M-Governance Android Application

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Abstract-In the traditional form of public administration, service delivery is encircled with paper based long procedures that makes the citizen dissatisfied with the services because of several problems such as delay in the service, corruption and offices are centrally located. In order to provide better services to the citizen an android mobile application called M-GOVERNANCE in service delivery and citizen's satisfaction is created in-order to inform the Requirements (or) query's from the public to the district collector about various aspects such as police department ,electricity department, education department, transport department, water department and so on.

The Public Query's from each department will be accessed only by their department admin(Administrator) and these query will be stored in a database. The administrator will view their departmental public queries and remedial measures will be taken for the public query. After the remedy has been taken about the problem, the administrator will send a notification to the user mail-id. These will also be stored in a database. The collector can only access the entire departmental database to view about the public query's and the remedial measures taken by the administrator to satisfy the public needs.

Keywords-M-Governance, Application, Software, Database, Android, Query

I. INTRODUCTION

Over the past decade, the increasing importance of cell phones has made them almost a necessity for most people. Even remote and underdeveloped countries have some access to cell phone technology and wireless services. As the number of users is increasing day by day, facilities are also increasing. They are not only for making calls and receiving messages but they have technically advanced features which are capable of storing data, taking pictures, and can even be act as walkie talkies, web browser...Etc. and hence Cell phones have become a necessity for many people throughout the world. Thus the society is moving towards the mobile connections hence the ability of an m-governance service can be accessible to citizens irrespective of location throughout the country.

ANDROID:

Android is a mobile operating system developed by Google, based on the Linux kernel and designed primarily for touch screen mobile devices such as smart phones and tablets. Android is User interface mainly based on direct manipulation, using touch gestures that loosely correspond to real-world actions, such as swiping, tapping and pinching, to manipulate on-screen objects, along with a virtual keyboard for text input. Android has the largest installed base of all operating systems (OS) of any kind. Android was unveiled in 2007 along with the founding of the Open Handset Alliance – a consortium of hardware, software, and telecommunication companies devoted to advancing open standards for mobile devices. Android's source code is released by Google under open source licenses.

Android is popular with technology companies that require a ready-made, low-cost and customizable operating system for high-tech devices. Its open nature has encouraged a large community of developers and enthusiasts to use the open-source code as a foundation for community-driven projects, which deliver updates to older devices, add new features for advanced users or bring Android to devices originally shipped with other operating systems.

Fig 1.1 ANDROID ARCHITECTURE

The main intention of this application is to satisfy the citizen query by providing proper services, to replace the current system[paper based system]by the electronic based system and hence time and money speed can be reduced, to remove the categorization of rich and poor, high region and low region, the thought of educated and uneducated and so on.

Another main intent is to provide effective, accessible and accountable public services. This application is used for establishing an effective and user-friendly Government and corruption-free administration. Only through the best use of ICT we can deliver public services to people's doorsteps economically, efficiently and in a transparent manner. The M-governance android application follows the SMART technology. Even government services uses the SMART technology for their projects.(E.g.)
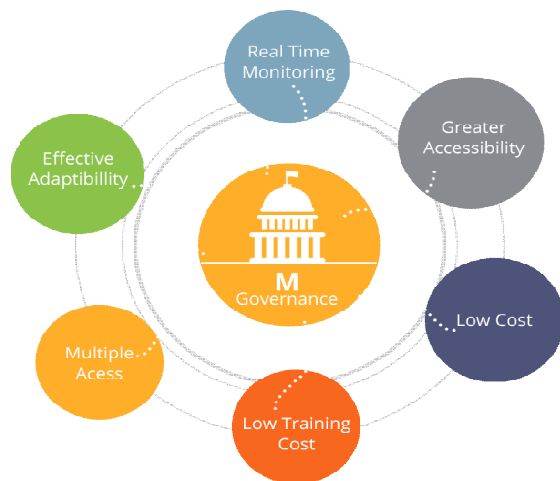
AADHAR CARD

Fig1.2 SMART Governance [aadhar card]

1) **SOCIAL:** This application is not only highly personalized and citizen-friendly service delivery, but also allows citizens of lower level people to interact with the government.

2) **MOBILE:** Due to the increasing and latest mobile technologies, citizens can use their mobile phones to deliver information, can send their queries through online from anywhere and at any time. These queries are stored in the database [department –wised]and they are correctly monitored by the admin and remedies are made.

