

People's Corner

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Abstract-- The App Works as a Smart System in Handling incoming Complains , Sorting them Department Wise and help the Government to reduce time taken in Decision Making as all data is in Database sheet Format and thus can be retrieved using Simple steps. People's Corner App provides an effective Complaints Management System for Various Departments of Government to identify recurring problems and allow various Government Departments to improve service delivery in a city. People's Corner is an Android Application cum website model which has potential for delivering government services through Internet. This mobile android application serves as a single point delivery platform. The aim of this Android App is to outline an effective enterprise architecture framework and an innovative technological solution that can serve as the common platform for government services to the citizens. People's Corner App helps the citizen to register their complaints about day to day problems in their ward through a mobile application. People's corner App will provide four departments BMC, RTO, POLICE, and FIRE. Also the complainant will be able to track the status of Complain using the Complain ID. This application provides an interface to register one's complained and follow it up also let the concerned authorities of Respective departments to address the issue. This interface provide a camera module which help clicking up a picture of any generalized problem that people are facing and will upload this image along with the complaint. The location of complaint is tracked by Global Positioning System (GPS). This module provides exact location of that particular spot. Complaint, once registered, will be redirected to specific department. For Example; a complaint about damaged road will be redirected to PWD department of BMC ward. The Application designed will be User Friendly and will work on all the Handsets Supporting Android Operating System.

Keywords: People's Corner, register, complaints, mobile application, department, BMC, RTO, POLICE, FIRE, track.

I. INTRODUCTION

People's Corner Application is a complaint management system tuned for organizations across a wide spectrum of Government departments. It is a single point web and mobile based complaint management system linking all departments in the organization could take administration efficiency to the next level. The system benefits the organization, employees and the citizen. One of the key features is the provision for citizens /consumers /employees to lodge complaints /grievances using their mobile phones with a software application specially designed to file complaints. Complain

can also be filed through a web Application. There are many factors that are involved in Existing System that are cubed in all in one Application.

In this project, we will allow users to file complaints to proper departments of Government. The App also provides features that help investigating officer to reply the complainant about the handling of issue.

II. LITERATURE SURVEY

Dangerous road surface conditions are major distractions for safe and comfortable transportation. Both drivers and road maintainers are interested in fixing them as soon as possible. However, these conditions have to be identified first. One approach to road damage detection is to use human reports to central authorities. While it has the highest accuracy, assuming that people are fair, it also has the most human interaction and is not comprehensive. Statistical analysis can be used to estimate damage probabilities of road segments based on their usage intensity. The main purpose of this project is to help the public in knowing their place details and getting their problems solved online without going to the Government Department regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and easy way through Android Application for Complaint registration and its Tracking and eradicating Bribing system and thus to prevent Corruption.

III. AIM

The Aim of the Project is reduce the time of the customer that was taken during the compliant process.

Its purpose is to encourage and assist public sector agencies to implement complaints systems that meet recognized standards for good complaints management.

IV. OBJECTIVES

Dangerous road surface conditions are major distractions for safe and comfortable transportation. Both drivers and road-maintainers are interested in fixing them as soon as possible. However, these conditions have to be identified first. One approach to road damage detection is: Statistical Analysis of Extent of Damage.

By this system, Citizens can save time and eradicate corruption in government offices. Its purpose is to provide a smart and easy way through Android mobile phone. The main purpose of this project is to help the public to provide a System for their better usage.

V. EXISTING SYSTEM

The existing system process is very much time consuming and complicated. Complications are Firstly: When some-one want to file a complaint, he/she visits to the government office to give a complain letter. Then this compliant goes to the respective departments (For example- suppose if the complain is related to road then the compliant goes to the road and transport department) and then the department works according to their protocols, Policies and Practices to solve the issue. Secondly: Tracking status of Complain becomes very difficult as the government staffs never reveal the Progress of Investigating Issue /Complain.

