

# “REGISTER CITIZEN COMPLAINT APPLICATION”

Prof.V.D.Patil, Aditya.D.Jadhav, Shubham.S.Bhalerao

Dr.D.Y.Patil institute of engineering management and research, Akurdi 411044

**Abstract :** This Application can facilitate the people beneath the rule of a municipal corporation to register their grievances concerning day to day issues in their ward through a mobile application. it'll offer a standard man to deliver his complaints and issues to municipal authority also as let the municipal authorities to deal with the matter in an exceedingly short amount of your time. The work for such task is tedious. This application provides associate degree interface to register one's complained and follow it up. It provides a camera module that facilitate clicking up an image of any drawback that individuals face and transfer its image along side the criticism. the situation of criticism is tracked by international Positioning System (GPS) unit.

**IndexTerms:** Global Positioning System (GPS); Global System for Mobile Communications (GSM); Web Protal; Android App; track;

## INTRODUCTION

The Government of any state is made for the serving to of its subjects. that seems to be crammed with method too time overwhelming and additionally maintaining the records square measure rather more then trying method. The Governmental serving bodies have the police serving bodies, the municipal firms, to call some. The day to day operations and functioning of town is taken care by native governing bodies that square measure referred to as Government Authorities. Among several alternative things one amongst the foremost necessary responsibility of the govt. Authorities is to manage and solve the complaints that the residents of town might need. currently so as to take care of the massive town needs that the govt. Authority got to bear in mind of any drawback or defect either through (sensors/ CCTV cameras) or by permitting the voters to criticism concerning these issues. The GA usually permits its voters to register their criticism through many mediums. during this project we tend to purpose associate automaton Application Mobile interface which may be wont to register complaints. the most plan is to create use of the present internet infrastructure and to supply a simple, low-cost and fast mode of criticism registration. The projected system can modify the voters of town to register complaints anytime, anywhere. at the start phones were simply used for line or texting. Now-a-days, the situation has modified. In today's world, additional focus is given on the supply of the web and so mistreatment numerous applications gift within the automaton market. currently days we tend to square measure purported to manage our daily work on time, accurately, in no time and with our satisfaction. thus we tend to square measure mistreatment numerous technologies in our life for fulfillment of our daily work. the most purpose of this project is to assist the general public in knowing their place details and obtaining their issues resolved in on-line while not progressing to the officer often till the matter is resolved. By this technique the general public will save his time.

## PROBLEM STATEMENT

Develop AN application for the shopper aspect to work and an internet portal on the opposite hand for the upper official to figure on isn't a bit task to implement. the right use of such a system to decrease the matter of all is that the main purpose of this paper.

## EXISTING SYSTEM

The complaints were registered by national on paper manually. conjointly the registered complaints aren't hidden.

There are some government apps (for separate department). The national will mention the criticism kind, offer description of their criticism, fill the placement wherever this issue is especially concerning, his/her personal details.

Disadvantages :--

All folks don't have net association to use net portal.

Complaint is also submitted to alternative disregarding departments.

## PROBLEMS WITH EXISTING SYSTEMS

1. the info isn't protected ample
2. though there's the GPS introduced, these systems required a manual check too for the confirmation of the complaints.
3. The identity of user registering the criticism isn't hidden which could force the user in some to roll-back the criticism launched.

## PROPOSED SYSTEM

The planned mobile application interface emulates the practicality of the online portal primarily based criticism file system. The users use the mobile and don't ought to access the online portal interface on to file their criticism. The user runs the appliance and might lodge criticism. Once all the data regarding criticism is entered by the user the appliance sends the data to server during a compatible format [as a HTTP (Hyper Text Transfer Protocol) request] to the server.

Then the response from the server is fetched and is parsed to work out criticism range. The criticism range is then received by the user. This criticism range is then employed by the user to get the standing of their criticism. however here the criticism is merely registered once all the obligatory fields are stuffed.

### A. The client-side module :--

The consumer or inexperienced user downloads the robot application developed for them from the location. whereas doing thus, the consumer can have to be compelled to fill some details regarding themselves. Once the appliance is downloaded and therefore the installations done, then the important work can begin.

The user currently will have the authentication to additional access the appliance and fill a type stating the outline of the incidence he/she is whining regarding. Also, the user is allowed to transfer a picture that show the state of affairs explicit by the user within the criticism launched.

Presently once the complain is happy and is been registered, the user can get a novel ID range that could be a chase range. exploitation this range, the user will trace the progress state of the criticism launched.

