to build, customize and extend for their own use.

PHP primarily acts as a filter, taking input from a file or stream containing text and/or PHP instructions and outputs another stream of data; most commonly the output will be HTML. It can automatically detect the language of the user. From PHP 4, the PHP parser compiles input to produce bytecode for processing by the Zend Engine, giving improved performance over its interpreter predecessor. In 2008, PHP 5 became the only stable version under development. Late static binding has been missing from PHP and will be added in version 5.3. PHP 6 is under development alongside PHP 5. Major changes include the removal of register_globals, magic quotes, and safe mode. The reason for the removals was because register_globals had given way to security holes, and magic quotes had an unpredictable nature, and was best avoided. Instead, to escape characters, Magic quotes may be substituted with the addslashes() function, or more appropriately an escape mechanism specific to the database vendor itself like mysql_real_escape_string() for MySQL.

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Speed optimization

As with many scripting languages, PHP scripts are normally kept as human-readable source code, even on production web servers. In this case, PHP scripts will be compiled at runtime by the PHP engine, which increases their execution time. PHP scripts are able to be compiled before runtime using PHP compilers as with other programming languages such as C (the language PHP and its extensions are written in). Code optimizers aim to reduce the computational complexity of the compiled code by reducing its size and making other changes that can reduce the execution time with the overall goal of improving performance. The nature of the PHP compiler is such that there are often opportunities for code optimization, and an example of a code optimizer is the Zend Optimizer PHP extension.

Security

The National Vulnerability Database stores all vulnerabilities found in computer software. The overall proportion of PHP-related vulnerabilities on the database amounted to: 12% in 2003, 20% in 2004, 28% in 2005, 43% in 2006, 36% in 2007, and 35% in 2008. Most of these PHP-related vulnerabilities can be exploited remotely: they allow hackers to steal or destroy data from data sources linked to the webserver (such as an SQL database), send spam or contribute to DOS attacks using malware, which itself can be installed on the vulnerable servers.

These vulnerabilities are caused mostly by not following best practice programming rules: technical security flaws of the language itself or of its core libraries are not frequent. Recognizing that programmers cannot be trusted, some languages include taint checking to detect automatically the lack of input validation which induces many issues. However, such a feature is being developed for PHP

Hosting PHP applications on a server requires a careful and constant attention to deal with these security risks. There are advanced protection patches such as Suhosin and Hardening-Patch, especially designed for web hosting environments. Installing PHP as a CGI binary rather than as an Apache module is the preferred method for added security. With respect to securing the code itself, PHP code can be obfuscated to make it difficult to read while remaining functional.

Functions

PHP has hundreds of base functions and thousands more from extensions. These functions are well documented on the PHP site, but unfortunately, the built-in library has a wide variety of naming conventions and inconsistencies. PHP currently has no functions for thread programming.

Version 5.2 and earlier

Functions are not first-class functions and can only be referenced by their name—directly or dynamically by a variable containing the name of the function. User-defined functions can be created at any time without being prototyped. Functions can be defined inside code blocks, permitting a run-time decision as to whether or not a function should be defined. Function calls must use parentheses, with the exception of zero argument class constructor functions called with the PHP new operator, where parentheses are optional. PHP supports quasi-anonymous functions through the create_function() function, although they are not true anonymous functions because anonymous functions are nameless, but functions can only be referenced by name, or indirectly through a variable $function_name();, in PHP.

Objects

Basic object-oriented programming functionality was added in PHP 3. Object handling was completely rewritten for PHP 5, expanding the feature set and enhancing performance. In previous versions of PHP, objects were handled like primitive types. The drawback of this method was that the whole object was copied when a variable was assigned or passed as a parameter to a method. In the new approach, objects are referenced by handle, and not by value. PHP 5 introduced private and protected member variables and methods, along with abstract classes and final classes as well as abstract methods and final methods. It also introduced a standard way of declaring constructors and destructors, similar to that of other object-oriented languages such as C++, and a standard exception handling model.

Furthermore, PHP 5 added interfaces and allowed for multiple interfaces to be implemented. There are special interfaces that allow objects to interact with the runtime system. Objects implementing ArrayAccess can be used with array syntax and objects implementing Iterator or IteratorAggregate can be used with the foreach language construct. There is no virtual table feature in the engine, so static variables are bound with a name instead of a reference at compile time.

Resources

PHP includes free and open source libraries with the core build. PHP is a fundamentally Internet-aware system with modules built in for accessing FTP servers, many database servers, embedded SQL libraries such as embedded PostgreSQL, MySQL and SQLite, LDAP servers, and others. Many functions familiar to C programmers such as those in the stdio family are available in the standard PHP build. PHP has traditionally used features such as “magic_quotes_gpc” and “magic_quotes_runtime” which attempt to escape apostrophes (‘) and quotes (“) in strings in the assumption that they will be used in databases, to prevent SQL injection attacks. This leads to confusion over which data is escaped and which is not, and to problems when data is not in fact used as input to a database and when the escaping used is not completely correct. To make code portable between servers which do and do not use magic quotes, developers can preface their code with a script to reverse the effect of magic quotes when it is applied.

PHP allows developers to write extensions in C to add functionality to the PHP language. These can then be compiled into PHP or loaded dynamically at runtime. Extensions have been written to add support for the Windows API, process management on Unix-like operating systems, multibyte strings (Unicode), cURL and several popular compression formats. Some more unusual features include integration with Internet Relay Chat, dynamic generation of images and Adobe Flash content, and even speech synthesis. The PHP Extension Community Library (PECL) project is a repository for extensions to the PHP language. Zend provides a certification exam for programmers to become certified PHP developers.

MY SQL

What is a database? Quite simply, it’s an organized collection of data. A database management system (DBMS) such as Access, FileMaker Pro, Oracle or SQL Server provides you with the software tools you need to organize that data in a flexible manner. It includes facilities to add, modify or delete data from the database, ask questions (or queries) about the data stored in the database and produce reports summarizing selected contents.

MySQL is a multithreaded, multi-user SQL database management system (DBMS). The basic program runs as a server providing multi-user access to a number of databases. Originally financed in a similar fashion to the JBoss model, MySQL was owned and sponsored by a single for-profit firm, the Swedish company MySQLAB now a subsidiary of Sun Microsystem , which holds the copyright to most of the codebase. The project’s source code is available under terms of the GNU General Public Licence, as well as under a variety of proprietary agreements.

MySQL is a database. The data in MySQL is stored in database objects called tables. A table is a collections of related data entries and it consists of columns and rows. Databases are useful when storing information categorically. A company may have a database with the following tables: "Employees", "Products", "Customers" and "Orders".

MySQL Functions

mysql_affected_rows — Get number of affected rows in previous MySQL operation

mysql_change_user — Change logged in user of the active connection mysql_client_encoding — Returns the name of the character set

mysql_close — Close MySQL connection mysql_connect — Open a connection to a MySQL Server mysql_create_db — Create a MySQL database mysql_data_seek — Move internal result pointer

mysql_db_name — Get result data

mysql_db_query — Send a MySQL query mysql_drop_db Drop (delete) a MySQL database

mysql_errno — Returns the numerical value of the error message from previous MySQL operation

mysql_error — Returns the text of the error message from previous MySQL operation mysql_escape_string — Escapes a string for use in a mysql_query

mysql_fetch_array — Fetch a result row as an associative array, a numeric array, or both

mysql_fetch_assoc — Fetch a result row as an associative array

mysql_fetch_field — Get column information from a result and return as an object

mysql_fetch_lengths — Get the length of each output in a result mysql_fetch_object — Fetch a result row as an object

mysql_ping — Ping a server connection or reconnect if there is no connection mysql_query Send a MySQL query

mysql_result — Get result data mysql_select_db — Select a MySQL database mysql_set_charset — Sets the client character set mysql_stat — Get current system

status mysql_tablename —

Get table name of field mysql_thread_id Return the current thread ID

mysql_unbuffered_query — Send an SQL query to MySQL, without fetching and buffering the result (*See Appendix 2 for more My_SQL Functions.*)

PHPMAdmin

PHPMyAdmin is an open-source tool written in PHP intended to handle the administration of MySQL over the World Wide Web. phpMyAdmin supports a wide range of operations with MySQL. Currently it can create and drop databases, create/drop/alter tables, delete/edit/add fields, execute any SQL statement, manage users and permissions, and manage keys on fields. while you still have the ability to directly execute any SQL statement. phpMyAdmin can manage a whole MySQL server (needs a super-user) as well as a single database.

Configuration Files

Apache uses a system of three text files for managing its configuration data. All three of these files (almost always) appear in Apache's ./conf directory and are designed to be edited by system administrators:

1. httpd.conf for general settings
2. srm.conf for resource settings
3. access.conf for security settings

When Apache first starts, these files are processed in the order shown above. Originally, the initial installation of Apache included default entries within each of the three files. In the most recent versions of Apache, however, the default installation has changed. Now httpd.conf is treated as the "master" configuration file and it contains all of the settings. Both srm.conf and access.conf still exist in the installation, but they contain no settings and are empty except for some comments.

CHAPTER 3

SYSTEM STUDY

3.1 EXISTING SYSTEM

In the existing system the people must go to the office for any kind of help. 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 and is not user friendly.

DISADVANTAGES OF EXIXTING SYSTEM

- It had Paper Work
- There is no human interaction if users have some enquiry.
- Time Consuming

3.2PROPOSED SYSTEM

The system excludes the need of maintaining paper Complaints as all the records are managed electronically. Administrator doesn’t have to keep a manual track of the users. Users don’t have visit the office for certain Complaints. The system then calculates the Complaints for every user and updates the information. Online Consumer Grieviences Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption, And The ability of providing many of the reports on the system, and add to Facilitate the process of submitting a complaint.

ADVANTAGES OF PROPSED SYSTEM

- Users don’t have visit the office for complaints.
- It saves human efforts and resources.
- System can be accessed anytime and from anywhere

CHAPTER-4

SYSTEM DESIGN

4.1 DATA FLOW DIAGRAM

A data flow diagram is graphical tool used to describe and analyze movement of data through a system. These are the central tool and the basis from which the other components are developed. The transformation of data from input to output, through processed, may be described logically and independently of physical components associated with the system. These are known as the logical data flow diagrams. The physical data flow diagrams show the actual implements and movement of data between people, departments and workstations. A full description of a system actually consists of a set of data flow diagrams. The development of DFD'S is done in several levels. Each process in lower level diagrams can be broken down into a more detailed DFD in the next level.

