

**E-BAGAM: BARANGAY SMS-BASED GRIEVANCE WITH
ACTION TEAM MANAGEMENT SYSTEM**

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**Faculty of Information and Communication Studies
U.P. OPEN UNIVERSITY
2021**



**UNIVERSITY OF THE PHILIPPINES
OPEN UNIVERSITY**

Master of Information Systems

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Date of Submission

8 June 2021

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This thesis titled e-BAGAM: BARANGAY SMS-BASED GRIEVANCE WITH ACTION TEAM MANAGEMENT SYSTEM is hereby accepted by the Faculty of Information and Communication Studies, U.P. Open University, in partial fulfillment of the requirements for the degree Master of Science/Master of Arts/Master of Information Systems/Master of Development Communication.

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Acknowledgement

I would first like to thank my thesis advisor Assoc. Prof. Concepcion L. Khan of the Master of Information Systems at University of the Philippines Open University. Prof. Khan's email was always open whenever I ran into a trouble spot or had a question about my research or writing. She consistently allowed this paper to be my work but steered me in the right direction whenever she thought I needed it.

I would also like to thank the experts who were involved in the validation of this research project: Dr. Alexander G. Flor and the rest of the Faculty of Information and Communication Studies. Without their passionate participation and inputs, the completeness of the project could not have been successfully conducted.

Finally, I must express my very profound gratitude to the Lord Almighty for the guidance throughout the process. I also want to give my utmost thanks to my parents and to my partner for providing me with unfailing support and continuous encouragement throughout my years of study and through the process of researching and writing this thesis. This accomplishment would not have been possible without them. Thank you.

Abstract

The information system aims to aid the barangay in resolving incidents within the community. The researcher was able to identify the problems within the community that contributes to the unresolved and unreported incidents. One of the problems that were identified as the inability to report an incident due to distance from the Barangay Hall to do it personally, this was addressed through the addition of the SMS feature of e-BAGAM from which it uses a local API that processes the incoming SMS. The problem of the provision of immediate response to the incidents from which could be resolved within the area was also addressed by e-BAGAM through the incident management by assigning the incident to the appropriate Team Leader of the Area. Another feature of the information system is the ability to provide the registered users with the status of their reported incident which is also available on the barangay official's page.

The researcher used the 4+1 approach as a guide in Software Architecture wherein this model focuses on the viewpoint of different stakeholders. The views considered were necessary for the software development from which some were changed a bit to suffice those that are necessary to the information system. The researcher was able to identify Use Case View, Logical View, Data View, and the Development view as the views necessary for e-BAGAM. Using this method the researcher was able to identify those modules and classes that are necessary to the information system from which contributed to its success.

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Chapter I

THE PROBLEM DOMAIN

1. Statement of the Problem

The barangay, being the smallest administrative division in the Philippines that has jurisdiction to amicably settle all disputes between parties residing in the community, has numerous unreported incidents that are often left unresolved.

This study is directed to address the unreported incidents within the community and aims to improve service delivery through answering the following questions:

- Will all the reported incidents within the community to be reported and acted upon by the barangay officials?
- Would the barangay officials able to provide an immediate response to the incident through the Leaders assigned to the area?
- Can the barangay officials keep track of the status of reported incidents?
- Were the people that reported an incident to the barangay able to keep track of their reported incident?

2. Background and Objectives of the Project

Despite the technological advancements here in the Philippines, some of the barangays are unable to cope up with the current trends in terms of technology. One of which is Barangay Irisan from wherein the barangay currently does not have an information system that is capable of receiving reported incidents within the community. Most of the time the Barangay Secretary takes note of the incident through encoding it on their file saved at the computer and through writing it on the logbook. The process then continues with the reported incidents measured by severity to be decided by the Barangay Officials. Immediate action will be initiated by the barangay from which the issues with a low priority are often left unresolved.

Some of the members of the community were not able to file an incident to the barangay for the reason that they live far from the barangay and would cost them much to let the barangay know of the incident.

The funds for the Barangay do not include the provision of internet connectivity to the barangay from which is a necessity nowadays to be able to reach out to the concerns within the community. The availability of internet connection is dependent on the personal mobile load of the Barangay Official and by then the Queries sent online would only be responded to.

With the after-mentioned problems in the barangay, the researcher developed an information system that caters to those reports by the constituents that live afar from the barangay and has the following specific objectives:

- The information system must be capable of recording incidents
- Effectively manage reported incidents
- Real-time monitoring of the Administrator on the status of the inquiries
- Ability to monitor reported incident (for the barangay constituent)

3. Significance and Scope of the Project

It is crucial that incidents are reported immediately or at least within the day of their occurrence, regardless of their severity. Reporting of incidents is essential since it raises the awareness of Barangay Officials on things that could go wrong so that corrective and preventive actions can be taken promptly.

The study aims to bridge the gap between the members of the community and its officials through an information system that is capable of obtaining incidents reported through logging into the system and through SMS.

The researcher aims to assist the barangay officials through the provision of an information system that would be focused on gathering inquiries throughout the community. The information system can gather inquiries through user input and through SMS to cater to those members of the community that lives far from the Barangay Hall. Having an information system for incidents will have a great impact on the community from which is the following:

- Prompt response from the barangay to incidents regardless of their severity
- Able to keep an updated record of the reported incidents
- Higher efficiency and productivity of the Barangay Officials due to real-time updating of the reported incidents in the information system
- Better end-user satisfaction rate from the residents because of the immediate response to incidents.

For the above mentioned the researcher now then made an information system that has two modules, the administrator module, and the user module, whereas the system is limited to the following features:

- Residents who are not registered on the system cannot log in to the system
- The information system targets the Barangays that has no internet connection

and could receive still receive SMS from the residents

- Residents that sent SMS to the information system automatically will reflect on the "text line" account
- User is not limited to sending an SMS but can also register to the system to file a complaint
- The system can still be improved by adding an option to reply to the sent SMS, the addition of reporting modules for barangay complaints, this would be proposed in the recommendation for future studies.

4. Documentation of Existence and Seriousness of the Problem

Incident reporting has been around for quite some time and this is designed to improve safety in the community. The barangay officials also need to understand why incident reporting makes a huge difference in terms of safety in the community, efficiency in the implementation of rules, and also to the overall well-being of residents in the community. Here are the three reasons why incident reporting is essential to the community:

- Threats to the community could not be determined – without the incident reporting, a variety of threats to the safety and wellbeing of the residents could go unnoticed and unresolved.
- Inability to improve service rendered – in the absence of incident reporting, the improvement in the management of the barangay is unlikely to happen because the real-life data provided by an information system could come up with measures to be implemented to level up the service delivery.
- Unable to identify or prioritize incidents that need action – incident reporting would help the barangay identify the severity of an incident and from this, the barangay officials could now prioritize those that are in dire need of help from them.

This project aims to eliminate the problem on a barangay in terms of providing resolution to the problems of the residents and also the provision of an immediate resolution to reported incidents. The project will provide the barangay officials aid through an information system that will systematize their records of incidents and would provide them the capability to monitor the status of the reported incidents.

Chapter II

REVIEW OF EXISTING ALTERNATIVES

There are numerous information systems for barangay management that exist and some of which are Hybrid Barangay Information Management System by Rogelio Bon Intud Jr. which is mainly focused on automation of the current processes and transactions in the barangay. The information system also records and monitors the data and has a functional responsive web portal. The information system aims to reduce the waiting time of the client by automating the generation of barangay-generated forms. The Barangay Poblacion Document Request System which implements the procedure of issuing document request that satisfies client's requirements and is based on the Barangay Citizen's Charter. This gives priority to the client's request. The Barangay Poblacion Incident Recording System is where the complaints of the client are kept a record in a local computer. The Barangay Poblacion Project Monitoring System is where the effective monitoring of projects is taken into consideration. It plays a role in preventing overspending or underspending in implementing barangay projects. This system promotes transparency and accountability in the barangay. The Barangay Poblacion Profiling System is where the collecting, analyzing, and documenting necessary information that defines the current barangay profile. It covers the census, organizational chart, vision and mission, and barangay status. This proposal doesn't mention closing an incident case (hearing), payroll, and healthcare.

Another similar information system is the Online Barangay Information Management System with SMS Notification which is purely an Online information system that uses the SMS Notification feature for announcements on the users. the Barangay Management Information System. This is a system that will display the

master list, profiles, population, information about the Barangay constituents, and the certificate that is being required of the constituents this system has SMS support to broadcast information such as Barangay assembly, calamities, Search and Rescue.

With the after-mentioned functionalities of the information systems, the researcher was able to gather data from which the e-BAGAM could capitalize. The researcher then capitalized on the feature that is lacking on the above-mentioned information system which is the ability to receive inquiries through SMS which is also present at the Online Barangay Management Information System but the problem is the information system needs to be deployed and hosted online and also the SMS capability of this information system is mostly outbound and there is no way that they can check incoming SMS. The researcher then made a localized API that catches the needed information on all of the incoming SMS which in this case is the incidents reported by our residents. Having been able to know the incident immediately through SMS prompts the barangay officials to deliver the necessary services that the residents need. Also, the information system can monitor the status of their report from which is very essential to the residents because another problem with existing information systems that are on the Barangay level is that the information system is not collaborative and engaging to the people. The residents need to know this so that the process is not repetitive and we can start with this information system by monitoring the status of reported incidents.

Chapter III

PROJECT PLAN

Methodology

1. Software Architectural Representation

The researcher used some of the views defined in the 4+1 model by Kruchten, as a guide for the provision of a comprehensive architectural view of the information system, to be able to consider the different viewpoints from different stakeholders and these views are:

- Use Case View
 - Audience: all the stakeholders of the system, including the end-users.
 - Area: describes the set of scenarios and/or use cases that represent some significant, central functionality of the system. Describes the actors and use cases for the system, this view presents the needs of the user and is elaborated further at the design level to describe discrete flows and constraints in more detail. This domain vocabulary is independent of any processing model or representational syntax (i.e., XML).
 - Related Artifacts: Use-Case Model, Use-Case documents
- Logical View
 - Audience: Designers.
 - Area: Functional Requirements: describes the design's object model. Also describes the most important use-case realizations and business requirements of the system.
 - Related Artifacts: Design model

- Data View
 - Audience: Data specialists, Database administrators
 - Area: Persistence: describes the architecturally significant persistent elements in the data model as well as how data flows through the system.
 - Related Artifacts: Data model.
- Development View
 - Audience: Deployment managers.
 - Area: Topology: describes the mapping of the software onto the hardware and shows the system's distributed aspects. Describes potential deployment structures, by including known and anticipated deployment scenarios in the architecture we allow the implementers to make certain assumptions on network performance, system interaction, and so forth.
 - Related Artifacts: Deployment model.

2. Use Case View

This will give additional context on the usage of our system and the interactions between the components. 2.1 Lists the actors and has a brief description for each in overall use of the system. 2.2 shows the most common use-cases and is an outline and illustrated using UML diagrams and sequence diagrams for the clarification in the interaction within components.

2.1. Actors

Barangay Official

The barangay official will be utilizing the admin page from which he or she can manage Incidents, Action Team Leaders, and Area Team Leader.

Walk-in User

The user interface can be utilized by the residents through registration and logging in to the information system. The user could manage his/her account details, file a complaint and monitor the complaint status.

SMS User

The SMS user is not needed to access the information system. The report will automatically be queued to the system and will be subjected to validation.

2.2. Use-Case Realizations

2.2.1. User Registration and Login

User is registered and User is redirected to the User Page when Already Registered.

Figure 1. User Registration Use Case

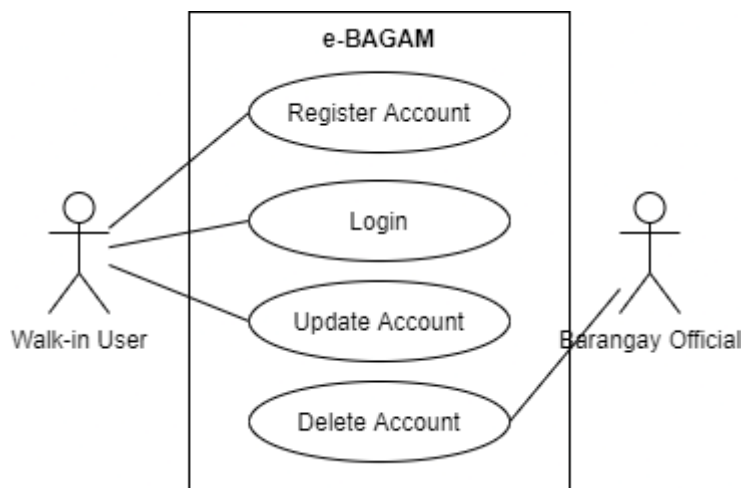
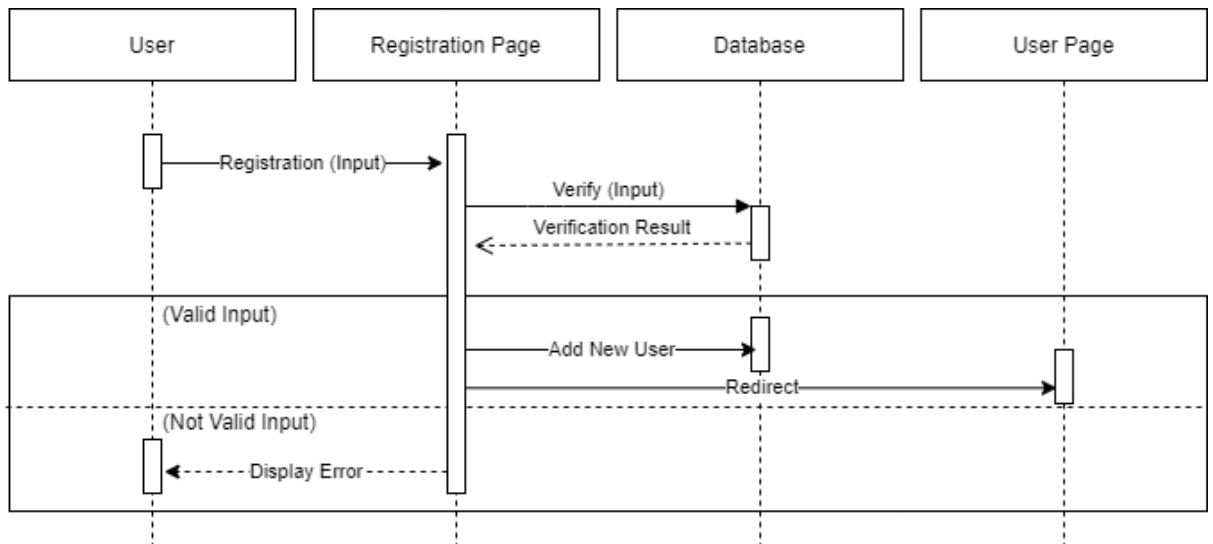


Figure 2. User Registration Sequence Diagram



2.2.2. File an Incident

Users (via SMS and Walk-in) file a report and was received by the Barangay Official then updates the status upon assigning to the proper Area Team Leader.

Figure 3. Incident Reporting Use Case

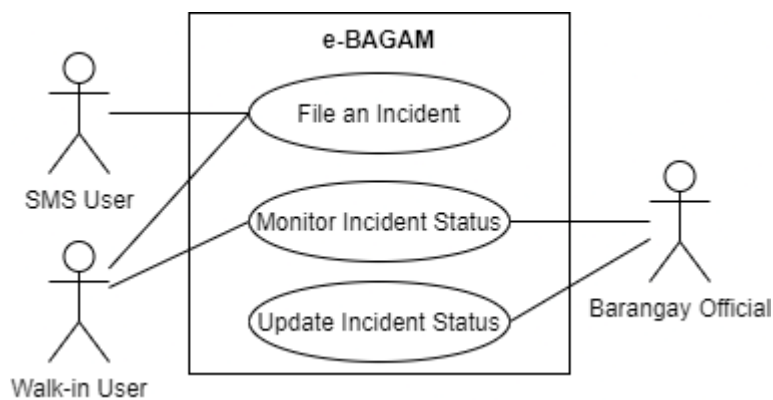
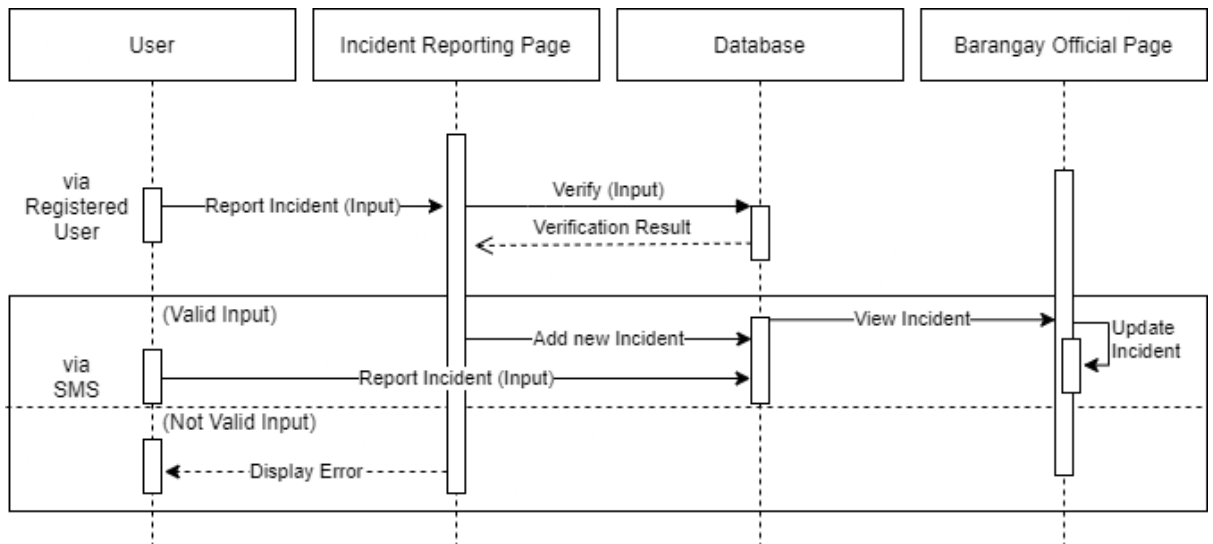


Figure 4. Incident Reporting Sequence Diagram



2.2.3. Updating Incident Status

The Barangay Official updates the status of the reported incident. The incident is either assigned to an Area Officer for action or closed and resolved.