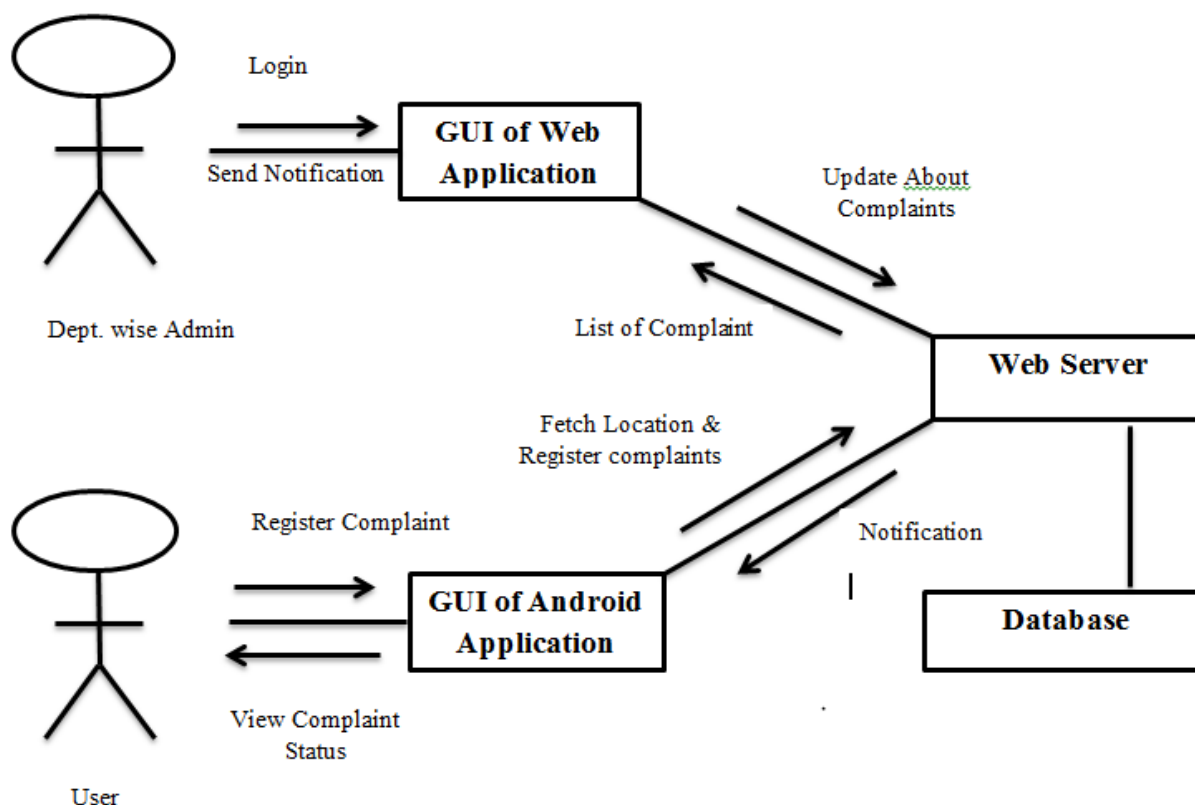
B. The server-side module :--

On the opposite hand, the server aspect is that the aspect handled by the official like the Central office(CO) on a part and people by the sub-office wherever the complaints are literally alleged to be reportable.

Each region is sub-divided for the higher watching of the world. the online Portal forms the server-side operating module. The robot app employed by the immature user to urge registered and generate criticism ar hold on within the info that is connected to the online Portal gift at the office.

The allocation of the criticism per the situation mentioned in it's done by the CO. The branches wherever these criticism is discarded to from the CO is that the one that is nearest to the place of prevalence

## SYSTEM ARCHITECTURE



## CONCLUSION AND FUTURE WORK

Thus the most plan of the planned system to produce the mobile application which can facilitate the national to register their complaints regarding day to day complaints. The net application at the alternative finish can with efficiency track and monitor the complaints thereby generating a fast response to the national. within the case once national register complaints, the system generates a contact (actually generated by the backend system) and displays the grievance variety to the user on his transportable. This grievance variety can facilitate the voters to question the standing of the grievance in future. therefore the planned system provides a simple, low-cost and fast mode of grievance registration round the clock.<sup>1</sup> The project we have a tendency to planned through this paper is limit to uploading of pictures. additional work on this method are going to be enhancing the image quality and its media sharing to videos conjointly. This project could be a mere move towards the higher atmosphere around ever person however increment of feature like to figure for the visual impaired folks can produce ease for the distinguishably abled human too.

## REFERENCES

- [1] International Journal of Advanced Research in computer Engineering& Technology (IJARCET) volume 6, Issue 4, April 2017, ISSN: 2278 – 1323.
- [2] International Journal of Research in Engineering Application & Management (IJREAM) vol-01, Issue 03, June 2015.
- [3] Trupti Bomble et al. Int. Journal of Engineering Research and Applications ISSN: www.ijera.com2248-9622, Vol. 5, Issue 4, (Part -3) April 2015, pp.64-66
- [4] "Camera."Internet:docs.phonegap.com/en/3.3.0/cordovacamera.md.html, [Apr. 25, 2014].
- [5] <http://www.mcg.gov.in/irj/port/anymous>.
- [6] <http://www.tutorialspoint.com/android>.
- [7] <http://www.smartdraw.com>
- [8] <http://www.visual-paradigm.com>
- [9] <http://en.wikipedia.org/wiki>