

PROFESSIONAL TRAINING REPORT
at
Sathyabama Institute of Science and Technology
(Deemed to Be University)

Submitted in partial fulfillment of the requirements for the award of
Bachelor of Technology Degree in
Information Technology

By

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DEPARTMENT OF INFORMATION TECHNOLOGY
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SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

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DEPARTMENT OF INFORMATION TECHNOLOGY

BONAFIDE CERTIFICATE

This is to certify that this Professional Training Report is the bonfide work of **GOWTHAM.S (38120027)** who underwent the professional training in "PYTHON" "under our supervision from AUGUST 2020 to DECEMBER 2020.

Internal Guide

MR. SARAVANAN P. M.E.,

Head of the Department

Dr. R. SUBHASHINI, M.E., Ph.D.,

**Submitted for Viva voce Examination held
on _____**

Internal Examiner

External Examiner

DECLARATION

I **GOWTHAM.S (38120027)** hereby declare that the Professional Training Report on **PYTHON** done by me under the guidance of **Mr.Saravanan P. M.E.**, at Sathyabama Institute of Science and Technology is submitted in partial fulfillment of the requirements for the award of Bachelor of technology degree in Information Technology.

DATE:

PLACE:

SIGNATURE OF THE CANDIDATE

ACKNOWLEDGEMENT

I am pleased to acknowledge our sincere thanks to Board of management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey our thanks to **Dr. T. SASIKALA M.E., Ph.D., Dean, School of Computing** and **Dr. R. SUBHASHINI M.E., Ph.D., Head of the Department, Department of Information Technology** for providing us the necessary support and details at the right time during the progressive reviews.

I would like to express our sincere and deep sense of gratitude to our Project **Mr. Saravanan P. M.E.**, for her valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

I wish to express our thanks to all Teaching and Non-teaching staff members of the Department of **INFORMATION TECHNOLOGY** who were helpful in many ways for the completion of the project.

ABSTRACT

Customers may have complaints about its products. They will be given an product id for each product, where they can send complaint based on the product id when they find a fault product .The complaints can be assigned to different persons and will get tracked to closure. The “Online Complaint Management System” (OCMS) software is an independent application. It is a self-contained product. The traditional forum system consists of public meeting or presentation involving a discussion usually among experts and often including audience participation. In General the forums may belong to specific issues like WAP forum, MATH forum, Economic forum, Freedom forum, Software forum etc. In particular, Consumer Forum deals with customer rights against vendors or the manufactures of the faulty products. Our Web Enabled Call Center (WECC) does all the jobs that are done in conventional system but, here, everything is done in more formal and efficient manner. This system acts as an interface between the customers and call engineers thereby enabling them to forward their complaints to the appropriate call engineer. Hence, making the work easy for both the complaint raiser and the person who resolves the complaint. Here, in complaint tracking, it fulfills different requirements of administrator and customer more efficiently.

INTERSHIP CERTIFICATION:



Date: 24th July 2020

TO WHOMSOEVER IT MAY CONCERN

This to certify that **Mr. Gowtham S** student of Bachelor of Technology, Information Technology in Sathyabama University, Chennai has successfully completed the **Virtual Internship Programme in Python** at Convene India Pvt Ltd, Noida from **6th July 2020 to 24th July 2020**.

We found that his performance was Good during this tenure.

We wish him all the best for his future endeavours.

For Convene India,


Hari Prasath S
Manager - HR, Finance, Admin.

Convene India Private Limited (CIN: U74999UP2019FTC114337)
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ONLINE COURSE CERTIFICATION:

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GOWTHAM S

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This course covers the fundamentals of
Python for software development.