Figure 5. Incident Updating Use Case

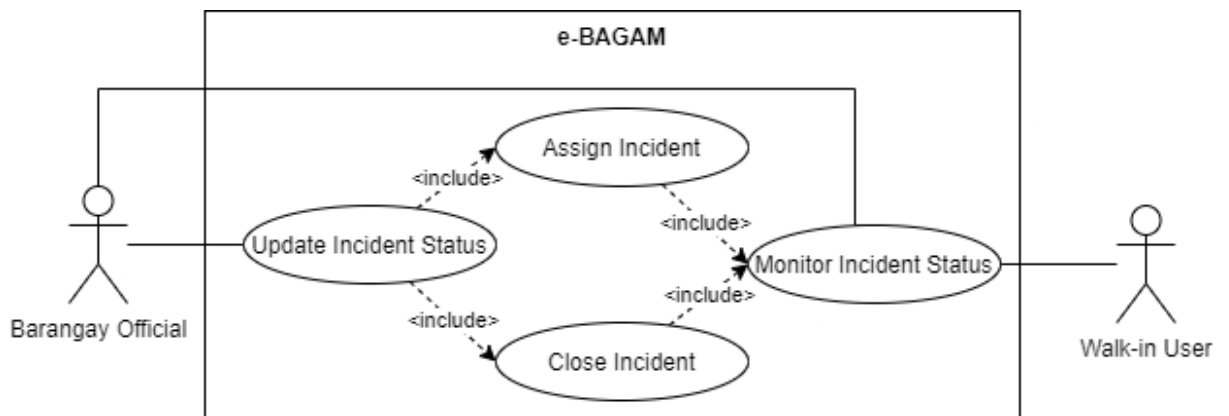
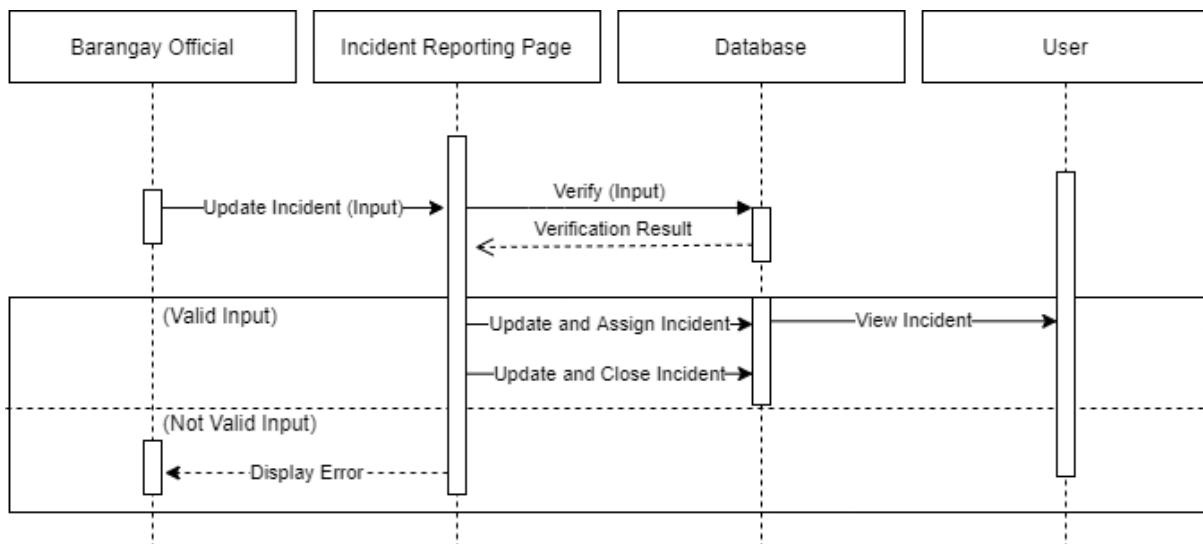


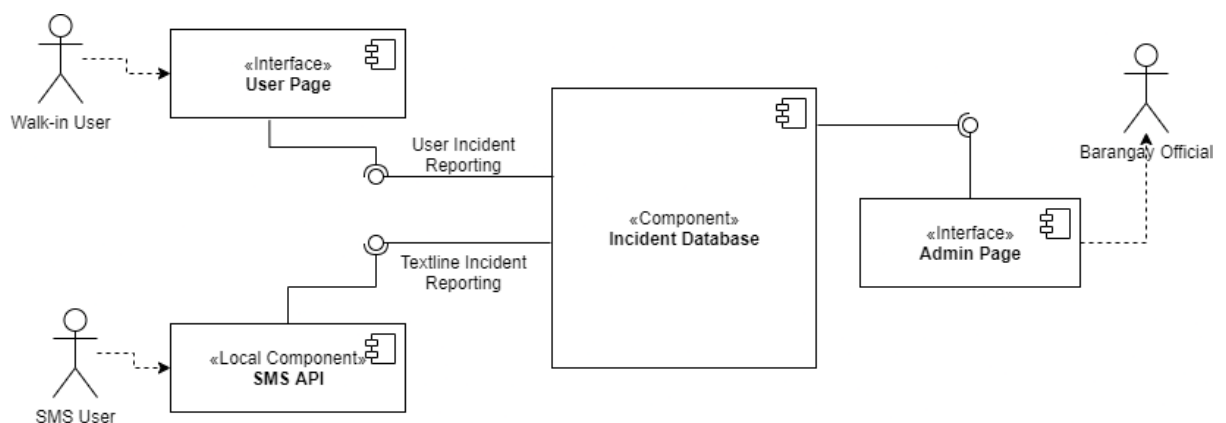
Figure 6. Incident Updating Sequence Diagram



3. Logical View

The components are defined in this wherein we can define interfaces through which they will communicate and interact with one another. The need to isolate the components is the reason for defining the system components from which we could change the rest of the system.

Figure 7. Logical Component Diagram



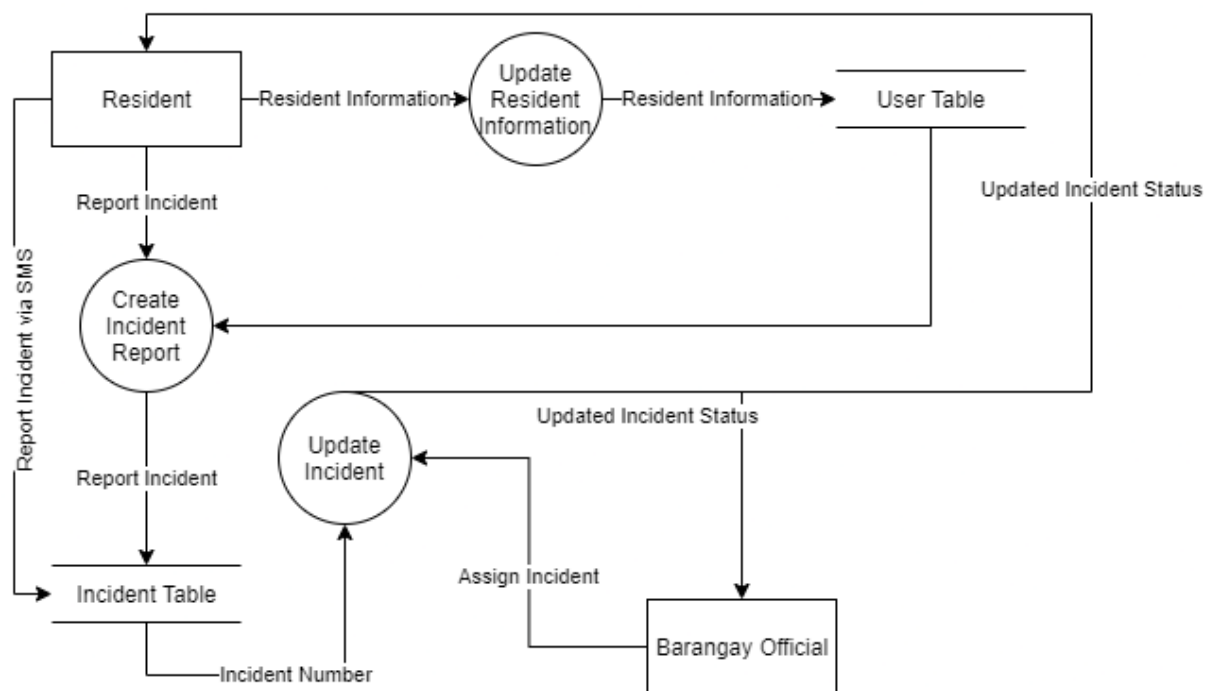
4. Data View

Using the Data Flow Diagram, we can further picture how data will flow between external entities and the e-BAGAM.

Figure 8. Incident Reporting Level 0 Data Flow Diagram



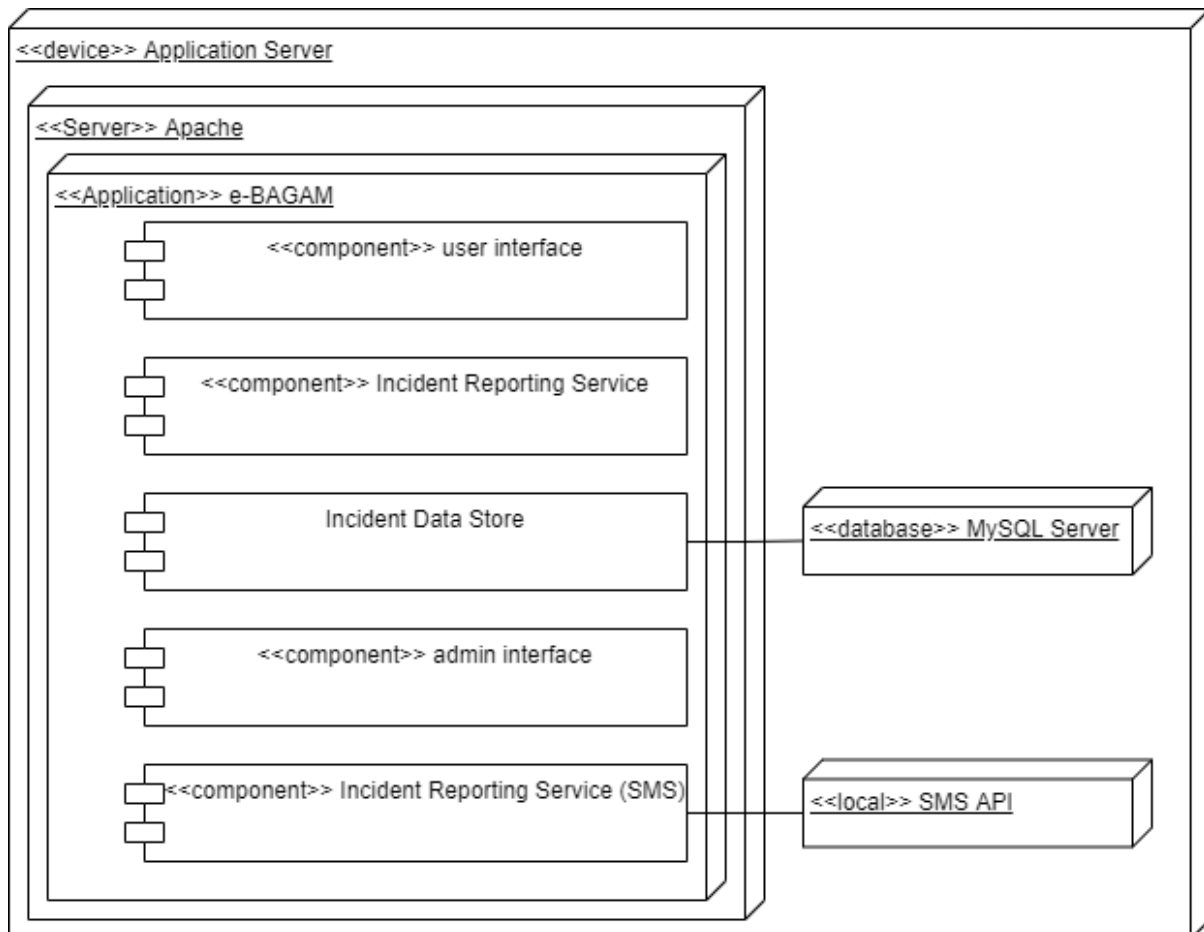
Figure 9. Incident Reporting Data Flow Diagram



5. Deployment View

The Application will be hosted locally with a running Apache and MySQL server. The application will include an internal API for handling SMS then used by the information system for processing the newly reported incidents by the residents.

Figure 10. Deployment View Diagram



Chapter IV

RESULTS AND DISCUSSION

Given limited time the researcher was able to gather data from the barangay officials as to what they wanted with the system to be able to have an information system that can gather all the reported incidents regardless of the distance from the Barangay Hall, Able to help the officials provide an immediate response to the constituents, Status update as to the progress of the reported incident and of which the registered residents on the information system can also monitor their filed complaint.

Upon interviewing with the barangay official, the researcher was able to identify that one of the problems that they wanted to resolve was to be able to cater to those residents that live far from the barangay hall wherein some of them choose not to report an incident. To be able to cater to the specific problem, the researcher now then integrated SMS feature to the information system wherein the system is capable of gathering incidents send through text. This solution made the officials happy because not only it was cost-efficient but also, they said that they could improve service delivery in the future.

Officials of the barangay also aim to improve the "Lupon Tagapamayapa" wherein the barangay captain is the executive. Implementation of the information system would provide them with a Cluster-Based approach to resolve a problem that is inspired by Japan's Cluster-Based Development wherein the different sectors can be grouped by clusters of specialization. In the information system, the basis in clustering is per area and geographical location of the residents which in the case of Irisan is per Purok as per the request of the Barangay Captain.

The researcher interviewed some of the residents on what they need on an

information system that caters the inquiries on the barangay wherein the majority of them answered that needed to know the status of their reported incident through the information system. The researcher then added a module on the information system for user registration wherein they could monitor their report from the barangay.

With the mentioned features of the system added the researcher now then conducted a usability assessment using usability scale by John Brooke in 1986 on the evaluation of the respondents towards the functionality and usability of the e-BAGAM information system. The responses were tallied and statistically treated to facilitate the interpretation of the results.

Initially, the users were asked to rate the prototype using the same system usability scale from which the average was around 75 to 82.5 which was relatively low and this was a good time for the researcher to gather more data that the officials need for the proposed information system. Among of the revision that the prototype was slow and causes their computer to crash even when doing office-related tasks, the officials also inquired if it is possible for them to have a web-based application which operates offline and the last one is they simply wanted an information system that is easy to use which is somehow similar to a ticketing system.

With the inputs gathered from the respondents, the researcher then revised the information system from windows form to a web-based application running on localhost. The researcher then placed all the inputs from the users to the information system conducted the final system usability survey.

The respondents were barangay officials and the majority of them answered the odd-numbered questions with 4 to 5 points and the even-numbered questions with 1 to 3 wherein indicates that the users were able to understand and will able to use the information system. In general, the respondents were able to rate the information

system in the range of 87.5 to 95. The response from the users indicates that they are ready to use the information system.

Chapter V

CONCLUSION

The e-BAGAM, an information system that primarily focuses on improving the delivery of service within the barangay through reaching out to the residents using the easiest and available option to be able to report incidents. The information system was developed to be able to record all incoming reported incidents by the residents. An SMS feature was added to cover all of the inquiries regardless of the distance to the Barangay Hall and for the convenience of the resident.

The information system can manage the incoming incidents through the Admin or Chairman's page from which he can provide immediate resolution or assign the incident to other barangay officials. The researcher made sure that there is a user input in case the barangay official updates the status of the incident and this is inclusive of the security feature wherein the timestamp of editing will be included in the edit history of the incident.

e-BAGAM also provides the Administrator access to monitor the status of the reported incident which is tagged in the system as Newly Received Grievance, Pending Grievance, and Closed Grievance. Defining each of the statuses we state that Newly Received Grievance is for incoming reported incidents, Pending Grievance are incidents that are assigned to Officials and tagged as being acted upon, and the last is Closed Grievances which are the reported incidents that are either closed because it was already resolved or closed because it was escalated on higher justice implementing body. The registered residents could view the status of their reported incident through the user's page wherein they can also check on who is acting upon their report.

Chapter VI

RECOMMENDATIONS

The e-BAGAM is a powerful management application for barangay officials in managing their constituents and could be further be enhanced to be able to provide excellent service delivery on barangays. With this being said further studies on the information system recommends the following enhancements:

- Since the information system made has an API for incoming messages. The information system can also do reply to the incoming messages. The Addition of a reply or assign to the area team leader module can be added for proper delegation of the incident.
- Inclusion of notification system from which the numbers who texted their report to the system will be notified when the status of their inquiry was updated.
- Inclusion of pre-formatted forms for barangay incident reporting
- Inclusion of web-based API that also gathers messages which can be used by other barangays that have access to an internet connection.
- Further enhancement to the web UI of the information system.

