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DIPLOMA IN COMPUTER ENGINEERING

CITIZEN COMPLAINT SUBMISSION SYSTEM

BY

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THIS REPORT IS SUBMITTED FOR THE PARTIAL FULFILMENT OF REQUIREMENT FOR AN AWARD OF DIPLOMA IN COMPUTER ENGINEERING AT BUSITEMA UNIVERSITY

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DECLARATION

"I hereby declare that this final year project report is the result of my own effort except as clearly stated its references. No part of this report shall therefore be duplicated without prior consent."

Signature: .....

Name: WANDEKA FRED

Date: 08th June, 2018

APPROVAL

This is to certify that the project report under the title "Citizen Complaint Submission System" was done under supervision of:

Mr. PINYI OTHIENO ERIA

SIGNATURE: .....

DATE: 22/05/2018.....

LIST OF ACRONYMS

MPs	-	Members of parliament
RDCs	-	Resident District Commissioners
CCSS	-	Citizen Complaint Submission System
RDBMS	-	Relation Database Management System
HTML	-	Hypertext Markup Language
PHP	-	Hypertext Preprocessor

ABSTRACT

This project is a web-based system that can be accessed everywhere. This work was designed to aid the framework for an existing system which is manual having demerit of inaccuracy and poor performance. The system was implemented using HTML formatting language, MySQL database management for data management and PHP programming language for the server-side scripting. Citizens can login, and Create complaints, view complaint details and track the status of their complaints. It has one Admin module where Admin can login and View all complaint details, assign the complaint to specific Official to work on and check the status of Assigned Complain. Admin can Create, Update or Delete Officials details, View reports based on Prebuild Criteria. Officials can also check all complaints assigned to him, work on complaint and Update the status of complaint. Once Completed, Official can close the complaint and Citizen can view the complaint status and Official's comment as Feedback.

Marchington and Wilkinson (2005) defined method of handling complaint as a product of labor relations environment in the 60s and 70s when there was a more explicit struggle for control in the workplace. This had two main effects. Firstly, it created the requirement for clear techniques so that all specialists knew and decides that oversee implicit rules and moves that may be made against them if these guidelines were charged. Besides, it prompted more prominent clarity and consistency of executive activities to determinate the protests. Design and implementation of Citizen Complaint Submission system was to maintain an effective and equitable complaint handling system which is easily accessible and offered to complainants (Citizens) at no charge. This project defines the policy and steps for handling and resolving complaints and also to appeal for an un-favored situation and for this process to take place there must be an automation of the system that will be handle the complaints process which calls for Citizen Complaint Submission System

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CHAPTER 1: INTRODUCTION

1.1 Background

According to Uganda bureau of statistics report of 2016, Uganda was estimated to have Seven million four hundred twenty-five thousand eight hundred sixty-four (7,425,864) of the total population for 2014[1]. This population size can be of various concerns in public environment to promote social, economic and functioning framework. Citizen's complaints are the best indicators to determine whether a service operates well. Governments, civil society, and donors have become increasingly interested in the idea that citizens can contribute to improved quality of service delivery by holding policy makers and providers of services accountable [2]. This proposition is particularly resonant when it comes to the human development (HD) sectors like health, education, and social protection which involve close interactions between providers and the citizens who use their services.

In Uganda, the elected or appointed Government officials that is to say Constituency MPs, District RDCs are the ones who settle minor disputes or complaints within citizens and the major ones beyond their management are forwarded to the appropriate destination for resolution.

Since the process is paper based, it implicitly denies citizen the possibility to complain from anywhere hence the need to incur transport dues to reach their Government officials, a loss of a single paper from the complaint register due to carelessness of the officials can prove for the final destination of citizens' complaint, the possibility of not forwarding the citizens' complaint to final destination for appropriate resolution may occur. In certain circumstances, citizens become almost inevitably unhappy due to various short comings.

For an effective service to take place there are some issues in citizens that should properly address to, this issue had created a lot of problems for an economic growth in the various aspects of different sectors. To support this approach, this project identifies a range of options that can be used to manage and resolve citizen complaints for improved service delivery. This calls for a web-based system that enables citizen to login, and Create complain, view complain details and track the status of their complaints.

1.2 Problem Statement

Poor method of Citizen complaint handling has caused poor service Delivery that has resulted into underdevelopment. Citizen Complaints play an important role in improving the services

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