



G. Narayanamma Institute of Technology & Science (For Women) (Autonomous)

Approved by AICTE, New Delhi & Affiliated to JNTUH, Hyderabad
Accredited by NBA & NAAC, an ISO 9001:2015 Certified Institution
Shaikpet, Hyderabad-500104

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

<GN-R-18> (2022 - 2023) II B.Tech II Sem Hobby Project
on "COMPLAINT MANAGEMENT SYSTEM"

Abstract:

The Complaint Management System is a user-friendly, web-based application designed to streamline and simplify the process of registering, categorizing, and resolving complaints within a college setting. By eliminating the need for individuals to physically visit the project office to submit complaints, the system enhances efficiency and accessibility for all users. With a robust categorization feature, the application ensures that each complaint is directed to the appropriate personnel for prompt and effective resolution. Furthermore, the system provides real-time status updates, allowing users to track the progress of their complaints and fostering a transparent and accountable environment within the college. Overall, the Complaint Management System aims to improve the overall user experience and promote a harmonious and responsive campus community.

H/W & S/W Requirements

H/W Requirements: Intel core i7 processor, 1 TB HD, 16 GB RAM, 64-bit OS

S/W Requirements: HTML, CSS, PHP

*Dept R&D: Yes / No

* If No : GNITS



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