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APPENDICES

1. Complete Program Listing

Pages on the Administrator account

- Category page

```
• <?php
• session_start();
• include('include/config.php');
• if(strlen($_SESSION['alogin'])==0)
• {
• header('location:index.php');
• }
• else{
• date_default_timezone_set('Asia/Manila');
• $currentTime = date( 'd-m-Y h:i:s A', time () );
• if(isset($_POST['submit']))
• {
• $category=$_POST['category'];
• $description=$_POST['description'];
• $sql=mysqli_query($con,"insert into category(categoryName,categoryDescription) values('$category','$description')");
• $_SESSION['msg']="Action Officer Created !!";
• }
• if(isset($_GET['del']))
• {
• mysqli_query($con,"delete from category where id = '".$_.$_GET['id']."'");
• $_SESSION['delmsg']="Action Officer deleted !!";
• }
• ?>
• <!DOCTYPE html>
• <html lang="en">
• <head>
• <meta name="description" content="The category page.">
• <meta name="viewport" content="width=device-width, initial-scale=1.0">
• <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
• <title>Admin| Action Officer</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&display=swap' 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>Barangay Action Officer</h3>
  </div>
  <div class="module-body">
    <?php if(isset($_POST['submit']))
  {?>
    <div class="alert alert-success">
      <button type="button" class="close
" data-dismiss="alert">x</button>
      <strong>Well done!</strong> <?php echo
htmlentities($_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">x</button>
      <strong>Oh snap!</strong> <?php echo
htmlentities($_SESSION['delmsg']);?><?php echo htmlentities($_SESSION['de
lmsg']="");?>
    </div>
    <?php } ?>
    <br />
    <form class="form-horizontal row-
fluid" name="Action Officer" method="post" >
    <div class="control-group">
      <label class="control-label" for="basicinput">Action Officer Name</label>
      <div class="controls">
        <input type="text" placeholder="Enter Action Officer" name="category" cla
ss="span8 tip" required>
      </div>
    </div>
    <div class="control-group">
      <label class="control-
label" for="basicinput">Description</label>
      <div class="controls">
        <textarea class="span8" na
me="description" rows="5"></textarea>
      </div>
    </div>
    <div class="control-group">
      <div class="controls">
        <button type="submit" name
="submit" class="btn">Create</button>
      </div>
    </div>
  </form>
  </div>
  </div>
  <div class="module">
    <div class="module-head">
      <h3>Manage Categories</h3>
    </div>

```

```

•         <div class="module-body table">
•         <table cellpadding="0" cellspacing="0" border="0" class="datatable-1 table table-bordered table-striped display" width="100%">
•             <thead>
•                 <tr>
•                     <th>#</th>
•                     <th>Action Officer</th>
•                     <th>Description</th>
•                     <th>Creation date</th>
•                     <th>Last Updated</th>
•                     <th>Action</th>
•                 </tr>
•             </thead>
•             <tbody>
•
• <?php $query=mysqli_query($con,"select * from category");
• $cnt=1;
• while($row=mysqli_fetch_array($query))
• {
•     ?>
•
•                 <tr>
•
•                 <td><?php echo htmlentities($cnt);?></td>
•
•                 <td><?php echo htmlentities($row['categoryName']);?></td>
•
•                 <td><?php echo htmlentities($row['categoryDescription']);?></td>
•
•                 <td> <?php echo htmlentities($row['creationDate']);?></td>
•
•                 <td><?php echo htmlentities($row['updationDate']);?></td>
•
•                 <td>
•                 <a href="edit-category.php?id=<?php echo $row['id']?>" ><i class="icon-edit"></i></a>
•                 <a href="category.php?id=<?php echo $row['id']?>&del=delete" onClick="return confirm('Are you sure you want to delete?')"><i class="icon-remove-sign"></i></a></td>
•
•                 </tr>
•
•                 <?php $cnt=$cnt+1; } ?>
•
•             </tbody>
•         </table>
•     </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('');`
- `$('.dataTables_paginate > a:first-`
- `child').append('<i class="icon-chevron-left shaded"></i>');`
- `$('.dataTables_paginate > a:last-`
- `child').append('<i class="icon-chevron-right shaded"></i>');`
- `});`
- `</script>`
- `</body>`
- `<?php } ?>`

- Change password

- `<?php`
- `session_start();`
- `include('include/config.php');`
- `if(strlen($_SESSION['alogin'])==0)`
- `{`
- `header('location:index.php');`
- `}`
- `else{`
- `date_default_timezone_set('Asia/Manila');// change according timezone`
- `$currentTime = date('d-m-Y h:i:s A', time ());`
-
- `if(isset($_POST['submit']))`
- `{`
- `$sql=mysqli_query($con,"SELECT password FROM admin where password='".md5(`
- `$_POST['password'])."' && username='".$_SESSION['alogin']."'");`
- `$num=mysqli_fetch_array($sql);`
- `if($num>0)`
- `{`
- `$con=mysqli_query($con,"update admin set password='".md5($_POST['newpassw`
- `ord'])."', updationDate='$currentTime' where username='".$_SESSION['alogin`
- `']."'");`
- `$_SESSION['msg']="Password Changed Successfully !!";`
- `}`
- `else`
- `{`
- `$_SESSION['msg']="Old Password not match !!";`
- `}`
- `}`
- `?>`
- `<!DOCTYPE html>`
- `<html lang="en">`
- `<head>`
- `<meta name="description" content="The change password page.">`
- `<meta name="viewport" content="width=device-width, initial-scale=1.0">`
- `<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />`
- `<title>Admin| Change Password</title>`
- `<link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="styl`
- `esheet">`
- `<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=Ope
n+Sans:400italic,600italic,400,600&display=swap' rel='stylesheet'>
• <script type="text/javascript">
• function valid()
• {
• if(document.chngpwd.password.value=="")
• {
• alert("Current Password Filed is Empty !!");
• document.chngpwd.password.focus();
• return false;
• }
• else if(document.chngpwd.newpassword.value=="")
• {
• alert("New Password Filed is Empty !!");
• document.chngpwd.newpassword.focus();
• return false;
• }
• else if(document.chngpwd.confirmpassword.value=="")
• {
• alert("Confirm Password Filed is Empty !!");
• document.chngpwd.confirmpassword.focus();
• return false;
• }
• else if(document.chngpwd.newpassword.value!= document.chngpwd.confirmpassw
ord.value)
• {
• alert("Password and Confirm Password Field do not match !!");
• document.chngpwd.confirmpassword.focus();
• return false;
• }
• return true;
• }
• </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>Admin Change Password</h3>
• </div>
• <div class="module-body">
•
• <?php if(isset($_POST['submit']))
• {?>
• <div class="alert alert-success">
• <button type="button" class="close
" data-dismiss="alert"></button>
• <?php echo htmlentities($_SESSION[
'msg']);?><?php echo htmlentities($_SESSION[
'msg']="");?>
• </div>
• <?php } ?>

```

```

    •                                     <br />
    •
    •                                     <form class="form-horizontal row-
fluid" name="chngpwd" method="post" onSubmit="return valid();">
    •
    • <div class="control-group">
    • <label class="control-label" for="basicinput">Current Password</label>
    • <div class="controls">
    • <input type="password" placeholder="Enter your current Password" name="pa
ssword" class="span8 tip" required>
    • </div>
    • </div>
    •
    • <div class="control-group">
    • <label class="control-label" for="basicinput">New Password</label>
    • <div class="controls">
    • <input type="password" placeholder="Enter your new current Password" name
="newpassword" class="span8 tip" required>
    • </div>
    • </div>
    •
    • <div class="control-group">
    • <label class="control-label" for="basicinput">Current Password</label>
    • <div class="controls">
    • <input type="password" placeholder="Enter your new Password again" name="
confirmpassword" class="span8 tip" required>
    • </div>
    • </div>
    •
    •
    •
    •                                     <div class="control-group">
    •                                     <div class="controls">
    •                                     <button type="submit" name
="submit" class="btn">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"></s
cript>
    • <script src="scripts/flot/jquery.flot.js" type="text/javascript"></scr
ipt>
    • </body>

```

- `<?php } ?>`

- Closed Complaint

```
•
• <?php
• session_start();
• include('include/config.php');
• if(strlen($_SESSION['alogin'])==0)
• {
• header('location:index.php');
• }
• else{
• date_default_timezone_set('Asia/Manila');// change according timezone
• $currentTime = date( 'd-m-Y h:i:s A', time () );
•
• ?>
• <!DOCTYPE html>
• <html lang="en">
• <head>
• <meta name="viewport" content="width=device-width, initial-scale=1.0">
• <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
• <title>Admin| Manage Grievance</title>
• <link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="styl
esheet">
• <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=Ope
n+Sans:400italic,600italic,400,600&display=swap' rel='stylesheet'>
• <script language="javascript" type="text/javascript">
• var popUpWin=0;
• function popUpWindow(URLStr, left, top, width, height)
• {
• if(popUpWin)
• {
• if(!popUpWin.closed) popUpWin.close();
• }
• popUpWin = open(URLStr,'popUpWin', 'toolbar=no,location=no,directories=no,
status=no,menubar=no,scrollbars=yes,resizable=no,copyhistory=yes,width='+5
00+',height='+600+',left='+left+', top='+top+',screenX='+left+',screenY='+
top+'');
• }
•
• </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>Resolved Grievances</h3>
• </div>
• <div class="module-body table">
```


- `<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('');`
- `$('.dataTables_paginate > a:first-child').append('<i class="icon-chevron-left shaded"></i>');`
- `$('.dataTables_paginate > a:last-child').append('<i class="icon-chevron-right shaded"></i>');`
- `});`
- `</script>`
- `</body>`
- `<?php } ?>`

- Complaint details

- `<?php`
- `session_start();`
- `include('include/config.php');`
- `if(strlen($_SESSION['alogin'])==0)`
- `{`
- `header('location:index.php');`
- `}`
- `else{`
- `?`
- `?>`
- `<!DOCTYPE html>`
- `<html lang="en">`
- `<head>`
- `<meta name="description" content="Contains the grievance details.">`
- `<meta name="viewport" content="width=device-width, initial-scale=1.0">`
- `<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />`
- `<title>Admin| Grievance Details</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&display=swap' rel='stylesheet'>`
- `<script language="javascript" type="text/javascript">`
- `var popUpWin=0;`
- `function popUpWindow(URLStr, left, top, width, height)`
- `{`
- `if(popUpWin)`
- `{`
- `if(!popUpWin.closed) popUpWin.close();`
- `}`
- `popUpWin = open(URLStr,'popUpWin', 'toolbar=no,location=no,directories=no,status=no,menubar=no,scrollbars=yes,resizable=no,copyhistory=yes,width='+600+',height='+600+'left='+left+' top='+top+'screenX='+left+'screenY='+top+'');`


```

    • <td><?php echo htmlentities($row[ 'complaintType' ]);?>
    • </td>
    • </tr>
    • <tr>
    • <td><b>Street/Purok/District </b></td>
    • <td><?php echo htmlentities($row[ 'street' ]);?></td>
    • <td ><b>Nature of Grievance</b></td>
    • <td colspan="3"> <?php echo htmlentities($row[ 'noc' ]);?></td>
    • </tr>
    • <tr>
    • <td><b>Grievance Details </b></td>
    • <td colspan="5"> <?php echo htmlentities($row[ 'complaintDetails' ]);?></td>
    • </tr>
    • </tr>
    • <tr>
    • <td><b>File(if any) </b></td>
    • <td colspan="5"> <?php $cfile=$row[ 'complaintFile' ];
    • if($cfile==" " || $cfile=="NULL")
    • {
    •     echo "File NA";
    • }
    • else{?>
    • <a href=" ../users/complaintdocs/<?php echo htmlentities($row[ 'complaintFile' ]);?>" target="_blank"/> View File</a>
    • <?php } ?></td>
    • </tr>
    • <tr>
    • <td><b>Final Status</b></td>
    • <td colspan="5"><?php if($row[ 'status' ]=="")
    • { echo "Newly Received";
    • } else {
    •     echo htmlentities($row[ 'status' ])
    • ;
    • }?></td>
    • </tr>
    • <?php $ret=mysqli_query($con,"select complaintremark.remark as remark,complaintremark.status as sstatus,complaintremark.remarkDate as rdate from complaintremark join tblcomplaints on tblcomplaints.complaintNumber=complaintremark.complaintNumber where complaintremark.complaintNumber='".$$_GET[ 'cid ' ].' " . "'");
    • while($rw=mysqli_fetch_array($ret))
    • {
    •     ?>
    • </tr>

```

```

• <td><b>Remark</b></td>
• <td colspan="5"><?php echo htmlentities($rw['remark']); ?> <b>Remark Date
  :</b><?php echo htmlentities($rw['rdate']); ?></td>
• </tr>
•
• <tr>
• <td><b>Status</b></td>
• <td colspan="5"><?php echo htmlentities($rw['sstatus']); ?></td>
• </tr>
• <?php }?>
•
•
•
• <tr>
•
• <td><b>Action</b></td>
•
•
• <td>
• <?php if($row['status']=="clos
ed"){
•
• } else {?>
• <a href="javascript:void(0);" onClick="popUpWindow('http://localhost/cms/a
dmin/updatecomplaint.php?cid=<?php echo htmlentities($row['complaintNumber
']);?>');" title="Update order">
• <button type="button" class="
btn btn-primary">Take Action</button></td>
• </a><?php } ?></td>
• <td colspan="4">
• <a href="javascript:void(0);"
onClick="popUpWindow('http://localhost/cms/admin/userprofile.php?uid=<?php
echo htmlentities($row['userId']);?>');" title="Update order">
• <button type="button" class="
btn btn-primary">View User Detials</button></a></td>
•
• </tr>
• <?php } ?>
•
• </table>
• </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"></s
cript>
• <script src="scripts/flot/jquery.flot.js" type="text/javascript"></scr
ipt>
• <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 } ?>

```

- Edit category

```

    • <?php
    • session_start();
    • include('include/config.php');
    • if(strlen($_SESSION['alogin'])==0)
    •     {
    •     header('location:index.php');
    •     }
    •     else{
    •
    •
    •     if(isset($_POST['submit']))
    •     {
    •         $category=$_POST['category'];
    •         $description=$_POST['description'];
    •         $id=intval($_GET['id']);
    •         $sql=mysqli_query($con,"update category set categoryName='$category',categoryDescription='$description' where id='$id'");
    •         $_SESSION['msg']="Action Officer Updated !!";
    •
    •
    •     }
    •
    •
    •     ?>
    • <!DOCTYPE html>
    • <html lang="en">
    • <head>
    •     <meta name="description" content="Area to change or edit Barangay Acti
    on head.">
    •     <meta name="viewport" content="width=device-width, initial-scale=1.0">
    •     <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
    •     <title>Admin| Action Officer</title>
    •     <link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="styl
    esheet">
    •     <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=Ope
    n+Sans:400italic,600italic,400,600&display=swap' rel='stylesheet'>
    • </head>
    • <body>
    • <?php include('include/header.php');?>
    •
    •
    •     <div class="wrapper">
    •         <div class="container">
    •             <div class="row">
    • <?php include('include/sidebar.php');?>

```



```

• <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
• <title>Admin| Street/Purok/District</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&display=swap' 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>Street/Purok/District</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 } ?>
•
• <br />
•
• <form class="form-horizontal row-fluid" name="Action Officer" method="post" >
• <?php
• $id=intval($_GET['id']);
• $query=mysqli_query($con,"select * from street where id='$id'");
• while($row=mysqli_fetch_array($query))
• {
• ?>
• <div class="control-group">
• <label class="control-label" for="basicinput">Street/Purok/District Name</label>
• <div class="controls">
• <input type="text" placeholder="Enter Action Officer" name="street" value
• ="<?php echo htmlentities($row['streetName']);?>" class="span8 tip" required>
• </div>
• </div>
•
• <div class="control-group">
• <label class="control-label" for="basicinput">Description</label>

```

```

    <div class="controls">
    <textarea class="span8" name="description" rows="5"><?php echo htmlentities($row['streetDescription']);?></textarea></div>
    </div>
    <?php } ?>

    <div class="control-group">
    <div class="controls">
    <button type="submit" name="submit" class="btn">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>
<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 } ?>

```

- Edit subcategory

```

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

```

```

•
• if(isset($_POST['submit']))
• {
•     $category=$_POST['category'];
•     $subcat=$_POST['subcategory'];
•     $id=intval($_GET['id']);
•     $sql=mysqli_query($con,"update subcategory set categoryid='$category',sub
category='$subcat' where id='$id'");
•     $_SESSION['msg']="Action Officer Updated !!";
•
• }
•
• ?>
• <!DOCTYPE html>
• <html lang="en">
• <head>
•     <meta name="description" content="Area to edit the Area Leader.">
•     <meta name="viewport" content="width=device-width, initial-scale=1.0">
•     <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
•     <title>Admin| Edit Area Team Leader</title>
•     <link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="styl
esheet">
•     <link type="text/css" href="bootstrap/css/bootstrap-
responsive.min.css" rel="stylesheet">
•     <link type="text/css" href="css/theme.css" rel="stylesheet">
•     <link type="text/css" href="images/icons/css/font-
awesome.css" rel="stylesheet">
•     <link type="text/css" href='http://fonts.googleapis.com/css?family=Ope
n+Sans:400italic,600italic,400,600&display=swap' rel='stylesheet'>
• </head>
• <body>
• <?php include('include/header.php');?>
•
•     <div class="wrapper">
•         <div class="container">
•             <div class="row">
• <?php include('include/sidebar.php');?>
•                 <div class="span9">
•                     <div class="content">
•
•                         <div class="module">
•                             <div class="module-head">
•                                 <h3>Edit Area Team Leader</h3>
•                             </div>
•                             <div class="module-body">
•
•                                 <?php if(isset($_POST['submit']))
•
• {?>
•
•                                     <div class="alert alert-success">
•                                         <button type="button" class="close
" data-dismiss="alert">x</button>
•
•                                             <strong>Well done!</strong> <?php echo
htmlentities($_SESSION['msg']);?><?php echo htmlentities($_SESSION['msg']
="");?>
•
•                                                 </div>
•
• <?php } ?>
•
•
•                                     <br />
•
•                                     <form class="form-horizontal row-
fluid" name="Action Officer" method="post" >
• <?php

