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Online Complaints Registration and Management System to Municipal Corporation

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Keywords: Android, Online Complaints.

I. INTRODUCTION

Municipal Complaints Unit is a mobile application that facilitates communication between municipalities and citizens. As it is known, this application will work on mobile phones with Android operating system. The app will be available on the Play Store so anyone can download, save and use it. The purpose of the application is to provide an interface that can be used to file a complaint. The main idea is to use the existing network system to provide a simple, inexpensive and fast way to register complaints, so that city citizens can file complaints whenever, wherever and whenever they want.

II. AIM

In the decisions of municipal corporations, people should voice their grievances about everyday problems in their constituencies. In India, we do not have direct communication between government and citizens to solve problems effectively. In this application, citizens can easily convey their complaints directly from their smartphones to higher authorities. It acts as an interface for registering and tracking complaints, and also provides a complaints module that helps people to click on the picture of any problem they encounter and upload their pictures, messages and places along with their complaints. In addition, it also includes an online discussion and feedback form to help them communicate effectively with the government, and then the public can understand the benefits of the funds for improvements.

It will record all the complaints registered in the system and update the problem solvers when necessary and give an average time to solve the problems. It will also serve different companies in the city.

III. LITERATURE SURVEY

This section briefly describes the impact of existing homogeneous systems and portability on data management and use, and the new client-server processing model that must manage these impacts. The various theories of world changing knowledge include different methods and strategies for how systems and practices respond to ecological and cultural changes. It also offers important techniques that can be used simply and smartly. Complete Client Architecture: Mobile users need to be able to take advantage of systems with unsatisfactory features: stable, low switching speed, high latency, or high price. A network with at least one of these properties is said to be simple. In special cases, mobile phone users will be forced to work in isolated mode. The ability to work in standalone mode even when connected to the network is important. For example, separation can improve battery life by avoiding prolonged transmission and aggregation. It reduces costs, which are an important part of costs in periods of high prices. It silences the radio, an important skill in military use.

Then with Android, we like to combine information from the web with phone information like contacts or locations to meet new customers.

The SDK helps us run Android apps, including a real gadget emulator and advanced search tools. From our review, we found that the Online Interface Framework is the latest version that provides better features for messaging. We see the data connection from the interface. From all accounts, the interface looks easy to use, which seems to indicate that the fields should be populated by customers who need to complain.

After the server speculates on the data, it sends the data to the government. The body follows the framework with a well-planned HTTP call.

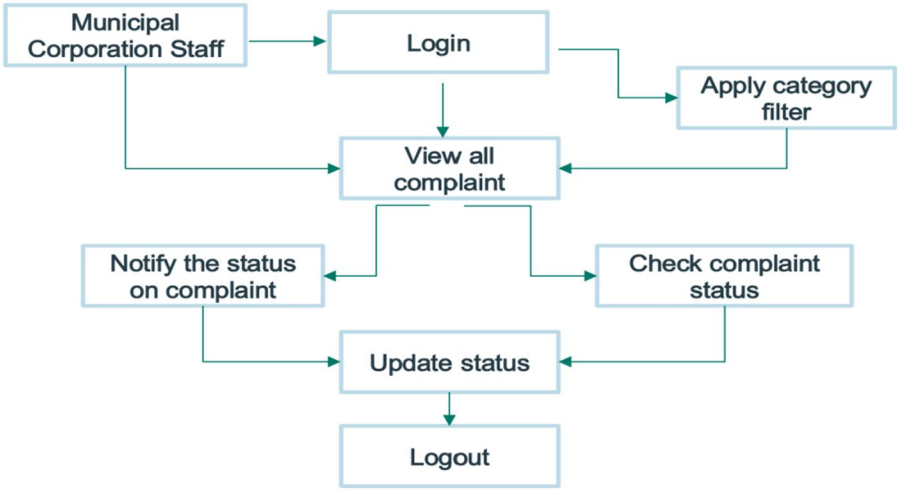
Get government responses to door attacks and analyse them to determine how many complaints there are. This complaint number has been taken to the mobile phone by the customer.

