International Research Journal of Engineering and Technology (IRJET) e-ISSN: 2395-0056
Volume: 08 Issue: 07 | July 2021 www.irjet.net p-ISSN: 2395-0072

AN INTEGRATED APPLICATION FOR RESOLVING SURROUNDING PROBLEMS (SNAP ISSUE)

Lakshmikanth Gowda M[1], Harish Gowda[2], Nikith G S[3], Gagan B S[4], Swetha K R[5]

[1,2,3,4]UG Student, Dept. of Computer Science and Engineering, BGS Institute of Technology, Karnataka, India.
[5]Assistant Professor, Dept. of Computer Science and Engineering, BGS Institute of Technology, Karnataka, India.

Abstract - *To Resolve any issue like drainage, pothole, street light, garbage dumping, and so on. Which we are facing in our surroundings we have to go to the office, raise a complaint in the respective department and write the letter about the issue/problem which we are facing to the officer. Then also there will be no guarantee that the issue will be resolved. To overcome these above problems. We have developed an application named Snap Issue, Snap means capturing a picture, issue means the problem which they facing. It is both a mobile and web application. Which will help the citizens to resolve their issue without going to any office by sitting in their home only The locations of the issues are tracked by the department of the government through Google maps. Google maps provide exact location along with the latitude and longitudinal position. Once govt receives the issue they will send the appropriate manpower and machinery to resolve the issue by seeing the picture. Government People will go to the exact location of the issue which is given by the citizen. After Government will update the status of the issue. Citizens will also able the track the issue by the issue id.*

Key Words: Android, Camera, Google Map API, GPS, Web and Mobile Interface, Pie Chart, Surrounding Issue.

1.INTRODUCTION

Issue/Problems are the feedback source for the improvement of society. Citizens will be having issues in their surroundings and municipal citizen. But people will not like the traditional complaining system in which they have go-to the office and they have to raise the issue in the particular department and to the officer. If the citizen is an employee means they have to keep a leave to their office and then they have to go to the government office to raise a complaint which they are facing. Sometimes government officers might ask the bribe to resolve the issue. If the citizen has done completed all these procedures. Then also there will be no confirmation that the issue will be resolved. Our precious time and efforts will be wasted.

To overcome these problems, we are providing a solution called the snap issue which will fill the gap between the citizens and government. This helps to improve the condition and the infrastructure of the city. By using this kind of application people find it easy to solve the issues in their locality. These days we have citizens throwing the wastes in their surroundings, unsolved issues of pothole, drainage problem, streetlight problem, street dog problem. Citizens are finding it difficult to lead their lives in the area where they are encountered with these kinds of problems. These problems remain still unsolved because fundamentally there is a disconnection between citizens and government. So, we are bringing an idea to solve the issues rapidly by involving citizens and government.

Snap Issue is both web and mobile application. It helps the people in many ways like capturing the photos of the issues in their locality and uploading it to the webpage. These issues will be verified by the government and take further action to solve the problems of the citizens. Government can overview the issues by using the pie chart.

government the status gets updated, and the citizen can view whether the government has taken the action or not against the issue submitted. By this status process, citizens and government can view 360degree status action.

1.1 EXISTING SYSTEM

There are many research papers have published about how to overcome from these above problems. All of them are using different technologies some of them arise a problem. Some of the research papers are as follow:

PavanGorade, DigambarKarde, PoonamKhilare, Abhishek Sontakke, Prof. Ranjana M. [5] They have developed a system where the only pothole can be tracked and it can be accessed through the web.

Dhaval Gherwada, Vipul Shah, Deep Shah, Prof. Harsh N. Bhor. [4] The proposed system will get the complaint from the user via mobile app.

Gaurav Gawde, Sharvil Sarfare, Shreyash Naik, Vishal Mistry, Harshal Patil have proposed a [3] "Mobile Application for

Resolving Citizens Complaints" in issues that can be raised through the web Application. By describing the issue details.