3) **ACCOUNTABILITY:** All the queries of the citizen are stored in the department –wised are stored in the

database and they are correctly monitored by the admin and remedies are made.

4) **RESPONSIVE:** This application provide a instant response for the citizen query in the form of making remedies .This remedies are done by the administrator who is working under the collector. The citizen can know about the remedy status in track status page. That page will be updated by the admin based upon the query status.

5) **TRUST:** This application is trustworthy in the sense the queries that have been posted by the user regarding the particular department can be viewed only by the department admin.

III. OBJECTIVE

The main objective of this application is to provide good governance, wider and deeper participants of the citizen so that citizen-government relationship can be increased, to save the cost, time and energy of the citizen and on the other hand government resources can also be reduced, scope of corruption will be decreased, gaining of knowledge for both service provider and the service receiver, information services, save and secure communication between the government- citizens and finally all these goals will lead to the main goal that is to provide efficient services to the citizen.

The following are 5 main objective of M-governance mobile application:

1) COMPREHENSIVE GOVERNANCE:

M-governance is a inclusive application (i.e.) it includes all the services that are provided to the public. It also increases trust between the government and the citizen by providing sooner rectification than that of the current system[paper based system].

2) HIGH ABILITY:

The ability of government is measured by the quality of its interactions with citizens. The processing of paperwork in a traditional government system is a difficult task which consumes a lot of resources; time spent on paperwork, does not create much interaction between G2C. The issue becomes even more complex while considering the fact that citizens are expecting/requesting more from public services. By the

establishment of a centralized point of communication through m-governance, governments can overcome all these limitations and hence a high operational efficiency framework will be achieved.

3) COST REDUCTION:

The current scenario (i.e.) paper based system is very cost effective which leads to the consumption of cost for paper and for travel since all the government office are centralized and in order to store the huge amount of queries, large amount of resources are also required. While coming to proposed scenario internet is the thing through which one can send queries through online, view their status through online and hence consumption of cost is reduced. The resources used is also reduced because all the citizen queries can be stored in a standalone database or in a cloud.

4) HIGH LEVEL OF TRUST ON GOVERNMENT:

For any government to survive or maintain or keep control of power, they need to maintain the citizen's trust . Thus m-governance will provide it by improving services through better understanding of citizen's requirements and thus trying to make remedy from their requirements. Hence the trust between the government and the citizen can be maintained in good manner.

5) SIMPLICITY:

The implementation and the use of the this application is very simple and since the usage of the application is very simple even then uneducated people (who knows to access mobile phones)can use this m-governance to submit their queries and to know their status in the easier and simpler way.

III. PROPOSED SYSTEM

[M-GOVERNANCE]:

In India, the services provided by the government is good but it is not efficient and fulfillment to the citizen, hence there are facing lots of challenges in their day to day life.(i.e.) lack skilled human resources, Power shortage, lack of legal support, Natural disasters etc. M-GOVERNANCE MOBILE APPLICATION is used to overcome all these challenges and to provide efficient services to the citizen. This m-governance application is used to submit the citizen queries on a particular

department by logging in with their registered username and password and that queries will be viewed by the particular departmental admin, after viewing the query the admin must change their status to viewed in track status and therefore the citizen can view their query processing state (i.e.) whether their query has been viewed, or the processing state is ongoing or done. . Thus these queries and their process will be noticed by the collector, if the admin does not view any query of any particular department or if the admin of any department doesn't process these queries to fulfill the citizen requirements then the collector can question the admin for the action that are not yet completed. The collector has the rights to monitor the entire events at anyplace and at anytime.

This M-GOVERNANCE APPLICATION has 6 main modules which are used for the implementation of this application. The following are 6 modules/methods