VI. PROPOSED SYSTEM

6.1: Complaint Using Android Mobile Phone: The User will file the complaint to the respective department using his/her Android mobile phone application. Once the complaint is filed, the complaint description, image, and the location in the form of latitude and longitude will be forwarded to the head of the respective department.

6.2: Complaint Notification: After launching the complaint successfully the user will get the acknowledgement in the form of notification from the Complaint management system. The user can also check the status of the complaint regularly at any time and at any place using his/her android mobile phone application.

6.3: Location tracking module: The application is built in such a way that the corresponding location can be track by using the GPS module that is present in every android cell phone. That means once the User launch's his/her Complaint the Admin on the server side will also get the current location from where the complaint is being launched. The location is fetch in the form of Latitude and longitude.

6.4: Department-wise Login: We have given the Login to respective department such as –

BMC dept: Since we give the login to the BMC dept hence the department cans the user complaint. And in according to the complaint the department can perform the respective task. The example of complaint is Potholes on the road, broken, Tree, Verge needs cutting back, Bridge damaged or broken, Pavement damaged or uneven, Cycle path damage, Blocked drain, water related, etc.

RTO: RTO dept related complaint can handle the RTO department. The department can login to the application and can see the compliant.

Police: Likewise the BMC dept and RTO dept the police station department can login and check the compliant and perform the related task.

Form the above point we can say the admin of the system can create various department login and give the login to the department. In department check the related compliant and perform the task.

Hence, Admin has being created based on the different Department in the database. The Admin within the different department can View the complaint that is being launched to that particular department.

6.5: Complaints management and updating: Admin based on the different department can view the complaints that are being launched to particular department. The Admin has the authority to open or closed the complaint. Then Admin can also reply to the user in the form of notification that is being created when the admin updates the complaint.

VII. ADVANTAGES

In existing system if we have complaint about any department then we have to go to their main office to register that complaint. So we are reducing that manual process by giving a new approach of registering complaint through mobile phone.

In existing system we don't get the current status of our complaint i.e. whether the department working on our complaint or they finished the work of our complaint.

Our proposed system gives the current status of the complaint by entering complaint id through our mobile phone.

We reducing the user time to go to related department office and register complaint.

The officers get proper location of the complaint where the exact problem is. And also get the problem definition in the form of image. The all data will store on the server machine so no need of paper work.

Paper work is headache for the office members. And maintaining the papers also difficult and it costs also.

VIII. DIS-ADVANTAGES

- A. The App will Work only on Android Enabled Smartphone Devices with GPS , Internet Connection and Camera