Level 0

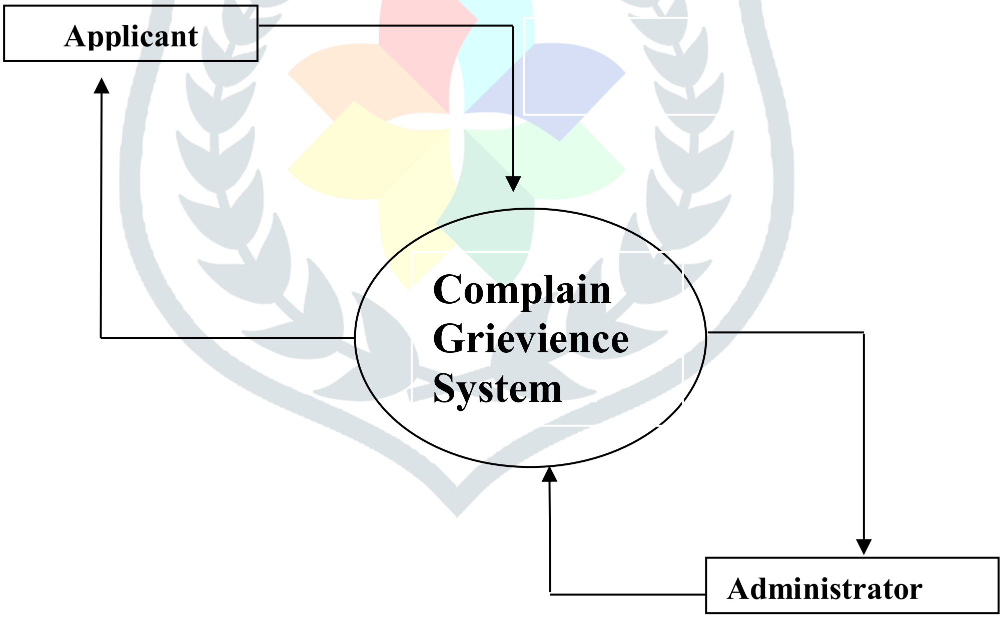


Fig 4.1.1 level 0 DFD Diagram

Level 1

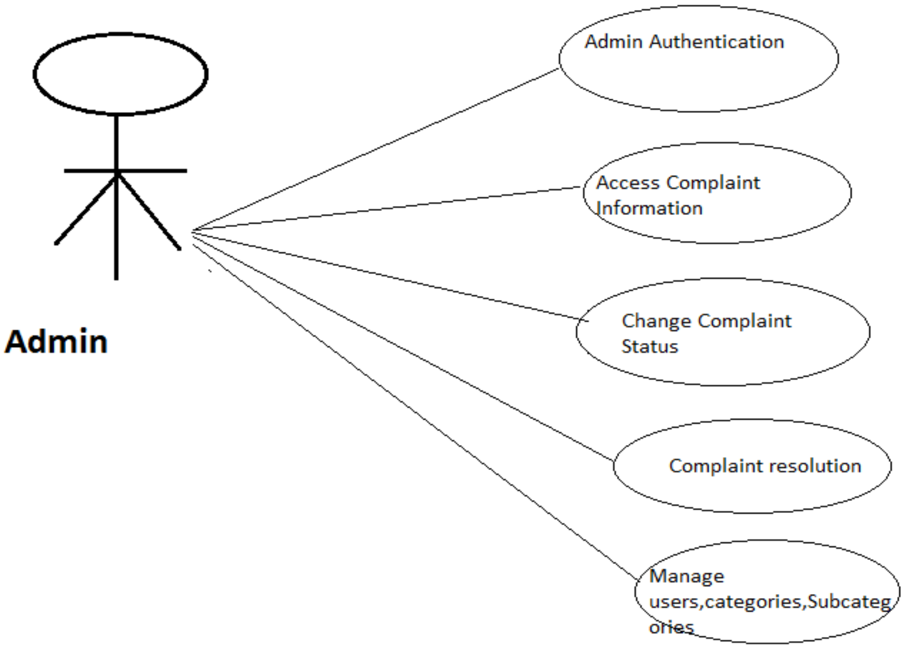


Fig 4.1.2 level 1 DFD Diagram

Level 2

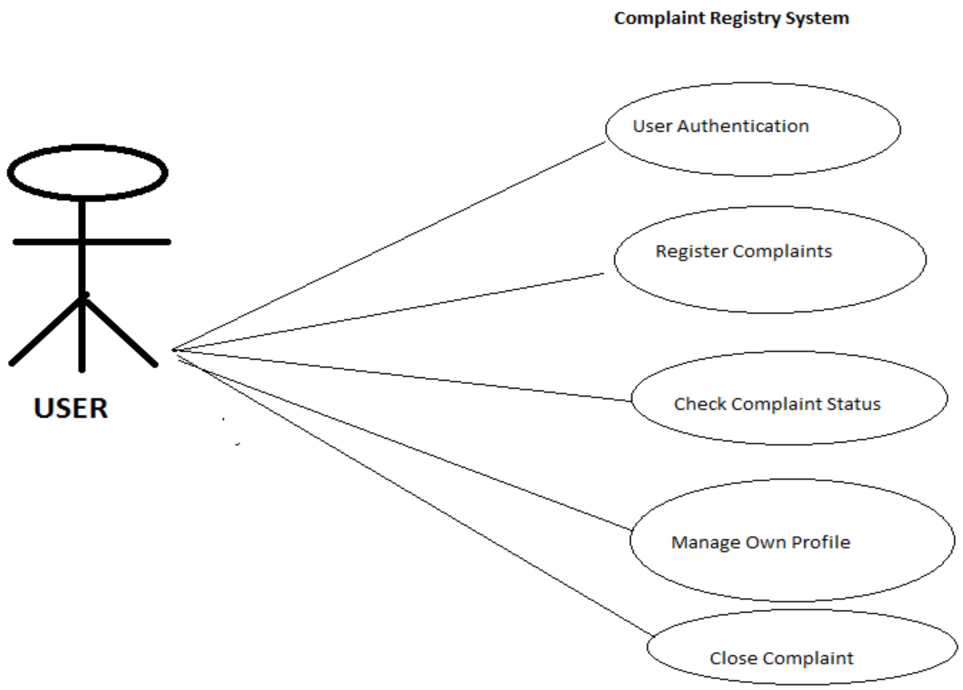


Fig 4.1.3 level 2 DFD Diagram

ER Diagram:

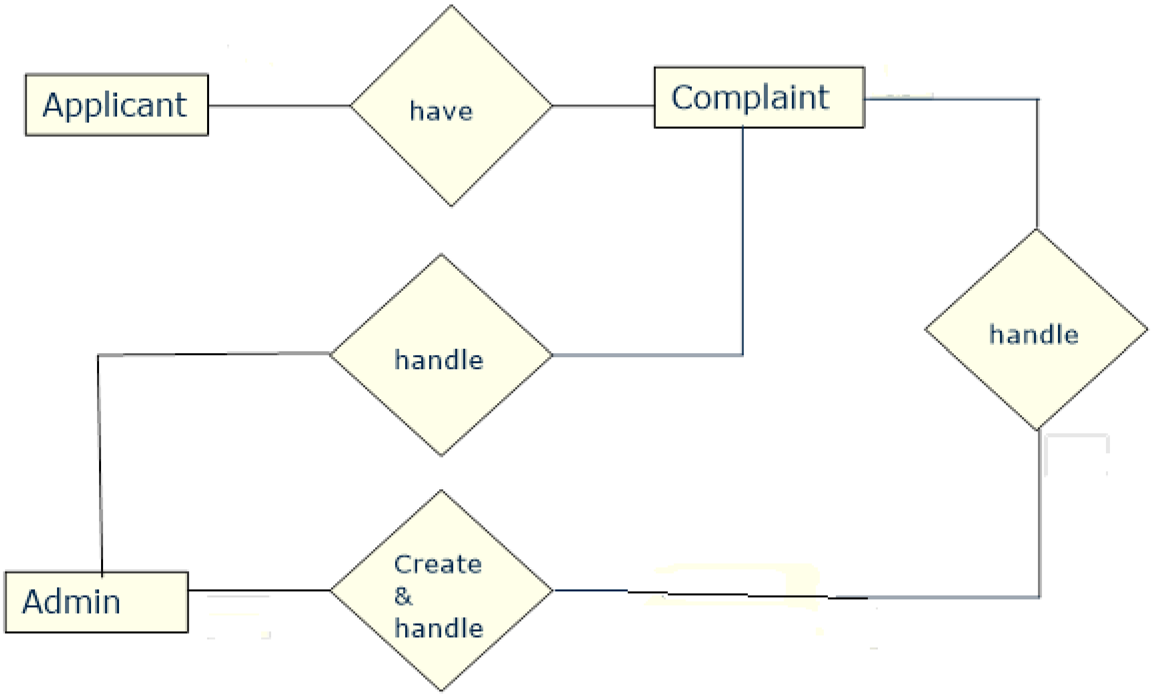
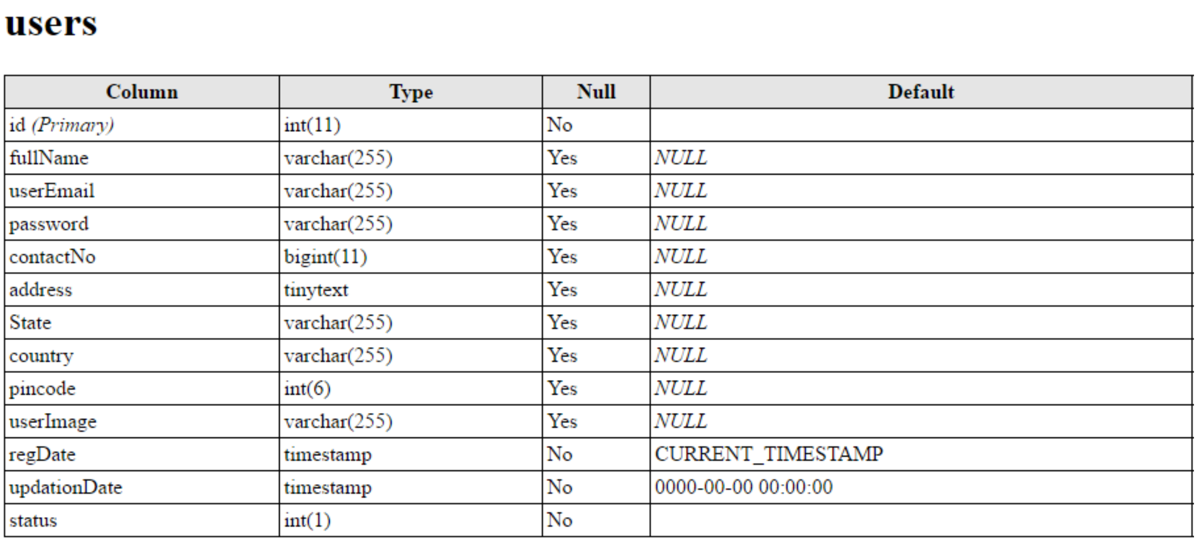


