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Citizen Centric Panchayat System with Digital Management and Automation

Mr. Shivaprasad T K¹, Prajwal Poojary², Shraddha Shetty³, Vineeth Serigar⁴, Yashwitha⁵

^{1, 2, 3, 4, 5}Computer Science & Engineering, MITE, Moodabidri

Abstract: *Individuals in provincial regions presently need to visit the panchayat office in their space to find out about the panchayat's benefits. It demands a ton of investment and may bring about work delays. The information in the workplace must be kept up with physically. There is no security for the information and deficiencies can be experienced during entering the information for the most part which require higher estimations. Individuals likewise deal with such countless issues in their area. They grumble to their separate ward individuals however they could conceivably answer rapidly. There are numerous different issues in the present-day panchayat raj framework. Thus, proposed framework gives answers for every one of the issues in the current framework. It offers online types of assistance to individuals living around there. Every one of the administrations which are done physically are made web-based in the venture with mechanization. Individuals can be familiar with their panchayat exercises, warnings, and any remaining data connected with their towns. Every one of the applications and declarations are applied and confirmed on the web. The clients in the town can whine about their concerns and criticism on the web. Ideas are additionally acknowledged by individuals for the advancement of their town.*

Keywords: *Automation, Village people, Panchayat, Application.*

I. INTRODUCTION

The town Panchayat is the essential nearby government unit in rustic India. However Panchayat have been in presence for an extensive stretch of time, the current framework plainly separates from the past in regard of abilities, capabilities and monetary assets. E-Panchayat offers online assistance to individuals living around there. Every one of the administrations which are done physically are made web-based in the task. Individuals can about their panchayat, exercises warnings and any remaining data related their towns. Every one of the applications and testaments are applied and checked on the web. The clients on individuals in the town can whine about their concern through on the web. Ideas are likewise acknowledged from individuals for the advancement of their town. The client can demand any application, idea, and grumbling at anyplace and whenever. E-Panchayat is a drive for giving programming arrangement endeavoring robotization of Gram Panchayat capabilities. Benefits are further developed resident administrations, better straightforwardness, smoothing out of methods and observing of incomes and administrations.

II. LITERATURE REVIEW

A. Automation of Grama Panchayat

Author: Ch Leela Poornima, Ch. Pavani, G. Parameswari, K. Subhash Reddy

The proposed framework attempts to give an internet based answer for the Grama panchayat the board framework. E-Panchayat offers online assistance to individuals living around there. Every one of the administrations which are done physically are made web-based in the undertaking. Individuals can about their panchayat, exercises notices and any remaining data related their towns. Every one of the applications and authentications are applied and confirmed on the web. The clients on individuals in the town can gripe about their concern through on the web. Ideas are likewise acknowledged from individuals for the advancement of their town. The client can demand any application, idea, and objection at anyplace and at whenever.

B. E-Gram Panchayat Management System

Authors: Prof. S. D. Dhage, Prof. G. A. Ghone, Akash R. Bhojane, Prathamesh B. Thorat, Naim Y. Shaikh

This task is focused on the fostering an E-Grampanchayat the board framework. This framework is a web based application that can be gotten to all through the web. This System might be utilized for checking grampanchayat exercises. Administrator as well as body part's logging, it might likewise access and public can look through gave data with respect to grampanchayat whenever. The Information about Schemes distributed by government or some other exercises and charging record will be refreshed by body individuals and the protected information kept up with by just overseer. This System is being produced for Kalawade Grampanchayat to keep up with and work with simple admittance to data.

C. Sustainable Development of Grampanchayat through E-Governance

Authors: Amit N. Sangole, S. A. Bhura

The proposed framework which not just aides Government workers by lessening their pointless responsibility yet in addition serves to the others the people who looking for the administrations of government. Here Grampanchayat work on the one site which permits Gramsevak work all the more proficiently. Resident can get straightforward and responsible organization. They fabricate a product which will assist Grampanchayat with accomplishing following work: Grampanchayat Administration, Tax assortment, Birth enlistment, Death enrollment, Property evaluation, Account of Gram panchayat, Issuing different testament.

