

ANDROID BASED CITY COMPLAINT MANAGEMENT SYSTEM

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Abstract: In the city, there are many issues. It has been anticipated that the government will handle those issues. Government efforts, however, fall short in some areas. The poll claims that the lack of a network between the government and the populace is the reason for such a system. Since we no longer need to visit a paper, certain social problems may now be solved extremely successfully. In current digital age, using the internet to file a complaint is relatively simple. Therefore, we came up with a solution called "City Complaint Management System" to address this issue and lower the barrier between residents and the government. You may file a complaint about the area using our application. It will be the user who submits this complaint. Following that, both the user and the authorized body will receive informed of the complaint. The end user will be informed when the work is finished by the authorized party. The ability to communicate openly with authorities has sped up the resolution of many problems. The effectiveness of the government will also be assessed using it.

Keywords: Management, Social Development, Digitalization, Transparency, and Government.

1. INTRODUCTION

Numerous studies have been done to determine whether to employ e-services for municipal authorities that control cities. Use of e-services has been recommended by several studies because citizens should be informed of the services and assistance that a certain municipal body may offer. Keeping a citizen happy is the main goal. The usefulness of e-services for the citizen category of physically challenged people has also been covered in research.

Despite the fact that e-services have been around for a long in Europe, India has just lately begun to utilize them extensively in major cities. According to our investigation, the municipal chief of Mumbai is one of India's most technologically competent MCs.

The MC is divided into several divisions, each of which is in charge of a distinct area of city maintenance. These departments have been further separated into wards to make things easier. Within a city, each ward aids in handling complaints on a certain problem. Davangere currently has 42 or so wards. Each ward has a ward officer who is qualified to address issues that are specific to or originate in that ward. If concerns from one ward are transferred to another, the resolution of such complaints will be significantly delayed. In today's environment, a quick service is essential so that individuals may access the information they need whenever they need it whether seated at home or at work. As members of the general public, we require thorough knowledge about our city, our neighborhoods, and the corporate leaders that oversee those neighborhoods. As newcomers to the city, they must want to know the details of the city corporators and cannot want to go to the municipality for that. However, occasionally, if a complaint arises in the area, they must go to the municipality and obtain an acknowledgment copy of the complaint for further processing.

2. LITERATURE REVIEW

The City Complaint Management System (CCMS) is a system that enables users to submit complaints online. saving time and eliminating corruption. The complaints management system's goals include simplifying the organization, monitoring, tracking, and response to complaints as well as giving the organization a useful tool for pinpointing and addressing problem areas, monitoring complaints handling performance, and implementing operational improvements. Using a city complaint management strategy, the concerns of the public are evaluated, examined, and addressed. Complaint management software is used to monitor, address, and respond to public requests, complaints, and other information. Gherwada et al. want to develop a mobile Android application interface for complaints. The main idea is to exploit the existing web infrastructure to provide a straightforward, affordable, and quick way to register a complaint. Under the proposed System, residents would be able to file complaints at any time and from any location.

EXISTING SYSTEM

Under the current system, citizens must visit a government office to make a complaint. Another option is to call in cases when it's uncertain if an approved answer will be given. Users can report problems but cannot access the specifics of the problems or certain other services. Such a method is unpopular and difficult to utilize.

PROPOSED METHODOLOGY

Admin Module

This module gives the administrator access to all of his functions, including searching for and examining the essential data, adding new area ward details, adding new corporator details to ward, and adding new area ward details. Additionally, you may amend the complaint's status and check the specifics of any complaints that have been filed.

Corporate Module

A corporator can use this module to carry out tasks like examining their personal information or submitting a complaint about their ward, among other things.

Public Module

The major module for which this application was created is this one. Only members of the public may use this module to examine all of their ward and area information, view corporator data, submit a new complaint, and check their progress.

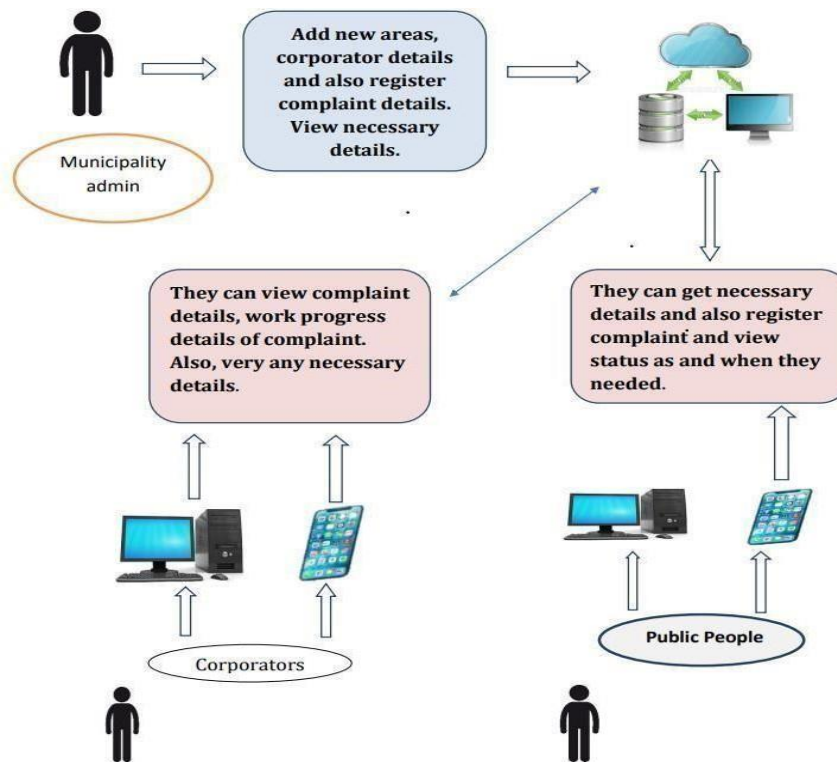


Fig: System Architecture

3. RESULTS

Fig: Home Page



Fig: Corporator Login Page

Fig: Complaint Registration Details

4. CONCLUSION

Direct connection between the citizen and the municipal corporation is made possible by this project. This will once more assist in documenting any issues a person may be having in a certain location, and by persistently resolving them,

a good, clean, and tranquil environment will be created. The CCMS will fundamentally alter how complaints are handled in the city. The technology would simplify the complaint management process and guarantee that concerns are resolved quickly by giving residents and officials access to an intuitive web-based interface. As a bridge between the government and the citizen, the application we provided in this study would act as such. With the use of this application, residents will be able to lodge a complaint about a problem they are having without having to go to a government office.

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