

Complaints Cell and Tracking Forum for Citizens

Sparsh¹, Nishant Singh², Pushkar Jaiswal³, Siddharth Porwal⁴, Prof. Netra S Patil⁵

^{1,2,3,4}Students, Dept. of Computer Engineering, Bharati Vidyapeeth College of Engineering Pune, Maharashtra, India

⁵Professor, Dept. of Computer Engineering, Bharati Vidyapeeth College of Engineering Pune, Maharashtra, India

Abstract - Now a days, as the population is increasing, the day to day problem is also on a rise including problem of damage of street lights, water supply or drainage, bin overflows, road damage, sewage management. Generally, for such kinds of problem a citizen has to go to the municipal corporation and register a complain, so we came up with a solution and develop an online platform to register online complaint and Tracking forum for citizens. Currently we can see that there is a lot of communication gap between government and citizen. This research paper presents the architecture of Complaint Cell and Tracking Forum and the main idea is to provide the platform where we can register any complain regarding the issues mention above. This system increase the accuracy, reliability and reduce time. For better use, we can use real time photos of the issues and also use aadhar card identification for check the authenticity of the user.

Key words: Complaint Registration, Tracking Forum, Complaint Cell etc.

I. INTRODUCTION

The main focus of our project is to develop an online complaint forum which addresses problems related to daily life. In old system if a user wants to register a complaint then they have to personally visit the office of concern department, that takes lot of time or whole day, and they don't get the status of their problem so they have to visit again and again until the problem is solved. This system helps to provide a platform to register any complaint online regarding any issues. And with time they can check the status of complain as well.

This will reduce communication gap between government and citizens. It is an platform which is very easy to use and a normal person can even use that and can check the status as well. It is based on centralized management only the authority can access all the complaint. This not only helps in saving money and time but helps to cover the communication gap between user and the govt. Corporation itself. Individual can also give their suggestions or ideas for any development of public infrastructure. Citizens can click pictures of that particular complain they have and can upload it and also they can check the status of the same.

II. OBJECTIVE

Objective of the system are:

- Physical presence of individual is not required any more.
- Reduce communication gap between government and citizen.
- User friendly independent platform.
- Tracking of real time status.
- Increased accuracy and reliability.
- Reduce operational time.

III. LITERATURE SURVEY

Firstly, we have done survey on website and government 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 required a lot of man power. Government also has online websites related to the problem but unfortunately it is not user friendly also we can not track status of the complain.

Those website also dose not 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 administrative body and citizen. User will get a unique complaint ID which will be used for future references. The user have to mention the complaint type and give detail description of the complain.

IV. IMPLEMENTATION

After the architecture of the system was defined, the implementation of the system was carried out in phases as follows-

1.1 Functional Requirement:

A. Java :

Java is a general purpose programming language, develop by Sun Micro Systems and that is class based and object oriented which is designed for developing programs for hand held devices and also we can create web applications.

We have used Java Development Kit 8 for our development of project.

We have use Java servlet which are use to handle the request obtain from web server, process the request , produce the response, then send response back to the web server.

Properties of Servlet :

1. Basically sevlets work on the server side of the system.
2. Servlets are able to handle complex request obtain from the web server.

Execution of Servlets:

1. The clients send the request to the web server.
2. The web server receives the request.
3. The web server passes the request to the corresponding servlet.
4. The servlet processes the request and generates the response in the form of output.
5. The servlet sends the response back to the web server.
6. The web server sends the response back to the client and the client browser displays it on the screen.

We have developed our project in Eclipse 2020.

B. Database connectivity :

1. MySQL :

MySQL is an open source, Easy to use, Relation Database Management System, it is develop marketed and supported by MySQL AB,It is a Swedish company, use for many small and big businesses.

We have use MySQL version 5.1 for our project.