Certificate URL: progate.com/course_certificate/c623844dqf61dh

August 16th 2020

Masa Kato

Certification verified by Masa Kato
Founder & CEO of Progate

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TABLE OF CONTENT:

<u>CHAPTERS</u>	<u>TITLE</u>	<u>PAGE NO</u>
	ABSTRACT	viii
	LIST OF FIGURES	VIII
	LIST OF ABBREVIATIONS	XI
1.	INTRODUCTION	9
2.	SYSTEM ANALYSIS	10
	2.1 existing system	10
	2.1.1 drawbacks of existing system	10
	2.2 proposed system	11
3.	SYSTEM DESIGN	12
	3.1 input design	13
	3.1.1 input design considerations	13
	3.2 output design	14
4.	4.1 SYSTEM ARCHITECTURE	15
5.	SYSTEM REQUIREMENTS	16
	5.1 hardware requirements	16
	5.2 software requirements	16
6.	MODULE DESCRIPTION	17
	6.1 modules	17
	6.1.1 admin modules	18
	6.1.2 owner modules	19
	6.1.3 user modules	20
7.	CONCLUSION & FUTURE ENHANCEMENTS	21
	REFERENCES	22
	APPENDIX	23
	a. source code	23
	b. screenshots	29

LIST OF FIGURES:

FIGURES NO	TITLE	PAGES
4.1	System Architecture	15
6.1.1	Admin Module	18
6.1.2	Owner Module	19
6.1.3	User Module	20

LIST OF ABBREVIATION

ABBREVIATION

EXPANSION

WAP	Wireless Application Protocol
DFD	Data Flow Diagrams
VGA	Video Graphics Array
GHz	Gigahertz
MB	Megabyte
PHP	Hypertext Preprocessor
MySQL	Structured Query Language.
HTML	Hypertext Markup Language
CGI	Computer-Generated Imagery
CLI	Command-Line Interface
RDBMS	Relational Database Systems
VMS	Virtual Memory System
DTP	Desktop Publishing
NDB	Networked Database Service
AIX	Advanced Interactive Executive
ANSI	American National Standards Institute
GPL	General Public License
SSL	Secure Sockets Layer
SCO	Synchronous Connection Oriented / Sharable Content Object

CHAPTER 1

INTRODUCTION

Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption. The objective of the complaints 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. Online Complaint Management is a management technique for assessing, analyzing and responding to customer complaints. Complaints management software is used to record resolve and respond to customer complaints, requests as well as facilitate any other feedback.

An organization's customers may have complaints about its products. They will be given an product id for each product, where they can send an email when they have a complaint to register. The complaint id will get converted to complaints and get assigned to the persons handling that product. The complaints can be assigned to different persons and will get tracked to closure. The person handling the complaint will have the facility to communicate with the customer via emails through the system.

CHAPTER 2

SYSTEM ANALYSIS

System analysis is the overall analysis of the system before implementation and for arriving at a precise solution. Careful analysis of a system before implementation prevents post implementation problems that might arise due to bad analysis of the problem statement.

Thus, the necessity for systems analysis is justified. Analysis is the first crucial step, detailed study of the various operations performed by a system and their relationships within and outside of the system. Analysis is defining the boundaries of the system that will be followed by design and implementation.

2.1 EXISTING SYSTEM

The traditional forum system consists of public meeting or presentation involving a discussion usually among experts and often including audience participation. In General the forums may belong to specific issues like WAP forum, MATH forum, Economic forum, Freedom forum, Software forum etc. In particular, Consumer Forum deals with customer rights against vendors or the manufactures of the faulty products.

2.1.1 DRAWBACKS OF EXISTING SYSTEM

The customer has to visit forums and made complaint against a faulty product. The complaint will be discussed in the presence of customer, vendor and a team of expert committee along with judge. The final decision making is a time consuming so the customer has to revisit the forum to get the result. The site would use a database to hold customers complaints and reports generated by the technical team .online compliant management system contains all complaint details .a complaint inventory contains all complaints with its status reports .the system provides the facility if the customers gives the wrong information then he able edit the complaint details .to provide the proper information to the system. The modern online complaint management system is comprehensive suite of identify the fault products based on the customers provided information and generating reports for the fault products.