Fig 4.1.4 ER Diagram

4.2 TABLE DESIGN:

Table Name - Users Table

Primary Key - id

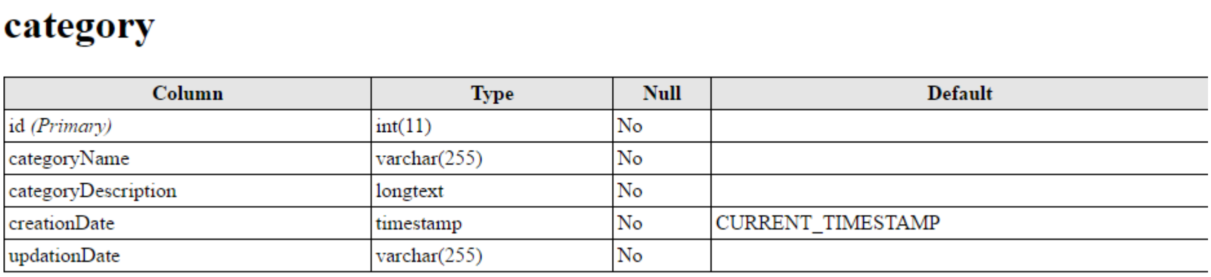


users

Column	Type	Null	Default
id *(Primary)*	int(11)	No	
fullName	varchar(255)	Yes	*NULL*
userEmail	varchar(255)	Yes	*NULL*
password	varchar(255)	Yes	*NULL*
contactNo	bigint(11)	Yes	*NULL*
address	tinytext	Yes	*NULL*
State	varchar(255)	Yes	*NULL*
country	varchar(255)	Yes	*NULL*
pincode	int(6)	Yes	*NULL*
userImage	varchar(255)	Yes	*NULL*
regDate	timestamp	No	CURRENT_TIMESTAMP
updationDate	timestamp	No	0000-00-00 00:00:00
status	int(1)	No	

Table Name-Category Table

Primary Key - id

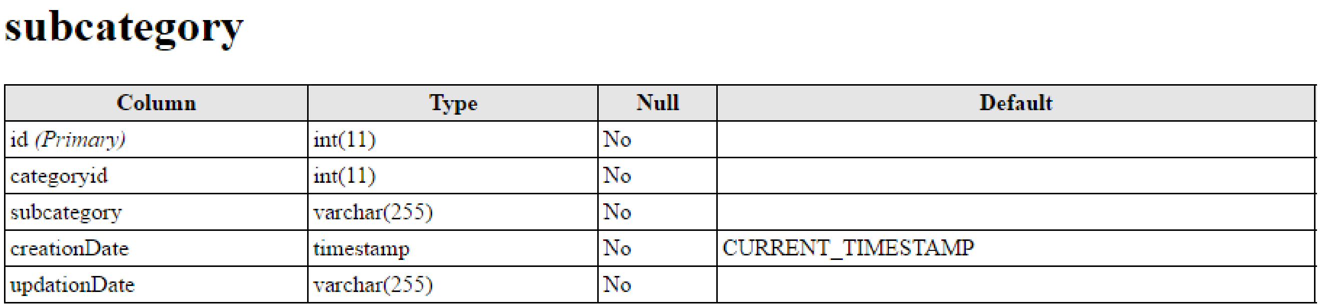


category

Column	Type	Null	Default
id *(Primary)*	int(11)	No	
categoryName	varchar(255)	No	
categoryDescription	longtext	No	
creationDate	timestamp	No	CURRENT_TIMESTAMP
updationDate	varchar(255)	No	

Table Name-Subcategory Table

Primary Key - id

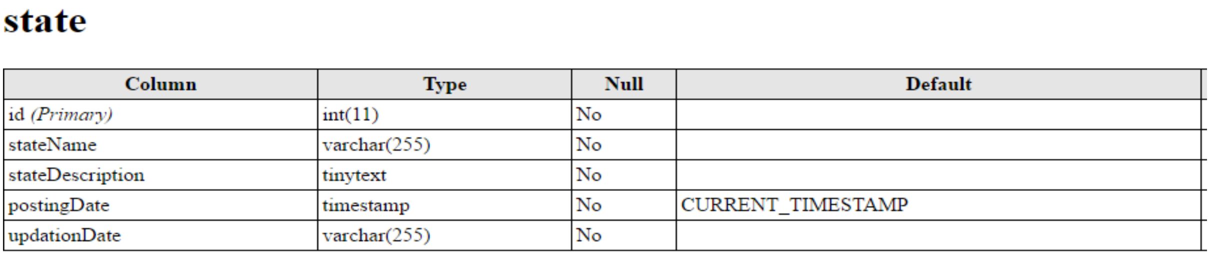


subcategory

Column	Type	Null	Default
id *(Primary)*	int(11)	No	
categoryid	int(11)	No	
subcategory	varchar(255)	No	
creationDate	timestamp	No	CURRENT_TIMESTAMP
updationDate	varchar(255)	No	

Table Name-State Table

Primary Key - id

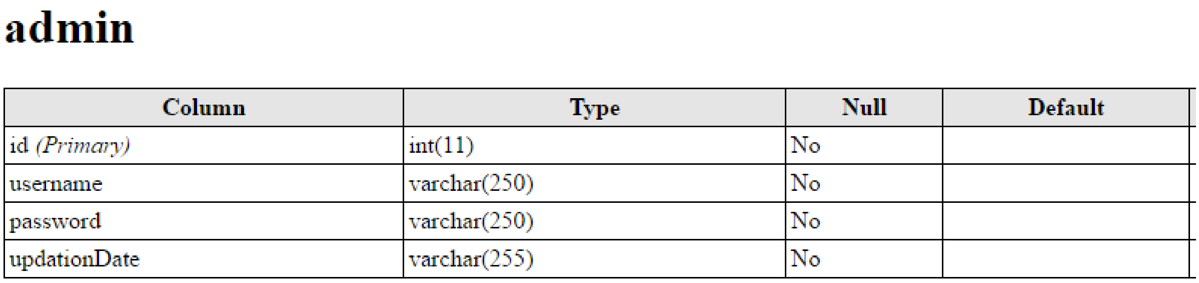


state

Column	Type	Null	Default
id *(Primary)*	int(11)	No	
stateName	varchar(255)	No	
stateDescription	tinytext	No	
postingDate	timestamp	No	CURRENT_TIMESTAMP
updationDate	varchar(255)	No	

Table Name-Admin Table

Primary Key - id

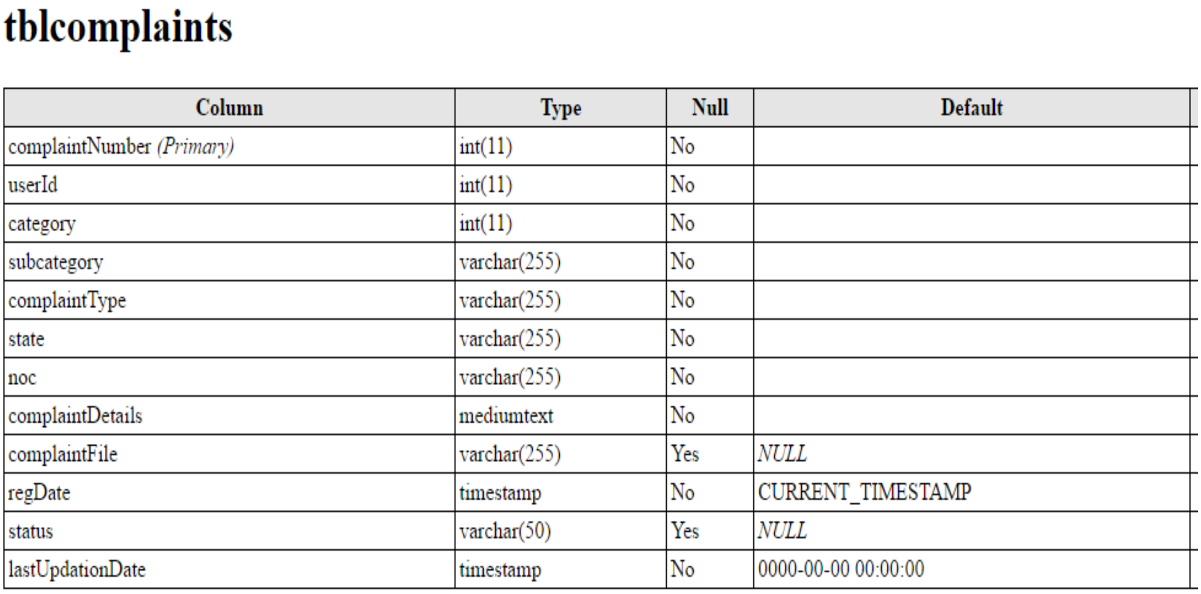


admin

Column	Type	Null	Default
id *(Primary)*	int(11)	No	
username	varchar(250)	No	
password	varchar(250)	No	
updationDate	varchar(255)	No	

Table Name-Tblcomplaints Table

Primary Key - id

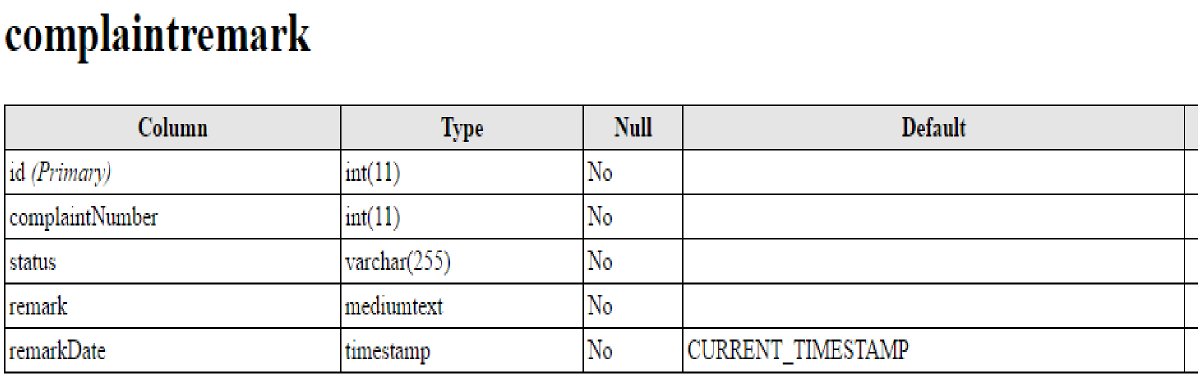


tblcomplaints

Column	Type	Null	Default
complaintNumber *(Primary)*	int(11)	No	
userId	int(11)	No	
category	int(11)	No	
subcategory	varchar(255)	No	
complaintType	varchar(255)	No	
state	varchar(255)	No	
noc	varchar(255)	No	
complaintDetails	mediumtext	No	
complaintFile	varchar(255)	Yes	*NULL*
regDate	timestamp	No	CURRENT_TIMESTAMP
status	varchar(50)	Yes	*NULL*
lastUpdationDate	timestamp	No	0000-00-00 00:00:00