D. Smart Village System for Rural Development

Authors: Chandrakala V, Maitra, Veena D R, Shridevi, P Suhas,

The innovation headway in different fields of life has made a modern help conveyance. The point of this multitude of procedures in energy the executives is ideal offsetting of supply with request in which undesired power outages and blackouts are annihilated. For effective execution of interest reaction strategy, current hardware must be executed in the country regions. The computerization in water system will be guaranteed for minimal price and high exactness which limit the water utilization. With the expanding populace and changes in the way of life, cloud based squander the executives is another division where current innovation is applied in a more useful manner for removal of waste connected with cleanliness and asset the executives.

E. Smart Machine and Application for Rural Development

Authors: Siddhant Vora1, Aadarsh Mehndiratta, UN Krishna Teja,

While the significance of the robot/machine is multi-layered

What's more, has been acknowledged over, the plan has been made sense of exhaustively for the clinical purposes. In instances of store network advantages and rancher benefits, the accessibility of good web administration is quintessential. With the public authority working towards Digital India, this large number of offices can be comprehensively understood. There are as of now a couple of utilizations that give fundamental cultivating administrations in India however these are still in the beta stage and are well defined for a couple of purposes. This exploration makes a difference give a total go to module for the ordinary provincial Indian. Every resident can have his own profile biometrically saved money on the module. Connecting with the UIDAI can help keep up with individual security and encourage individual and cultural development.

III. PROPOSED SYSTEM

The proposed framework gives answer for all the ongoing framework. Every one of the administrations which are done physically in the panchayat are made on the web. The clients or individuals in the town can gripe about their concern through on the web. Figure shows the information stream chart of our undertaking.

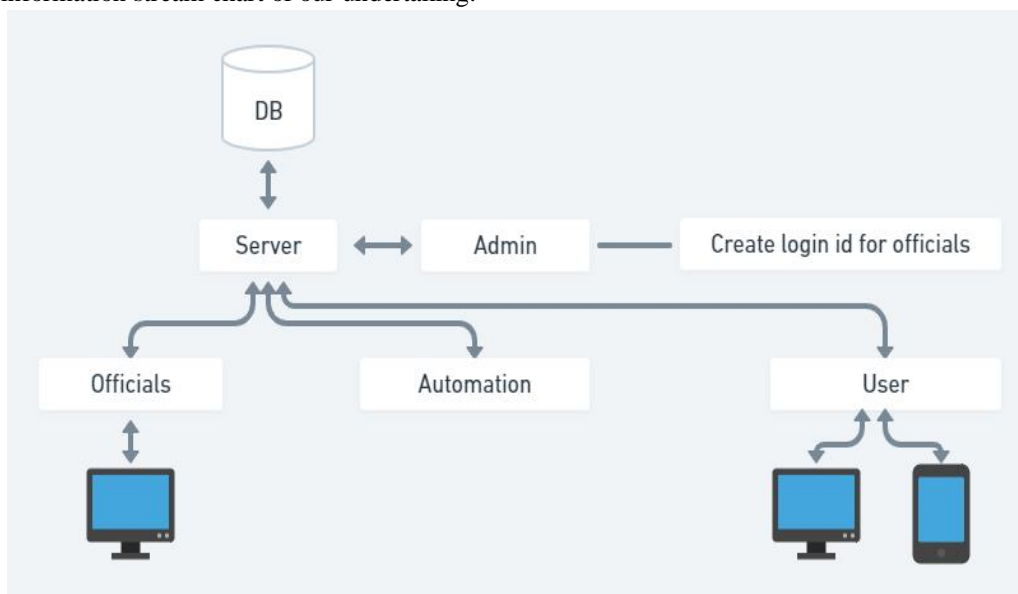


Figure 1: Data flow diagram

The system includes the following modules,

A. Admin

- 1) Create login credentials for the officials.