```



```

•     </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"></s
cript>
•     <script src="scripts/flot/jquery.flot.js" type="text/javascript"></scr
ipt>
•     <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 } ?>

```

- Get subcat

```

• <?php
• include('include/config.php');
• if(!empty($_POST["cat_id"]))
• {
•     $id=intval($_POST['cat_id']);
•     $query=mysql_query("SELECT * FROM subcategory WHERE categoryid=$id");
•     ?>
•     <option value="">Select Subcategory</option>
•     <?php
•     while($row=mysql_fetch_array($query))
•     {
•         ?>
•         <option value="<?php echo htmlentities($row['id']); ?>"><?php echo htmlen
tities($row['subcategory']); ?></option>
•     <?php
•     }
• }
• ?>

```

- Index

```

• <?php
• session_start();
• error_reporting(0);
• include("include/config.php");
• if(isset($_POST['submit']))
• {
•     $username=$_POST['username'];
•     $password=md5($_POST['password']);
•     $ret=mysqli_query($con,"SELECT * FROM admin WHERE username='$username' and
password='$password'");
•     $num=mysqli_fetch_array($ret);
•     if($num>0)

```

```

• {
• $extra="change-password.php";//
• $_SESSION['alogin']=$_POST['username'];
• $_SESSION['id']=$num['id'];
• $host=$_SERVER['HTTP_HOST'];
• $uri=rtrim(dirname($_SERVER['PHP_SELF']),'/\\');
• header("location:http://$host$uri/$extra");
• exit();
• }
• else
• {
• $_SESSION['errmsg']="Invalid username or password";
• $extra="index.php";
• $host = $_SERVER['HTTP_HOST'];
• $uri = rtrim(dirname($_SERVER['PHP_SELF']),'/\\');
• header("location:http://$host$uri/$extra");
• exit();
• }
• }
• }
• ?>
•
• <!DOCTYPE html>
• <html lang="en">
• <head>
•     <meta name="description" content="The Landing Page.">
•     <meta name="viewport" content="width=device-width, initial-scale=1.0">
•     <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
•     <title>e-BAGAM | Admin login</title>
•     <link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="styl
esheet">
•     <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=Ope
n+Sans:400italic,600italic,400,600&display=swap' 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">
•                     e-BAGAM | Admin
•                 </a>
•
•                 <div class="nav-collapse collapse navbar-inverse-
collapse">
•
•                     <ul class="nav pull-right">
•
•                         <li><a href="http://localhost/cms/">
•                             Back to Portal
•                         </a></li>

```


- `<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>`

- Inprocess Complaint

- `<?php`
- `session_start();`
- `include('include/config.php');`
- `if(strlen($_SESSION['alogin'])==0)`
- `{`
- `header('location:index.php');`
- `}`
- `else{`
- `date_default_timezone_set('Asia/Manila');// change according timezone`
- `$currentTime = date('d-m-Y h:i:s A', time ());`
- `}`
- `?>`
- `<!DOCTYPE html>`
- `<html lang="en">`
- `<head>`
- `<meta name="description" content="The complaint that is on the process .">`
- `<meta name="viewport" content="width=device-width, initial-scale=1.0">`
- `<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />`
- `<title>Admin| Manage Grievance</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&display=swap' rel='stylesheet'>`
- `<script language="javascript" type="text/javascript">`
- `var popUpWin=0;`
- `function popUpWindow(URLStr, left, top, width, height)`
- `{`
- `if(popUpWin)`
- `{`
- `if(!popUpWin.closed) popUpWin.close();`
- `}`
- `popUpWin = open(URLStr,'popUpWin', 'toolbar=no,location=no,directories=no,status=no,menubar=no,scrollbars=yes,resizable=no,copyhistory=yes,width='+500+',height='+600+',left='+left+', top='+top+',screenX='+left+',screenY='+top+'');`
- `}`
- `</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">`


```

•
• <?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"></s
cript>
• <script src="scripts/flot/jquery.flot.js" type="text/javascript"></scr
ipt>
• <script src="scripts/datatables/jquery.dataTables.js"></script>
• <script>
• $(document).ready(function() {
• $.fn.dataTable().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 } ?>

```

- Logout

```

• <?php
• session_start();
• $_SESSION['alogin']=="";
• session_unset();
• //session_destroy();
• $_SESSION['errmsg']="You have successfully logout";
• ?>
• <script language="javascript">
• document.location="index.php";
• </script>

```

- Manage Users

```

•
• <?php
• session_start();
• include('include/config.php');
• if(strlen($_SESSION['alogin'])==0)
• {
• header('location:index.php');
• }
• else{
• date_default_timezone_set('Asia/Manila');// change according timezone
• $currentTime = date( 'd-m-Y h:i:s A', time () );
•
• if(isset($_GET['uid']) && $_GET['action']=='del')
• {
• $userid=$_GET['uid'];
• $query=mysqli_query($con,"delete from users where id='$userid'");
• header('location:manage-users.php');
• }
•
• ?>
• <!DOCTYPE html>
• <html lang="en">

```

```

• <head>
• <meta name="description" content="manage registered barangay constitue
nts.">
• <meta name="viewport" content="width=device-width, initial-scale=1.0">
• <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
• <title>Admin| Manage Users</title>
• <link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="styl
esheet">
• <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=Ope
n+Sans:400italic,600italic,400,600&display=swap' rel='stylesheet'>
• <script language="javascript" type="text/javascript">
• var popUpWin=0;
• function popUpWindow(URLStr, left, top, width, height)
• {
•   if(popUpWin)
•   {
•     if(!popUpWin.closed) popUpWin.close();
•   }
•   popUpWin = open(URLStr,'popUpWin', 'toolbar=no,location=no,directories=no,
status=no,menubar=no,scrollbars=yes,resizable=no,copyhistory=yes,width='+6
00+',height='+600+',left='+left+', top='+top+',screenX='+left+',screenY='+
top+'');
• }
•
• </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>Manage Barangay Constituents</h3>
• </div>
• <div class="module-body table">
•
• <table cellpadding="0" cellspacing="0" bor
der="0" class="datatable-1 table-bordered table-
striped display" width="100%">
• <thead>
• <tr>
• <th>#</th>
• <th> Name</th>
• <th>Email </th>
• <th>Contact no</th>
• <th>Reg. Date </th>
• <th>Action</th>
•
• </tr>

```

```

    </thead>
    <tbody>
    <?php $query=mysqli_query($con,"select * from users");
    $cnt=1;
    while($row=mysqli_fetch_array($query))
    {
    ?>
    <tr>
    <td><?php echo htmlentities($cnt);?></td>
    <td><?php echo htmlentities($row['fullName']);?></td>
    <td><?php echo htmlentities($row['userEmail']);?></td>
    <td><?php echo htmlentities($row['contactNo']);?></td>
    <td><?php echo htmlentities($row['regDate']);?></td>
    <td><a href="javascript:void(0);" onClick="popUpWindow('http://localhost/cms/admin/userprofile.php?uid=<?php echo htmlentities($row['id']);?>');" title="View Details">
    <button type="button" class="btn btn-primary">View Details</button>
    </a>
    <a href="manage-users.php?uid=<?php echo htmlentities($row['id']);?>&&action=del" title="Delete" onClick="return confirm('Do you really want to delete ?')">
    <button type="button" class="btn btn-danger">Delete</button></a>
    </td>
    <?php $cnt=$cnt+1; } ?>
    </table>
    </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() {
    $('<table>').dataTable();

```

- `$('.dataTables_paginate').addClass("btn-group datatable-pagination");`
- `$('.dataTables_paginate > a').wrapInner('');`
- `$('.dataTables_paginate > a:first-child').append('<i class="icon-chevron-left shaded"></i>');`
- `$('.dataTables_paginate > a:last-child').append('<i class="icon-chevron-right shaded"></i>');`
- `});`
- `</script>`
- `</body>`
- `<?php } ?>`

- Pending Complaint

- `<?php`
- `session_start();`
- `include('include/config.php');`
- `if(strlen($_SESSION['alogin'])==0)`
- `{`
- `header('location:index.php');`
- `}`
- `else{`
- `date_default_timezone_set('Asia/Manila');// change according timezone`
- `$currentTime = date('d-m-Y h:i:s A', time ());`
-
- `echo "<pre>";`
- `shell_exec('taskkill/f /im node.exe');`
- `echo "</pre>";`
-
- `?>`
- `<!DOCTYPE html>`
- `<html lang="en">`
- `<head>`
- `<meta name="description" content="Newly Created Complaints Either by S MS or by logging in to the system.">`
- `<meta name="viewport" content="width=device-width, initial-scale=1.0">`
- `<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />`
- `<title>Admin| Manage Grievance</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&display=swap' rel='stylesheet'>`
- `<script language="javascript" type="text/javascript">`
- `var popUpWin=0;`
- `function popUpWindow(URLStr, left, top, width, height)`
- `{`
- `if(popUpWin)`
- `{`
- `if(!popUpWin.closed) popUpWin.close();`
- `}`
- `popUpWin = open(URLStr,'popUpWin', 'toolbar=no,location=no,directories=no,status=no,menubar=no,scrollbars=yes,resizable=no,copyhistory=yes,width='+500+',height='+600+',left='+left+', top='+top+',screenX='+left+',screenY='+top+'');`
- `}`
-
- `</script>`


```

•                                     </tr>
•
•                                     <?php } ?>
•                                     </tbody>
•
•                                     </table>
•                                     </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"></s
cript>
•     <script src="scripts/flot/jquery.flot.js" type="text/javascript"></scr
ipt>
•     <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 } ?>

```

- Street

```

•
• <?php
• session_start();
• include('include/config.php');
• if(strlen($_SESSION['alogin'])==0)
•     {
•     header('location:index.php');
•     }
•     else{
•     date_default_timezone_set('Asia/Manila');// change according timezone
•     $currentTime = date( 'd-m-Y h:i:s A', time () );
•
•
•     if(isset($_POST['submit']))
•     {
•         $street=$_POST['street'];
•         $description=$_POST['description'];
•         $sql=mysqli_query($con,"insert into street(streetName,streetDescription) v
alues('$street','$description')");
•         $_SESSION['msg']="Street/Purok/District added Successfully !!";

```



```

    <strong>Oh snap!</strong> <?php echo
    htmlentities($_SESSION['delmsg']);?><?php echo htmlentities($_SESSION['de
    lmsg']='');?>
    </div>
    <?php } ?>
    <br />
    <form class="form-horizontal row-
    fluid" name="Action Officer" method="post" >
    <div class="control-group">
    <label class="control-
    label" for="basicinput">Street/Purok/District Name</label>
    <div class="controls">
    <input type="text" placeholder="Enter Street/Purok/District Name" name="s
    treet" class="span8 tip" required>
    </div>
    </div>
    <div class="control-group">
    <label class="control-
    label" for="basicinput">Description</label>
    <div class="controls">
    <textarea class="span8" na
    me="description" rows="5"></textarea>
    </div>
    </div>
    <div class="control-group">
    <div class="controls">
    <button type="submit" name
    ="submit" class="btn">Create</button>
    </div>
    </div>
    </form>
    </div>
    </div>
    <div class="module">
    <div class="module-head">
    <h3>Manage States</h3>
    </div>
    <div class="module-body table">
    <table cellpadding="0" cellspacing="0" bor
    der="0" class="datatable-1 table table-bordered table-
    striped display" width="100%">
    <thead>
    <tr>
    <th>#</th>
    <th>Street/Purok/District</th>
    <th>Description</th>
    <th>Creation date</th>
    <th>Last Updated</th>
    <th>Action</th>
    </tr>
    </thead>
    <tbody>
    <?php $query=mysqli_query($con,"select * from street");
    $cnt=1;
    while($row=mysqli_fetch_array($query))

```

```

• {
• ?>
•
•                                     <tr>
•                                     <td><?php echo htmlentities($c
• nt);?></td>
•                                     <td><?php echo htmlentities($r
• ow[ 'streetName' ]);?></td>
•                                     <td><?php echo htmlentities($r
• ow[ 'streetDescription' ]);?></td>
•                                     <td> <?php echo htmlentities($
• row[ 'postingDate' ]);?></td>
•                                     <td><?php echo htmlentities($r
• ow[ 'updationDate' ]);?></td>
•                                     <td>
•                                     <a href="edit-
• street.php?id=<?php echo $row[ 'id' ]?>" ><i class="icon-edit"></i></a>
•                                     <a href="street.php?id=<?php e
• cho $row[ 'id' ]?>&del=delete" onClick="return confirm('Are you sure you wan
• t to delete?')"><i class="icon-remove-sign"></i></a></td>
•                                     </tr>
•                                     <?php $cnt=$cnt+1; } ?>
•
•                                     </table>
•                                     </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"></s
• cript>
•     <script src="scripts/flot/jquery.flot.js" type="text/javascript"></scr
• ipt>
•     <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 } ?>

```

- Subcategory

```

• <?php
• session_start();
• include('include/config.php');
• if(strlen($_SESSION['alogin'])==0)
• {
• header('location:index.php');
• }
• else{
• if(isset($_POST['submit']))
• {
• $category=$_POST['category'];
• $subcat=$_POST['subcategory'];
• $sql=mysqli_query($con,"insert into subcategory(categoryid,subcategory) va
lues('$category','$subcat')");
• $_SESSION['msg']="Area Team Leader Created !!";
•
• }
•
• if(isset($_GET['del']))
• {
• mysqli_query($con,"delete from subcategory where id = '"
• .$_GET['id']."'");
• $_SESSION['delmsg']="Area Team Leader deleted !!";
• }
•
• ?>
• <!DOCTYPE html>
• <html lang="en">
• <head>
• <meta name="description" content="Add Area Leader.">
• <meta name="viewport" content="width=device-width, initial-scale=1.0">
• <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
• <title>Admin| Area Team Leader</title>
• <link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="styl
esheet">
• <link type="text/css" href="bootstrap/css/bootstrap-
responsive.min.css" rel="stylesheet">
• <link type="text/css" href="css/theme.css" rel="stylesheet">
• <link type="text/css" href="images/icons/css/font-
awesome.css" rel="stylesheet">
• <link type="text/css" href='http://fonts.googleapis.com/css?family=Ope
n+Sans:400italic,600italic,400,600&display=swap' rel='stylesheet'>
• </head>
• <body>
• <?php include('include/header.php');?>
•
• <div class="wrapper">
• <div class="container">
• <div class="row">
• <?php include('include/sidebar.php');?>
• <div class="span9">
• <div class="content">
•
• <div class="module">
• <div class="module-head">
• <h3>Area Team Leader</h3>
• </div>
• <div class="module-body">
•
• <?php if(isset($_POST['submit']))
• {?>
• <div class="alert alert-success">

```

```

    <button type="button" class="close
" data-dismiss="alert">x</button>
    <strong>Well done!</strong> <?php echo
    htmlentities($_SESSION['msg']);?><?php echo htmlentities($_SESSION['msg']
    = "");?>
    </div>
<?php } ?>
    <?php if(isset($_GET['del']))
{?>
    <div class="alert alert-error">
    <button type="button" class="close
" data-dismiss="alert">x</button>
    <strong>Oh snap!</strong> <?php echo
    htmlentities($_SESSION['delmsg']);?><?php echo htmlentities($_SESSION['de
    lmsg']="");?>
    </div>
<?php } ?>
    <br />
    <form class="form-horizontal row-
fluid" name="subcategory" method="post" >
    <div class="control-group">
    <label class="control-label" for="basicinput">Action Officer</label>
    <div class="controls">
    <select name="category" class="span8 tip" required>
    <option value="">Select Action Officer</option>
    <?php $query=mysqli_query($con,"select * from category");
    while($row=mysqli_fetch_array($query))
    {?>
    <option value="<?php echo $row['id'];?>"><?php echo $row['categoryName'];?
    ></option>
    <?php } ?>
    </select>
    </div>
    </div>
    <div class="control-group">
    <label class="control-
label" for="basicinput">Area Team Leader Name</label>
    <div class="controls">
    <input type="text" placeholder="Enter Area Team Leader Name" name="subcat
    egory" class="span8 tip" required>
    </div>
    </div>
    <div class="control-group">
    <div class="controls">
    <button type="submit" name
    ="submit" class="btn">Create</button>
    </div>
    </div>
    </form>
    </div>
    </div>
    <div class="module">

```


- `<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('');`
- `$('.dataTables_paginate > a:first-child').append('<i class="icon-chevron-left shaded"></i>');`
- `$('.dataTables_paginate > a:last-child').append('<i class="icon-chevron-right shaded"></i>');`
- `});`
- `</script>`
- `</body>`
- `<?php } ?>`

