Complaints Cell and Tracking Forum for Citizens

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Abstract: In today's world, people of our country faces many day to day problem like street light damage, water outage, garbage bin overflow, bad condition of road, electricity, sewage management. Generally, if a citizen want to register a complain then indiviual   has to do it manually by registering a complaint in Municipal Cooperation directly which will cost a lot of time so our solution is to develop a online complaint cell and tracking forum for citizens. Currently we can see that there is a lot of communication gap between goverment and citizen. This research paper presents the architecture of Complaint Cell and Tracking Forum and the main idea is to provide the platform were we can register any complain regarding the issuses mention above. This system increase the accuracy, reliability and reduce time. For better use we can use real time photos of the issuse and also use aadar card identification for check the authenticity of the user.

Keywords: Complaint Registration, Complaint Tracking, Complaint Cell etc .

1. INTRODUCTION

The primarly focus of our project is to develop a online complaint forum which address problems related to goverence in their daily life. In traditional system if a user want to register a complaint then they have to personally visit office of concern department, which may take lot of time or whole day, and they don't get the stauts of thier problem so they have to visit again and again untill the problem is solved. This system aims to provide a platform to register any complaint online regarding any issues.
This will reduce communication gap between government and citizen. Basically it is an easy operated web portal that will help to track day wise status of complaint. It is based on centalized management only the authority can access all the complaint. This system will not only helps in saving time and money but also helps in making easily and effective conversation between Administrative body and User. Indiviual can also give valuable suggestion for development of public infrastructure. User can click the picture of venue and upload the same and also check current status of complaint.

2. OBJECTIVE

Objective of the system are:
➢ Physical persence of indiviual is not required any more.
➢ Reduce communiction gap between government and citizen.
➢ User freindly indepndent platform.
➢ Tracking of real time status.
➢ Increased accuracy and reliabilty.
➢ Reduce operational time.

2. LITERATURE SURVEY

Firstly, we have done survey on website and govertment android applications called PMC care (Pune Municipal Cooperation) which is totally based on frequently asked questions. If a user want a solution for any problem related to PMC then the android application suggest them to visit Municipal Cooperation Office. The existing system is totally paper based and required personal visit to office which is very time consuming and requireds alot of man power. Government also has online websites related to the problem but unfortunately it is not user friendly also we cannot track status of the complaint.
Those website also dosenot have any security features such as Aadar card authentication and OTP (One Time Password) generation, this will decrease all the fake registration of complain.

The main purpose of this complaint forum is to make user friendly online interface for citizen that will reduce communication gap with adminstrative body and citizen. User will get a unique complaint ID which will be used for future refrences. The user have to mention the complaint type and give detail description of the complaint.

3. PROPOSED SYSTEM

In our proposed system user need not go to Municipal Cooperation Office for the complaint registration. User just need to click a picture and post it to complaint forum.
The main key features provided by our proposed system are:

- User can post their complain on our user friendly portal.
- User is provided with a unique complaint ID which will use as a future refrences.
- Aadar Card Identification and OTP (One Time Password) is used to check the authentication of the user.
- The portal is divided into different departments related to Municipal Cooperation.
- There are different modules i.e Admin, Department, User.
- Admin has all the authorities related to the complaint and also categories the complaint according to the department.
- Department consist of different sections i.e Elecricity, Road, Street Light, Sewage etc.
- User have all the access to raise the complaint and check their status of the complaint.

4. CONCLUSION

This proposed system will encourage people to register their complain directly to Muncipal Cooperation. Generally, many small common problem (related to Municipal Cooperation i.e sewage, road, street light etc) are neglected by the people because they have to personally visit the office but with the help of our proposed system it is very convenient, easy and effective for improving the condition of our society. User have to just click picture of issue and post it to our web portal. This paper presents the analysis of complaint forum and we have also stated diffrent modules require in the development of the project.

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