B. Officials

- 1) *Secretary*: Update service details, manage applications, maintain user details.
- 2) *PDO*: Accept/reject the application, manage payments, manage complaints/feedback.
- 3) *President*: Approval of certificates, manage payment.

C. User

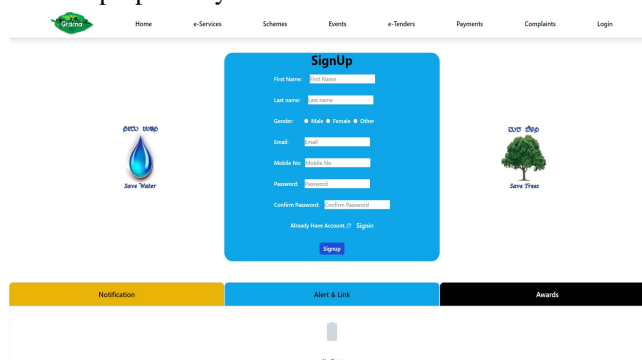
- 1) View information about new schemes.
- 2) Pay tax bills online.
- 3) Get certificates and licences.
- 4) Write feedbacks or complaints.
- 5) Watch events that are done in Panchayath office.

D. Automation

- 1) Payment invoice.
- 2) Sending messages about the events, schemes, and announcements.
- 3) Finding the Low-Cost Tender Quotation.

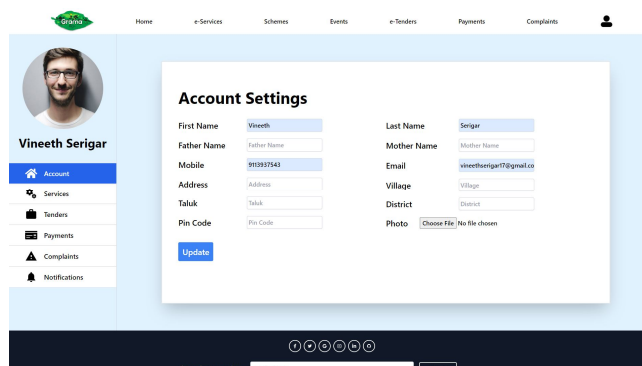
IV. RESULTS

The following snapshots gives the results of proposed system:



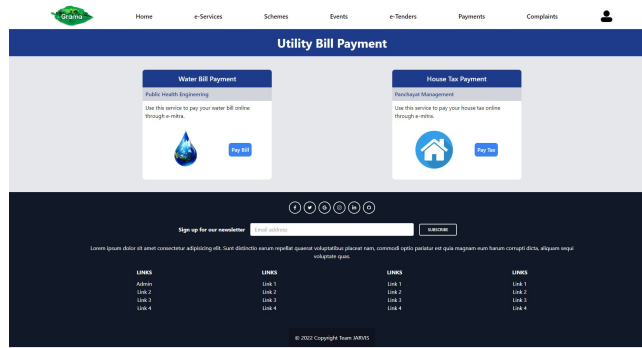
The image shows a web application interface for user registration. At the top, there is a navigation bar with links: Home, e-Services, Schemes, Events, e-Tenders, Payments, Complaints, and Login. Below the navigation bar, there are three main sections: 'Save Water' (with a water drop icon), 'Save Tree' (with a tree icon), and a central 'SignUp' form. The 'SignUp' form has fields for First Name, Last Name, Gender (Male, Female, Other), Email, Mobile No., Password, and Confirm Password. Below the form, there is a link 'Already Have Account? / Signin'. At the bottom, there is a 'SignUp' button. Below the form, there is a section for 'Notification', 'Alert & Link', and 'Awards'. The 'Notification' section shows 'No Data'.