Tejaswita Badhe, Madhuri Birajdar, Sucheta Mapari [2] Here the complaint address is taken manually there is no implementation of the Global Positioning System (GPS) can be seen here.

Sudeep J, Abhiram R, Adithya U S Vaidya, Rajath R Urs, Vallabh Joshi [1] There is an android application but there are no 360 updates. There is no separation of the issues based on their status.

1.2 PROPOSED SYSTEM MODEL

Citizens can easily resolve their issue which they are facing without going to any office. Government can also easily manage the issue.

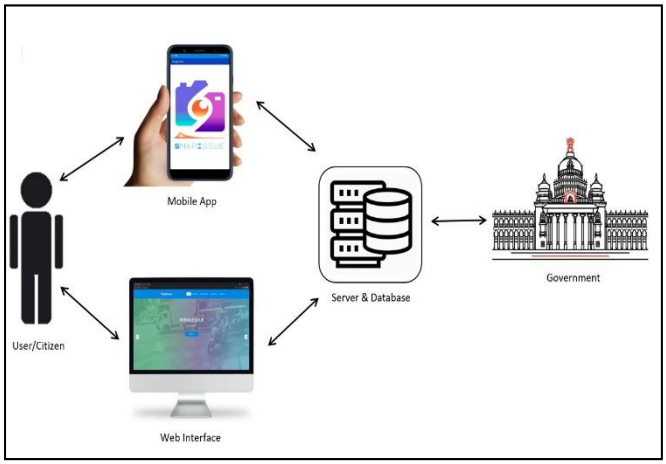

Fig.1. Proposed System model

Initially, users have to download the mobile application or they have to visit the snap issue portal. Then they have to register into the portal by entering their name phone number, email, and also have to create a password.

From Fig.1. There are two roles in this project which include citizens and government. The citizens can get register to this application, and should upload the picture/video of the issue in their locality which includes the description. The specific locality of the issues can be accessed through Snap Issue software by the government. This application will also provide an overview of the issues through a pie chart so that the government can view the issues and submit them to the respective departments. Citizens can view the progress of the issues using 360-degree status, which includes issues not processed yet, issue status in-process and issue has been resolved.

2. IMPLIMENTATION

The citizen has to create an account by using name, email, password, contact number. After successful registration of citizen, he has to login to the web portal, where he can lodge an issue by giving a description of the issue, uploading a photo, and giving an address of the issue. Here we are going to create two portals one is for citizens and another one is for both government and civil agencies. Once a citizen is logged in, he will be redirected to the dashboard, where he can view his status of the issues which he has submitted. There are three kinds of status like an issue not processed yet, an issue status in the process, the issue has been resolved. In a citizen's login portal, he can come across various sections like account settings, lodge issue, issue history. In the lodge issue section, the citizen can register the issue by selecting the category, subcategory, and describe the issues. The citizen should give the address or he can give a current location which can be accessed through a Google map along with the latitude and longitude of the location which is displayed below the address. After giving all this information he can upload the issue-related doc. Later he has to submit his issue. If the issues are submitted successfully the citizens will get a popup window with the issues id. The next section is issue history here it contains issue id, issue submission date, issue status. Citizens can view the details and able to view the remarks given by the admin. By using the logout toggle citizen can log out from the web portal. Civil agencies and government come under the role of admin. After the admin sign-in, he is redirected to the admin dashboard, where he can overview the type of issues submitted through a pie chart. Using a map, he can track the exact location of the issue with the issue id, exact location can be tracked with the help of a map marker. If the admin clicks on the map marker, he gets the issue id, address, and sub-category. In the admin portal we are having, add a category, add a subcategory, manage the issue, manage user, change password. There are three subsections in manage issues that are not yet processed, pending issue, resolved issue. Admin has the right to add the category by giving name and description of the issues, where he can also view the existing category details, manage the categories by updating and deleting the category, we can find any category by using the search bar. Admin can change his password. This app is highly secure because passwords are encrypted.