- Update complaint

- `<?php`
- `session_start();`
- `include('include/config.php');`
- `if(strlen($_SESSION['alogin'])==0)`
- `{`
- `header('location:index.php');`
- `}`
- `else {`
- `if(isset($_POST['update']))`
- `{`
- `$complaintnumber=$_GET['cid'];`
- `$status=$_POST['status'];`
- `$remark=$_POST['remark'];`
- `$query=mysqli_query($con,"insert into complaintremark(complaintNumber,status,remark) values('$complaintnumber','$status','$remark')");`
- `$sql=mysqli_query($con,"update tblcomplaints set status='$status' where complaintNumber='$complaintnumber'");`
- `echo "<script>alert('Grievance details updated successfully');</script>";`
- `}`
- `};`
- `>`
- `<script language="javascript" type="text/javascript">`
- `function f2()`
- `{`
- `window.close();`
- `}ser`
- `function f3()`
- `{`
- `window.print();`
- `}`
- `</script>`
- `<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">`
- `<html xmlns="http://www.w3.org/1999/xhtml">`
- `<head>`
- `<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1" />`


```

    •     </tr>
    •
    •
    •
    •
    • </table>
    • </form>
    • </div>
    •
    • </body>
    • </html>
    •
    • <?php } ?>

```

- User logs

```

    •
    • <?php
    • session_start();
    • include('include/config.php');
    • if(strlen($_SESSION['alogin'])==0)
    • {
    • header('location:index.php');
    • }
    • else{
    •
    • ?>
    • <!DOCTYPE html>
    • <html lang="en">
    • <head>
    • <meta name="description" content="Monitor User Logs.">
    • <meta name="viewport" content="width=device-width, initial-scale=1.0">
    • <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
    • <title>Admin| Login Trail</title>
    • <link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="styl
    esheet">
    • <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=Ope
    n+Sans:400italic,600italic,400,600&display=swap' 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>Login Trail</h3>
    • </div>
    • <div class="module-body table">
    •
    •
    • <table cellpadding="0" cellspacing="0" bor
    der="0" class="datatable-1 table table-bordered table-
    striped display" width="100%">

```

```

•                                     <thead>
•                                     <tr>
•                                     <th>#</th>
•                                     <th> User Email</th>
•                                     <th>User IP </th>
•                                     <th>Login Time</th>
•                                     <th>Logout Time </th>
•                                     <th>Status </th>
•
•                                     </tr>
•                                     </thead>
•                                     <tbody>
•
• <?php $query=mysqli_query($con,"select * from userlog");
• $cnt=1;
• while($row=mysqli_fetch_array($query))
• {
•     ?>
•
•                                     <tr>
•
•                                     <td><?php echo htmlentities($c
• nt);?></td>
•
•                                     <td><?php echo htmlentities($r
• ow[ 'username' ]);?></td>
•
•                                     <td><?php echo htmlentities($r
• ow[ 'userip' ]);?></td>
•
•                                     <td> <?php echo htmlentities($
• row[ 'loginTime' ]);?></td>
•
•                                     <td><?php echo htmlentities($r
• ow[ 'logout' ]); ?></td>
•
•                                     <td><?php $st=$row[ 'status' ];
•
•                                     if($st==1)
•                                     {
•                                         echo "Successfull";
•                                     }
•                                     else
•                                     {
•                                         echo "Failed";
•                                     }
•
•                                     ?></td>
•
•                                     <?php $cnt=$cnt+1; } ?>
•
•                                     </table>
•                                     </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('');`
- `$('.dataTables_paginate > a:first-`
- `child').append('<i class="icon-chevron-left shaded"></i>');`
- `$('.dataTables_paginate > a:last-`
- `child').append('<i class="icon-chevron-right shaded"></i>');`
- `});`
- `</script>`
- `</body>`
- `<?php } ?>`

- User profile

```

<?php
session_start();
include('include/config.php');
if(strlen($_SESSION['alogin'])==0)
{
header('location:index.php');
}
else{
?>
<script language="javascript" type="text/javascript">
function f2()
{
window.close();
}ser
function f3()
{
window.print();
}
</script>
<!DOCTYPE html PUBLIC "-//
W3C//DTD XHTML 1.0 Transitional//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-
transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml">
<head>
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1" />
<title>User Profile</title>
<link href="style.css" rel="stylesheet" type="text/css" />
<link href="anuj.css" rel="stylesheet" type="text/css">
</head>
<body>
<div style="margin-left:50px;">
<form name="updateticket" id="updateticket" method="post">
<table width="100%" border="0" cellspacing="0" cellpadding="0">
<?php
$ret1=mysqli_query($con,"select * FROM users where id='".$_$_GET['uid']."'");
while($row=mysqli_fetch_array($ret1))
{
?>

```



```

    •      ?></td>
    •      </tr>
    •
    •      <tr>
    •
    •          <td colspan="2">
    •              <input name="Submit2" type="submit" class="txtbox4" value="Close this windo
    w " onClick="return f2();" style="cursor: pointer;" /></td>
    •          </tr>
    •
    •      <?php }
    •
    •
    •      ?>
    •
    • </table>
    • </form>
    • </div>
    •
    • </body>
    • </html>
    •
    • <?php } ?>

```

Pages on the User Account

- Change password

```

    • <?php
    • session_start();
    • error_reporting(0);
    • include('includes/config.php');
    • if(strlen($_SESSION['login'])==0)
    • {
    •     header('location:index.php');
    • }
    • else{
    •     date_default_timezone_set('Asia/Manila');// change according timezone
    •     $currentTime = date( 'd-m-Y h:i:s A', time () );
    •
    •     if(isset($_POST['submit']))
    •     {
    •         $sql=mysqli_query($con,"SELECT password FROM users where password='".md5(
    • $_POST['password'])."' && userEmail='".$_SESSION['login']."'");
    •         $num=mysqli_fetch_array($sql);
    •         if($num>0)
    •         {
    •             $con=mysqli_query($con,"update users set password='".md5($_POST['newpassw
    ord'])."', updationDate='$currentTime' where userEmail='".$_SESSION['login
    '']."'");
    •             $successmsg="Password Changed Successfully !!";
    •         }
    •         else
    •         {
    •             $errormsg="Old Password not match !!";
    •         }
    •     }
    •     ?>
    •
    • <!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="e-BAGAM user profile">
• <meta name="author" content="Grievance Tickets">
• <meta name="keyword" content="Grievance Tickets, Bootstrap, Admin, Tem
plate, Theme, Responsive, Fluid, Retina">
•
• <title>e-BAGAM | User Change Password</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" />
• <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
datepicker/css/datepicker.css" />
• <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
daterangepicker/daterangepicker.css" />
• <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.chngpwd.password.value=="")
• {
• alert("Current Password Filed is Empty !!");
• document.chngpwd.password.focus();
• return false;
• }
• else if(document.chngpwd.newpassword.value=="")
• {
• alert("New Password Filed is Empty !!");
• document.chngpwd.newpassword.focus();
• return false;
• }
• else if(document.chngpwd.confirmpassword.value=="")
• {
• alert("Confirm Password Filed is Empty !!");
• document.chngpwd.confirmpassword.focus();
• return false;
• }
• else if(document.chngpwd.newpassword.value!= document.chngpwd.confirmpassw
ord.value)
• {
• alert("Password and Confirm Password Field do not match !!");
• document.chngpwd.confirmpassword.focus();
• return false;
• }
• return true;
• }
• </script>
• </head>
•
• <body>
•
• <section id="container" >
• <?php include("includes/header.php");?>
• <?php include("includes/sidebar.php");?>
• <section id="main-content">
• <section class="wrapper">
• <h3><i class="fa fa-angle-right"></i> Change Password</h3>
•
• <!-- BASIC FORM ELELEMNTS -->

```

```

•         <div class="row mt">
•             <div class="col-lg-12">
•                 <div class="form-panel">
•                     <h4 class="mb"><i class="fa fa-angle-
right"></i> User Change Password</h4>
•
•                         <?php if($successmsg)
•                             {?>
•                                 <div class="alert alert-success alert-dismissable">
•                                     <button type="button" class="close" data-
dismiss="alert" aria-hidden="true">&times;</button>
•                                     <b>Well done!</b> <?php echo htmlentities($successms
g);?></div>
•                                     <?php }?>
•
•                         <?php if($errmsg)
•                             {?>
•                                 <div class="alert alert-danger alert-dismissable">
•                                     <button type="button" class="close" data-dismiss="alert" aria-
hidden="true">&times;</button>
•                                     <b>Oh snap!</b> </b> <?php echo htmlentities($errorm
sg);?></div>
•                                     <?php }?>
•
•                                 <form class="form-horizontal style-
form" method="post" name="chngpwd" onSubmit="return valid();">
•                                     <div class="form-group">
•                                         <label class="col-sm-2 col-sm-2 control-
label">Current Password</label>
•                                         <div class="col-sm-10">
•                                             <input type="password" name="password" r
equired="required" class="form-control">
•                                         </div>
•                                     </div>
•
•                                     <div class="form-group">
•                                         <label class="col-sm-2 col-sm-2 control-
label">New Password</label>
•                                         <div class="col-sm-10">
•                                             <input type="password" name="newpassword
" required="required" class="form-control">
•                                         </div>
•                                     </div>
•
•                                     <div class="form-group">
•                                         <label class="col-sm-2 col-sm-2 control-
label">Confirm Password</label>
•                                         <div class="col-sm-10">
•                                             <input type="password" name="confirmpass
word" required="required" class="form-control">
•                                         </div>
•                                     </div>
•                                     <div class="form-group">
•                                         <div class="col-sm-10" style="padding-
left:25% ">
•                                             <button type="submit" name="submit" class="btn btn-
primary">Submit</button>
•                                         </div>
•                                     </div>
•
•                                 </form>
•                             </div>

```



```

• require_once("includes/config.php");
• if(!empty($_POST["email"])) {
•     $email= $_POST["email"];
•
•     $result =mysql_query($con,"SELECT userEmail FROM users WHERE user
Email='$email'");
•     $count=mysql_num_rows($result);
•     if($count>0)
•     {
•     echo "<span style='color:red'> Email already exists .</span>";
•     echo "<script>$('#submit').prop('disabled',true);</script>";
•     } else{
•
•     echo "<span style='color:green'> Email available for Registration .</s
pan>";
•     echo "<script>$('#submit').prop('disabled',false);</script>";
•     }
•     }
•
•     ?>

```

- Complaint details

```

• <?php session_start();
• error_reporting(0);
• include('includes/config.php');
• if(strlen($_SESSION['login'])==0)
•     {
•     header('location:index.php');
•     }
• else{ ?>
•
•     <!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="e-BAGAM user profile">
•     <meta name="author" content="Grievance Tickets">
•     <meta name="keyword" content="Grievance Tickets, Bootstrap, Admin, Tem
plate, Theme, Responsive, Fluid, Retina">
•
•     <title>e-BAGAM | Grievance Details</title>
•
•     <!-- Bootstrap core CSS -->
•     <link href="assets/css/bootstrap.css" rel="stylesheet">
•     <link href="assets/font-awesome/css/font-
awesome.css" rel="stylesheet" />
•     <link href="assets/css/style.css" rel="stylesheet">
•     <link href="assets/css/style-responsive.css" rel="stylesheet">
•     </head>
•
•     <body>
•
•     <section id="container" >
•     <?php include('includes/header.php');?>
•     <?php include('includes/sidebar.php');?>
•     <section id="main-content" style="padding-left:5%; color:#000">
•     <section class="wrapper site-min-height">
•     <h3><i class="fa fa-angle-right"></i> Grievance Details</h3>
•     <hr />
•

```

```

• <?php $query=mysqli_query($con,"select tblcomplaints.*,category.categoryName as catname from tblcomplaints join category on category.id=tblcomplaints.category where userId='".$$_SESSION['id']."' and complaintNumber='".$$_GET['cid']."'");
• while($row=mysqli_fetch_array($query))
• {?>
•     <div class="row mt">
•         <label class="col-sm-2 col-sm-2 control-label"><b>Grievance Number : </b></label>
•             <div class="col-sm-4">
•                 <p><?php echo htmlentities($row['complaintNumber']);?></p>
•             </div>
•         <label class="col-sm-2 col-sm-2 control-label"><b>Reg. Date :</b></label>
•             <div class="col-sm-4">
•                 <p><?php echo htmlentities($row['regDate']);?></p>
•             </div>
•         </div>
•
•     <div class="row mt">
•         <label class="col-sm-2 col-sm-2 control-label"><b>Action Officer :</b></label>
•             <div class="col-sm-4">
•                 <p><?php echo htmlentities($row['catname']);?></p>
•             </div>
•         <label class="col-sm-2 col-sm-2 control-label"><b>Area Team Leader :</b> </label>
•             <div class="col-sm-4">
•                 <p><?php echo htmlentities($row['subcategory']);?></p>
•             </div>
•         </div>
•
•     <div class="row mt">
•         <label class="col-sm-2 col-sm-2 control-label"><b>Grievance Type :</b></label>
•             <div class="col-sm-4">
•                 <p><?php echo htmlentities($row['complaintType']);?></p>
•             </div>
•         <label class="col-sm-2 col-sm-2 control-label"><b>Purok :</b></label>
•             <div class="col-sm-4">
•                 <p><?php echo htmlentities($row['street']);?></p>
•             </div>
•         </div>
•
•     <div class="row mt">
•         <label class="col-sm-2 col-sm-2 control-label"><b>Nature of Grievance :</b></label>
•             <div class="col-sm-4">
•                 <p><?php echo htmlentities($row['noc']);?></p>
•             </div>
•         <label class="col-sm-2 col-sm-2 control-label"><b>File :</b></label>
•             <div class="col-sm-4">
•                 <p><?php $cfile=$row['complaintFile'];
•                 if($cfile=="" || $cfile=="NULL")
•                 {
•                     echo htmlentities("File NA");
•                 }
•                 else{ ?>
•                 <a href="complaintdocs/<?php echo htmlentities($row['complaintFile']);?>"
•                 target='_blank'> View File</a>
•                 <?php } ?>

```



```

•     </section><! --/wrapper -->
•     </section><!-- /MAIN CONTENT -->
• <?php include('includes/footer.php');?>
•     </section>
•
•     <!-- 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>
•     <script src="assets/js/jquery-ui-1.9.2.custom.min.js"></script>
•     <script src="assets/js/jquery.ui.touch-punch.min.js"></script>
•     <script class="include" type="text/javascript" src="assets/js/jquery.d
•     cjqaccordion.2.7.js"></script>
•     <script src="assets/js/jquery.scrollTo.min.js"></script>
•     <script src="assets/js/jquery.nicescroll.js" type="text/javascript"></
•     script>
•
•     <!--common script for all pages-->
•     <script src="assets/js/common-scripts.js"></script>
•
•     <!--script for this page-->
•
•     <script>
•         //custom select box
•
•         $(function(){
•             $('select.styled').customSelect();
•         });
•
•     </script>
•
•     </body>
• </html>
• <?php } ?>

```

- Complaint history

```

• <?php
• session_start();
• error_reporting(0);
• include('includes/config.php');
• if(strlen($_SESSION['login'])==0)
• {
•     header('location:index.php');
• }
• else{
•     ?>
•     <!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="e-BAGAM user profile">
•             <meta name="author" content="Grievance Tickets">
•             <meta name="keyword" content="Grievance Tickets, Bootstrap, Admin, Tem
•             plate, Theme, Responsive, Fluid, Retina">
•
•             <title>e-BAGAM | Grievance Monitoring</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">
•
• <link href="assets/css/table-responsive.css" rel="stylesheet">
•
• <!--
- HTML5 shim and Respond.js IE8 support of HTML5 elements and media querie
s -->
• <!--[if lt IE 9]>
• <script src="https://oss.maxcdn.com/libs/html5shiv/3.7.0/html5shiv.j
s"></script>
• <script src="https://oss.maxcdn.com/libs/respond.js/1.4.2/respond.mi
n.js"></script>
• <![endif]-->
• </head>
•
• <body>
•
• <section id="container" >
• <?php include("includes/header.php");?>
• <?php include("includes/sidebar.php");?>
•
• <section id="main-content">
• <section class="wrapper">
• <h3><i class="fa fa-angle-right"></i>e-
BAGAM | Grievance Monitoring</h3>
• <div class="row mt">
• <div class="col-lg-12">
• <div class="content-panel">
• <section id="unseen">
• <table class="table table-bordered table-
striped table-condensed">
• <thead>
• <tr style="text-align: center">
• <th style="text-
align: center">Grievance Number</th>
• <th style="text-
align: center">Reg Date</th>
• <th style="text-
align: center">last Updation date</th>
• <th style="text-
align: center">Status</th>
• <th style="text-
align: center">Action</th>
•
• </tr>
• </thead>
• <tbody>
• <?php $query=mysqli_query($con,"select * from tblcomplaints where userId
='".$$_SESSION['id']."'");
• while($row=mysqli_fetch_array($query))
• {
• >
• <tr>
• <td align="center"><?php echo htmlentities
es($row['complaintNumber']);?></td>
• <td align="center"><?php echo htmlentities
es($row['regDate']);?></td>

```

