

PEOPLE'S CORNER: Complaint Management System Using Android

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Abstract: In numerous nations we have municipal bodies that are the neighborhood administering bodies that assistance keep up and run urban communities. So as to do this, the MC may need to introduce control cameras and other reconnaissance gadgets to guarantee the city is running easily and proficiently. It is very critical for a MC (Municipal Co-task) to realize the weaknesses occurring inside the city. In this manner we know that upkeep of a vast may require some sort of observation 24/7. As of now this must be basically conceivable by introducing sensors/cameras and so on or enabling residents to straightforwardly address them. A simple instrument to hold up and get protests is the need of great importance. At present residents utilize the accompanying strategies to hold up grievances a) an individual may visit the ward office where someone else working for the ward listens to it and makes a note of it, b) through a web entryway, c) through some contact focus via phone. In this paper we propose a versatile interface which can make hotel of an objection a lot less demanding and straightforward. The primary thought and inspiration driving this suggestion is to make a client inviting, normally English empowered versatile interface that can be utilized related to the by and by existing web entryway foundations]. This framework will assist the basic man with lodging grumblings and look for redressal for the equivalent

Index Terms - sensors, cameras, web portal infrastructure, mobile interface

I. INTRODUCTION

There has been broad research in the region of e-administrations for civil use. The thought is to comprehend the ease of use and utility of administrations that are given by a Municipal partnership (MC) utilizing more up to date and better advances. There have likewise been investigations which address the ease of use viewpoint of e-administrations for physically tested native portion. While e-administrations have been being used in Europe for some time, they have been making up for lost time in India bigly in substantial urban communities, as of late. The MC of Mumbai deals with the upkeep of the city is one of the more well informed MC. There are a few offices inside the MC to deal with various parts of the city upkeep. It is essential for the MC to think about the issues as and when they happen or appear in the city, so the issue regions can be managed rapidly and productively. For less demanding treatment of city upkeep, the city is isolated into wards. The city of Mumbai has around 24 wards. Any objection identifying with or starting from a ward is just taken care of by an officer related with that ward. Grumbling redressal gets fundamentally postponed if the grievance relating to one ward is directed to an alternate ward. The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time

II. LITERATURE SURVEY

During the development of this software, we read through papers. "Android Based Complaint Management System For Municipal Corporation" Department of computer Science and Technology, RGPV University, April 2015 In this user can make complain of generalized problems of his area through Android mobile. He fills the details on the application and sent it to Municipal Corporation from there it gets directed to particular department and actions are taken.

Advantages

It is time efficient

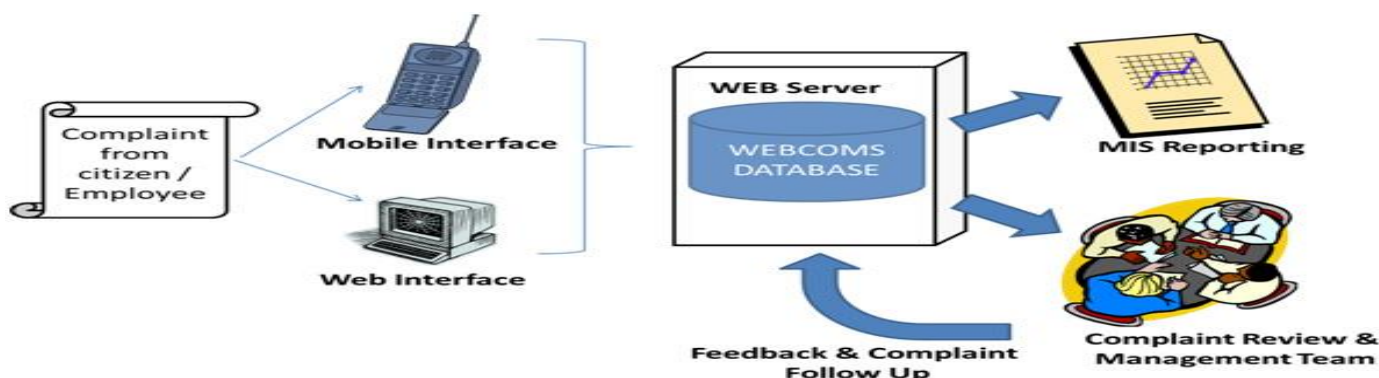
It saves cost of travelling of user who had to go to Municipal Corporation to file a complaint.

Disadvantages

In these it cannot show the how much time take to perform action of that complaint.

III. PROPOSED SYSTEM

In the proposed system the citizen need not go to the government office for getting his problem solved. He can get his problem solved by posting his problem in this proposed system and he can suggest a possible solution to the problems posted on the system. Our proposed system provides solution to existing system by extending its facilities as follows:

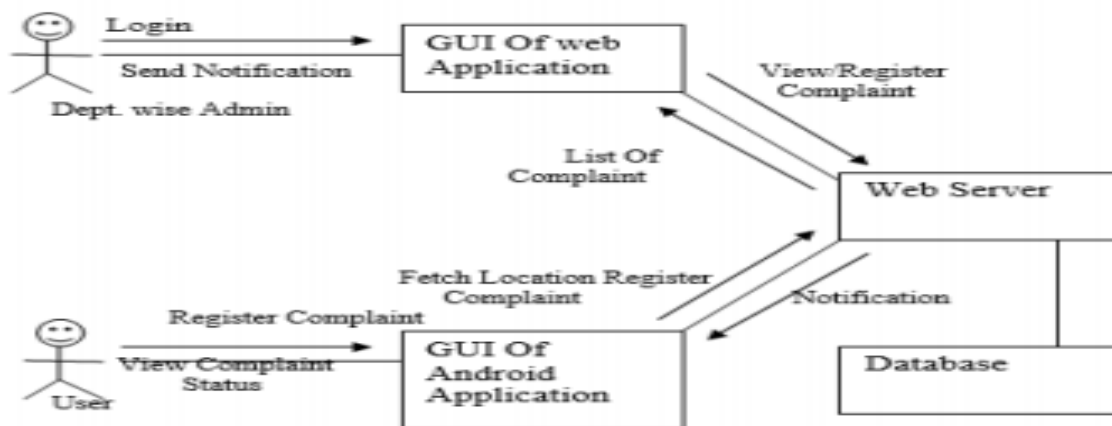


- 1) Registration is provided so that officer can solve the problems easily
- 2) Complete information regarding the place is displayed.
- 3) Can suggest a solution for solving the problems in a better way,

IV. METHODOLOGY

The users should register his complaint to the system using mobile number. After registration, a unique complaint ID will be allotted to the user, using this ID he/she can see the complaint status. When a complaint is registered, the admin will respond to the complaint within a particular amount of time. The user can track his/her complaint online. The proposed system creates a user-friendly interface using android technology. An added feature of this system is that the address of the location of complaint using android app can be registered using Google maps, thus saving the time and efforts of typing the address. Our project is divided into three parts,

- A. Web App
- B. Client App
- C. Web service



V. CONCLUSION

This project provides a direct communication between the citizen and the municipal corporation. This will again help in registering the problems that one is facing in particular area and by continuously following up them will result in a good, clean and peaceful environment.

VI. ACKNOWLEDGEMENT

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