The technologies that are used to develop this app are the coding framework, Google map for accessing exact location, languages used are PHP, CSS, and HTML, MySQL is used for backend data storage, JS, and jQuery.

3. SNAPSHOTS

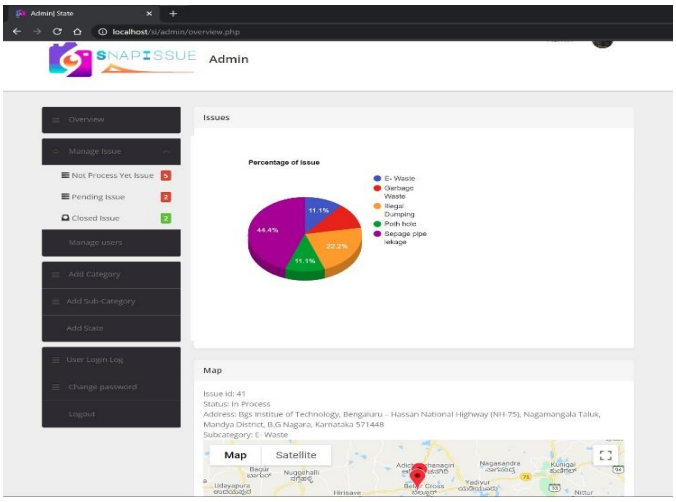

Fig.2. Snapshot of admin dashboard

Admin dashboard is shown in the fig. 2 this page is only meant for admin where he can overview the percentage of issues through pie chart, manage Issues, manage users, add category, add sub-category, add state, user login log, change password, log out. Admin can update the status in 3 stages which includes not process yet issue, pending issue, closed issue. Admin can access the exact location of the issues through google map.

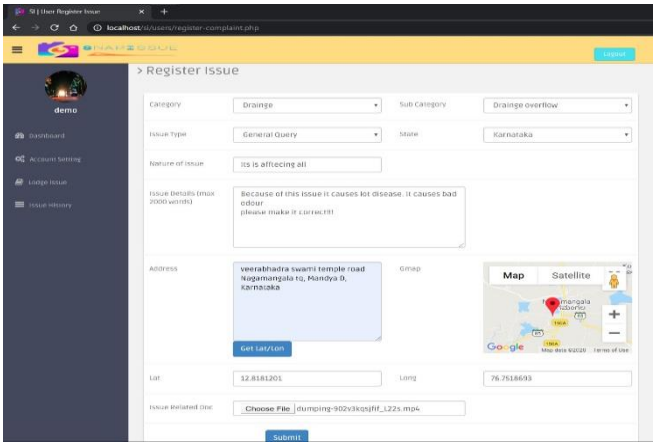

Fig.3. Snapshot of citizen Register Issue

Citizen register issue is shown in the fig.3 this page is meant for citizens to register their issues. The citizen can register the issue by giving category and sub-category of the issue. He can also give the issue type and nature of the issue. And the state where the issue occurred. The issue details can be given by the citizen. Citizen gives the address of the issue generated and exact location the issue can be accessed through google map. He can upload the issue related doc and then he submits the issue.

4. CONCLUSIONS

We have proposed a convenient and user-friendly method snap issue to resolve the problem/issue. Where this platform is both web and mobile application. Snap issue will be the most efficient and less time-consuming way. Because of the mobile application citizen can easily lodge or raise the issue. They do not have to go to the For Government also it will quite effortless way to do their work, they will get the location with the help of google map and photo/ video of the issue so they can send the appropriate man power and machinery to the exact location. The user will also get an update on the issue. The issue will also be resolved speedily.

Advantages are:

1. Admin can overview through a pie chart which shows departmental wise issue.
2. Citizens can know their issues progress through status.
3. Citizens can upload images of their surrounding issues.
4. The fake issue submitted to the portal can be tracked through the user's IP.
5. Admin can access issues by using the map of the exact location of the issues

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