2.2 PROPOSED SYSTEM

Our Web Enabled Call Center does all the jobs that are done in conventional system but, here, everything is done in more formal and efficient manner. This system acts as an interface between the customers and call engineers thereby enabling them to forward their complaints to the appropriate call engineer. Hence, making the work easy for both the complaint raiser and the person who resolves the complaint. Here, in complaint tracking, it fulfills different requirements of administrator and customer more efficiently. The specific purpose of the system is to gather and resolve complaints that arise in different projects handled by the organization.

CHAPTER 3

SYSTEM DESIGN

System design concentrates on moving from problem domain to solution domain. This important phase is composed of several steps. It provides the understanding and procedural details necessary for implementing the system recommended in the feasibility study. Emphasis is on translating the performance requirements into design specification.

The design of any software involves mapping of the software requirements into Functional modules. Developing a real time application or any system utilities involves two processes. The first process is to design the system to implement it. The second is to construct the executable code.

Software design has evolved from an intuitive art dependent on experience to a science, which provides systematic techniques for the software definition. Software design is a first step in the development phase of the software life cycle.

Before design the system user requirements have been identified, information has been gathered to verify the problem and evaluate the existing system. A feasibility study has been conducted to review alternative solution and provide cost and benefit justification. To overcome this proposed system is recommended. At this point the design phase begins.

The process of design involves conceiving and planning out in the mind and making a drawing. In software design, there are three distinct activities: External design, Architectural design and detailed design. Architectural design and detailed design are collectively referred to as internal design. External design of software involves conceiving and planning out and specifying the externally observable characteristics of a software product.

3.1 INPUT DESIGN:

Systems design is the process of defining the architecture, components, modules, interfaces, and data for a system to satisfy specified requirements. Systems design could be seen as the application of systems theory to product development. There is some overlap with the disciplines of systems analysis, systems architecture and systems engineering.

Input Design is the process of converting a user oriented description of the inputs to a computer-based business system into a programmer-oriented specification.

- Input data were found to be available for establishing and maintaining master and transaction files and for creating output records
- The most suitable types of input media, for either off-line or on-line devices, where selected after a study of alternative data capture techniques.

3.1.1 INPUT DESIGN CONSIDERATIONS

- The field length must be documented.
- The sequence of fields should match the sequence of the fields on the source document.
- The data format must be identified to the data entry operator.

Design input requirements must be comprehensive. Product complexity and the risk associated with its use dictate the amount of detail

- These specify what the product does, focusing on its operational capabilities and the processing of inputs and resultant outputs.
- These specify how much or how well the product must perform, addressing such issues as speed, strength, response times, accuracy, limits of operation, etc.

3.2 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.

