VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI - 590 018

FS Mini Project Report

On

"Complaint management system"

A report submitted in partial fulfilment of the requirements for

File Structures (18IS61)

in

INFORMATION SCIENCE AND ENGINEERING

Submitted by

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CERTIFICATE

This is to certify that the Mini Project entitled **"Complaint management system"** has been successfully completed by

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in the partial fulfilment for the award of Degree of Bachelor of Engineering in Information Science and Engineering of the Visvesvaraya Technological University, Belagavi during the year 2022-2023. It is certified that all corrections/suggestions indicated have been incorporated in the report. The Mini project report has been approved as it satisfies the academic requirements in respect of Mini Project Work prescribed for the award of Bachelor of Engineering Degree.

Dr. Manjunath H R

Mini Project Guide

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Abstract

The main purpose of this project is to help 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 officer. Its main purpose is to provide a smart and easy way to produce complaint report. Which for complaint management system where public can register complaints for street light, water pipe leakage, rain water drainage, road reconstruction and garbage system.

The system will help to store the complaint received from a peoples and which store in the form of file structures. It will help to admin to maintain a proper records on complaints.

Complaint Management System is based on the concept of managing the complaints of a travel agency. It contains customer and admin login system. The customer can easily leave all the complaints he/she wants. This mini project contains limited features, but the essential one.

To transform the existing manual complaint management system into a file system. For the better management of complaints to improve efficiency. All the peoples can easily registration of their complaints within less period of time.