

Municipal Corporation Complaint Management System

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Abstract - In India we don't have any direct communication between the government and public in an efficient way for solving the problems. A web application is proposed to overcome their problem by delivering the grievances to the government. 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. It act as interface to register one's complained and follow it up and also it provides a complaint module which helps clicking up a picture of any problem that people are facing and upload its image and text information along with the complaint.

Key Words: Complaint, Register , Problem , Action, Acknowledgment, Authorized ,Web.

1. INTRODUCTION

In our country there is no direct communication between the person who complaints and government. It leads to inconvenience to the public by standing in long queue and waiting for the acknowledgment of their complaints. Acknowledgment of the people and their complaints cannot reach properly to the higher authorities who are responsible to solve the problem. The existing models has been in the form of ideas, doesn't implemented at real time. Some sites gives information about the authorities but not allowed to register complaints by a common people. Here we have developed a web application to register complaint through online.

1.1 EXISTING SYSTEM

The existing system states that, the complaint has been registered through online instant of visiting the office and the officers directly, which reduce the man power and acknowledgement has been received directly in the web portal on the admin site. It proposed some ideas to be executed as for future work. The websites gives the information about the problems and officers who handles the problems. This system is proposed to reduce the gap between the public and the government. To provide a healthy environment and knowing about the proper position of the public in their daily life and to rectify the problems easily.

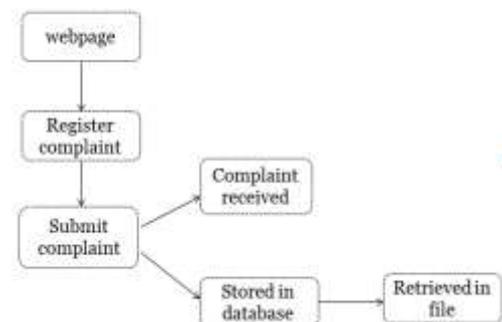
1.2. PROPOSED SYSTEM

Our system has been implemented by the idea of the existing models and in addition to that, we have introduced a system . In this system the problem has been identify and rectify them with some grace period. The admin examines weather the problem is rectified or not within the grace period. This project resolves bulk complaints .the person who complaints their problem has a sufficient facility to explain through online instead of visiting the office and complaining through papers, without any further information about their complaints , they doesn't knows any acknowledgment for their complaints weather it reaches the admin or not by this system the people who complaints through online can receive an acknowledgment about the registration of the complaint received to the database. The main advantage of the system is the people can attach a image file into their complaint to revel the actual occurrence of their area or a place be recovered.

Advantages:

- ✓ Human error is greatly reduced.
- ✓ On board development becomes easy.
- ✓ Everyone can issue their complaints easier
- ✓ Admin side responses are efficient

1.3. FLOW DIAGRAM



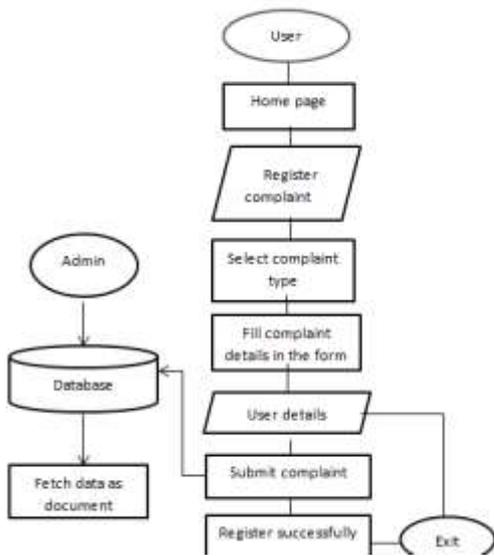


Fig-1.1 System flow



Fig -2.1: Client module (home page)

2. IMPLEMENTATION

In this system there are two modules:

- CLIENT MODULE
- ADMIN MODULE

In client module people can visit the web page, the information about the municipality and the instruction to register the complaint has been specified, The form contains complaint type, main complaint, sub complaint, and also for include image for the complaint (if it necessary to added in the content to provide a complaints seriousness and the problems actual status to rectify the complaint), address where the area get affected. In addition to that the information about the person who complains the issue have also been mandatory to fill the email id and mobile number. The person who complains in the online can receive the notification on the web page (the successful registration) it intimates that the complaint has been stored in the database.

At admin side the complaint has been stored in database, the information about the complaint has been identified and recovered at the case of multiple problems register at a time can be resolved according to the priority of the problem.

The website have been created .Which can be accessed through every devices like computer, laptop, mobiles and tab. Mobile site fig1.1, computer and laptop site fig1.2.