Figure 2: User Signup Page



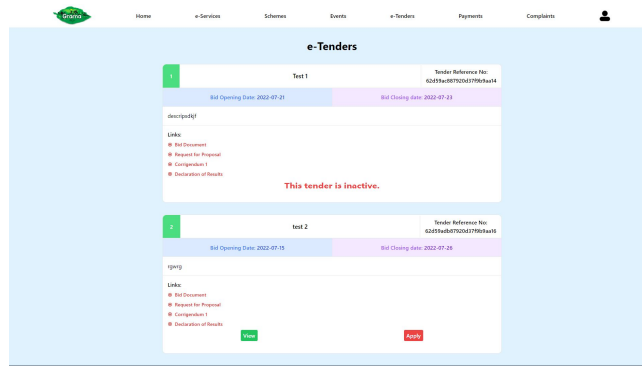
The image shows a web application interface for user profile management. At the top, there is a navigation bar with links: Home, e-Services, Schemes, Events, e-Tenders, Payments, Complaints, and a user profile icon. Below the navigation bar, there is a user profile section on the left with a profile picture and the name 'Vineeth Serigar'. To the right of the profile section, there is an 'Account Settings' form. The form has fields for First Name, Last Name, Father Name, Mother Name, Mobile, Email, Address, Village, Taluk, District, Pin Code, and Photo. Below the form, there is an 'Update' button. At the bottom, there is a footer with a copyright notice and a 'Feedback' button.

Figure 3: User Profile Page



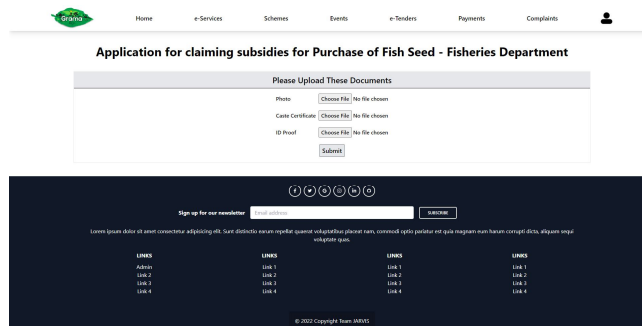
The page features a navigation bar with links: Home, e-Services, Schemes, Events, e-Tenders, Payments, and Complaints. The main heading is "Utility Bill Payment". Below this, there are two primary service cards: "Water Bill Payment" (Public Health Engineering) and "House Tax Payment" (Municipal Management). Each card includes a brief description and a "Pay Bill" button. At the bottom, there is a "Sign up for our newsletter" section with a text input field and a "Subscribe" button. Below the newsletter section, there are four columns of "LINKS" with various links listed under each column. The footer contains the copyright notice: "© 2022 Copyright Team IJRASET".

Figure 4: Tax & Bill Payment Page



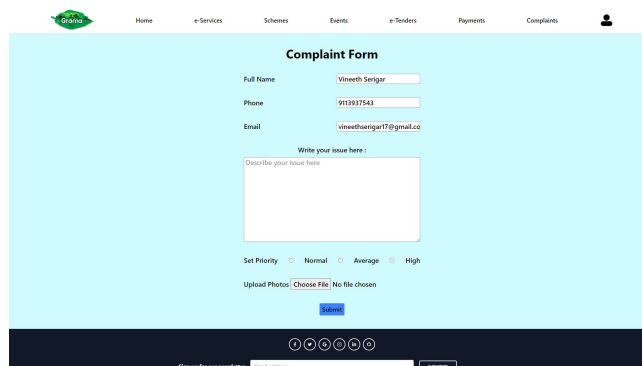
The page has a navigation bar with links: Home, e-Services, Schemes, Events, e-Tenders, Payments, and Complaints. The main heading is "e-Tenders". It displays two tender listings. Each listing includes a "Tender Reference No.", "Bid Opening Date", and "Bid Closing Date". Below the dates, there are "Links" for "Bid Document", "Request for Proposal", "Compendium", and "Declaration of Bids". A red message states "This tender is inactive." at the bottom of the first listing. The footer contains the copyright notice: "© 2022 Copyright Team IJRASET".

