

Activity City Administration

Ansari md Aaqib md Saleem
Department of Computer Engg
NES's Gangamai College of
Engineering Dhule, India
ansariaaqib780@gmail.com

Bachhav Prashant R
Department of Computer Engg
NES's Gangamai College of
Engineering Dhule, India
bachhavprashant200@gmail.com

Jagadale Pavan B.
Department of Computer Engg
NES's Gangamai College of
Engineering Dhule, India
pavanjagadale11@gmail.com

ABSTRACT

In our country we have government bodies (Municipal Corporation) which are responsible for maintaining and running cities. It's all their responsibilities to address the complaint of citizens. For this municipal Corporation has 2 ways, in first web application or other surveillance devices have to be installed and second way is that citizens could report their problem to the municipal corporation. The second way is mostly used because it is cheaper as compared to first one. But it takes paper work and time too because the citizens has to visit the ward office and report problem faced by them which can be solved by municipal corporation or as due to the emergence of internet and its various capabilities, there has been rise in the number of complaint sites which provides citizens a platform to lodge a complaint online. The web page also provides a user facility to view status of lodge complaint until is resolved, while online system will help officers at Municipal Corporation to solve/reject complaint with reasons and monitor the status of complaint. The Aim for creating this Application is to simplify the process of lodging complaint to respective Municipal Corporation and make it quick and cheaper.

Index Term

Municipal Corporation, Web Application, Internet, Online, Complaint, Citizen.

1. INTRODUCTION

Dhule Municipal Corporation is responsible for providing Dhule's citizens basic urban service which lies with Dhule Municipal Corporation. So DMC is responsible for administration and providing basic infrastructure for the city. For Lodging Complaint in DMC, much time is require and victim needs to go to municipality office and stand in queue. "ACTIVITY CITY ADMINISTRATION" web app is introduced to provide user a platform to lodge a complaint easily. So ACTIVITY CITY ADMINISTRATION reduces people's efforts. This web app deals with internal processing of complaints. The main purpose of this System is to help the public in knowing their place details and getting their problems solved online without going to the office regularly until the problem is solved. A Goals or Objectives to simplify the process of lodging complaint into the municipal corporation. To reduce efforts of going to municipal office for lodging complaint. To automate the complaint lodging process.

1.1 Motivation

- To simplify the process of lodging complaint into the municipal corporation.

- To reduce efforts of going to municipal office for lodging complaint.
- To automate the complaint lodging process.

2. LITERATURE SURVEY.

www.dhulecorporation.gov.in

This is the Official website of DMC, this website provides different information about city, department, services, news. From this website we are getting the idea of different departments in the DMC and how the complaint related to the respective departments are forwarded to that department. The website consists of much detailed information. It consists of various departments like Water, sewage, tax and property, slum, social welfare, education etc. This website also consists of detailed information about DMC. This website also provides the details about the ongoing projects. In this website we can see the complaint lodging process and complaint lodging form which will be useful for working in the proposed system. As the proposed system is based on municipal corporation this site is useful for getting the details of departments list i.e. the department name list. www.gunturcorporation.org: This site provides basic idea to register a complaint and also to check the complaint status whether the complaint is solved or not. In the website user can lodge a complaint online. User can submit their complaint and provide contact details such as address, email-id. The website shows the procedure of lodging complaint and its further process. What are the steps taken when a user lodges the complaint and how the complaint is forwarded? www.complaintboard.in This website is useful for the consumer to file their complaints online. A complaint message is assumed by consumercomplaint.in to be a description of a situation experienced by a consumer.

3. OBJECTIVES AND SCOPE

3.1. Objectives:

The objectives of the Real Time Auto Pooling Application can be stated as follows:

- Applications Online Web Based Complaint Management System for Municipal- The paper is based on working of sms service.
- In order to implement the procedure of sms service the paper provides the way to send sms to complaint lodger providing current status of the complaint that whether it is in process or solved or rejected.
- Every details will be provided to the user.
- The application provides an interface to register one's complained and follow it up.

3.2 Scope:

- In this technological world, this system is useful for the people to file a complaint with the help of web application which will save time of people.
- It will reduce the time and effort of registering the complaint manually by lodging complaint online.
- Also the status of the complaint lodged can be tracked easily i.e. whether the complaint is rejected, accepted, processing or solved.
- It is user friendly and cost effective.
- A remainder system will be there which will be helpful for the pending complaints. It will keep on reminding the officer about the pending problems or unsolved problems. So, that each and every problem must be solved effectively.