CHAPTER 4

4.1 SYSTEM ARCHITECTURE

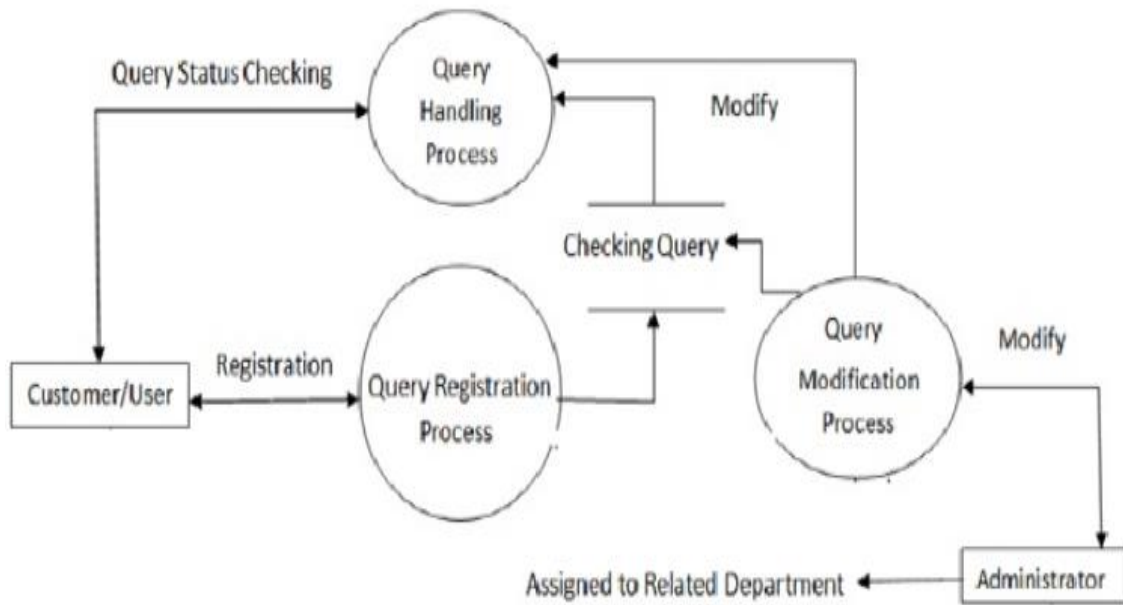


Fig 4.1 System Architecture

CHAPTER 5

SYSTEM REQUIREMENTS

The hardware and software specification specifies the minimum hardware and software required to run the project. The hardware configuration specified below is not by any means the optimal hardware requirements. The software specification given below is just the minimum requirements, and the performance of the system may be slow on such system.

5.1 HARDWARE REQUIREMENTS

- System - Pentium IV 2.4 GHz
- Hard Disk - 40 GB
- Floppy Drive - 1.44 MB
- Monitor - 15 VGA color
- Mouse - Logitech.
- Keyboard - 110 keys enhanced
- RAM - 256 MB

5.2 SOFTWARE REQUIREMENTS

- Operating System : Windows
- Front End : PHP
- Back End : MySQL

CHAPTER 6

MODULE DESCRIPTION

Implementation is the stage in the project where the theoretical design is turned into a working system. The implementation phase constructs, installs and operates the new system. The most crucial stage in achieving a new successful system is that it will work efficiently and effectively.

There are several activities involved while implementing a new project.

- End user Training
- End user Education
- Training on the application software

6.1 MODULES

In this online complaint management system Project three modules are there such as given below:

- ✓ Admin module
- ✓ Owner module
- ✓ User module (citizens)

6.1.1 ADMIN MODULE

Admin is the main module because he is the person who takes care about all details about a particular site or any organization. he will check the owners and the users are eligible persons are not. The whole information about users and owners is under his only. This module provides administrator related functionalities. Administrator can create a new account and view all the owner details, user details and complaints for all the products.

Then complaints for all the products and retrieve the complaints in our customers satisfaction.

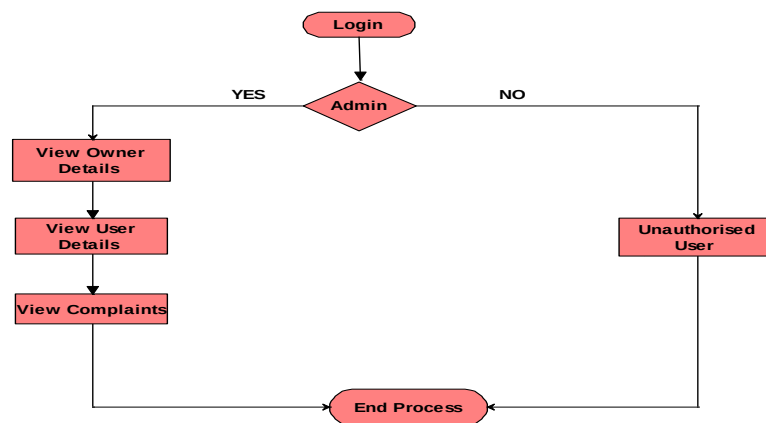


FIG:6.1.1 ADMIN MODULE

6.1.2 OWNER MODULE

In this module owner module first of all owner can register his details, after that using his user name and password he is logged on to the site. After login owner can eligible person for uploading his products into site. Owner can upload information about the product like product category, product name, product image, product cost, product color etc. Different owners can upload different type of products and its information.