It work following pages:

1. Register the Driver class
2. Create connection
3. Create statement

4. Execute queries

5. Close connection

```
Type 'help;' or '\h' for help. Type '\c' to clear the current input statement.
mysql> show databases;
+-----+
| Database |
+-----+
| information_schema |
| grivanceportal |
| mysql |
| test |
+-----+
5 rows in set (0.00 sec)

mysql> use grivanceportal;
Database changed
mysql> show tables;
+-----+
| Tables_in_grivanceportal |
+-----+
| citizenregistration |
| drainage |
| electrical |
| empregister |
| feedback |
| health |
| message |
| road |
| sendgrievance |
| water |
+-----+
10 rows in set (0.00 sec)

mysql> select * from empregister;
+----+-----+-----+-----+-----+-----+
| eid | fname | username | password | department | contact |
+----+-----+-----+-----+-----+-----+
| 1 | Abhijeet | abhijeet | 123456 | Electrical | 987108047 |
| 2 | Samant | samant | 123456 | Drainage | 9874561230 |
| 3 | Spansh | spansh | 123456 | Health | 7894561230 |
| 4 | Yashodan | yash | 123456 | Road | 879456210 |
| 5 | Swapnil | swapnil | 123456 | Water Supply | 9874563210 |
+----+-----+-----+-----+-----+-----+
5 rows in set (0.00 sec)

mysql>
```

Fig 1: Database Configuration

1.2 Analysis:

After proper background survey we have gathered and compare information about the project. We also analyse its operation and use in order to improve the project overall quality and to identify problem areas.

1.3 Design:

There are three different modules in our project I.e

1. User Module :

- Basically, the functionality of this module is to register complain.
- We have provide a login page for user by the help of which they can register their complain in specific department of Municipal cooperation.
- User can upload a photo of their problem and can also briefly describe their issues in the description box.
- User will get an unique complain ID for tracking the status of their complain and also can give their valuable feedback.

2. Admin Module :

- The admin of the syytem first send the respective complain to the department where the complaint is belong.

3. Department Module :

- After the complain is received the respective department handle the complaint and update the complaint status.By the help of photo, department can also analyse the real time problem and then it will give the solution/comment or message to the user.

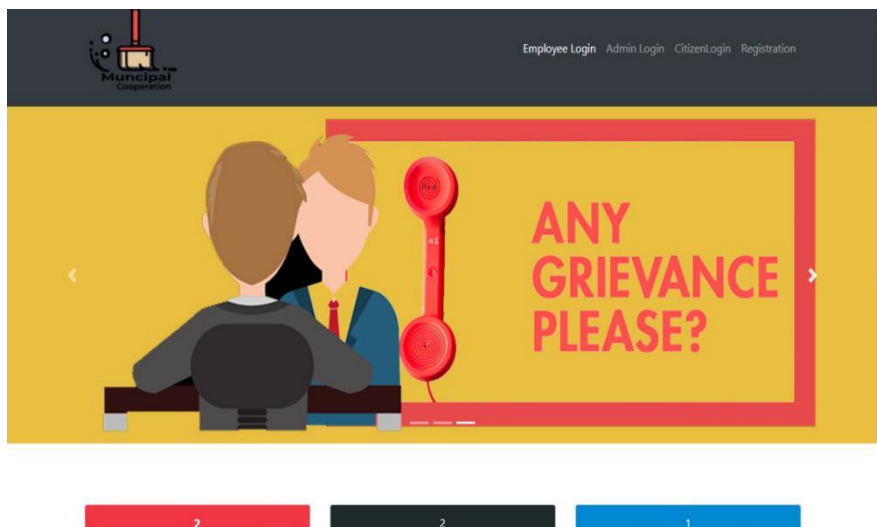
☑Coding :

- a) We have use html, css(bootstrap4) for designing the frontend.
- b) And we have use mysql database(database connectivity).
- c) Java(source code) for backend.