```

    • <td align="center"><?php echo htmlentities
      es($row['lastUpdationDate']);
    •
    • >></td>
    • <td align="center"><?php
      • $status=$row['status'];
      • if($status=="" or $status=="NULL")
      • { ?>
      • <button type="button" class="btn btn
        -theme04">Not Process Yet</button>
      • <?php }
      • if($status=="in process"){ ?>
      • <button type="button" class="btn btn-warning">In Process</button>
      • <?php }
      • if($status=="closed") {
      • ?>
      • <button type="button" class="btn btn-success">Closed</button>
      • <?php } ?>
      • <td align="center">
      • <a href="complaint-
        details.php?cid=<?php echo htmlentities($row['complaintNumber']);?>">
      • <button type="button" class="btn btn-primary">View Details</button></a>
      • </td>
      • </tr>
      • <?php } ?>
      • </tbody>
      • </table>
      • </section>
      • </div><!-- /content-panel -->
      • </div><!-- /col-lg-4 -->
      • </div><!-- /row -->
      •
      • </section><!-- /wrapper -->
      • </section><!-- /MAIN CONTENT -->
      • <?php include("includes/footer.php");?>
      • </section>
      •
      • <!-- 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>
      • <script class="include" type="text/javascript" src="assets/js/jquery.d
        cjqaccordion.2.7.js"></script>
      • <script src="assets/js/jquery.scrollTo.min.js"></script>
      • <script src="assets/js/jquery.nicescroll.js" type="text/javascript"></
        script>
      •
      • <!--common script for all pages-->
      • <script src="assets/js/common-scripts.js"></script>
      •
      • <!--script for this page-->
      •
      • </body>
      • </html>
      • <?php } ?>

```

- Dashboard

```

    • <?php session_start();
    • error_reporting(0);

```

```

• include('includes/config.php');
• if(strlen($_SESSION['login'])==0)
• {
• header('location:index.php');
• }
• else{ ?>
•
• <!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="e-BAGAM user profile">
• <meta name="author" content="Grievance Tickets">
• <meta name="keyword" content="Grievance Tickets, Bootstrap, Admin, Tem
plate, Theme, Responsive, Fluid, Retina">
•
• <title>e-BAGAM | Grievance Tickets</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" />
• <link rel="stylesheet" type="text/css" href="assets/css/zabuto_calenda
r.css">
• <link rel="stylesheet" type="text/css" href="assets/js/gritter/css/jqu
ery.gritter.css" />
• <link rel="stylesheet" type="text/css" href="assets/lineicons/style.cs
s">
•
• <!-- Custom styles for this template -->
• <link href="assets/css/style.css" rel="stylesheet">
• <link href="assets/css/style-responsive.css" rel="stylesheet">
•
• <script src="assets/js/chart-master/Chart.js"></script>
•
• <!--
- HTML5 shim and Respond.js IE8 support of HTML5 elements and media querie
s -->
• <!--[if lt IE 9]>
• <script src="https://oss.maxcdn.com/libs/html5shiv/3.7.0/html5shiv.js"></script>
• <script src="https://oss.maxcdn.com/libs/respond.js/1.4.2/respond.mi
n.js"></script>
• <![endif]-->
• </head>
•
• <body>
•
• <section id="container" >
• <?php include("includes/header.php");?>
• <?php include("includes/sidebar.php");?>
• <section id="main-content">
• <section class="wrapper">
•
• <div class="row">
• <div class="col-lg-9 main-chart">
•
•
•
• <div class="col-md-2 col-sm-2 box0">
• <div>

```



```

•         </section>
•     </section>
• <?php include("includes/footer.php");?>
•     </section>
•
•     <!-- js placed at the end of the document so the pages load faster -->
•     <script src="assets/js/jquery.js"></script>
•     <script src="assets/js/jquery-1.8.3.min.js"></script>
•     <script src="assets/js/bootstrap.min.js"></script>
•     <script class="include" type="text/javascript" src="assets/js/jquery.d
cjqaccordion.2.7.js"></script>
•     <script src="assets/js/jquery.scrollTo.min.js"></script>
•     <script src="assets/js/jquery.nicescroll.js" type="text/javascript"></
script>
•     <script src="assets/js/jquery.sparkline.js"></script>
•
•     <!--common script for all pages-->
•     <script src="assets/js/common-scripts.js"></script>
•
•     <script type="text/javascript" src="assets/js/gritter/js/jquery.gritte
r.js"></script>
•     <script type="text/javascript" src="assets/js/gritter-
conf.js"></script>
•
•     <!--script for this page-->
•     <script src="assets/js/sparkline-chart.js"></script>
•     <script src="assets/js/zabuto_calendar.js"></script>
• </body>
• </html>
• <?php } ?>

```

- Getsubcat

```

• <?php
• include('includes/config.php');
• if(!empty($_POST["catid"]))
• {
•     $id=intval($_POST['catid']);
•     if(!is_numeric($id)){
•
•         echo htmlentities("invalid industryid");exit;
•     }
•     else{
•         $stmt = mysqli_query($con,"SELECT subcategory FROM subcategory WHERE cate
goryid ='$id'");
•         ?><option selected="selected">Select Subcategory </option><?php
•         while($row=mysqli_fetch_array($stmt))
•         {
•             ?>
•             <option value="<?php echo htmlentities($row['subcategory']); ?>"><?php e
cho htmlentities($row['subcategory']); ?></option>
•             <?php
•             }
•         }
•     }
• }
• ?>

```

- Index

```

• <?php
• session_start();
• error_reporting(0);
• include("includes/config.php");

```

```

• if(isset($_POST['submit']))
• {
• $ret=mysqli_query($con,"SELECT * FROM users WHERE userEmail='".$_$_POST['use
rname']."' and password='".md5($_POST['password'])."'");
• $num=mysqli_fetch_array($ret);
• if($num>0)
• {
• $extra="dashboard.php";//
• $_SESSION['login']=$_POST['username'];
• $_SESSION['id']=$num['id'];
• $host=$_SERVER['HTTP_HOST'];
• $uip=$_SERVER['REMOTE_ADDR'];
• $status=1;
• $log=mysqli_query($con,"insert into userlog(uid,username,userip,status) va
lues('".$_SESSION['id']."','".$_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'];
• $status=0;
• mysqli_query($con,"insert into userlog(username,userip,status) values('".$_$_SESSION['login']."','$uip','$status')");
• $errmsg="Invalid username or password";
• $extra="login.php";
•
• }
• }
•
• if(isset($_POST['change']))
• {
• $email=$_POST['email'];
• $contact=$_POST['contact'];
• $password=md5($_POST['password']);
• $query=mysqli_query($con,"SELECT * FROM users WHERE userEmail='$email' and
contactNo='$contact'");
• $num=mysqli_fetch_array($query);
• if($num>0)
• {
• mysqli_query($con,"update users set password='$password' WHERE userEmail='
$email' and contactNo='$contact' ");
• $msg="Password Changed Successfully";
•
• }
• else
• {
• $errmsg="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="e-BAGAM user profile">
• <meta name="author" content="Grievance Tickets">

```

```

•     <meta name="keyword" content="Grievance Tickets, Bootstrap, Admin, Tem
plate, Theme, Responsive, Fluid, Retina">
•
•     <title>e-BAGAM | 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">
•             <h3 align="center" style="color:#fff"><a href="../index.html"
style="color:#fff">Grievance Managent System</a></h3>
•             <hr />
•                 <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="User ID" 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 you
r password.</p>
    •                         <input type="email" name="email" placeholder="Email" autocomplete="off" cl
ass="form-control" required><br >
    •                         <input type="text" name="contact" placeholder="contact No" autocomplete="o
ff" class="form-control" required><br>
    •                         <input type="password" class="form-
control" placeholder="New Password" id="password" name="password" require
d ><br />
    •                         <input type="password" class="form-control unicas-form-control text-
input" placeholder="Confirm Password" id="confirmpassword" name="confirmpa
ssword" 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</butto
n>
    •                     </div>
    •                 </div>
    •             </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 i
n any screen size.-->
•     <script type="text/javascript" src="assets/js/jquery.backstretch.min.j
s"></script>
•     <script>
•         $.backstretch("assets/img/login-bg.jpg", {speed: 500});
•     </script>
•
• </body>
• </html>

```

- Logout

```

• <?php
• session_start();
• include("includes/config.php");
• $_SESSION['login']="" ;
• date_default_timezone_set('Asia/Manila');
• $ldate=date( 'd-m-Y h:i:s A', time () );
• mysqli_query($con,"UPDATE userlog SET logout = '$ldate' WHERE username =
'".$_SESSION['login']."' ORDER BY id DESC LIMIT 1");
• session_unset();
•
• ?>
• <script language="javascript">
• document.location="../index.html";
• </script>

```

- Profile

```

• <?php
• session_start();
• error_reporting(0);
• include('includes/config.php');
• if(strlen($_SESSION['login'])==0)
• {
• header('location:index.php');
• }
• else{
• date_default_timezone_set('Asia/Manila');// change according timezone
• $currentTime = date( 'd-m-Y h:i:s A', time () );
•
• if(isset($_POST['submit']))
• {
• $fname=$_POST['fullname'];
• $contactno=$_POST['contactno'];
• $address=$_POST['address'];
• $street=$_POST['street'];
• $country=$_POST['country'];

```

```

• $pincode=$_POST['pincode'];
• $query=mysqli_query($con,"update users set fullName='$fname',contactNo='$c
ontactno',address='$address',Purok='$street',country='$country',pincode='$
pincode' where userEmail='".$_SESSION['login']."'");
• if($query)
• {
• $successmsg="Profile Successfully !!";
• }
• else
• {
• $errmsg="Profile not updated !!";
• }
• }
• ?>
•
• <!DOCTYPE html>
• <html lang="en">
• <head>
• <meta charset="utf-8">
• <meta name="viewport" content="width=device-width, initial-scale=1.0">
• <meta name="description" content="e-BAGAM user profile">
• <meta name="author" content="Grievance Tickets">
• <meta name="keyword" content="Grievance Tickets, Bootstrap, Admin, Tem
plate, Theme, Responsive, Fluid, Retina">
•
• <title>e-BAGAM | User Profile</title>
•
• <!-- Bootstrap core CSS -->
• <link href="assets/css/bootstrap.css" rel="stylesheet">
• <!--external css-->
• <link href="assets/font-awesome/css/font-
awesome.css" rel="stylesheet" />
• <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
datepicker/css/datepicker.css" />
• <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
daterangepicker/daterangepicker.css" />
• <link href="assets/css/style.css" rel="stylesheet">
• <link href="assets/css/style-responsive.css" rel="stylesheet">
•
• </head>
•
• <body>
•
• <section id="container" >
• <?php include("includes/header.php");?>
• <?php include("includes/sidebar.php");?>
• <section id="main-content">
• <section class="wrapper">
• <h3><i class="fa fa-angle-right"></i> Profile info</h3>
•
• <!-- BASIC FORM ELELEMNTS -->
• <div class="row mt">
• <div class="col-lg-12">
• <div class="form-panel">
•
•
•
• <?php if($successmsg)
• {?>
• <div class="alert alert-success alert-dismissable">
• <button type="button" class="close" data-
dismiss="alert" aria-hidden="true">&times;</button>

```

```

•          <b>Well done!</b> <?php echo htmlentities($successmsg);?></div>
•          <?php }?>
•
•          <?php if($errmsg)
•              {?>
•              <div class="alert alert-danger alert-dismissible">
•              <button type="button" class="close" data-dismiss="alert" aria-hidden="true">&times;</button>
•              <b>Oh snap!</b> </b> <?php echo htmlentities($errmsg);?></div>
•              <?php }?>
•          <?php $query=mysqli_query($con,"select * from users where userEmail='".$$_SESSION['login']."'");
•          while($row=mysqli_fetch_array($query))
•          {
•          ?>
•
•          <h4 class="mb"><i class="fa fa-user"></i>&nbsp;&nbsp;&nbsp;<?php echo htmlentities($row['fullName']);?>'s Profile</h4>
•          <h5><b>Last Updated at :</b>&nbsp;&nbsp;&nbsp;<?php echo htmlentities($row['updateDate']);?></h5>
•          <form class="form-horizontal style-form" method="post" name="profile" >
•
•          <div class="form-group">
•          <label class="col-sm-2 col-sm-2 control-label">Full Name</label>
•          <div class="col-sm-4">
•          <input type="text" name="fullname" required="required" value="<?php echo htmlentities($row['fullName']);?>" class="form-control" >
•          </div>
•          <label class="col-sm-2 col-sm-2 control-label">User Email </label>
•          <div class="col-sm-4">
•          <input type="email" name="useremail" required="required" value="<?php echo htmlentities($row['userEmail']);?>" class="form-control" readonly>
•          </div>
•          </div>
•
•          <div class="form-group">
•          <label class="col-sm-2 col-sm-2 control-label">Contact</label>
•          <div class="col-sm-4">
•          <input type="text" name="contactno" required="required" value="<?php echo htmlentities($row['contactNo']);?>" class="form-control">
•          </div>
•          <label class="col-sm-2 col-sm-2 control-label">Address </label>
•          <div class="col-sm-4">
•          <textarea name="address" required="required" class="form-control"><?php echo htmlentities($row['address']);?></textarea>
•          </div>
•          </div>
•
•          <div class="form-group">
•          <label class="col-sm-2 col-sm-2 control-label">Puok</label>
•          <div class="col-sm-4">
•          <select name="street" required="required" class="form-control">
•          <option value="<?php echo htmlentities($row['Puok']);?>"><?php echo htmlentities($st=$row['Puok']);?></option>
•          <?php $sql=mysqli_query($con,"select streetName from street ");
•          while ($rw=mysqli_fetch_array($sql)) {
•          if($rw['streetName']==$st)
•          {

```



```

• <button type="submit" name="submit" class="btn btn-
primary">Submit</button>
• </div>
• </div>
•
• </form>
• </div>
• </div>
• </div>
•
•
•
• </section>
• </section>
• <?php include("includes/footer.php");?>
• </section>
•
• <!-- 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>
• <script class="include" type="text/javascript" src="assets/js/jquery.d
cjqaccordion.2.7.js"></script>
• <script src="assets/js/jquery.scrollTo.min.js"></script>
• <script src="assets/js/jquery.nicescroll.js" type="text/javascript"></
script>
•
• <!--common script for all pages-->
• <script src="assets/js/common-scripts.js"></script>
•
• <!--script for this page-->
• <script src="assets/js/jquery-ui-1.9.2.custom.min.js"></script>
•
• <!--custom switch-->
• <script src="assets/js/bootstrap-switch.js"></script>
•
• <!--custom tagsinput-->
• <script src="assets/js/jquery.tagsinput.js"></script>
•
• <!--custom checkbox & radio-->
•
• <script type="text/javascript" src="assets/js/bootstrap-
datepicker/jquery-bootstrap-datepicker.js"></script>
• <script type="text/javascript" src="assets/js/bootstrap-
daterangepicker/date.js"></script>
• <script type="text/javascript" src="assets/js/bootstrap-
daterangepicker/daterangepicker.js"></script>
•
• <script type="text/javascript" src="assets/js/bootstrap-
inputmask/bootstrap-inputmask.min.js"></script>
•
•
• <script src="assets/js/form-component.js"></script>
•
•
• <script>
• //custom select box
•
• $(function(){
• $('select.styled').customSelect();
• });
•
• </script>

```

-
- </body>
- </html>
- <?php } ?>

- Register complaint

```

• <?php
• session_start();
• error_reporting(0);
• include('includes/config.php');
• if(strlen($_SESSION['login'])==0)
• {
• header('location:index.php');
• }
• else{
•
• if(isset($_POST['submit']))
• {
• $uid=$_SESSION['id'];
• $category=$_POST['category'];
• $subcat=$_POST['subcategory'];
• $complainttype=$_POST['complainttype'];
• $street=$_POST['street'];
• $noc=$_POST['noc'];
• $complaintdetails=$_POST['complaintdetails'];
• $compfile=$_FILES["compfile"]["name"];
•
•
• move_uploaded_file($_FILES["compfile"]["tmp_name"],"complaintdocs/".$_FILES["compfile"]["name"]);
• $query=mysqli_query($con,"insert into tblcomplaints(userId,category,subcategory,complaintType,street,noc,complaintDetails,complaintFile) values('$uid','$category','$subcat','$complainttype','$street','$noc','$complaintdetails','$compfile')");
• // code for show complaint number
• $sql=mysqli_query($con,"select complaintNumber from tblcomplaints order by complaintNumber desc limit 1");
• while($row=mysqli_fetch_array($sql))
• {
• $cmpn=$row['complaintNumber'];
• }
• $complainno=$cmpn;
• echo '<script> alert("Your complain has been successfully filled and your complaintno is "+"'.$complainno.'")</script>';
• }
• ?>
•
• <!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="e-BAGAM user profile">
• <meta name="author" content="Grievance Tickets">
• <meta name="keyword" content="Grievance Tickets, Bootstrap, Admin, Template, Theme, Responsive, Fluid, Retina">
•
• <title>e-BAGAM | Grievance Management</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" />
• <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
datepicker/css/datepicker.css" />
• <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
daterangepicker/daterangepicker.css" />
• <link href="assets/css/style.css" rel="stylesheet">
• <link href="assets/css/style-responsive.css" rel="stylesheet">
• <script>
• function getCat(val) {
• //alert('val');
•
• $.ajax({
• type: "POST",
• url: "getsubcat.php",
• data: 'catid='+val,
• success: function(data){
• $("#subcategory").html(data);
•
• }
• });
• }
• </script>
•
• </head>
•
• <body>
•
• <section id="container" >
• <?php include("includes/header.php");?>
• <?php include("includes/sidebar.php");?>
• <section id="main-content">
• <section class="wrapper">
• <h3><i class="fa fa-angle-right"></i>File a Grievance</h3>
•
• <!-- BASIC FORM ELEEMNTS -->
• <div class="row mt">
• <div class="col-lg-12">
• <div class="form-panel">
•
• <?php if($successmsg)
• {?>
• <div class="alert alert-success alert-dismissable">
• <button type="button" class="close" data-
dismiss="alert" aria-hidden="true">&times;</button>
• <b>Well done!</b> <?php echo htmlentities($successms
g);?></div>
• <?php }?>
•
• <?php if($errormsg)
• {?>
• <div class="alert alert-danger alert-dismissable">
• <button type="button" class="close" data-dismiss="alert" aria-
hidden="true">&times;</button>
• <b>Oh snap!</b> </b> <?php echo htmlentities($errorm
sg);?></div>
• <?php }?>
•
• <form class="form-horizontal style-
form" method="post" name="complaint" enctype="multipart/form-data" >

```