This module is about upload products. By using this module owner can upload products details. Here different users can login and upload our products. Add all the information about owner and login and upload the products .in this project for example owner can upload products such as mobile, car, laptop etc. by uploading product details the popularity of particular product increases so that there is a chance to buy more users. if that product becomes famous the owner will get profit.

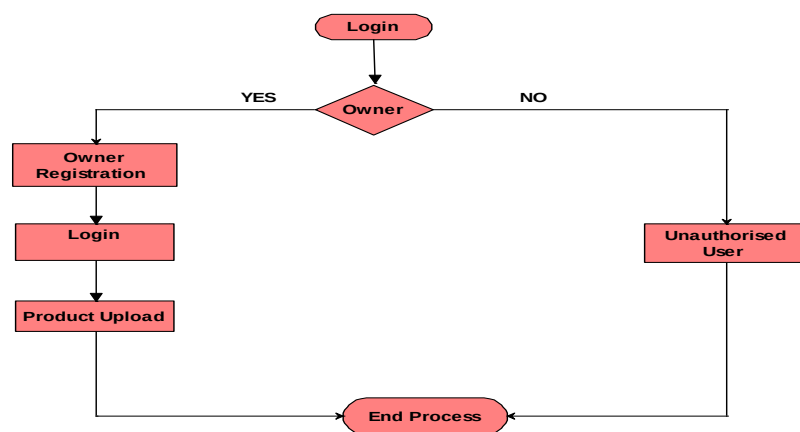


FIG:6.1.2 OWNER MODULE

6.1.3 USER MODULE

In this module user first register and after that login into the site. After that the customer will search the product in site. The registered user can able to see the whole product details. Then if he is satisfied with the information he used to buy that product, after that he will give the comments for that particular product. This is very important because based on customer feedback the owner can make changes in product. The main thing is owner should maintain quality of that particular product.

This module is about users of this portal. By using this module user can any complaint to either Owner or administrator officer about problems User must be registered with the system. A user can check the complaint status. A user must send feedback after the petition complaint solved by same user login.

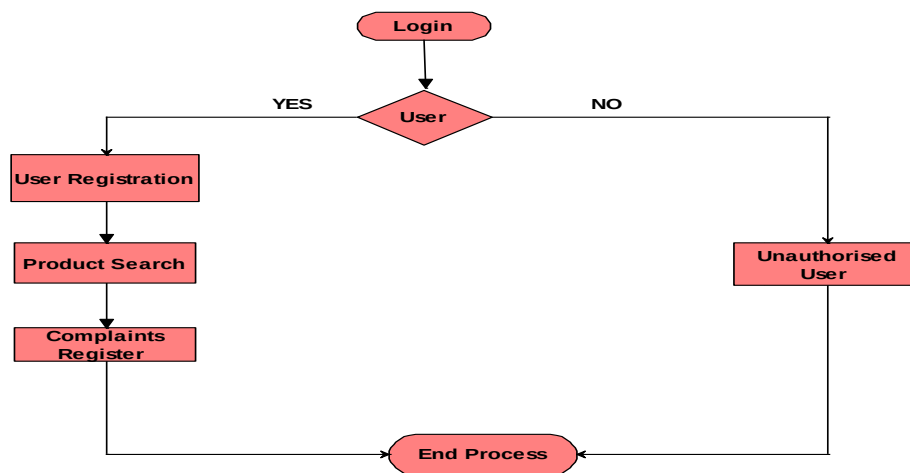


FIG:6.1.3 USER MODULE

CHAPTER 7

CONCLUSION

It meets the information requirements specified to a great extent. The system has been designed keeping in view the present and future requirements in mind and made very flexible. The system has been divided in modules so that each module has a separate entity making the modifications easy without affecting its design. There is always room for improvements in software, however efficient it may be. The online compliant management system is a web-based application for primarily providing training to the employees who provide customized solutions to meet organizational needs. This application software has been computed successfully and was also tested successfully by taking “test cases”. It is user friendly, and has required options, which can be utilized by the user to perform the desired operations.