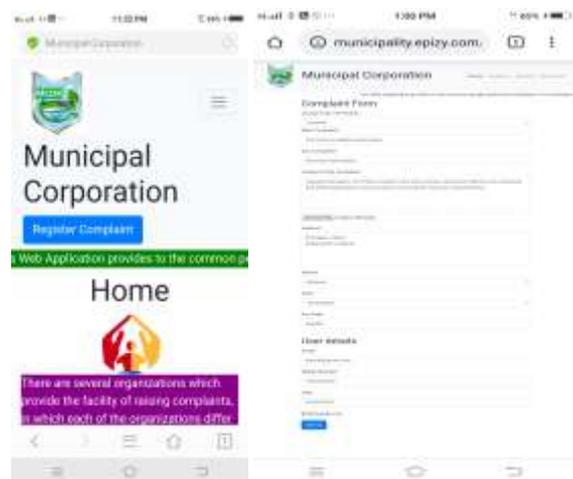
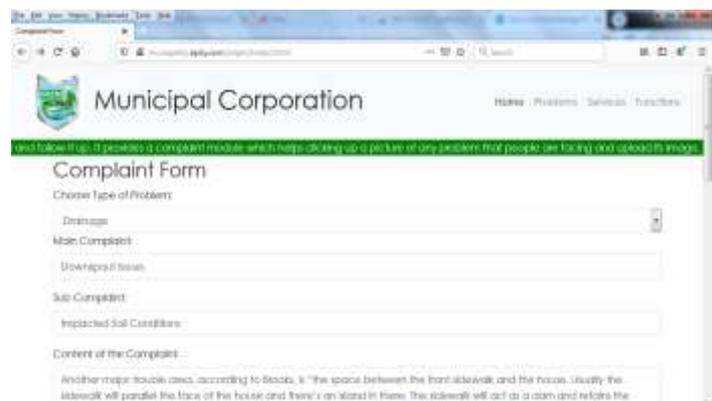
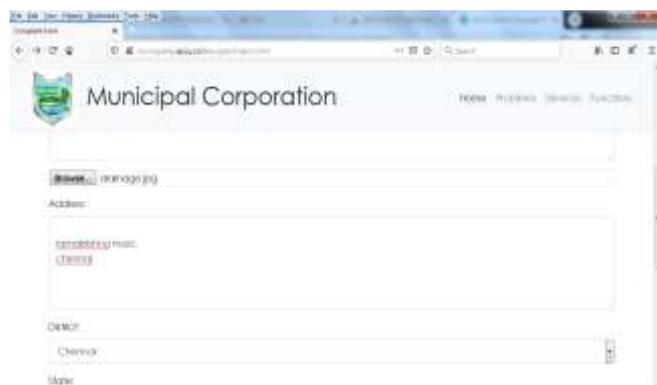


Fig-2.2: Mobile site Fig-2.3: complaint page(mobile site)

complaint page contains type of the complaint, main complaint, sub complaint, content in detail, address of the problem occurred, image to be uploaded(if necessary), state, district, user information like email id ,phone number and date of the complaint registered. After filling the complaint has been submitted.





3. CONCLUSIONS & FUTURE ENHANCEMENT

This system has been developed for the future by including GPS to identify the exact location where the problem occurred and it also helps to know the exact place where the problem occurred and how to rectify it. If the problems haven't been rectified by the given grace time by the government then the problem has been posted to the higher authorities automatically by this people can get an efficient solution for their problems.

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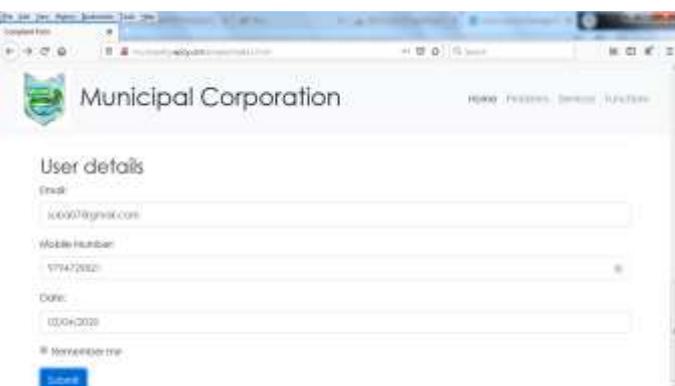


Fig-2.4: Complaint form

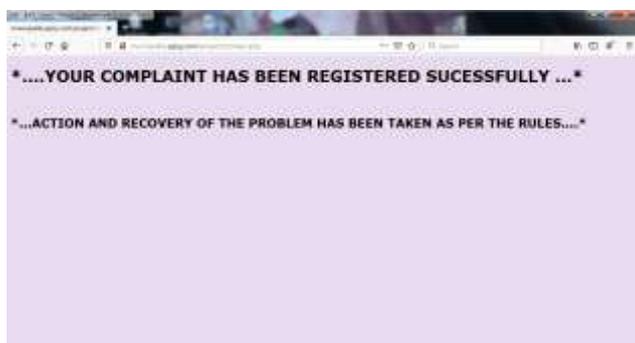


fig-2.5 after successful submission

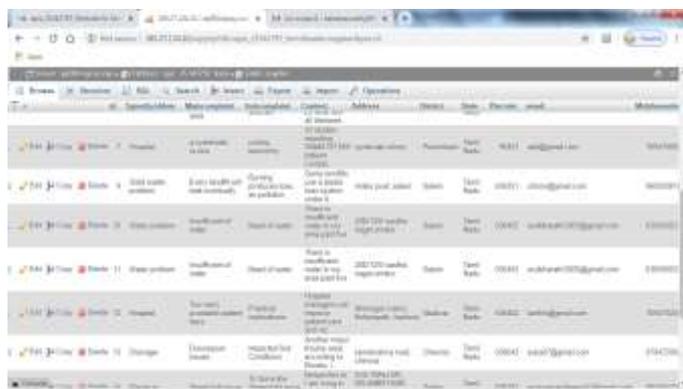


Fig-2.6 Database at admin side

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