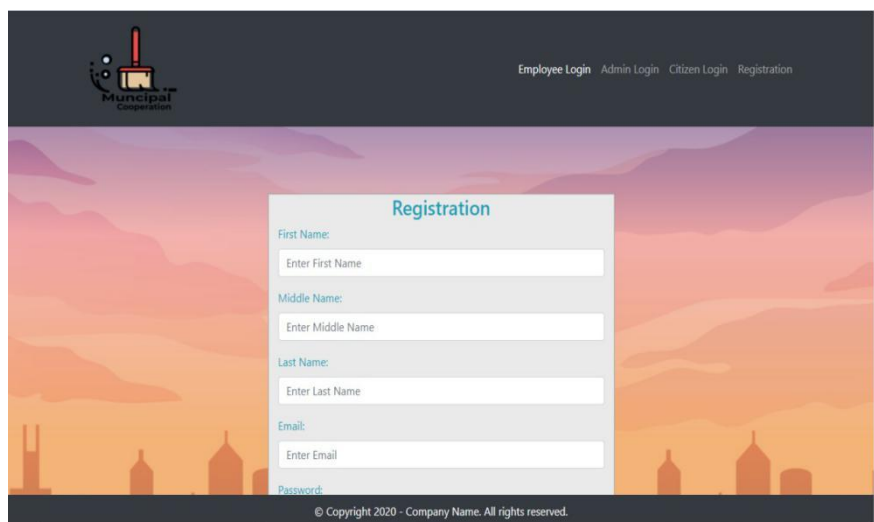
V. FUTURE SCOPE

1. When this project will actually implement this will make the common man life really easy, by the help of this common man can directly laws the complain against the municipal cooperation .
2. Aadar Card Authentication will make complain more reliable.
3. GPS Tracking can also be used to get the precise location of the user.
4. One Time Password (OTP) send to the Mobile number can be use for registration.
5. User can directly use there Gmail for Login.