FUTURE ENHANCEMENT:

This system is found tested and examined for its successful processing. Future change in the environment or processing can be easily adopted by having simple change in coding. It is very user friendly, cost effective, feature rich and it provides very high level of security. It protects the unauthorized users. Moreover, the system coding is so well designed that new operations can be easily incorporated without much modification. A facility to inform through SMS or Email on landing of the consignment can be added in future.

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APPENDIX

A. SOURCE CODE:

```
<?php
session_start();
error_reporting(0);
include("includes/config.php");
if(isset($_POST['submit']))
{
$ret=mysqli_query($bd, "SELECT * FROM users WHERE userEmail='".$_POST['username']."'
and password='".$_md5($_POST['password']).'");
$num=mysqli_fetch_array($ret);
if($num>0)
{
$extra="change-password.php";//
$_SESSION['login']=$_POST['username'];
$_SESSION['id']=$num['id'];
$host=$_SERVER['HTTP_HOST'];
$uip=$_SERVER['REMOTE_ADDR'];
$status=1;
$log=mysqli_query($bd, "insert into userlog(uid,username,userip,status)
values('".$_SESSION['id']."','".$_SESSION['login']."','$uip','$status')");
$uri=rtrim(dirname($_SERVER['PHP_SELF']),'/\');
header("location:http://$host$uri/$extra");
exit();
}
else
{
$_SESSION['login']=$_POST['username'];
$uip=$_SERVER['REMOTE_ADDR'];
$status=0;
```

```

mysqli_query($bd, "insert into userlog(username,userip,status)
values('".$_SESSION['login'].",".$uip','$status')");

$errormsg="Invalid username or password";

$extra="login.php";

}

}

if(isset($_POST['change']))
{
    $email=$_POST['email'];

    $contact=$_POST['contact'];

    $password=md5($_POST['password']);

    $query=mysqli_query($bd, "SELECT * FROM users WHERE userEmail='$email' and
contactNo='$contact'");

    $num=mysqli_fetch_array($query);

    if($num>0)
    {

        mysqli_query($bd, "update users set password='$password' WHERE userEmail='$email' and
contactNo='$contact' ");

        $msg="Password Changed Successfully";

    }

    else

    {

        $errorMsg="Invalid email id or Contact no";

    }

}

?>

<!DOCTYPE html>

<html lang="en">

<head>

    <meta charset="utf-8">

    <meta name="viewport" content="width=device-width, initial-scale=1.0">

    <meta name="description" content="">

```

```

<meta name="author" content="Dashboard">

<meta name="keyword" content="Dashboard, Bootstrap, Admin, Template, Theme,
Responsive, Fluid, Retina">

<title>CMS | User Login</title>

<!-- Bootstrap core CSS -->

<link href="assets/css/bootstrap.css" rel="stylesheet">

<!--external css-->

<link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet" />


<!-- Custom styles for this template -->

<link href="assets/css/style.css" rel="stylesheet">

<link href="assets/css/style-responsive.css" rel="stylesheet"

<script type="text/javascript">
function valid()
{
    if(document.forgot.password.value!= document.forgot.confirmpassword.value)
    {
        alert("Password and Confirm Password Field do not match !!");
        document.forgot.confirmpassword.focus();
        return false;
    }
    return true;
}
</script>

</head>


<body>


<!--
MAIN CONTENT
<div id="login-page">
    <div class="container">

