Android Based E-Complaints For Public Use

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Abstract- *E-Government basically comprises the use of electronic communications technologies such as the internet, in enhancing and advancing the citizens access to public services.In most developing countries citizens are facing many difficulties for accessing public services. One of the identified problems is that the poor quality of service in managing citizens' complaints. This study proposes an Application based e-Government Model as a solution. Make a complaint through E-Complaint Application.*

Keywords- Citizen, e-Government, public services, complaints management
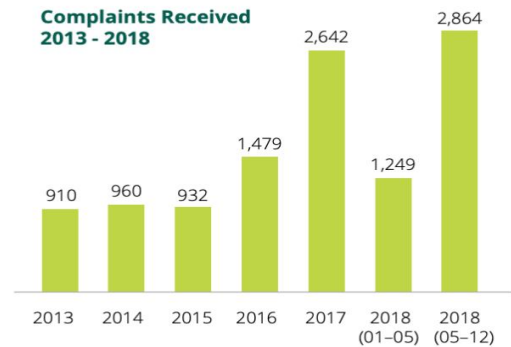
I. INTRODUCTION

The main idea is that to know the usability and therefore the utility of the 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 town is split into many wards. The day to day operations and functioning of the town is taken care by local governing bodies which are referred to as Government Authorities. Among many other things one among the foremost important responsibility of the govt Authorities is to manage and solve the complaints that the residents of the town may need . Now so as to take care of the massive city requires that the govt Authority got to remember of any problem or shortcoming either through (sensors/ CCTV cameras) or by allowing the citizens to complaint about these problems. The Government Application 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 proposed system will enable the citizens of city to register complaints anytime, anywhere.

II. RELATED WORKS

From the attitude of services, some necessary researches of service engineering are conducted for the past ten years. A service engineering methodology that uses service development approach has been projected by Bullinger et al. (2003), that covers service resource management (organization, people, andIT) and new service product (models, methods, and devices). A SOMA methodology is additionally projected by Arsanjani et al. (2008) that shows a sensible thanks to develop services supported SOA. A comprehensive service engineering methodology has been projected by Kohlborn et al. (2009) that focuses on the identification and analysis of business services and software system services. Moreover, Cardoso et al. (2009) conjointly projected a strategy that's developed supported marketplaces analysis and therefore the thought of web of Services (IoS).

Meanwhile, Chen et al. (2010) planned a service engineering methodology that focuses on the appliance architecture to implement SOA. The analysis is associate empirical study of methodology development for enterprise SOA implementation. Suhardi et al. (2014) planned a service engineering framework supported the SOA methodology, by activity benchmarking between New Service Development (NSD) Framework and repair System Development method (SSDP). The planned methodology provides an answer to the complexness of previous service engineering methodologies. The planned service engineering framework is additional detail with the tools and artifacts for each stage of the framework. Fig. 2shows the service engineering framework that's used because the basis for this analysis.

1. Read already published work in the same field.
2. Goggling on the topic of your research work.

III. LITERATURE REVIEW

A. Accountability, Transparency, and Participation in Good Governance Perspective.

In general, governance is outlined because the quality of the relationship between the stakeholders, i.e. the govt.body, personal sectors, and voters. smart governance in public sector is outlined because the involvement of stakeholdersin a big selection of economic, social, political activities inconsuming numerous resources, e.g. natural, financial, andhuman effort resource, for development method, based oncitizen participation, and therefore the principles of equity, equality, efficiency, transparency, and answerability. so as to achieve a decent governance, four main principles are required, which are: answerability, transparency, participation, and rule of law. A national ministerial regulation concerning the implementation tips for public complaints service dictates that the system ought to fulfill the principle of public service: answerability, transparency, and participation. In a daily implementation, these principles shall be governed and arranged. As shown in Fig. 3, these principles are used as a basis for the management of public complaints service system. Moreover, so as to control and manage the service, rule of law is employed as a reference for managing public complaints service.

IV. 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.

V. 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 topic too doesn't coordination in developing the state . One such issue is that 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 your time and physical energy drained with the technologies found to be in and around everyone. With the rise within the technological usage and therefore the usage of the electronic devises, it's firmly the age of the use of those technologies not blindly but knowingly. This paper primarily specialise in the longer term implementation idea an

application like to ease the efforts to diminish lengthy process of crime reporting and thus encouraging the time utilization in solving cases.

Problems In Existing System

1. Fake problems are often entered and there's no possibility to verify before solving the matter .
2. No registration facility is provided and may post the issues directly.
3. Users can post their problems but cannot get the details regarding progress of their complaint.
4. A citizen can't give a suggestion for solving the problem in a better way.
5. We are basically considered the actual scenario about the problems faced by the public.
6. When we compliant to corporator about any work he doesn't take any fast action.

VI. PROPOSED SYSTEM

The proposed mobile application interface emulates the functionality of the online portal based complaint file system . The users use the mobile and don't got to access the online portal interface on to file their complaint. The user runs the appliance and may lodge complaint. Once all the knowledge about complaint is entered by the user the appliance sends the knowledge to server during 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 work out complaint number. This complaint number is then are often employed by the user to get the status of their complaint. But here the complaint is merely registered when all the mandatory fields are filled.

Architecture Diagram
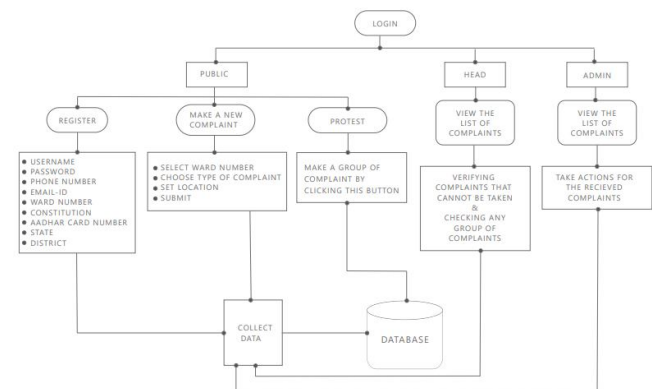
System Description:

Mobile Application will help the citizen to register their complaints about day to day problems in their ward through a mobile application. Mobile Application will deliver the public complaints and problems to municipal authority as well as. Architecture of Proposed System the municipal authorities to address the issue as soon as possible. The interface are going to be given camera module which help clicking up an image of any generalized problem that folks face and can upload this photo along side the complaint. It is a single point web and mobile based complaint management system.The system benefits the organization, employees and the citizen.

VII. CONCLUSION

This project provides an immediate communication between the citizen and therefore the municipal corporation. this may again help in registering the issues that one is facing especially area and by continuously following up them will end in an honest , clean and peaceful environment.

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