Mobile Application For Registering Citizen Complaints (RCC App)

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Abstract- This Application will help the common people under the rule of a municipal corporation to register their grievances about day to day problems in their ward through a mobile application. It will provide a common man to deliver his complaints and problems to municipal authority as well as let the municipal authorities to address the problem in a short period of time. The paperwork for such task is radius. This application provides an interface to register one's complained and follow it up. It provides a camera module which helps clicking up a picture of any problem that people are facing and upload its image along with the complaint.

Keywords- Global System for Mobile Communications (GSM); Web Portal; Android App;

I. INTRODUCTION

The main idea is that to understand the usability and the utility of many services that are provided by a Municipal corp. (BMC) using new and best technologies. It is important for the Municipal Corporation to know about these problems and when they happened, so that the problem areas can be determined with quickly and efficiently. For efficient management, the city is divided into many wards.

The day to day operations and functioning of the city is taken care by local governing bodies which are known as Government Authorities. Among many other things one of the most important responsibility of the Government Authorities is to manage and solve the complaints that the residents of the city might have. Now in order to maintain the large city requires that the Government Authority need to be aware of any problem or shortcoming either through (sensors/ CCTV cameras) or by allowing the citizens to complaint about these problems. The GA generally allows its citizens to register their complaint through several mediums. In this project we purpose an Android Application Mobile interface which can be used to register complaints. The main idea is to make use of the existing web infrastructure and to provide an easy, cheap and quick mode of complaint registration. The proposed system will enable the citizens of city to register complaints anytime, anywhere.

Initially phones were merely used for calling or texting. Now-a-days, the scenario has changed. In today's world, more focus is given on the availability of the internet and thus using various applications present in the android market. Now days we are supposed to manage our daily work on time, accurately, very fast and with our satisfaction. So we are using various technologies in our life for fulfilment of our daily work. 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. PROBLEM STATEMENT

Develop an application for the client side to operate and a web portal on the other hand for the higher official to work on is not a little task to implement. The correct use of such a system to decrease the problem of all is the main purpose of this paper.

III.EXISTIN SYSTEM

The Governmental bodies were built to work for the public's ease and serve the nation for the better future. But the vision becomes blur if the subject too does not coordination in developing the nation. One such issue is the reporting of any crime witnessed by anyone to police stations. The paperwork for such task is tedious. The aim is, to be retired of this excuse of time and physical energy drained with the technologies found to be in and around everyone. With the increase in the technological usage and the usage of the electronic devises, it is firmly the era of the utilization of these technologies not blindly but knowingly. This paper primarily focus on the future implementation idea an application such as to ease the efforts to diminish lengthy process of crime reporting and thus encouraging the time utilization in solving cases [1].

The day to day operations and functioning of the city is taken care by local governing bodies which is known as Government Authorities. Among many other things one of the most important responsibility of the Government Authorities is to manage and solve the complaints that the residents of the

city might have. Now in order to maintain the large city requires that the Government Authority need to be aware of any problem or shortcoming either through (sensors/ CCTV cameras) or by allowing the citizens to complaint about these problems. The second option is usually preferred because it gives the proper valid information. A mechanism to accept the complaints from citizens of the city 24×7 times would be expectation from both the citizens of city and the Government Authorities(GA). The GA generally allows its citizens to register their complaint through several mediums. [6] The chief modes of complaint registration is (a) by visiting the nearest Citizen Facilitation Centre (CFC) established by the Municipal Corporation where an officer listen to the complaints and asks some information and fills it in an electronic form. (b) By calling a contact centre, where the complaint is registered by a call centre agent by typing the complaint into electronic form, or (c) By filling in online complaint registration form i.e. through web portal. In this paper we purpose an Android Application Mobile interface which can be used to lodge complaints. The main idea is to make use of the existing web infrastructure and to provide an easy, cheap and quick mode of complaint registration. The proposed system will enable the citizens of city to lodge complaints anytime, anywhere [2].

Disadvantages :--

All people don't have internet connection to use web portal.

Complaint may be submitted to other irrespective departments.

IV. PROBLEM WITH EXISTING SYSTEMS

1. The data is not protectedsufficient
2. Although there is the GPS introduced, these systems needed a manual check too for the confirmation of the complaints.
3. The identity of user registering the complaint is not hidden which might force the user in some to roll-back the complaint launched.