IX. SCREENS HOTS

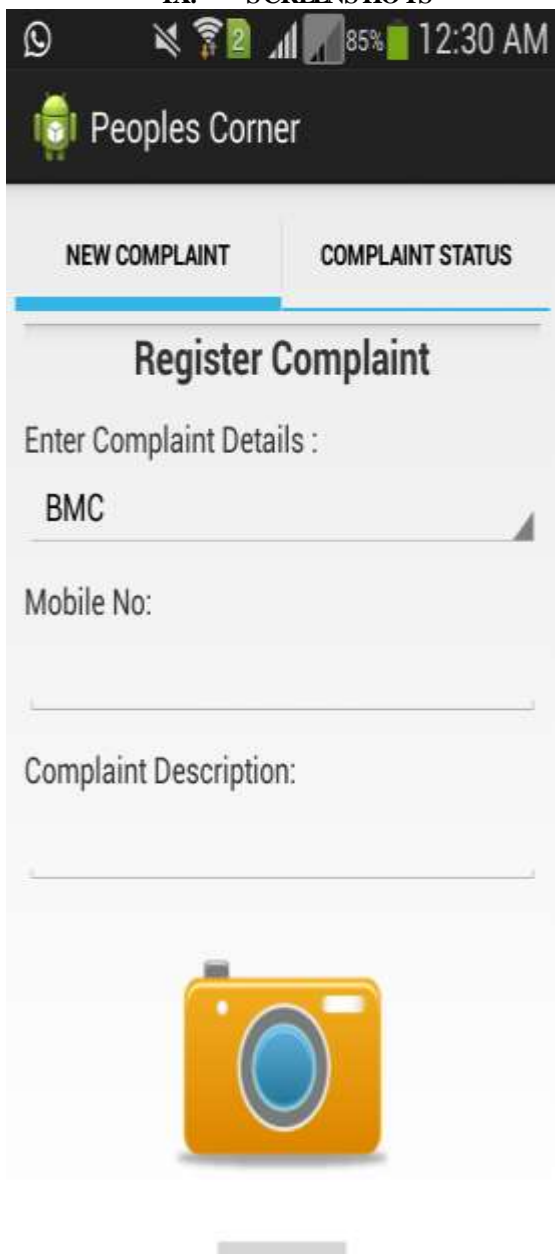


Figure 1 : Complain Registration Page in Android App



Figure 2: Admin Login page on Hosted Website

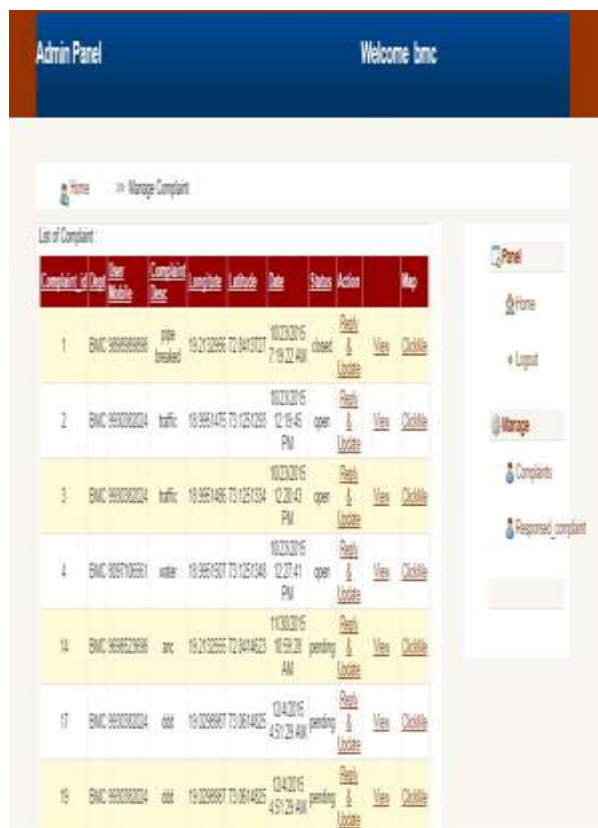


Figure 3: Admin Complain Inbox Website page

Figure 4: Admin Status Update Website page

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	admin_id	dept_id	username	password
▶	1	1	bmc	bmc
*	NULL	NULL	NULL	NULL

Figure 5: Backend Database Admin Login Entry.

X. CONCLUSION

- A. EXISTING SYSTEM OVER PROPOSED SYSTEM: We have proposed and built a mobile interface for users to lodge complaints about the city.
- B. BENEFITS OF PROPOSED SYSTEM: The system uses the back-end infrastructure of the Government Department to lodge a complaint but gives the user the flexibility to file his complaint by sending a free format natural English complaint
- C. RELIABILITY AND SIMPLICITY: The natural language processing based system is capable of analysing the query and extracting the required information from the free format query to lodge a complaint.
- D. EASY OF USE: The system is accessible to everyone who owns a mobile phone.

XI. FUTURE SCOPE

- A. We have investigated the complain handling mechanism and large scale complains.
- B. Our results show that complaints after generated using this Mobile App are delivered to the Departments in a Proper Way.
- C. There are many areas in which this work could be expanded in the future.
- D. Another Expansion is allocating a bucket for each department subdivisions so that the responsible officers get to handle complains with ease.
- E. Nevertheless, it would be an interesting area of future study, as the options and opportunities in the area of Complains Filings are endless.

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