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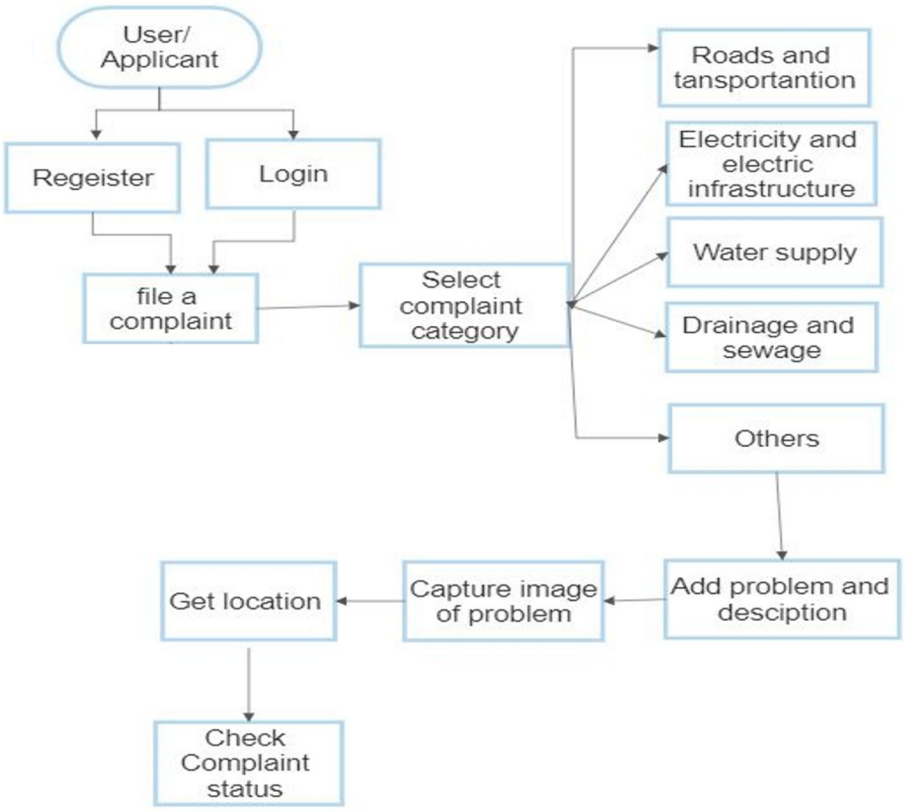
IV. SYSTEM MODEL

The current system says that complaints are registered online instantly with direct access to offices and authorities, which reduces employee resources and is accepted directly on the site administrator's website. [6] Shared some ideas for future work. The website provides information about the issue and the person responsible for the issue. The program targets the gap between society and government. To provide the public with a healthy environment and knowledge of good living and easy problem solving.

A. Officer Architecture Diagram



B. User Architecture diagram

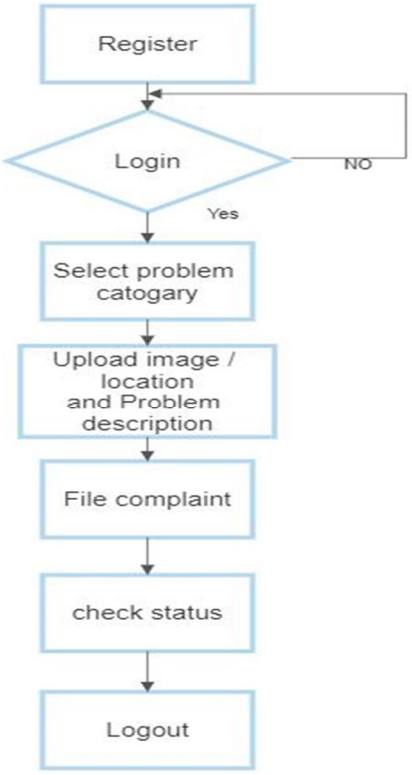


Our system started to be used from the content of the current model, and we also commissioned this system. In this program, problems are detected and resolved in a timely manner. The manager checks if the weather issue is resolved in a timely manner. This project addresses many complaints. There is a place where the complainant can report their complaint on the internet instead of going to the office to get information, no more understanding about the complaint, no recognition of the complaint. In this way, the weather conditions reaching the president or those who do not make online complaints in this way can be approved by recording the incoming complaints in the database. [10] The best part of the program is that people can attach a photo file to their complaints to show what is happening in their area or access point.

The advantages of this model are:

1) Human error is greatly reduced.
2) Embedded development made easy.
3) Complaints made easy for everyone
4) Effective response management
5) Transparency of the management process
6) Time and cost savings through services offered to the public from a single window
7) Better decision making
8) Simple business processes
9) Control corruption
10) Better office and data management

V. PROPOSED METHODOLOGY



User activity diagram

There are two modules in this system:

1) Client Module
2) Control Module

In the customer module, detailed pages of the city and registration instructions, files with common types, large complaints, minor complaints and images sent (adding details if necessary to provide serious complaints and ensure correct resolution of complaints), the corresponding address can be accessed. This. In addition, the complainant's information in this document should also be written on his e-mail address and mobile phone number. Online applicants can receive a notification on the web page (registration complete) that the complaint is kept on file. Among managers, ideas are kept on file, details of complaints are taken and many issues are recorded when problems can be resolved further. Website design. Access to all devices such as computers, laptops, mobile phones and the Complaints tab page contains detailed information about the use of information such as the type of complaint, the address of the problem and the e-mail ID, the phone number and the registration date of the complaint.

a) *Objection Home Page:* registration page completes profile with a profile picture after user completes registration, user must login system id login page: signal not accepted after successful login -> user is sent to user profile where users can edit content.
b) *Clipboard Page:* Contains the clipboard page. The user can see their profile on a small card (like an automatic ID card using profile information) and there will be two buttons. View Complaints & Register New Complaints.
c) *View Complaints:* Complaint Title, Status (Managed by Admin), Time and Date of Complaint.
d) *New Complaints:* Contact user can save a new complaint in each category, Description, Location based on successful registration after completing the complaint then the user will be redirected to the dashboard page where he can view the objection list or register a new objection.
e) *Login Manager:* Check out the big manager who controls everything. Accounts can be removed (if there are fake or suspicious complaints), accounts can be set to display a list of submitted complaints, and the status of the visual complaints set can be changed. Other users' complaints or content cannot be seen by other users. Only administrators can review all complaints. It is also not possible to use multiple accounts with the same username and email id