1. Sign up and Enrollment.
2. Problem Statement Submission
3. Administrator login.
4. Track Status and user review.
5. Show notice.
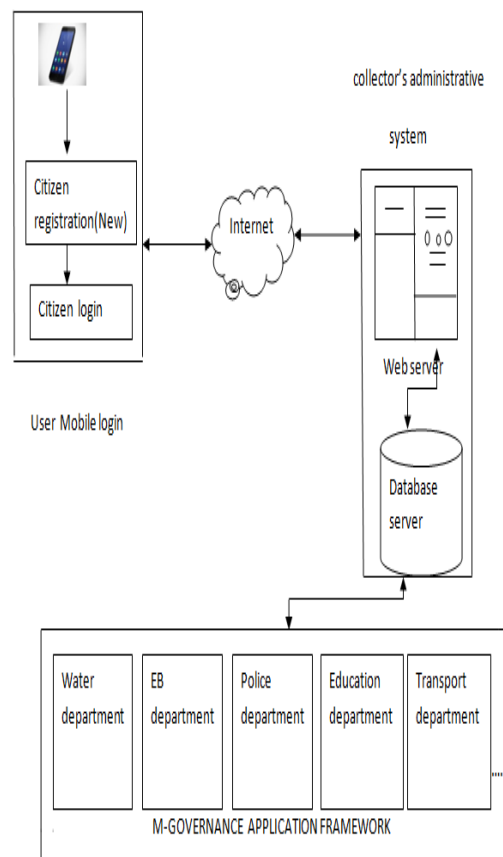6. Collector's monitoring.


Fig 1.3 M-Governance Framework

1) SIGN UP AND ENROLLMENT:

This will be first module of this application in which the citizen can enroll their details for registration and he/she can generate their own username and password. This module also provide two facilities one is that they can change their personal information in the edit profile page and another facility is that if the user forget his/her name, there can retrieve the forgotten password by using their username.

2) PPROBLEM STATEMENT SUBMISSION:

In this module, the citizen can submit their query/requirements of a particular department by selecting the department in the dropdown button. TheMain advantage is that the citizen has to only submit their query, all other details such as address, city…etc... Will be retrieved from the database which has been store while registration.
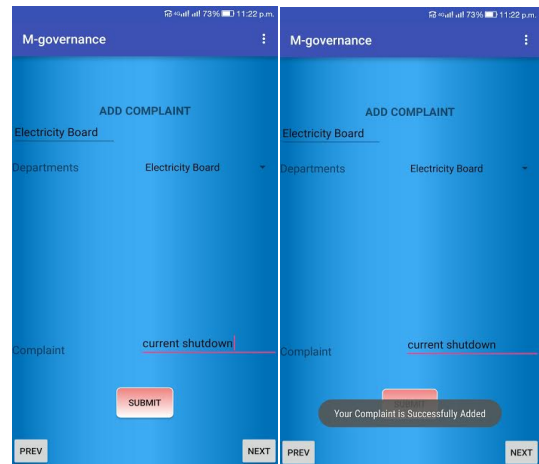
3) ADMINISTRATOR LOGIN:

Before the admin login's in, he/she should be added up by the collector and their username and password will be generated by the collector. This process will be common for all the departments. Each department has one admin and they are allowed to access only the departmental query.
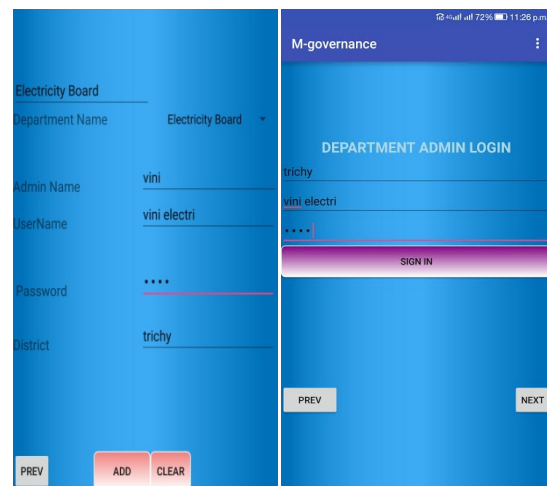
4) TRACK STATUS AND USER REVIEW:

This module describes about the citizen query that is whether the query has been viewed by the admin or the processing status of the query is ongoing or done .By all these records the citizen can track their query status instead of sending the query again and again. The second phase of this module is show notice in which the citizen can view the message that will be received after the remedy action has been completed and also the citizen can reply for the admin's message and that notifications will be stored in the database.
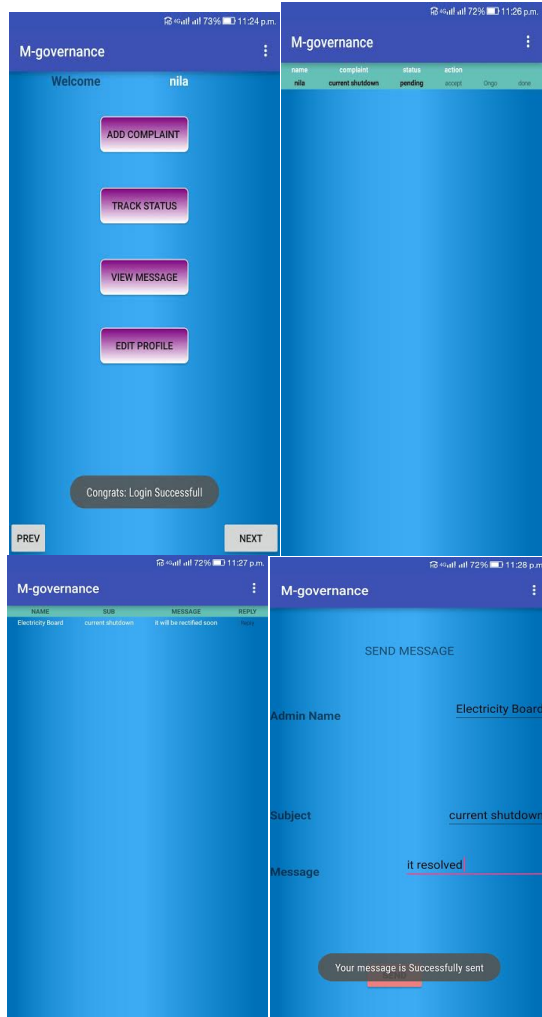
5) SHOW NOTICE:

The processing state of the query will be given by the admin to the user (citizen).These states will have 3 types of query categories to know about the query state. The first is that whether the query has been viewed by the admin or not, secondly the ongoing state of the query and finally the done category if the entire query is rectified.

6) COLLECTOR'S MONITORING:

This module can only be monitored by the collector. He/she can view the entire query page to know about the citizen's query and their process state. If the admin has not viewed the query for a longer period or if he/she has not taken any remedy actions for the query, the collector can question the admin and hence here no corruption, no priority takes place.
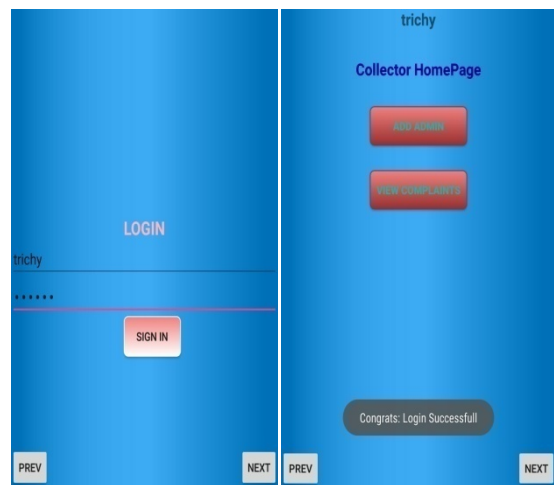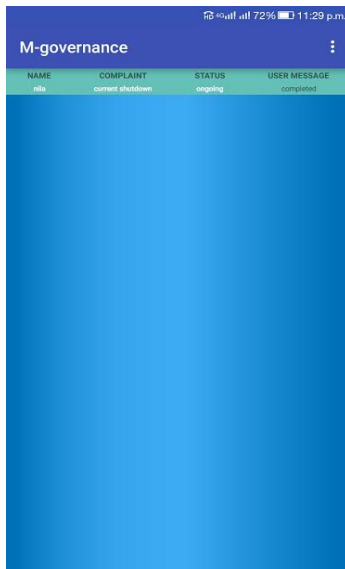
IV.CONCLUSION

The summary of the Android project is to establish a citizen-government interaction through electronic mode. Information and Communicate on Technologies (ICTs) play a key role in development & Economic growth of Rural India. Political, Cultural, Socio-economic Developmental & Behavioral decisions today rests on the ability to access, gather, analyze and utilize Information and knowledge. ICT is a one which includes any communication devices or application associated with the various services [these service may include education ,health care ,libraries ,government ,transport etc.].But the use of ICT and their importance is less in the developing countries. Hence in order to develop the role of ICT and their technology the M_GOVERNANCE ANDROID APPLICATION has been developed. The extension of E-GOVERNANCE to the mobile platform was that M-GOVERNANCE strategic use of government services and application which are only possible using cellular/mobile, laptops etc. The term M-governance focuses on the use of new ICTs by governments as applied to the full range of government functions. Thus e-governance is the application of information and communication technology for delivering government services, exchange of information and services between government and citizens and interactions within the entire government frame work.

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