Figure 5: Tenders Page



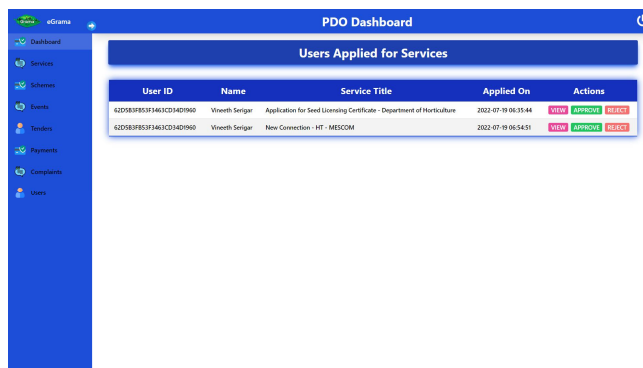
The page features a navigation bar with links: Home, e-Services, Schemes, Events, e-Tenders, Payments, and Complaints. The main heading is "Application for claiming subsidies for Purchase of Fish Seed - Fisheries Department". Below this, there is a section titled "Please Upload These Documents" with four upload fields: "Photo", "Caste Certificate", "ID Proof", and "Submit". Each field has a "Choose File" button and a "No file chosen" status. The footer contains the copyright notice: "© 2022 Copyright Team IJRASET".

Figure 6: Service Application Page



The page has a navigation bar with links: Home, e-Services, Schemes, Events, e-Tenders, Payments, and Complaints. The main heading is "Complaint Form". It includes a "Full Name" field (filled with "Vineeth Sertgar"), a "Phone" field (filled with "9113937543"), and an "Email" field (filled with "vineethsertgar7@gmail.com"). Below these fields is a "Write your issue here:" section with a text area. At the bottom, there is a "Set Priority" section with radio buttons for "Normal", "Average", and "High". Below this is an "Upload Photos" section with a "Choose File" button and a "No file chosen" status. A "Submit" button is located at the bottom right. The footer contains the copyright notice: "© 2022 Copyright Team IJRASET".

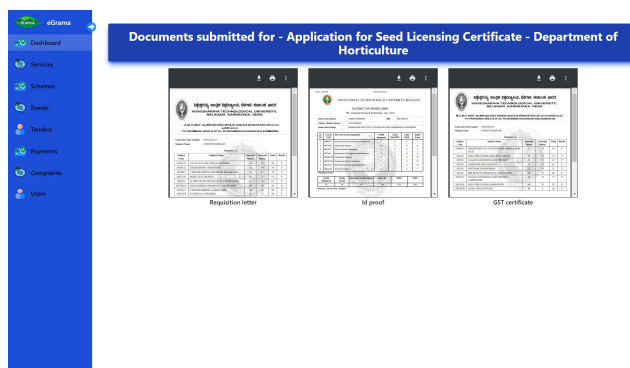
Figure 7: Complaints Page



The screenshot shows the 'PDO Dashboard' with a sidebar menu on the left containing options like Dashboard, Services, Schemes, Events, Tenders, Payments, Complaints, and Users. The main content area is titled 'Users Applied for Services' and displays a table with the following data:

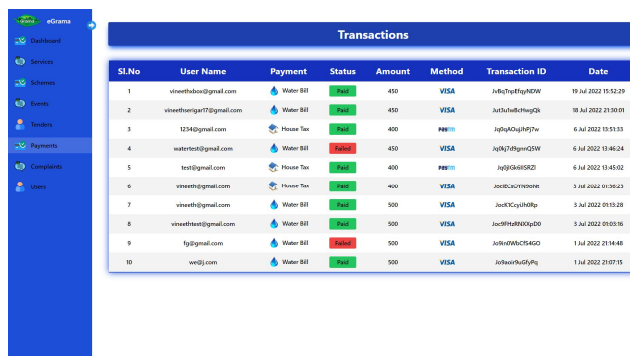
User ID	Name	Service Title	Applied On	Actions
62D5B9B53F463C23AD0960	Vineeth Senger	Application for Seed Licensing Certificate - Department of Horticulture	2022-07-19 06:55:44	VISA APPROVE REJECT
62D5B9B53F463C23AD0960	Vineeth Senger	New Connection - HT - MESCOM	2022-07-19 06:54:51	VISA APPROVE REJECT

Figure 8: Admin Dashboard



The screenshot shows the 'Documents submitted for - Application for Seed Licensing Certificate - Department of Horticulture'. It displays three document thumbnails: 'Regulation letter', 'M proof', and 'GST certificate'.

Figure 9: Admin User Document Verification Page



The screenshot shows the 'Transactions' table with the following data:

Sl.No	User Name	Payment	Status	Amount	Method	Transaction ID	Date
1	vineethsenger@gmail.com	Water Bill	Paid	450	VISA	JsRtYqfFgR0W	19 Jul 2022 15:52:29
2	vineethsenger7@gmail.com	Water Bill	Paid	450	VISA	JsRtYqfFgR0W	19 Jul 2022 15:52:29
3	1234@gmail.com	House Tax	Paid	400	PAY	JsRtYqfFgR0W	6 Jul 2022 15:51:53
4	waterbill@gmail.com	Water Bill	Failed	450	VISA	JsRtYqfFgR0W	6 Jul 2022 15:46:24
5	test@gmail.com	House Tax	Paid	400	PAY	JsRtYqfFgR0W	6 Jul 2022 15:45:02
6	vineethsenger@gmail.com	House Tax	Paid	400	VISA	JsRtYqfFgR0W	3 Jul 2022 01:56:23
7	vineethsenger@gmail.com	Water Bill	Paid	500	VISA	JsRtYqfFgR0W	3 Jul 2022 01:53:28
8	vineethsenger@gmail.com	Water Bill	Paid	500	VISA	JsRtYqfFgR0W	3 Jul 2022 01:50:16
9	fg@gmail.com	Water Bill	Failed	500	VISA	JsRtYqfFgR0W	1 Jul 2022 21:14:46
10	verdi@gmail.com	Water Bill	Paid	500	VISA	JsRtYqfFgR0W	1 Jul 2022 21:07:15

Figure 10: Admin Payment Management Page

V. CONCLUSION

Most of individuals are living in country regions, so it is expected to make rustic India carefully prepared. The information on web for handling various administrations online will demonstrated exceptionally useful for the townspeople. Digitalization of town can set out business open doors, increment the way of life, facilitate the work and increment the information with respect to web. Thus, this framework will accommodating to the nearby Government as well as to the resident of that town, it will bring straightforwardness, responsibility, effectiveness in organization. Archive and their connected record will be accessible on this application. It assists with making organization more responsible as well as more straightforward, and helps Gram panchayat framework to proficiently work. It offers online types of assistance to individuals living in that panchayat. Everything is created web-based individuals can demand their applications from anyplace whenever. No requirement for individuals to go to panchayat office each time for the consummation of work. Individuals can undoubtedly see the every one of the occasions that are going on in their town. Locals can apply for the tenders on the web and can post their grievances and ideas through this framework. It will contain the subtleties of continuous improvement works and the asset allotted for the tasks, one can access and be aware of the preparation.



VI. FUTURE WORK

- A. The proposed web application is tested in different Grama panchayat to obtain a satisfactory result.
- B. Automation for hand written applications.
- C. The advanced online payment method can be enabled.
- D. Different language option can be enabled.
- E. Creating an app for the proposed system.
- F. Improving delivery of services to citizens.
- G. MGNarega Card can be added in the scheme section.

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