Table Name-Complaintremark Table

Primary Key - id

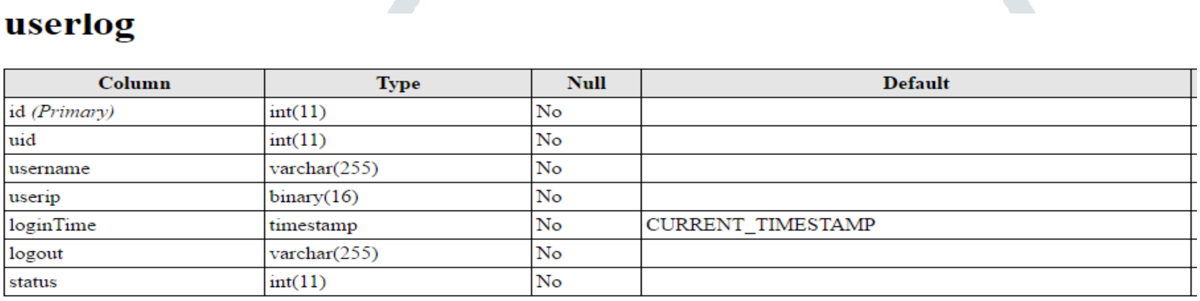


complaintremark

Column	Type	Null	Default
id *(Primary)*	int(11)	No	
complaintNumber	int(11)	No	
status	varchar(255)	No	
remark	mediumtext	No	
remarkDate	timestamp	No	CURRENT_TIMESTAMP

Table Name- User log Table

Primary Key - id



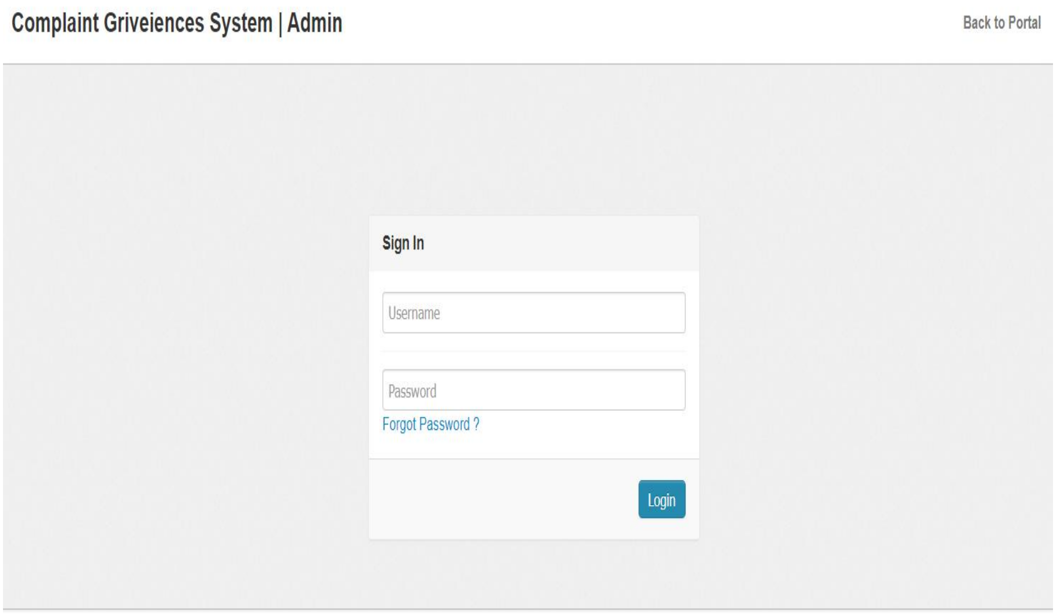
userlog

Column	Type	Null	Default
id *(Primary)*	int(11)	No	
uid	int(11)	No	
username	varchar(255)	No	
userip	binary(16)	No	
loginTime	timestamp	No	CURRENT_TIMESTAMP
logout	varchar(255)	No	
status	int(11)	No	

4.3 INPUT DESIGN

The input design is the link between the information system and the user. It comprises the developing specification and procedures for data preparation and those steps are necessary to put transaction data in to a usable form for processing can be achieved by inspecting the computer to read data from a written or printed document or it can occur by having people keying the data directly into the system. The design of input focuses on controlling the amount of input required, controlling the errors, avoiding delay, avoiding extra steps and keeping the process simple. The input is designed in such a way so that it provides security and ease of use with retaining the privacy. Input Design considered the following things:

- What data should be given as input?
- How the data should be arranged or coded?
- The dialog to guide the operating personnel in providing input.


Complaint Griveiences System | Admin

Back to Portal

Sign In

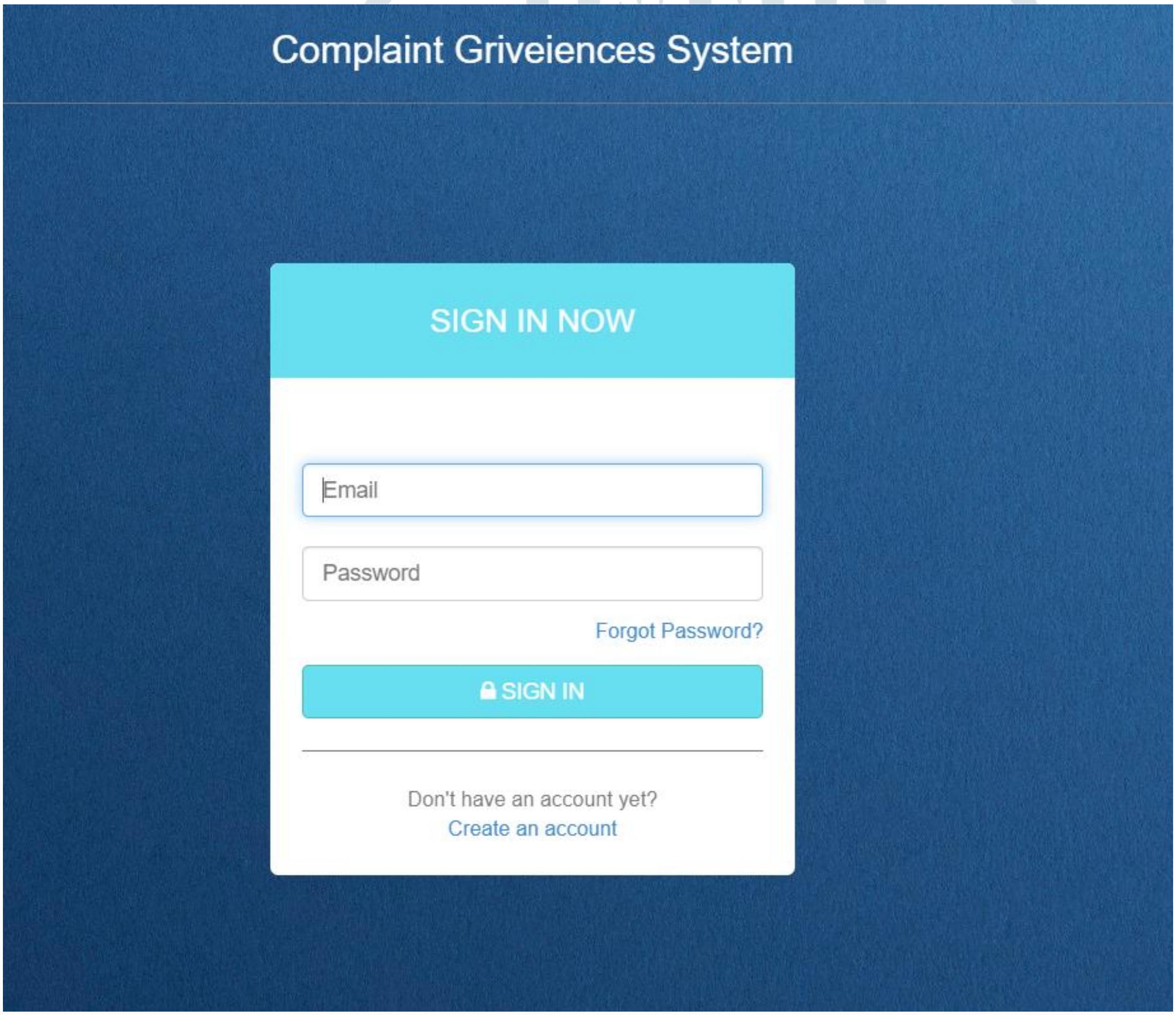
Username

Password

Forgot Password ?

Login

Fig 4.3.1 Admin Login


Complaint Griveiences System

SIGN IN NOW

Email

Password

Forgot Password?

SIGN IN

Don't have an account yet?

Create an account

Fig 4.3.2 User Login

4.4 OUTPUT DESIGN

A quality output is one, which meets the requirements of the end user and presents the information clearly. In any system results of processing are communicated to the users and to other system through outputs. In output design it is determined how the information is to be displaced for immediate need and also the hard copy output. It is the most important and direct source information to the user. Efficient and intelligent output design improves the system's relationship to help user decision-making.

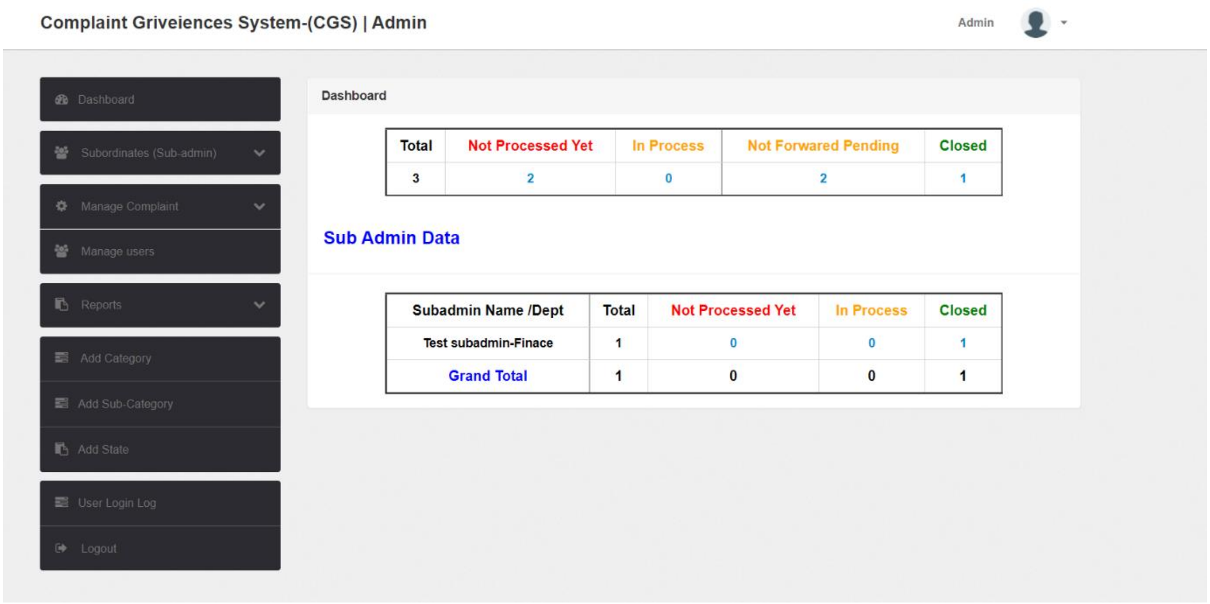
1. Designing computer output should proceed in an organized, well thought out manner; the right output must be developed while ensuring that each output element is designed so that people will find the system can use easily and effectively. When analysis design computer output, they should Identify the specific output that is needed to meet the requirements.