```

• <div class="form-group">
• <label class="col-sm-2 col-sm-2 control-label">Action Officer</label>
• <div class="col-sm-4">
• <select name="category" id="category" class="form-
control" required="required">
• <option value="">Select Action Officer</option>
• <?php $sql=mysqli_query($con,"select id,categoryName from category ");
• while ($rw=mysqli_fetch_array($sql)) {
•     ?>
•     <option value="<?php echo htmlentities($rw['id']);?>"><?php echo htmlent
ities($rw['categoryName']);?></option>
• <?php
• }
• ?>
• </select>
• </div>
• <label class="col-sm-2 col-sm-2 control-label">Area Team Leader </label>
• <div class="col-sm-4">
• <select name="subcategory" id="subcategory" class="form-control">
• <option value="">Select Area Team Leader</option>
• <?php $sql=mysqli_query($con,"select id,subcategory from subcategory ");
• while ($rw=mysqli_fetch_array($sql)) {
•     ?>
•     <option value="<?php echo htmlentities($rw['id']);?>"><?php echo htmlent
ities($rw['subcategory']);?></option>
• <?php
• }
• ?>
• </select>
• </div>
• </div>
•
•
• <div class="form-group">
• <label class="col-sm-2 col-sm-2 control-label">Grievance Type</label>
• <div class="col-sm-4">
• <select name="complaintype" class="form-control" required="">
•     <option value=" Grievance"> Grievance</option>
•     <option value="General Query">General Query</option>
•     <option value="General Information">General Information<
/option>
• </select>
• </div>
•
• <label class="col-sm-2 col-sm-2 control-label">Purok</label>
• <div class="col-sm-4">
• <select name="street" required="required" class="form-control">
• <option value="">Select Purok</option>
• <?php $sql=mysqli_query($con,"select streetName from street ");
• while ($rw=mysqli_fetch_array($sql)) {
•     ?>
•     <option value="<?php echo htmlentities($rw['streetName']);?>"><?php echo
htmlentities($rw['streetName']);?></option>
• <?php
• }
• ?>
•
• </select>
• </div>
• </div>
•

```

```

• <div class="form-group">
• <label class="col-sm-2 col-sm-2 control-label">Short Description</label>
• <div class="col-sm-4">
• <input type="text" name="noc" required="required" value="" required="" class="form-control">
• </div>
•
• </div>
•
• <div class="form-group">
• <label class="col-sm-2 col-sm-2 control-label">Grievance Details (max 2000 words) </label>
• <div class="col-sm-6">
• <textarea name="complaindetails" required="required" cols="10" rows="10" class="form-control" maxlength="2000"></textarea>
• </div>
• </div>
• <div class="form-group">
• <label class="col-sm-2 col-sm-2 control-label">Grievance Related Doc(if any) </label>
• <div class="col-sm-6">
• <input type="file" name="compfile" class="form-control" value="">
• </div>
• </div>
•
•
• <div class="form-group">
• <div class="col-sm-10" style="padding-left:25% ">
• <button type="submit" name="submit" class="btn btn-primary">Submit</button>
• </div>
• </div>
•
• </form>
• </div>
• </div>
• </div>
•
•
• </section>
• </section>
• <?php include("includes/footer.php");?>
• </section>
•
• <!-- 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>
• <script class="include" type="text/javascript" src="assets/js/jquery.cjqaccordion.2.7.js"></script>
• <script src="assets/js/jquery.scrollTo.min.js"></script>
• <script src="assets/js/jquery.nicescroll.js" type="text/javascript"></script>
•
• <!--common script for all pages-->
• <script src="assets/js/common-scripts.js"></script>
•
• <!--script for this page-->
• <script src="assets/js/jquery-ui-1.9.2.custom.min.js"></script>
•
• <!--custom switch-->

```

```

• <script src="assets/js/bootstrap-switch.js"></script>
•
• <!--custom tagsinput-->
• <script src="assets/js/jquery.tagsinput.js"></script>
•
• <!--custom checkbox & radio-->
•
• <script type="text/javascript" src="assets/js/bootstrap-
datepicker/js/bootstrap-datepicker.js"></script>
• <script type="text/javascript" src="assets/js/bootstrap-
daterangepicker/date.js"></script>
• <script type="text/javascript" src="assets/js/bootstrap-
daterangepicker/daterangepicker.js"></script>
•
• <script type="text/javascript" src="assets/js/bootstrap-
inputmask/bootstrap-inputmask.min.js"></script>
•
•
• <script src="assets/js/form-component.js"></script>
•
•
• <script>
• //custom select box
•
• $(function(){
•     $('select.styled').customSelect();
• });
•
• </script>
•
• </body>
• </html>
• <?php } ?>

```

- Registration

```

• <?php
• include('includes/config.php');
• error_reporting(0);
• if(isset($_POST['submit']))
• {
•     $fullname=$_POST['fullname'];
•     $email=$_POST['email'];
•     $password=md5($_POST['password']);
•     $contactno=$_POST['contactno'];
•     $status=1;
•     $query=mysqli_query($con,"insert into users(fullName,userEmail,password,contactNo,status) values('$fullname','$email','$password','$contactno','$status')");
•     $msg="Registration successfull. Now You can login !";
• }
• ?>
•
• <!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="e-BAGAM user profile">
• <meta name="author" content="Grievance Tickets">
• <meta name="keyword" content="Grievance Tickets, Bootstrap, Admin, Tem
plate, Theme, Responsive, Fluid, Retina">
•

```

```

• <title>e-BAGAM | User Registration</title>
• <link href="assets/css/bootstrap.css" rel="stylesheet">
• <link href="assets/font-awesome/css/font-
awesome.css" rel="stylesheet" />
• <link href="assets/css/style.css" rel="stylesheet">
• <link href="assets/css/style-responsive.css" rel="stylesheet">
• <script>
• function userAvailability() {
• $("#loaderIcon").show();
• jQuery.ajax({
• url: "check_availability.php",
• data:'email='+$("#email").val(),
• type: "POST",
• success:function(data){
• $("#user-availability-status1").html(data);
• $("#loaderIcon").hide();
• },
• error:function (){}
• });
• }
• </script>
• </head>
•
• <body>
• <div id="login-page">
• <div class="container">
• <h3 align="center" style="color:#fff"><a href=" ../index.html" style="c
olor:#fff">Grievance Managent System</a></h3>
• <hr />
• <form class="form-login" method="post">
• <h2 class="form-login-heading">User Registration</h2>
• <p style="padding-left: 1%; color: green">
• <?php if($msg){
• echo htmlentities($msg);
• }?>
•
• </p>
• <div class="login-wrap">
• <input type="text" class="form-
control" placeholder="Full Name" name="fullname" required="required" autof
ocus>
• <br>
• <input type="email" class="form-
control" placeholder="Email ID" id="email" onBlur="userAvailability()" nam
e="email" required="required">
• <span id="user-availability-status1" style="font-
size:12px;"></span>
• <br>
• <input type="password" class="form-
control" placeholder="Password" required="required" name="password"><br >
• <input type="text" class="form-
control" maxlength="10" name="contactno" placeholder="Contact no" required
="required" autofocus>
• <br>
•
• <button class="btn btn-theme btn-
block" type="submit" name="submit" id="submit"><i class="fa fa-
user"></i> Register</button>
• <hr>
•
• <div class="registration">
• Already Registered<br/>

```

```

•         <a class="" href="index.php">
•             Sign in
•         </a>
•     </div>
•
•     </div>
•
•     </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 i
• n any screen size.-->
• <script type="text/javascript" src="assets/js/jquery.backstretch.min.j
• s"></script>
• <script>
•     $.backstretch("assets/img/login-bg.jpg", {speed: 500});
• </script>
•
• </body>
• </html>

```

- Update image

```

• <?php
• session_start();
• error_reporting(0);
• include('includes/config.php');
• if(strlen($_SESSION['login'])==0)
• {
•     header('location:index.php');
• }
• else{
•     date_default_timezone_set('Asia/Manila');// change according timezone
•     $currentTime = date( 'd-m-Y h:i:s A', time () );
•
•     if(isset($_POST['submit']))
•     {
•         $imgfile=$_FILES["image"]["name"];
•
•         // get the image extension
•         $extension = substr($imgfile,strlen($imgfile)-4,strlen($imgfile));
•         // allowed extensions
•         $allowed_extensions = array(".jpg","jpeg",".png",".gif");
•
•         // Validation for allowed extensions .in_array() function searches an arra
• y for a specific value.
•         if(!in_array($extension,$allowed_extensions))
•         {
•             echo "<script>alert('Invalid format. Only jpg / jpeg/ png /gif format allo
• wed');</script>";
•         }
•         else
•         {

```