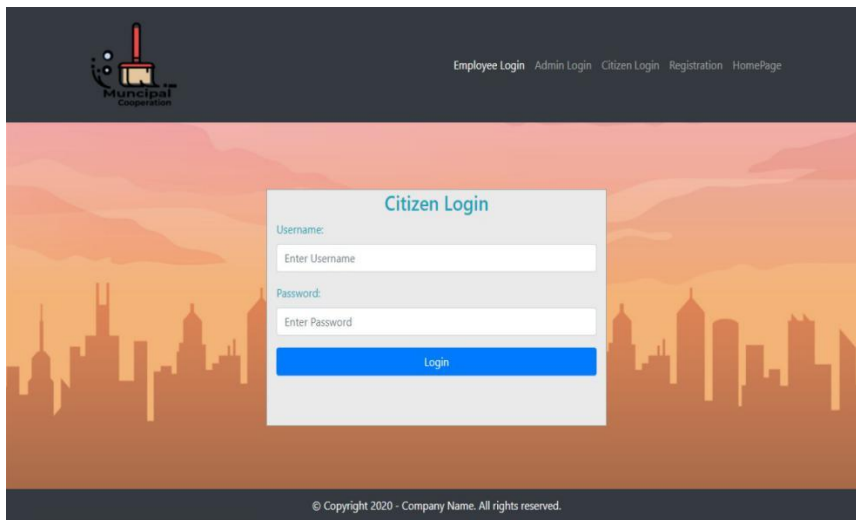
VI. SCREENSHOTS



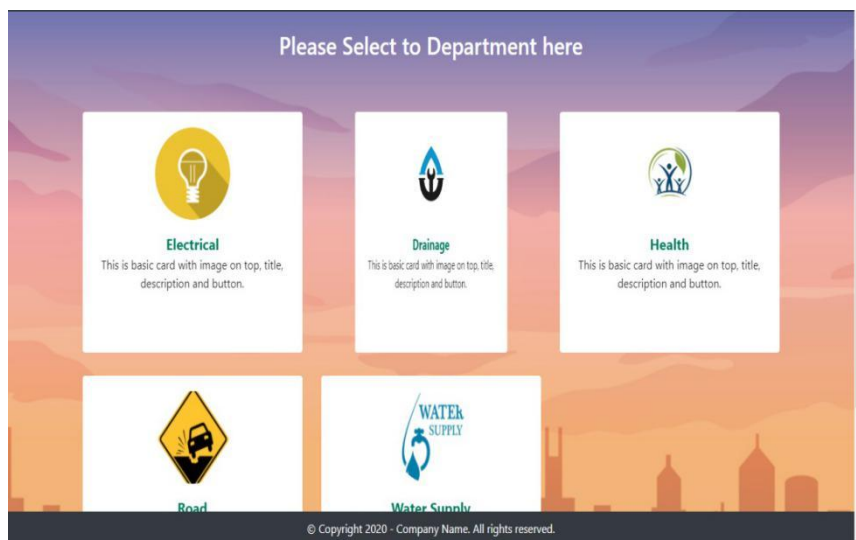
Screenshot no 2.1: Home Page



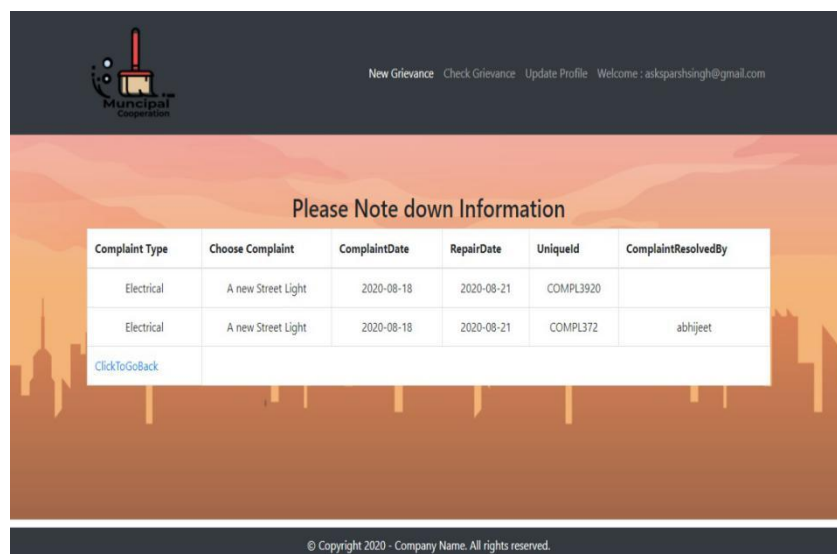
Screenshot no 2.2: Registration Page



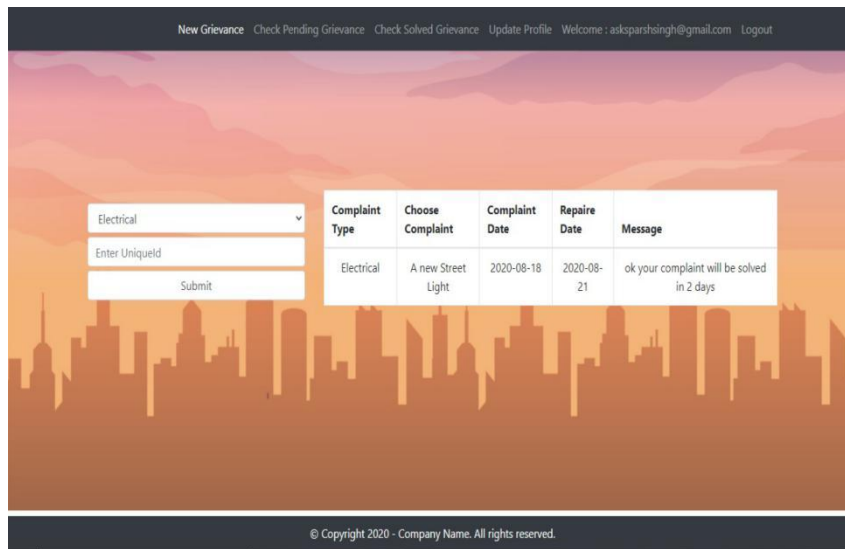
Screenshot no 2.3: Citizen Login



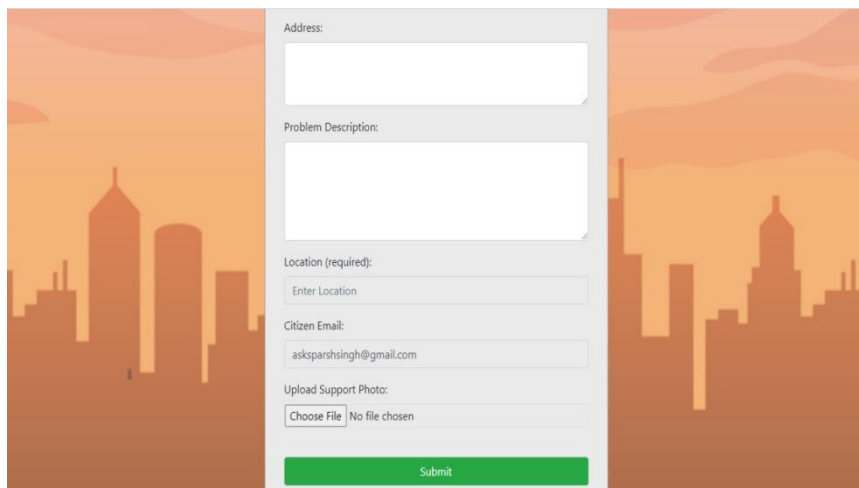
Screenshot no 2.4: Departments



Screenshot no 2.5: Unique ID Generation



Screenshot no 2.6: Track Status



Screenshot no 2.7 : Compalin Registration

VII. 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 different modules require in the development of the project.

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