2. Select methods for presenting information.

3. Create document, report, or other formats that contain information produced by the system.

The output form of an information system should accomplish one or more of the following objectives.

- Convey information about past activities, current status or projections of the Future.
- Signal important events, opportunities, problems, or warnings.
- Trigger an action.
- Confirm an action.



Complaint Griveiences System-(CGS) | Admin

Dashboard

Total	Not Processed Yet	In Process	Not Forwared Pending	Closed
3	2	0	2	1

Sub Admin Data

Subadmin Name /Dept	Total	Not Processed Yet	In Process	Closed
Test subadmin-Finace	1	0	0	1
Grand Total	1	0	0	1

Fig 4.4.1 Admin Dashboard

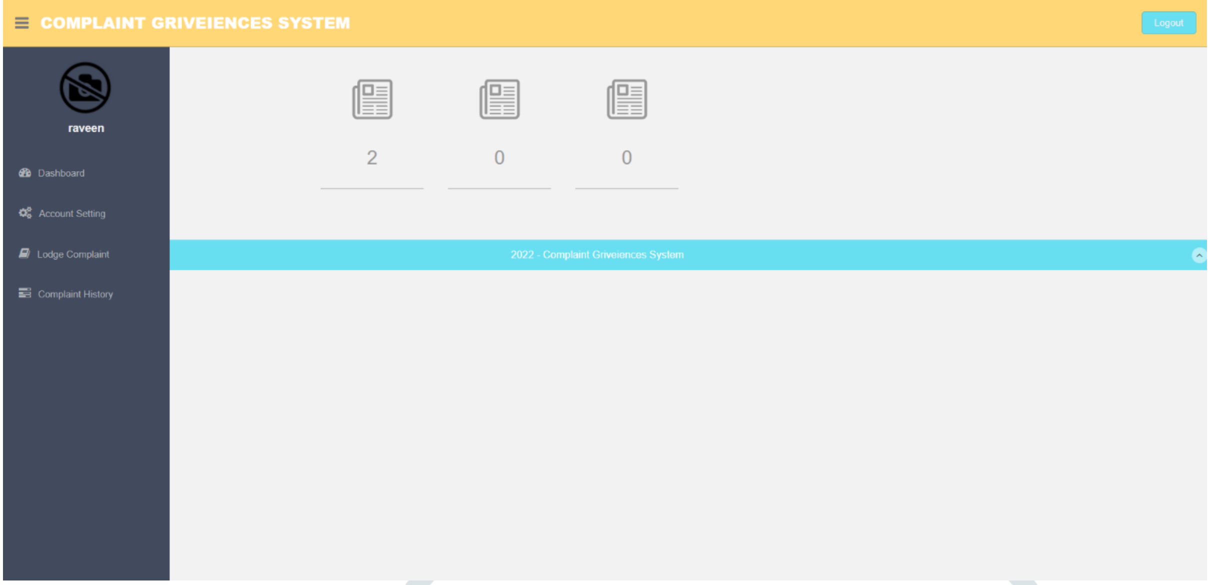


Fig 4.4.2 User Dashboard

CHAPTER 5

SYSTEM TESTING

5.1 SYSTEM TESTING

It is the process of exercising software with the intent of finding and ultimately correcting errors. This fundamental philosophy does not change for web applications, because web-based system and applications reside on network and inter-operate with many different operating systems, browsers, hardware platforms and communication protocols. Thus, searching for errors is significant challenge for web applications.

Testing issues:

- Client GUI should be considered.
- Target environment and platform considerations.
- Distributed database considerations.
- Distributed processing consideration.

5.1.1TESTING AND METHODLOGIES

System testing is the stage of implementation, which is aimed at ensuring that the system works accurately and efficiently before live operation commences. Testing is the process of executing the program with the intent of finding errors and missing operations and also a complete verification to determine whether the objectives are met and the user requirements are satisfied. The ultimate aim is quality assurance.

Tests are carried out and the results are compared with the expected document. In the case of erroneous results, debugging is done. Using detailed testing strategies a test plan is carried out on each module. The various tests performed in “Network Backup System” are unit testing, integration testing and user acceptance testing.

UNIT TESTING

The software units in a system are modules and routines that are assembled and integrated to perform a specific function. Unit testing focuses first on modules, independently of one another, to locate errors. This enables, to detect errors in coding and logic that are contained within each module. This testing includes entering data and ascertaining if the value matches to the type and size supported by java. The various controls are tested to ensure that each performs its action as required.

Integration Testing

Data can be lost across any interface, one module can have an adverse effect on another, sub functions when combined, may not produce the desired major functions. Integration testing is a systematic testing to discover errors associated within the interface. The objective is to take unit tested modules and build a program structure. All the modules are combined and tested as a whole. Here the Server module and Client module options are integrated and tested. This testing provides the assurance that the application is well integrated functional unit with smooth transition of data.

User Acceptance Testing

User acceptance of a system is the key factor for the success of any system. The system under consideration is tested for user acceptance by constantly keeping in touch with the system users at time of developing and making changes whenever required.

5.2 SYSTEM IMPLEMENTATION

Implementation is the stage in the project where the theoretical design is turned into a working system and is giving confidence on the new system for the users that it will work efficiently and effectively. It involves careful planning, investigation of the current system and its constraints on implementation, design of methods to achieve the change over, an evaluation of change over methods. Apart from planning major task of preparing the implementation are education and training of users. The implementation process begins with preparing a plan for the implementation of the system. According to this plan, the activities are to be carried out, discussions made regarding the equipment and resources and the additional equipment has to be acquired to implement the new system. In network backup system no additional resources are needed.

Implementation is the final and the most important phase. The most critical stage in achieving a successful new system is giving the users confidence that the new system will work and be effective. The system can be implemented only after thorough testing is done and if it is found to be working according to the specification. This method also offers the greatest security since the old system can take over if the errors are found or inability to handle certain type of transactions while using the new system.

User Training

After the system is implemented successfully, training of the user is one of the most important subtasks of the developer. For this purpose user manuals are prepared and handled over to the user to operate the developed system. Thus the users are trained to operate the developed system. Both the hardware and software securities are made to run the developed systems successfully in future. In order to put new application system into use, the following activities were taken care of:

- Preparation of user and system documentation
- Conducting user training with demo and hands on
- Test run for some period to ensure smooth switching over the system

The users are trained to use the newly developed functions. User manuals describing the procedures for using the functions listed on menu are circulated to all the users. It is confirmed that the system is implemented up to users need and expectations.

CHAPTER 6

CONCLUSIONS

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. Identification of the drawbacks of the existing system leads to the designing of computerized system that will be compatible to the existing system with the system which is more user friendly and more GUI oriented.

CHAPTER 7

FUTURE ENHANCEMENT

There is scope for future development of this project. The world of computer filed is not static; it is always subject to be dynamic. The technology which is famous today becomes outdated the very next day. To keep abstract of technical improvements, the system may be further refined. So, it is not concluded. Yet it will improve with further enhancements. Enhancements can be done in an efficient manner. We can even update the same with further modification establishment and can be integrate with minimal modification. Thus the project is flexible and can be enhanced at any time with more advanced features.

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- PHP Solutions: Dynamic Web Design Made Easy, By David Powers
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- Core PHP programming By Leon Atkinson, Zeev Suraski.
- PHP Object-Oriented Solutions By David Powers

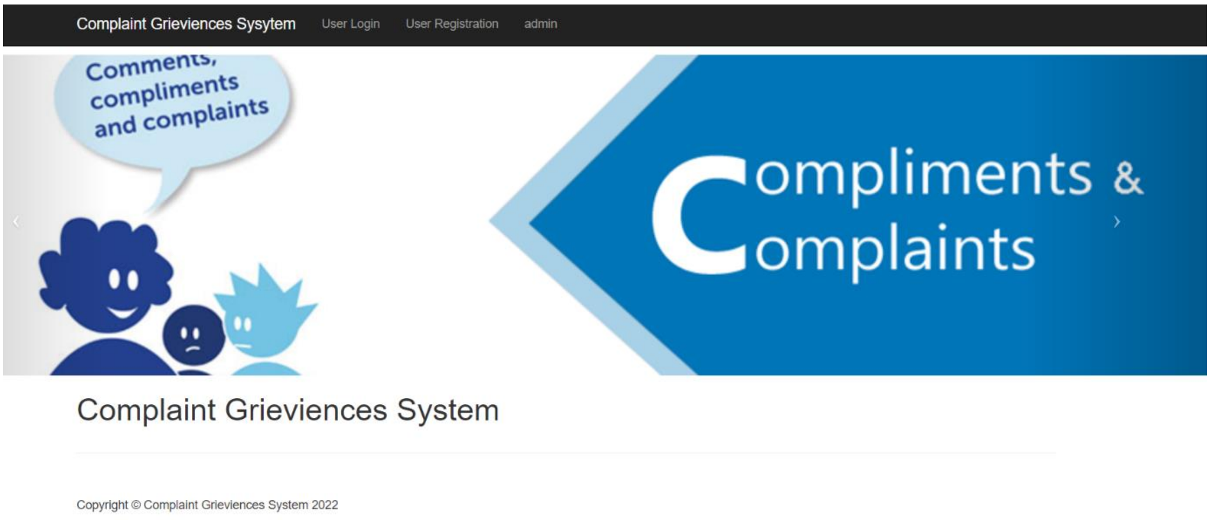
WEBSITES

- www.w3schools.com
- www.php.net/manual/en/tutorial.php
- www.tutorialspoint.com
- www.tizag.com/php
- www.codecademy.com/tracks/php

APPENDIX

A. SCREENSHOTS

Home page:


Complaint Grieviences Sysytem
User Login
User Registration
admin
Comments, compliments and complaints
Compliments & Complaints

Complaint Grieviences System

Copyright © Complaint Grieviences System 2022

Fig A.1 Home Page

Admin login page:

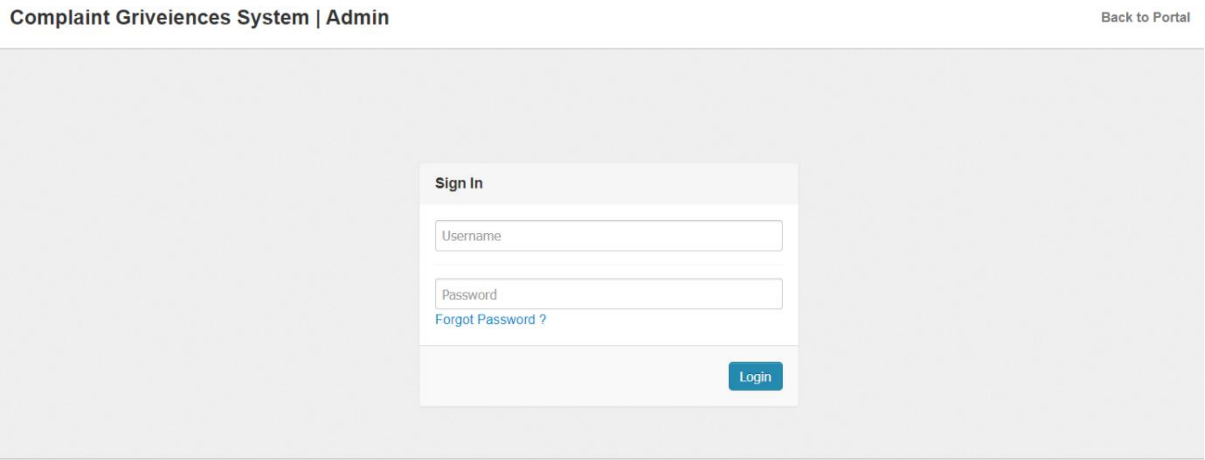
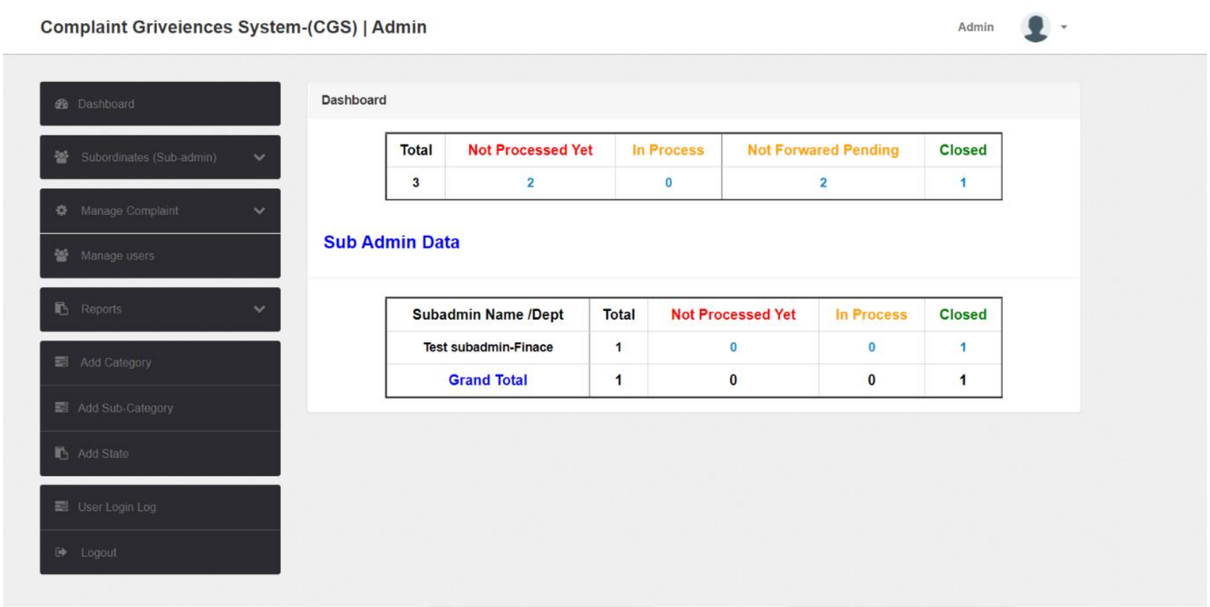


Fig A.2 Admin Login Page

Admin dashboard:



Dashboard

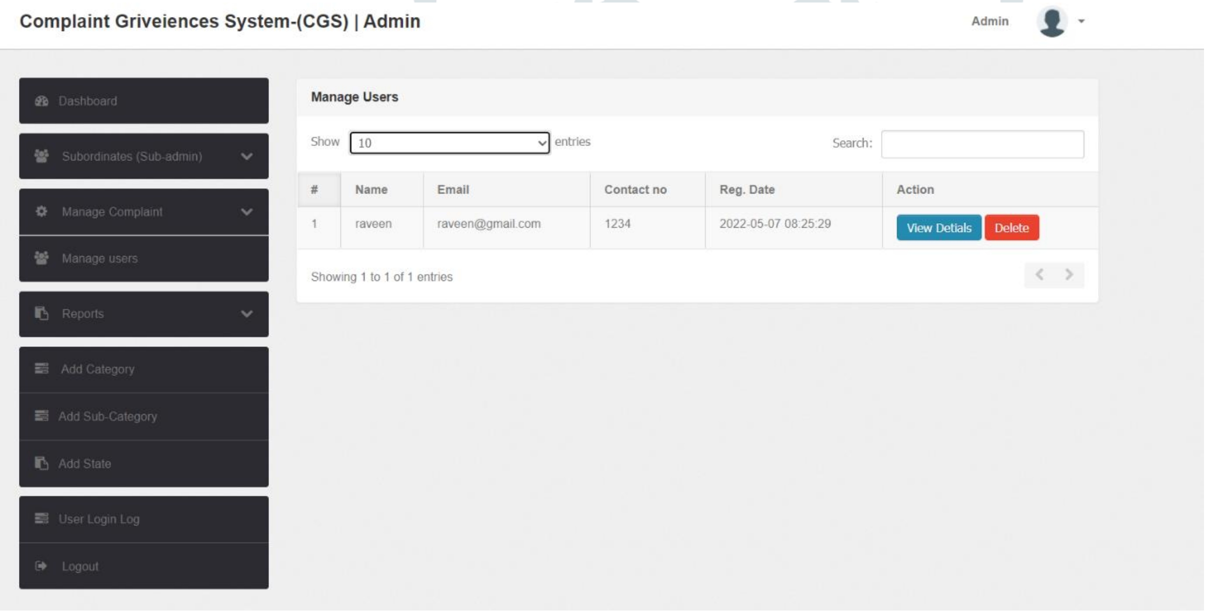
Total	Not Processed Yet	In Process	Not Forwarded Pending	Closed
3	2	0	2	1

Sub Admin Data

Subadmin Name /Dept	Total	Not Processed Yet	In Process	Closed
Test subadmin-Finace	1	0	0	1
Grand Total	1	0	0	1

Fig A.3 Admin Dashboard

Manager User:



Manage Users

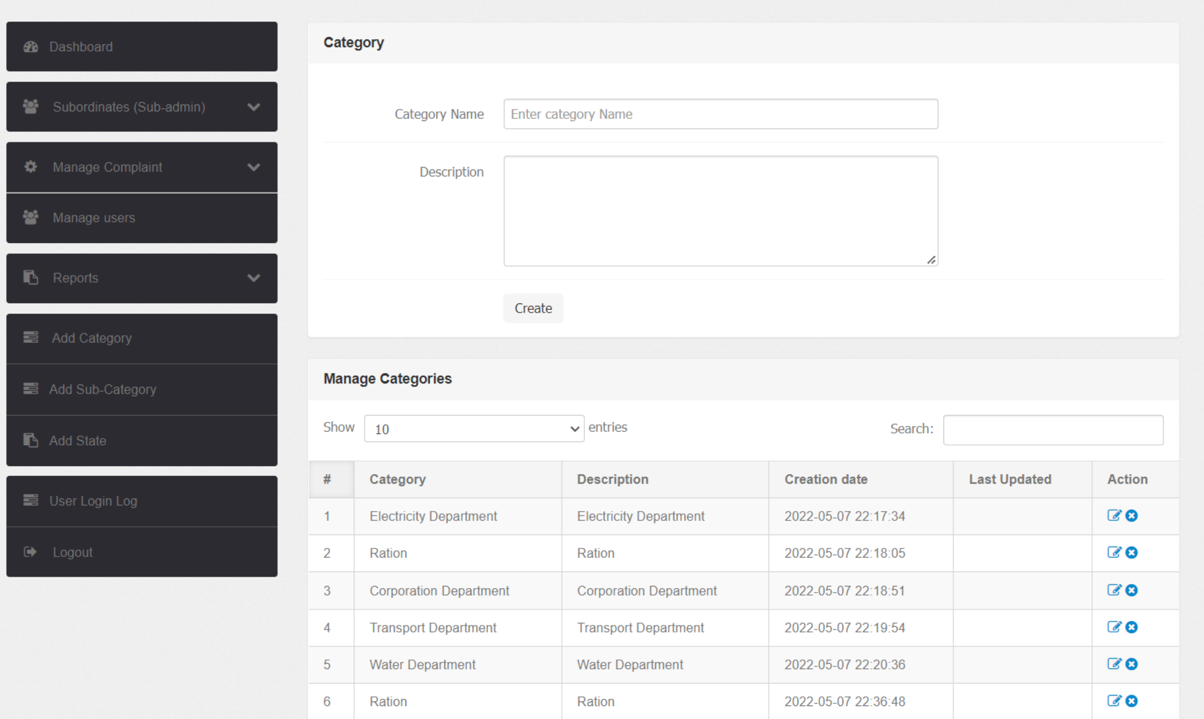
Show 10 entries Search:

#	Name	Email	Contact no	Reg. Date	Action
1	raveen	raveen@gmail.com	1234	2022-05-07 08:25:29	View Detials Delete

Showing 1 to 1 of 1 entries

Fig A.4 Manager User

Category:



Category

Category Name: Enter category Name

Description:

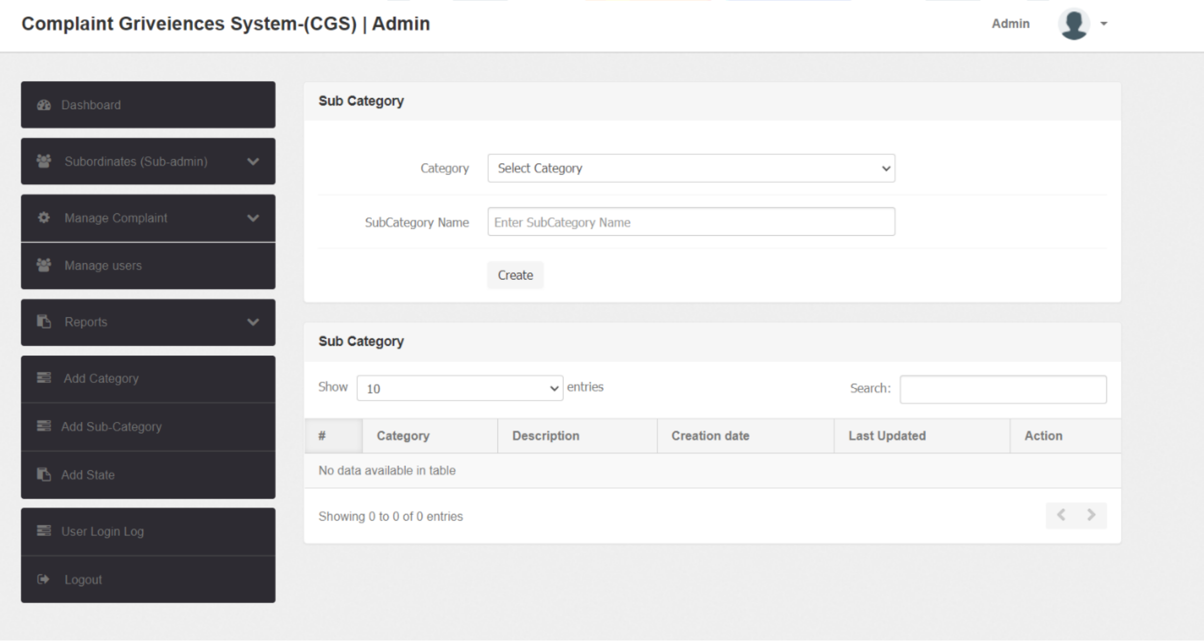
Manage Categories

Show 10 entries Search:

#	Category	Description	Creation date	Last Updated	Action
1	Electricity Department	Electricity Department	2022-05-07 22:17:34		✎ ✖
2	Ration	Ration	2022-05-07 22:18:05		✎ ✖
3	Corporation Department	Corporation Department	2022-05-07 22:18:51		✎ ✖
4	Transport Department	Transport Department	2022-05-07 22:19:54		✎ ✖
5	Water Department	Water Department	2022-05-07 22:20:36		✎ ✖
6	Ration	Ration	2022-05-07 22:36:48		✎ ✖

Fig A.5 Category Page

Sub-Category:



Complaint Griveiences System-(CGS) | Admin

Sub Category

Category: Select Category

SubCategory Name: Enter SubCategory Name

Sub Category

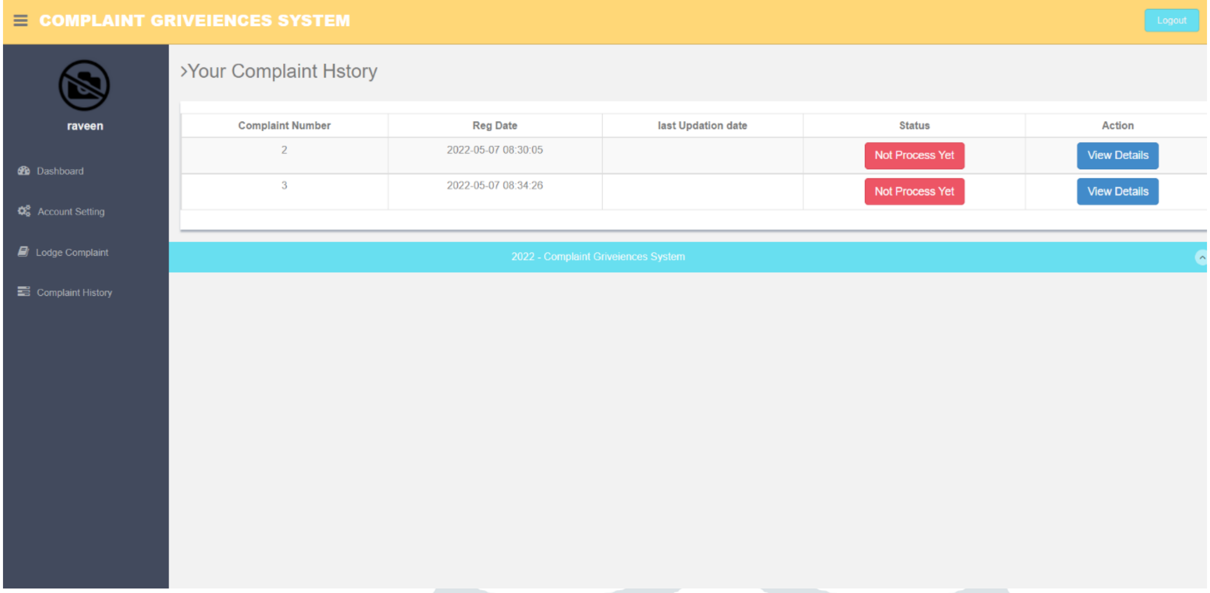
Show 10 entries Search:

#	Category	Description	Creation date	Last Updated	Action
No data available in table					

Showing 0 to 0 of 0 entries

Fig A.6 Sub- Category Page

Compliant History:



›Your Complaint Hstory

Complaint Number	Reg Date	last Updation date	Status	Action
2	2022-05-07 08:30:05		Not Process Yet	View Details
3	2022-05-07 08:34:26		Not Process Yet	View Details

Fig A.7 Compliant History Page

User login page:

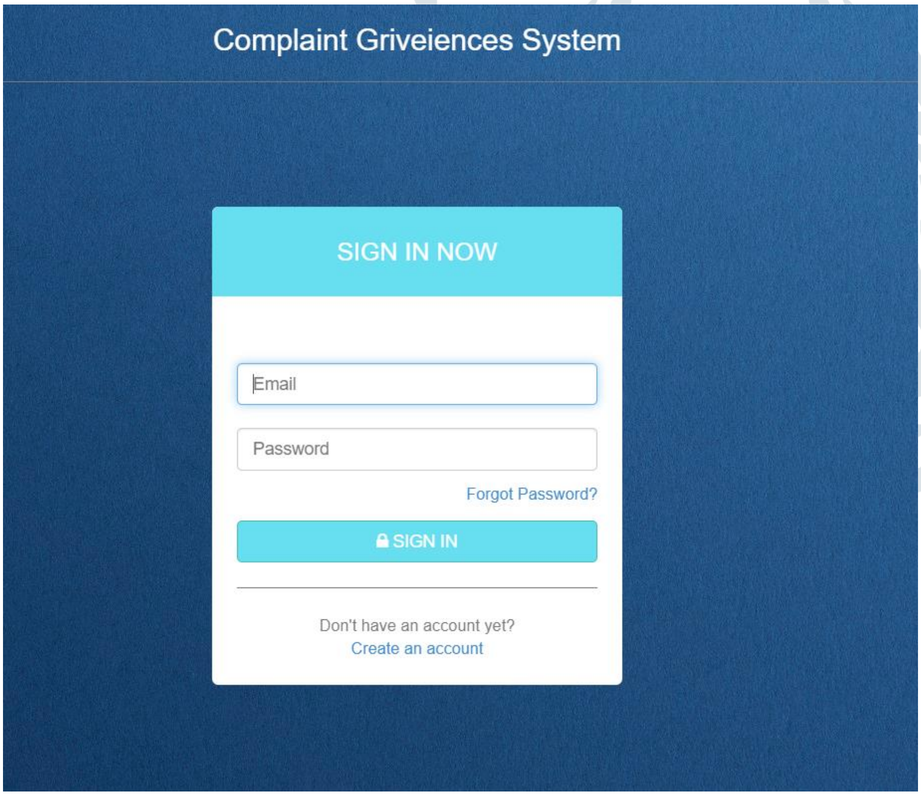


Fig A.8 User Login Page

User Dashboard:

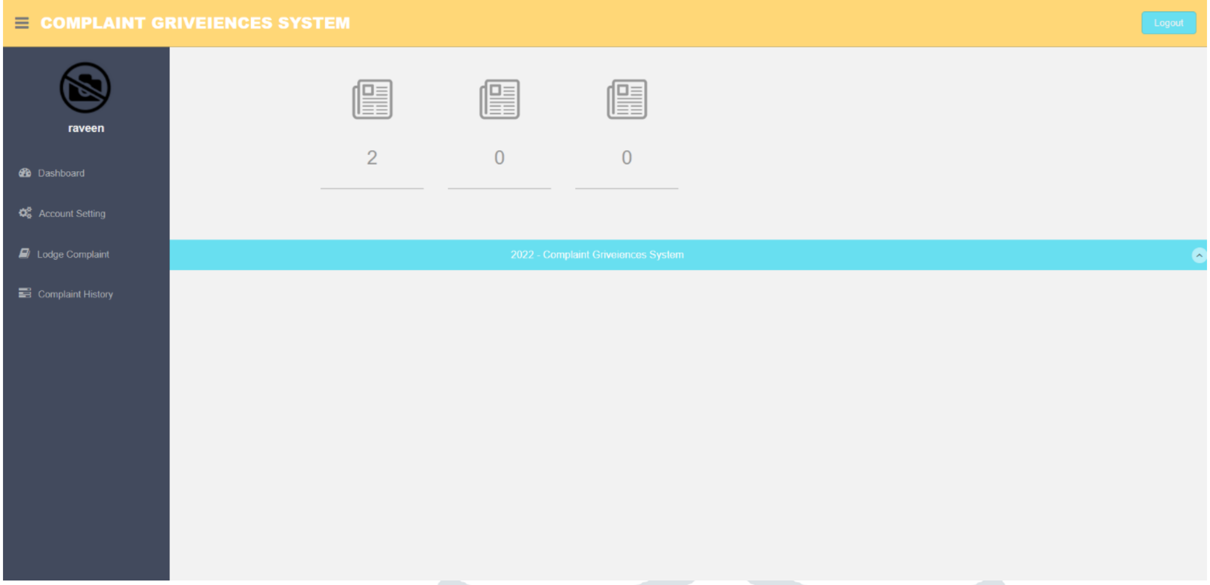
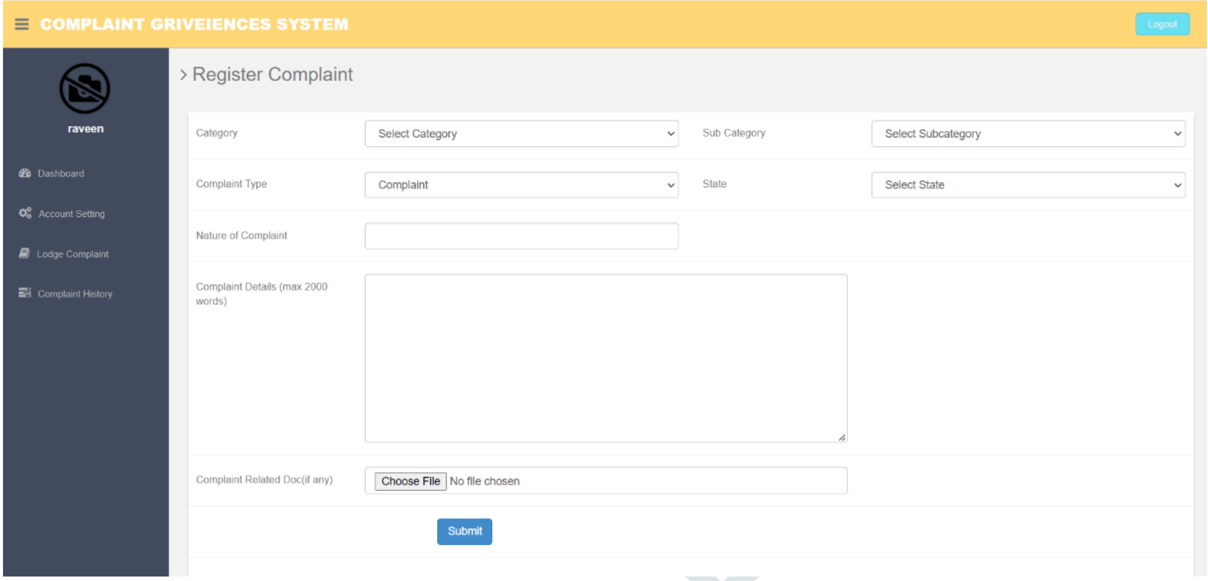