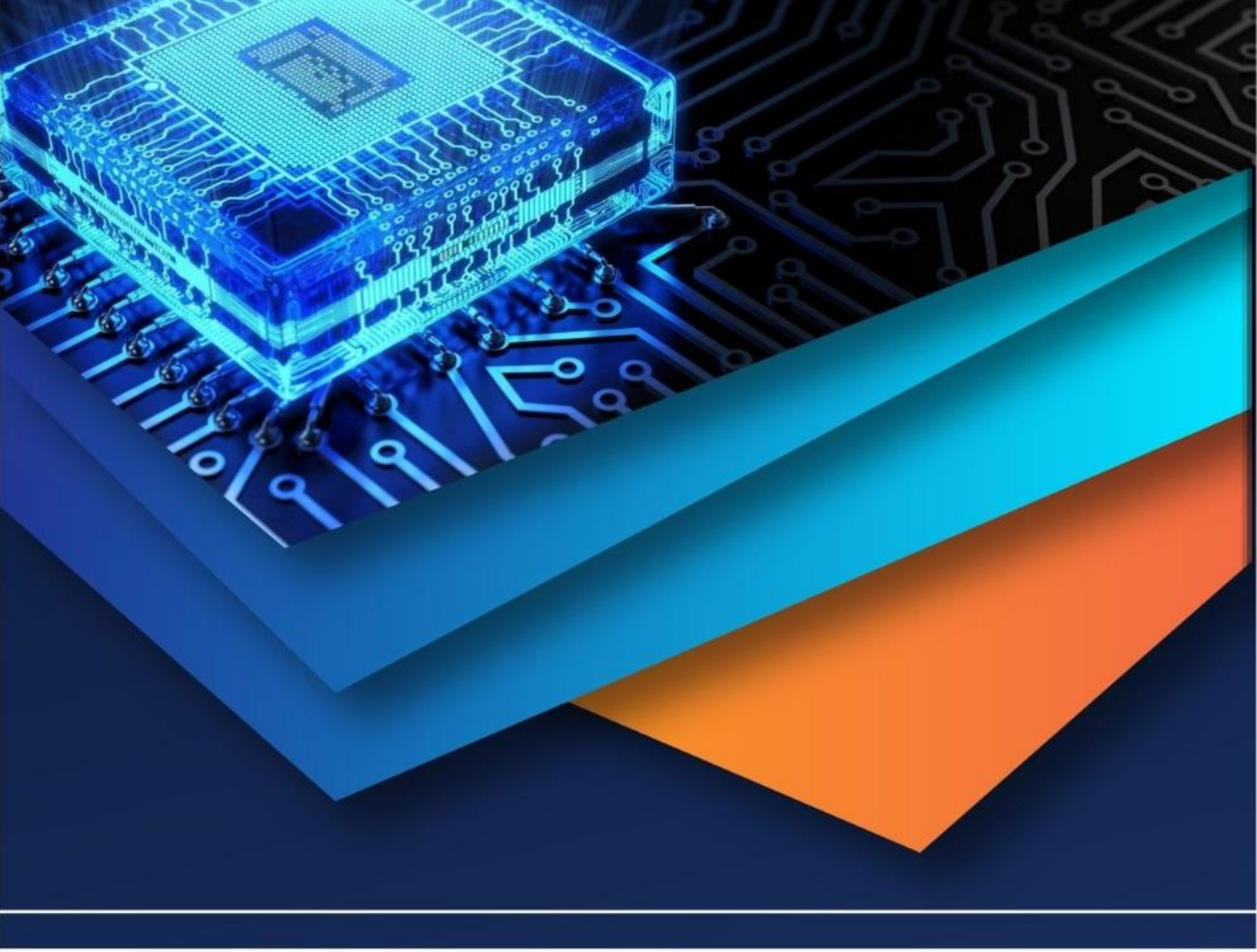
VI. CONCLUSION

In a large urban developing country like India which is growing faster every day, programs like this can be very helpful in running the city well and helping the needy. It will speed up the process and reduce the burden of submitting applications to public offices. Active participation of citizens in keeping their clean city, orderly and good place to live. This program will promote 'Digital India' and "Smart City Campaign" and now registered people's complaints can reveal its true status. He will bring transparency in the work of government departments Municipality, Nagar Palikas and Gram Panchayat. It will reduce corruption. Residents can Discuss the work of the government that must be done and better communication between government bodies. This program has become efficient by introducing an Android application which helps citizens to lodge complaints without any difficulty and providing description of the problem in brief and providing location also. When the problem is solved, the citizens are notified about it. It is a convenient way to lodge a complaint and get the problem solved.

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