V. SYSTEM FEASIBILITY

A. Technical Feasibility:--

Introduction to new system in an environment of the long working requires a much training and understanding. However, our proposed system is working with the Android phone application which is widely used by the majority of the public. Easy to use as the Internet has also been fixedpart of our day to day lives, it is least to source any issue to handle.

B. Economic Feasibility:--

The cost required to have this application according to our proposed system, is negligible.The user has to download app from the site for once and then use it for the purpose it is proposed for. Also, Android phones are daily used device so the maintenances cost of it is not much to be clear.

VI. PROPOSED SYSTEM

The proposed mobile application interface emulates the functionality of the web portal based complaint filing system. The users use the mobile phone and do not need to access the web portal interface directly to file their complaint. The user runs the Application and can lodge complaint. Once all the information about complaint is entered by the user the application sends the information to server in a compatible format [as a HTTP (Hyper Text Transfer Protocol) request] to the server.

Then the response from the server is fetched and is parsed to determine complaint number. The complaint number is then received by the user. This complaint number is then can be used by the user to generate the status of their complaint. But here the complaint is only registered when all the mandatory fields are filled.

A. The client-side module:--

The client or inexperienced user downloads the Android application developed for them from the site. While doing so, the client will have to fill some details about themselves. Once the application is downloaded and the installations done, then the real work will start.

The user now can have the authentication to further access the application and fill a form stating the description of the incidence he/she is complaining about. Also, the user is allowed to upload a photo which show the scenario stated by the user in the complaint launched.

Presently when the complain is excited and is been registered, the user will get a Unique ID number which is a tracking number. Using this number, the user can trace the progress state of the complaint launched.

B. The server-side module:--

On the other hand, the server side is the side handled by the official such as the Central office(CO) on a region and those by the sub-office where the complaints are actually supposed to be reported.

Each region is sub-divided for the better monitoring of the area. The Web Portal forms the server-side working module. The Android app used by the immature user to get registered and generate complaint are stored in the database which is connected to the Web Portal present at the Central office.

The allocation of the complaint according to the location mentioned in it is done by the CO. The branches where these complaint is discarded to from the CO is the one which is nearest to the place of occurrence

The branch which get the complaint, immediately defines the state of the complaint (as stated working/ pending). Once allotment is done, the user can use its tracking number provided to them via an e-mail and trace the work progression if they wish to.
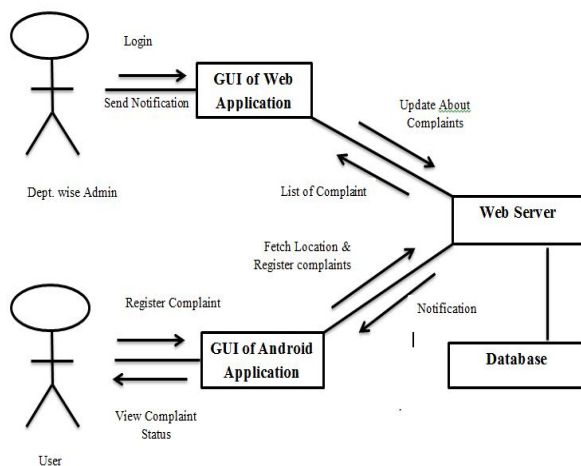
Fig.1 Architecture Diagram

VII. FUTURE SCOPE

1. The project we proposed through this paper is limit to uploading of images. Further work on this system will be enhancing the picture quality and its media sharing to videos also.
2. This project is a mere move towards the better environment around ever common man but increment of feature such as to work for the visual impaired people will create ease for the distinguishably abled human too.

VIII. CONCLUSION

Thus the main idea of the proposed system to provide the mobile application which will facilitate the citizen to register their complaints about day to day complaints. The web application at the other end will efficiently track and monitor the complaints thereby generating a quick response to the citizen. In the case when citizen register complaints, the system generates a contact (actually generated by the backend system) and displays the complaint number to the user on his mobile phone.

This complaint number will help the citizens to query the status of the complaint in future. Thus the proposed system provides an easy, cheap and quick mode of complaint registration around the clock.

IX. ACKNOWLEDGMENT

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