```

```

        <form class="form-login" name="login" method="post">
            <h2 class="form-login-heading">sign in now</h2>
            <p style="padding-left:4%; padding-top:2%; color:red">
                <?php if($errmsg){
echo htmlentities($errmsg);
                }?></p>

                <p style="padding-left:4%; padding-top:2%; color:green">
                    <?php if($msg){
echo htmlentities($msg);
                    }?></p>

                <div class="login-wrap">
                    <input type="text" class="form-control" name="username"
placeholder="Email" required autofocus>
                    <br>
                    <input type="password" class="form-control" name="password" required
placeholder="Password">
                    <label class="checkbox">
                        <span class="pull-right">
                            <a data-toggle="modal" href="login.html#myModal"> Forgot
Password?</a>
                        </span>
                    </label>
                    <button class="btn btn-theme btn-block" name="submit" type="submit"><i
class="fa fa-lock"></i> SIGN IN</button>
                    <hr>
                </form>
                <div class="registration">
                    Don't have an account yet?<br>
                    <a class="" href="registration.php">
                        Create an account
                    </a>
                </div>

```

```

        </div>

<!-- Modal -->

        <form class="form-login" name="forgot" method="post">

            <div aria-hidden="true" aria-labelledby="myModalLabel" role="dialog"
tabindex="-1" id="myModal" class="modal fade">

                <div class="modal-dialog">

                    <div class="modal-content">

                        <div class="modal-header">

                            <button type="button" class="close" data-dismiss="modal" aria-
hidden="true">&times;</button>

                            <h4 class="modal-title">Forgot Password ?</h4>

                        </div>

                        <div class="modal-body">

                            <p>Enter your details below to reset your password.</p>

                            <input type="email" name="email" placeholder="Email" autocomplete="off" class="form-control"
required><br >

                            <input type="text" name="contact" placeholder="contact No" autocomplete="off" class="form-
control" required><br>

                            <input type="password" class="form-control" placeholder="New Password" id="password"
name="password" required ><br />

                            <input type="password" class="form-control uncase-form-control text-input"
placeholder="Confirm Password" id="confirmpassword" name="confirmpassword" required >

                        </div>

                        <div class="modal-footer">

                            <button data-dismiss="modal" class="btn btn-default"
type="button">Cancel</button>

                            <button class="btn btn-theme" type="submit" name="change"
onclick="return valid();">Submit</button>

                        </div>

                    </div>

                </div>

            </div>

        <!-- modal -->

```

```
        </form></div>

</div>

<!-- js placed at the end of the document so the pages load faster -->
<script src="assets/js/jquery.js"></script>
<script src="assets/js/bootstrap.min.js"></script>

<!--BACKSTRETCH-->
<!-- You can use an image of whatever size. This script will stretch to fit in any screen size.-->
<script type="text/javascript" src="assets/js/jquery.backstretch.min.js"></script>
<script>
    $.backstretch("assets/img/login-bg.jpg", {speed: 500});
</script>
</body>
</html>
```

B. SCREENSHOTS:

Admin page:

localhost / 127.0.0.1 / cms | php | Admin Category CMS | User Register Complaint

localhost/complaint-management-system/Complaint%20Management%20System/admin/category.php

CMS | Admin Admin

Manage Complaint Manage users Add Category Add Sub-Category Add State User Login Log Logout

Category

Category Name Enter category Name

Description

Create

Manage Categories

Show 10 entries Search:

#	Category	Description	Creation date	Last Updated	Action
1	name		2021-01-19 17:30:30		

Showing 1 to 1 of 1 entries

User page:

localhost / 127.0.0.1 / cms | php | Admin Category CMS | User Register Complaint

localhost/complaint-management-system/Complaint%20Management%20System/users/register-complaint.php

COMPLAINT MANAGEMENT SYSTEM

VARSHA M

Dashboard Account Setting Lodge Complaint Complaint History

Register Complaint

Category Select Category Sub Category Select SubCategory

Complaint Type General Query State Select State

Nature of Complaint demo

Complaint Details (max 2000 words) sample issue

Complaint Related Doc(if any) Choose File No file chosen

Submit