4. PROPOSED SYSTEM

In this proposed system, it is based on an Automated process. It will create a user-friendly online interface for citizen to communicate with administrator body and, reduce the distance and time barrier between citizen and administrator. It will create an online platform where people can share ideas, invoke discussions, issue complaints, create suggestions for improvement of city administration. According to the proposed system it saves time of people by directly launching complaint with the help of proposed system. They need not go to the government office for launching the complaints. People can get their problems/issues solved by directly posting it to the proposed system. People can post their suggestions. The proposed system contains the following facilities over the present system:

- People can launch their complaints from anywhere with the help of Internet.
- Simple and easy complaint launching page so that even a common layman can also use the system easily.

4.1 System Requirements Specification

4.1.1. Hardware Requirements

Table.No1 Hardware Requirements

Hardware	Specification
Processor	Intel Pentium 4 Onwards
Hard Disk	As per OS 500MB of free Hard-disk space
RAM	512 MB

4.1.2 Software Requirements

Table.No2 Software Requirements

Software	Specification
Technology	J2SE & J2EE

Web technology	HTML, JavaScript, CSS
Web Server	Tomcat5.5
Java Version	JDK 1.6
Backend Database	Oracle 10g

4.2 System Design

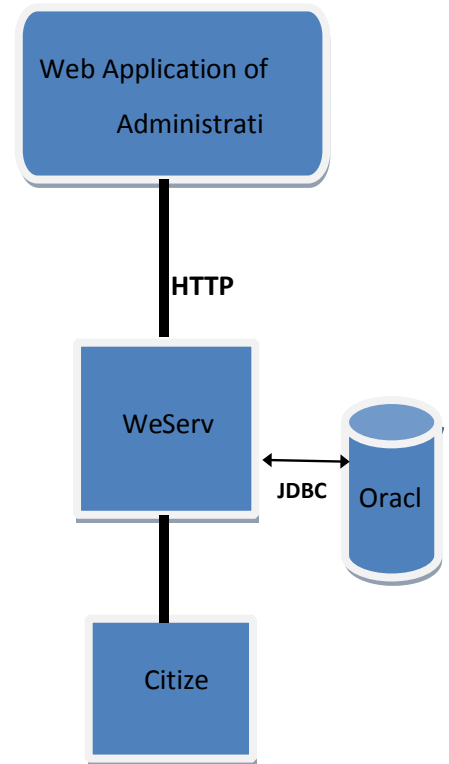


Fig.1 System Design

System will consist of following modules:

4.2.1. Administration Module:

Create and monitor accounts of authorities. To filter the content reported as inappropriate and handle threats. Handle complaints about improper response by municipal authorities.

4.2.2. Citizen Module

- User should be able to create new account, log in to their existing accounts which will give them the authority to use the services provided by the system.
- Authenticated users should be able to issue complaints check complaint status, submit feedback browser through other complaints and their feedback.

- Authenticated users should be able to create suggestion/petitions, other users can support or make suggestions for petitions forward petitions to corresponding authority for possible implementation.
- Users can create groups where users can share their experiences discuss common Problems and the possible solution.

4.2.3. Officer Module

Officer authorities can log-in to their accounts as created by administrator. Authorities can access all the complaints, suggestion form user. Invoke proper activity in Response to valid complaints, or redirect inappropriate complaints to the administrator. Give response to complaints with activity reports.

4.2.4. NGOs Module:

NGO can form user groups similar to other users. NGO's can publicize their Social causes on the site.

5. DFD DIAGRAM

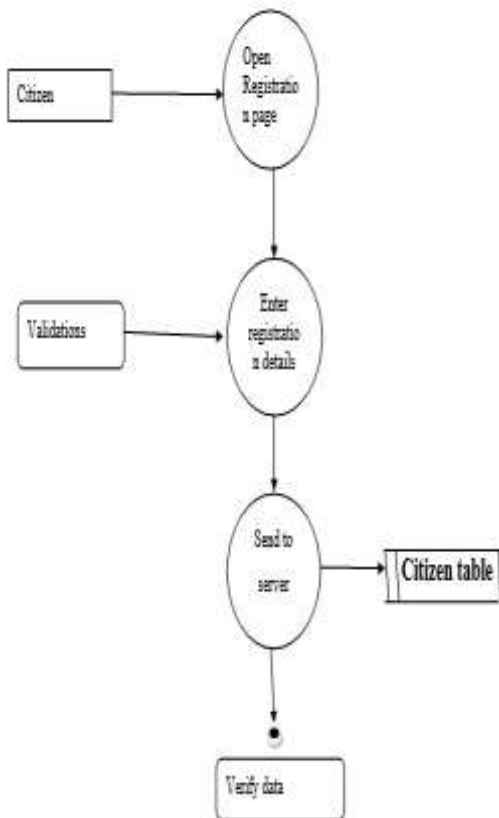


FIG.2 LEVEL 0 DFD

The above Data Flow Diagram is for level 0 in which the Citizen open the registration form and enter the registration

details. System send the data to the server and open the Home page of Citizen_Tab