```
• //custom select box
•
• $(function(){
•     $('select.styled').customSelect();
• });
•
• </script>
•
• </body>
• </html>
• <?php } ?>
```

2. Technical Reference

Hardware Requirements:

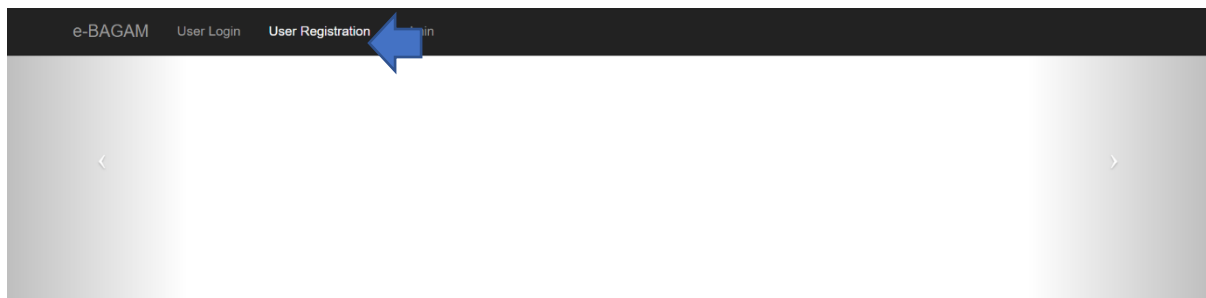
- Processor: Intel Core i3 or higher
- RAM: 4 GB or higher
- Hard Disk Drive: 500 GB or greater
- Network: Static IP
- Hard Disk Drive: 500 GB or greater
- Operating System (Window 8 or 10)
- SMS/ GSM Module

Software Requirements:

- XAMPP/ USBWEBSERVER
- MySQL
- SMS API (Generated through the system)
- PHP
- HTML, CSS, Bootstrap
- Web Browser
- JavaScript (Node, Express)

3. User Manual

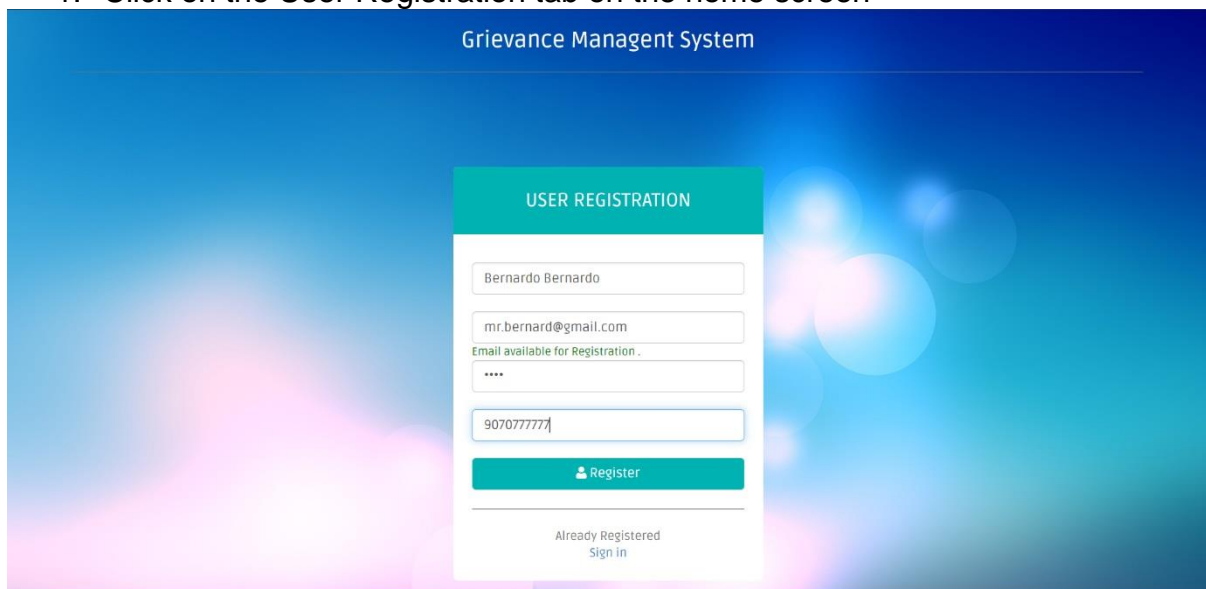
User Registration for walk-in complainants



Barangay SMS-Based Grievance with Action Team Management System

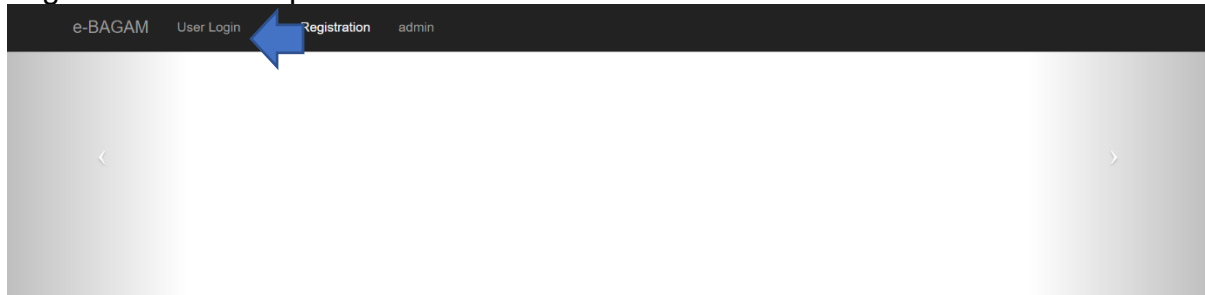
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1. Click on the User Registration tab on the home screen



2. Fill-up the necessary information then click on register and will be prompted that your user registration was successful.

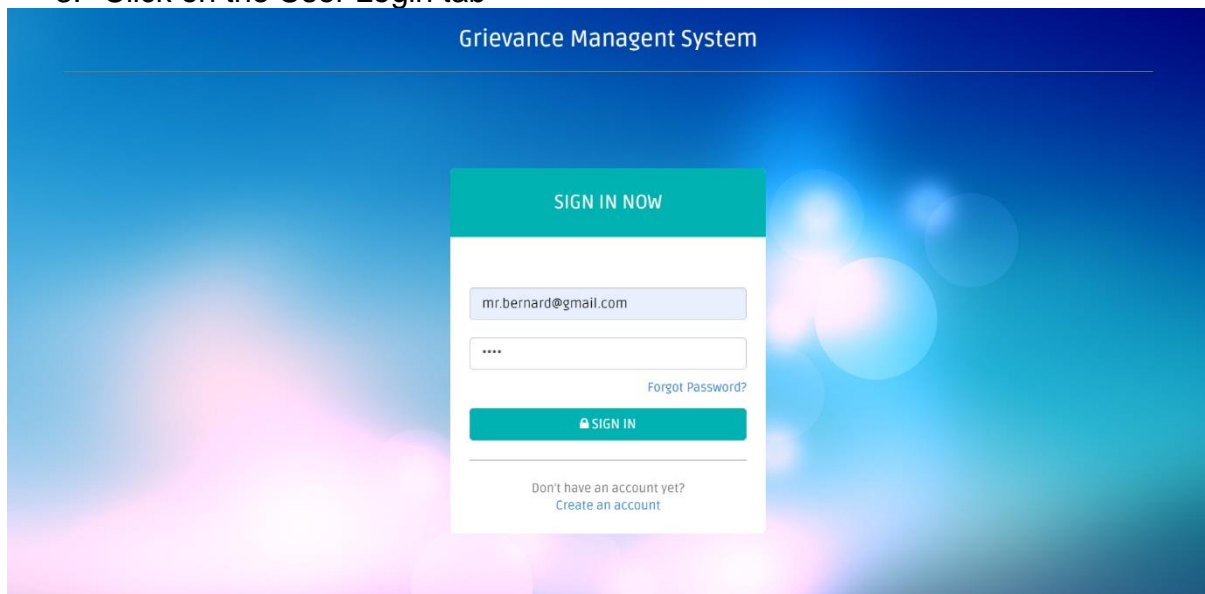
Login as User/ Complainant



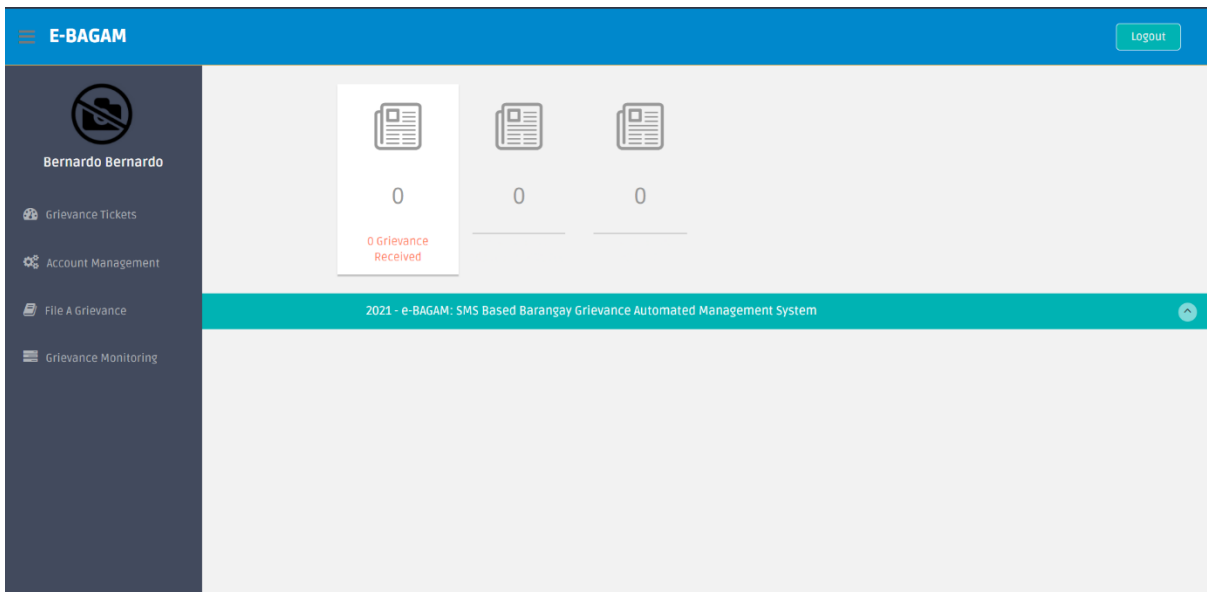
Barangay SMS-Based Grievance with Action Team Management System

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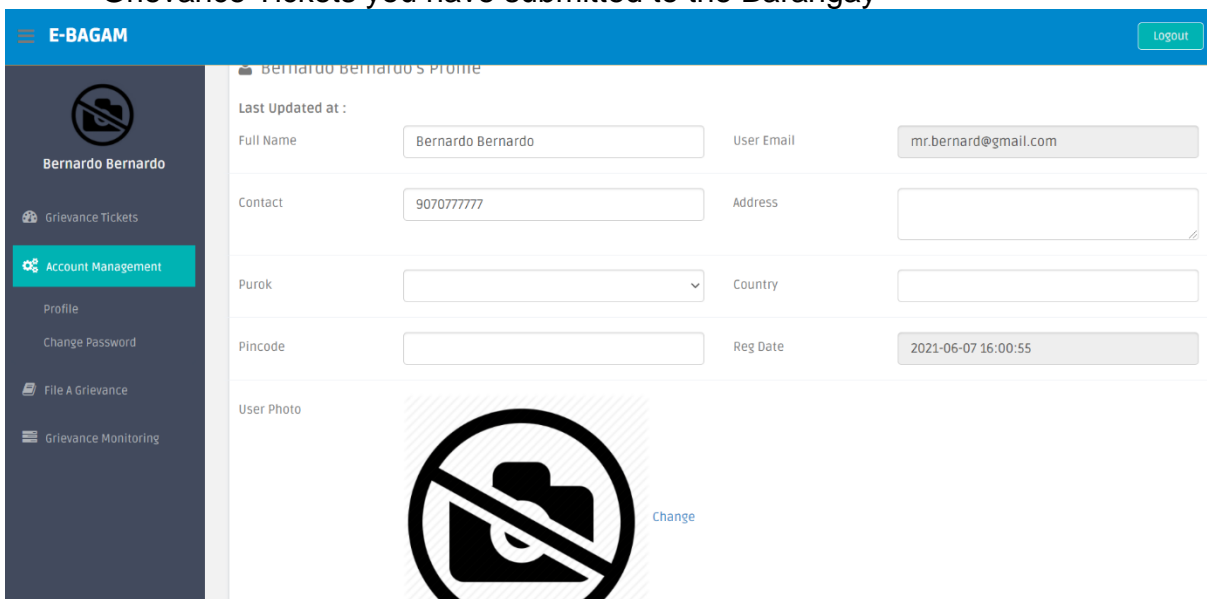
3. Click on the User Login tab



4. Input the User ID (email address) and the password then click on sign in



5. You are now logged in to the system and from dashboard you can see the Grievance Tickets you have submitted to the Barangay



6. Under Account Management you can see a link to your profile and the change password option. Here is the window to your account profile and from here you can complete your details.

E-BAGAM Logout

Bernardo Bernardo

>File a Grievance

Action Officer: Area Team Leader:

Grievance Type: Purok:

Short Description:

Grievance Details (max 2000 words):

Unable to collect SAP. Please check my profile

Grievance Related Doc(if any): No file chosen

localhost/cms/users/dashboard.php

7. On the next tab you can see the option for filing a grievance. Fill up the necessary information and click on submit.

E-BAGAM Logout

Bernardo Bernardo

>e-BAGAM | Grievance Monitoring

Grievance Number	Reg Date	last Updation date	Status	Action
43	2021-06-07 16:16:06		Not Process Yet	<input type="button" value="View Details"/>

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8. On the last tab you can see the Grievance Monitoring from which you can see if the grievance is acted upon.

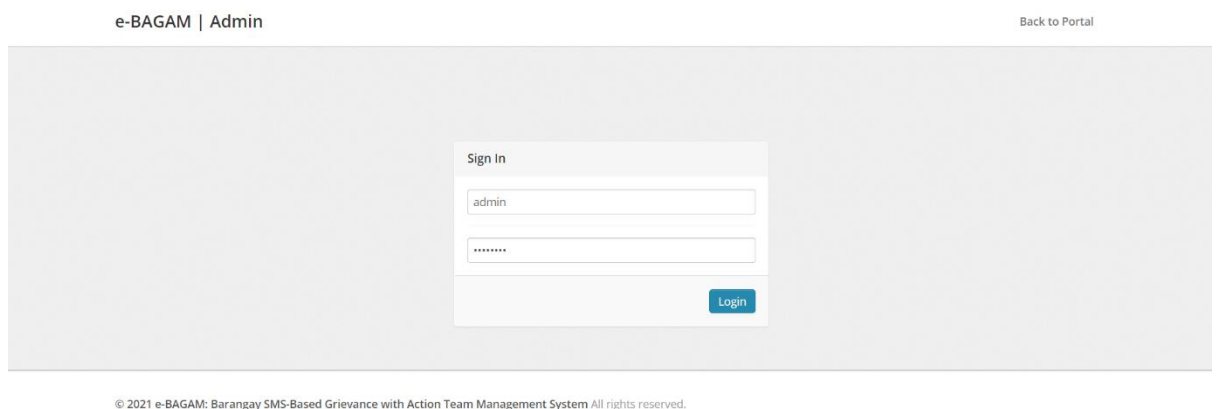
Grievance Administrator/ Barangay Official



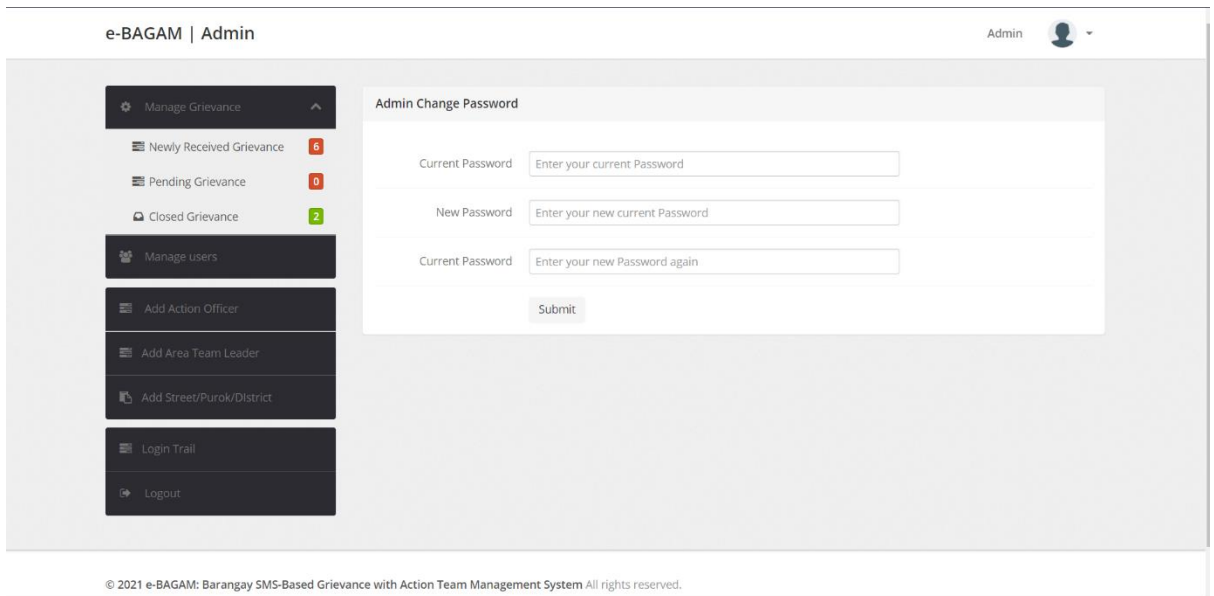
Barangay SMS-Based Grievance with Action Team Management System

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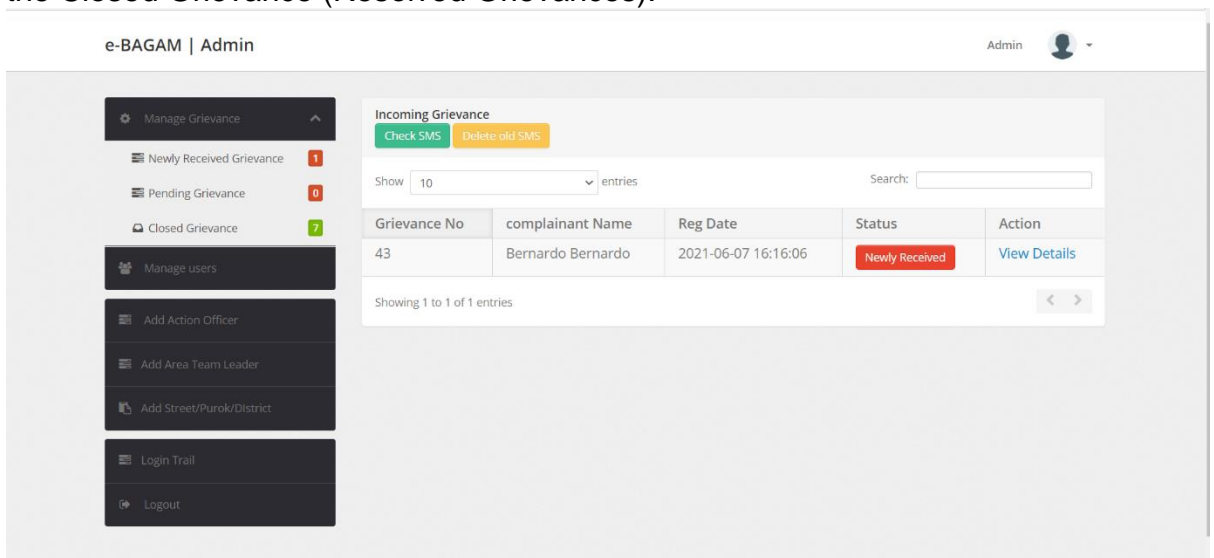
9. Click on admin to access the interface for Grievance Administrator



10.. Input the credentials and click on login. Which immediately brings you to the change password page



- Under manage Grievance us the tab for Newly Received Grievance (Incoming Grievance), Pending Grievance (on the process Grievance) and the Closed Grievance (Resolved Grievances).



- Incoming Grievances include the SMS sent Grievances and Grievances filed via user login (walk-in).

e-BAGAM | Admin Admin

- Manage Grievance
- Newly Received Grievance 2
- Pending Grievance 0
- Closed Grievance 7
- Manage users
- Add Action Officer
- Add Area Team Leader
- Add Street/Purok/District
- Login Trail
- Logout

Incoming Grievance

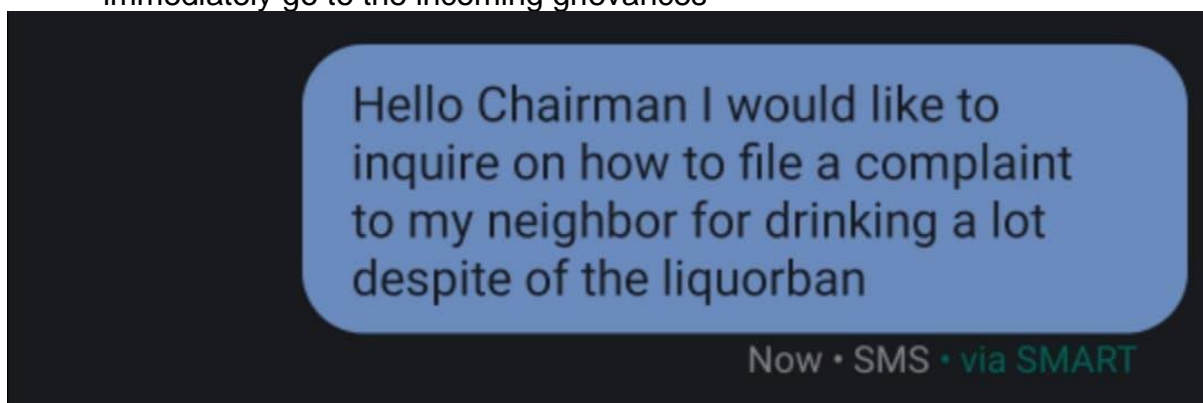
Check SMS Delete old SMS

Show entries Search:

Grievance No	complainant Name	Reg Date	Status	Action
43	Bernardo Bernardo	2021-06-07 16:16:06	Newly Received	View Details
44	textline	2021-06-07 16:47:11	Newly Received	View Details

Showing 1 to 2 of 2 entries < >

13. When the user sends an SMS to the number of the barangay it will immediately go to the incoming grievances



14. Here is a sample message that I've sent to the system. To test the SMS functionality of the information system which caters the Barangay constituents that live afar from the barangay.

e-BAGAM | Admin Admin

- Manage Grievance
- Newly Received Grievance 2
- Pending Grievance 0
- Closed Grievance 7
- Manage users
- Add Action Officer
- Add Area Team Leader
- Add Street/Purok/District
- Login Trail
- Logout

Grievance Details

Grievance Number	44	Complainant Name	textline	Reg Date	2021-06-07 16:47:11
Action Officer	Barangay Secretary	Area Team Leader	5	Grievance Type	SMS-DELIVER
Street/Purok/District	purok	Nature of Grievance	General		
Grievance Details	sender: [redacted] message: Hello Chairman I would like to inquire on how to file a complaint to my neighbor for drinking a lot despite of the liquorban Date: 2021-06-07T16:41:50+08:00				
File(if any)	File NA				
Final Status	Newly Received				
Action	Take Action		View User Details		

15. Upon opening the textline we can now view the details of the message

Grievance Number 44

Status

Assigned to

Remark

Assigned to SMS Lead for further verification

16. By clicking on the Take Action Button, the we can now check the details of the grievance change the status and assign it.

e-BAGAM | Admin Admin

- Manage Grievance
- Newly Received Grievance 1
- Pending Grievance 1
- Closed Grievance 7
- Manage users
- Add Action Officer
- Add Area Team Leader
- Add Street/Purok/District
- Login Trail
- Logout

On the process Grievances

Show entries Search:

Grievance No	complainant Name	Reg Date	Status	Action
44	textline	2021-06-07 16:47:11	<input type="button" value="In Process"/>	View Details

Showing 1 to 1 of 1 entries < >

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17. We can now see the tagged complaint under pending grievance. From which we can update after the grievance was resolved.

- Manage Grievance
- Newly Received Grievance **1**
- Pending Grievance **0**
- Closed Grievance **8**
- Manage users
- Add Action Officer
- Add Area Team Leader
- Add Street/Purok/District
- Login Trail
- Logout

Grievance Details					
Grievance Number	44	Complainant Name	textline	Reg Date	2021-06-07 16:47:11
Action Officer	Barangay Secretary	Area Team Leader	5	Grievance Type	SMS-DELIVER
Street/Purok/District	purok	Nature of Grievance	General		
Grievance Details	sender: [redacted] message:Hello Chairman I would like to inquire on how to file a complaint to my neighbor for drinking a lot despite of the liquorban Date:2021-06-07T16:41:50+08:00				
File(if any)	File NA				
Final Status	closed				
Remark	Assigned to SMS Lead for further verification Remark Date :2021-06-07 16:56:48				
Status	in process				
Remark	was resolved via show cause order Remark Date :2021-06-07 17:03:13				
Status	closed				
Action	View User Details				

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18. Upon closing the grievance, we can now see that the grievance reflects under the Closed grievances