Fig A.9 User Dashboard Page

Register Complaints:



Category: Select Category
Sub Category: Select Subcategory
Complaint Type: Complaint
State: Select State
Nature of Complaint
Complaint Details (max 2000 words)
Complaint Related Doc(if any): No file chosen

Fig A.10 Register Compliant Page

B.SOURCE CODE:

```
<!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>CGS | 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">
                    Complaint Griveiences System | Admin
                </a>

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

                    <ul class="nav pull-right">

                        <li><a href="../index.html">
                        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">
                        <a href="forgot-password.php">Forgot Password ?
</a>
                                </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-->

    <div class="footer">
        <div class="container">


            <b class="copyright">&copy; 2022 CMS </b> All rights reserved.
				</div>
		</div>
		<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>
<!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> admin| profile</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>
<?php include('include/header.php');?>

		<div class="wrapper">
				<div class="container">
						<div class="row">
<?php include('include/sidebar.php');?>
						<div class="span9">
								<div class="content">

										<div class="module">
												<div class="module-head">
														<h3><?php echo
$_SESSION['alogin']?>'s Profile</h3>
												</div>
												<div class="module-body">




<form class="form-horizontal row-fluid" method="post">

<?php
$adminid=$_SESSION['alogin'];
$query=mysqli_query($con,"select * from admin where username='$adminid'");
while($row=mysqli_fetch_array($query))
```

```
{
?>


<div class="control-group">
<label class="control-label" for="basicinput"><strong>Admin Name</strong></label>
<div class="controls">
<input type="text"     name="aname"  value="<?php echo $row['AdminName'];?>"
class="span8 tip" required>
</div>
</div>



<div class="control-group">
<label class="control-label" for="basicinput"><strong>User Name</strong></label>
<div class="controls">
<input type="text"    name="" value="<?php echo $row['username'];?>" class="span8
tip" readonly title="Username can't be change">
</div>
</div>

<div class="control-group">
<label class="control-label" for="basicinput"><strong>Email-Id</strong></label>
<div class="controls">
<input type="text"     name="emailid"  value="<?php echo $row['EmailId'];?>"
class="span8 tip" required>
</div>
</div>

<div class="control-group">
<label                class="control-label"                for="basicinput"><strong>Contact
Number</strong></label>
<div class="controls">
<input type="text"   name="contactno" value="<?php echo $row['ContactNumber'];?>"
class="span8 tip" required maxlength="10">
</div>
</div>

<?php } ?>
                                                            <div class="control-group">
                                                                  <div class="controls">
                                                                        <button
type="submit" name="update" class="btn btn-primary">Update</button>
                                                                  </div>
                                                            </div>
                                                      </form>
                                          </div>
                                    </div>
```

```
                    </div><!--/.content-->
                </div><!--/.span9-->
            </div>
        </div><!--/.container-->
    </div><!--/.wrapper-->

<?php include('include/footer.php');?>

    <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>
    <script src="scripts/flot/jquery.flot.js" type="text/javascript"></script>
</body>
<?php } ?>
<!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> admin| profile</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>
<?php include('include/header.php');?>

    <div class="wrapper">
        <div class="container">
            <div class="row">
<?php include('include/sidebar.php');?>
            <div class="span9">
                    <div class="content">

                        <div class="module">
                            <div class="module-head">
                                <h3><?php echo
$_SESSION['alogin']?>'s Profile</h3>
                            </div>
                            <div class="module-body">
```

```
<form class="form-horizontal row-fluid" method="post">

<?php
$adminid=$_SESSION['alogin'];
$query=mysqli_query($con,"select * from admin where username='$adminid'");
while($row=mysqli_fetch_array($query))
{
?>


<div class="control-group">
<label class="control-label" for="basicinput"><strong>Admin Name</strong></label>
<div class="controls">
<input type="text"    name="aname" value="<?php echo $row['AdminName'];?>"
class="span8 tip" required>
</div>
</div>


<div class="control-group">
<label class="control-label" for="basicinput"><strong>User Name</strong></label>
<div class="controls">
<input type="text"   name="" value="<?php echo $row['username'];?>" class="span8
tip" readonly title="Username can't be change">
</div>
</div>

<div class="control-group">
<label class="control-label" for="basicinput"><strong>Email-Id</strong></label>
<div class="controls">
<input type="text"    name="emailid" value="<?php echo $row['EmailId'];?>"
class="span8 tip" required>
</div>
</div>

<div class="control-group">
<label class="control-label" for="basicinput"><strong>Contact
Number</strong></label>
<div class="controls">
<input type="text"  name="contactno" value="<?php echo $row['ContactNumber'];?>"
class="span8 tip" required maxlength="10">
</div>
</div>

<?php } ?>
                                                   <div class="control-group">
                                                        <div class="controls">
```

```
                                                <button
type="submit" name="update" class="btn btn-primary">Update</button>
                                            </div>
                                        </div>
                                    </form>
                            </div>
                        </div>



                    </div><!--/.content-->
                </div><!--/.span9-->
            </div>
        </div><!--/.container-->
    </div><!--/.wrapper-->

<?php include('include/footer.php');?>

    <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>
    <script src="scripts/flot/jquery.flot.js" type="text/javascript"></script>
</body>
<?php } ?>

<?php
session_start();
include('include/config.php');
if(strlen($_SESSION['alogin'])==0)
    {
header('location:index.php');
}
else{


if(isset($_POST['submit']))
{
//Getting post values
$saname=$_POST['subadmin'];
$sadept=$_POST['subadmindept'];
$saemail=$_POST['emailid'];
$sacontactno=$_POST['contactno'];
$sausername=$_POST['sadminusername'];
$sapass=md5($_POST['sapassword']);
$isactive='1';
$query=mysqli_query($con,"insert into
tblsubadmin(SubAdminName,Department,EmailId,ContactNumber,UserName,Passwor
d,IsActive)
values('$saname','$sadept','$saemail','$sacontactno','$sausername','$sapass','$isactive')"
);
if($query){
echo "<script>alert('Sub admin details added successfully.');</script>";
echo "<script type='text/javascript'> document.location = 'add-subadmin.php';
</script>";
} else {
echo "<script>alert('Something went wron. Please try again.');</script>";
}

}



?>
<!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>Admin| Add Subordinates/Sub-admin</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'>
<script>
function checkAvailability() {
$("#loaderIcon").show();
jQuery.ajax({
url: "check_availability.php",
data:'username='+$("#sadminusername").val(),
type: "POST",
success:function(data){
$("#user-availability-status").html(data);
$("#loaderIcon").hide();
},
error:function (){}
});
}
</script>

</head>
<body>
<?php include('include/header.php');?>

        <div class="wrapper">
        <div class="container">
            <div class="row">
<?php include('include/sidebar.php');?>
            <div class="span9">
                    <div class="content">

                        <div class="module">
                            <div class="module-head">
                                <h3>Add Subordinates/Sub-admin</h3>
                            </div>
                            <div class="module-body">

                                    <?php if(isset($_POST['submit']))
{?>
                                    <div class="alert alert-success">
                                        <button type="button"
class="close" data-dismiss="alert">×</button>
                                    <strong>Well done!</strong>
    <?php echo htmlentities($_SESSION['msg']);?><?php echo
htmlentities($_SESSION['msg']="");?>
                                    </div>
<?php } ?>


                                    <?php if(isset($_GET['del']))
{?>
                                    <div class="alert alert-error">
                                        <button type="button"
class="close" data-dismiss="alert">×</button>
                                    <strong>Oh snap!</strong>
    <?php echo htmlentities($_SESSION['delmsg']);?><?php echo
htmlentities($_SESSION['delmsg']="");?>
                                    </div>
<?php } ?>

                                    <br />

            <form class="form-horizontal row-fluid" name="su-admin"
method="post" >

<div class="control-group">
<label class="control-label" for="basicinput">Sub-admin Name</label>
<div class="controls">
<input type="text" placeholder="Enter Sub-admin Name" name="subadmin"
class="span8 tip" required>
</div>
</div>

<div class="control-group">
```

```
<label class="control-label" for="basicinput">Sub-admin Department</label>
<div class="controls">
<input type="text" placeholder="Enter Sub-admin Department"  name="subadmindept"
class="span8 tip" required>
</div>
</div>

<div class="control-group">
<label class="control-label" for="basicinput">Email id</label>
<div class="controls">
<input type="email" placeholder="Enter Sub-admin Email id"  name="emailid"
class="span8 tip" required>
</div>
</div>



<div class="control-group">
<label class="control-label" for="basicinput">Contact Number</label>
<div class="controls">
<input type="text" placeholder="Enter Sub-admin Contact No." pattern="[0-9]{10}"
title="10 numeric characters only"  name="contactno" class="span8 tip" required
maxlength="10">
</div>
</div>

<div class="control-group">
<label class="control-label" for="basicinput">Username (used for login)</label>
<div class="controls">
<input type="text" placeholder="Enter Sub-admin Username"
name="sadminusername" id="sadminusername" class="span8 tip" pattern="^[a-zA-
Z][a-zA-Z0-9-_.]{5,12}$" title="Username must be alphanumeric 6 to 12 chars"
onBlur="checkAvailability()"  required>
   <p><span id="user-availability-status" style="font-size:12px;"></span> </p>
</div>
</div>

<div class="control-group">
<label class="control-label" for="basicinput">Password</label>
<div class="controls">
<input type="password" placeholder="Enter Sub-admin Password"
name="sapassword" class="span8 tip" required>
</div>
</div>



          <div class="control-group">
                                                                                                                        <div class="controls">
                                                                                                                                  <button
type="submit" name="submit"  id="submit" class="btn btn-primary">Submit</button>
```

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




                    </div><!--/.content-->
                </div><!--/.span9-->
            </div>
        </div><!--/.container-->
    </div><!--/.wrapper-->

<?php include('include/footer.php');?>

    <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>
    <script src="scripts/flot/jquery.flot.js" type="text/javascript"></script>
    <script src="scripts/datatables/jquery.dataTables.js"></script>
    <script>
        $(document).ready(function() {
            $('.datatable-1').dataTable();
            $('.dataTables_paginate').addClass("btn-group datatable-pagination");
            $('.dataTables_paginate > a').wrapInner('<span />');
            $('.dataTables_paginate > a:first-child').append('<i class="icon-
chevron-left shaded"></i>');
            $('.dataTables_paginate > a:last-child').append('<i class="icon-
chevron-right shaded"></i>');
        } );
    </script>
</body>
<?php } ?>
```