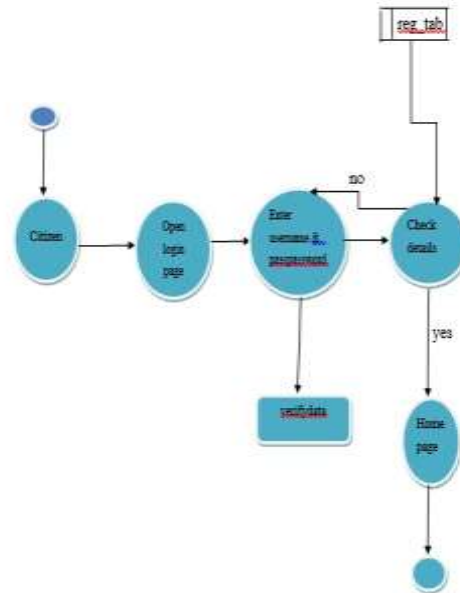


FIG.4 LEVEL 1 DFD

The above Data Flow Diagram is for level 1 in which the Citizen open the login form and enter the name and password. System verify the data then open the Home page of Citizen_Tab

6. IMPLEMENTATION

There are sections that are divided as commissioner, grievance officer, head of the department and employee each have their individual login section. When the user launches complaint, it is forwarded to grievance officer. It's the duty of grievance officer to forward the complaint to the International Journal of Trend in Research and Development, Volume 3(6), ISSN: 2394-9333 www.ijtrd.com respective head of the department if the complaint is genuine. Then the head of the department will view the complaint and forward it to their employee and finally the employee will allot the problem to the co-worker. Co-worker will visit the place and check whether the problem is true or not if true then he will solve the problem. There will be particular time span assigned in each stage.

CONCLUSION

It is a real time project system which is used for citizens who is facing current system of Municipal Corporation. We proposed and introduced a web application for citizens to register complaints against the problems they're facing which can be solved by municipal corporations. As nowadays internet is much used by people so we created a web page which can be used to lodge a complaint in a very simple way into respective Municipal Corporations. The system proposed by us also has a web portal which provides user interface to citizens to lodge complaint and also make helps Municipal Corporation officers to solve the complaint easily by

simplifying the process of forwarding complaint to sub officers. This system also provides employee a facility to update the status of the complaint about processing of the complaint which the lodger of the complaint can view using the id which will be provided to him/her after lodging complaint as a text message. The privilege is assigned to the employee and grievance officer to reject the complaint but with a reason. It also has a module which counts the number of solved, processing and rejected complaints and show the performance of Municipal Corporation.

REFERENCES

- [1] Aditi Mhapsekar "Voice enabled Android application for vehicular complaint system" in World Congress on Information and Communication Technologies, 2015, pp. 520-524.
- [2] Aaditeshwar Seth, Abhishek Katyal, Rohit Bhatia, Dinesh Kapoor, Balachandran C, Vidya Venkat, Aparna Moitra, Sayonee Chatterjee, Mayank Shivam, Z. Koradia, Praveen Naidu, "Application of Mobile Phones and Social Media to Improve Grievance Redressal in Public Services", m4dposition.
- [3] Complaint", International Journal for Research in Engineering Application & Management (IJREAM), Vol-01, Issue 03, June 2016.
- [4] Patricia Abreu, Sergio Sousa, Member, IAENG, and Isabel Lopes, "Using Six Sigma to Improve Complaints Handling", Proceedings of the World Congress on Engineering 2017 Vol IIIWCE 2017, July 4 - 6, 2017, London,
- [5] R. Johnston, "Linking complaint management to profit," International Journal of Service Industry Management, vol. 12, pp. 60-69,2017.
- [6] V. Bosch and F. Enriquez, "TQM and QFD: exploiting a customer complaint management system," International Journal of Quality and Reliability Management, vol. 22, pp. 30-37,2017.
- [7] <http://www.mcgm.gov.in/irj/portal/anonymous>
Accessed sept 2017
- [8] Dilip B. Gupta, Dr. Sujit G. Metre, "Decentralization and Delegation of Authority at Nagpur Municipal Corporation (NMC) Nagpur", International Journal of Management (IJM) Volume 6, Issue 3, March (2017), pp. 38-49
- [9] Ms. Jagruti J. Rane, Ms. Snehal A. Deshmukh, Ms. Ashwini R. Garde, Prof. Rahul K. Patole. "IOT Based Biometric Attendance System", Resincap Journal of Science and Engineering Volume 2, Issue 4 April 2018 ISSN: 2456-9976), pp. 336-340