SOCIAL COMPLAINTS

Project Group No-:11

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Project Summary

Abstract:

Reporting street or any civic problems has no longer been an easy process for the citizens. They have to undergo a long procedure and formalities to report such problems like street damages, street cleaning, potholes, garbage bin overflowing, light post damages etc. or in short everything that comes under the surveillance of municipality.
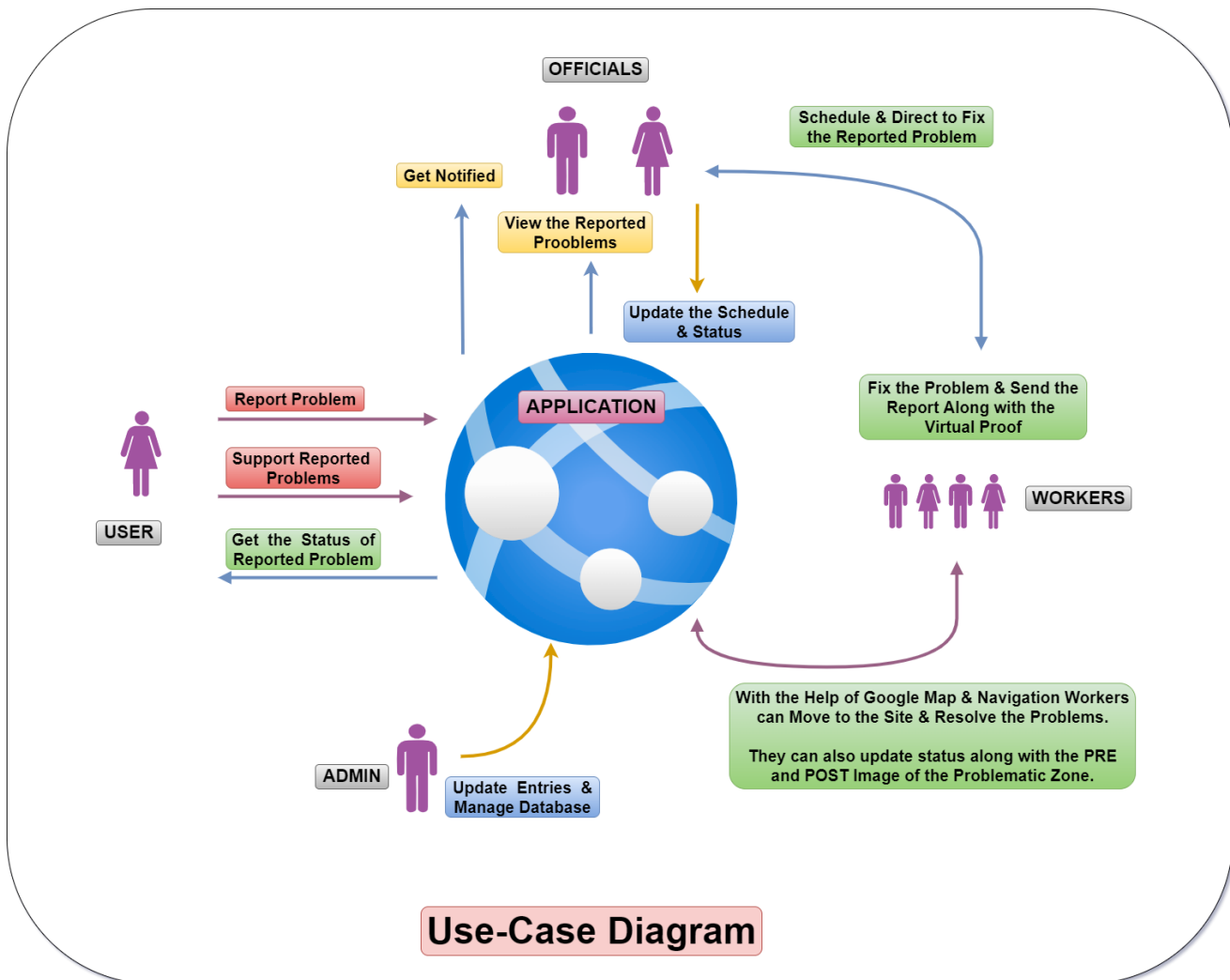
To facilitate this complaining procedure, we are going to implement an online web application that lets citizens report problems with infrastructure in their city to relevant authority. So whenever people come across any defects in city`s infrastructure, transportation, environment cleanliness or any daily life disturbances, they can share, discuss and get resolved the problems by concerned authority by means of this online web portal. The complaint is registered via a web application. The Global Positioning System (GPS) sensor presents in smart mobile devices will determine the exact location of problematic zone and camera can be used to take the snap of problematic zone as a visual proof. The system then generates a form consisting of all data entered by user along with the location and visual proof and send that to the central server notifying the concerned authority. The application system has a major component that is the server application. It will run on the web server. The client application will run as a web application.

Features of the System:

Visual proof	Capturing and uploading the snap or video of the problematic zone as a visual proof.
Locating problematic zones	By GPS and Google Map
	Zip/Pin code: For GPS disabled devices, map of that particular area will be displayed and user can easily locate the problematic zone.
Date and time integration	The integrated clock and calendar will calculate the date and time automatically for every user activity.
Possible suggestions for the reported problems by users	Under this section users can give possible suggestions to fix reported problems as per their perspective.

(Optional)Support to prioritize the reported problems by giving likes and dislikes and/or commenting	This could be helpful to prioritize the problems and to ensure the relevancy.
Status of the reported complaints	The user can track down the status of the reported problem such as "The problem is addressed", "Scheduled to resolve" etc.
Reminder(alert message) for the pending action on the reported complaints	If the reported complaint has not been addressed by the officials within a specific span of time, then database itself generates the same problem and notifies the authority by placing that problem to the updated list. In this way the complaint can`t be ignored or skipped without taking proper action.
Notifications	The server side algorithms automatically generate a predefined form consisting of all information entered by user and then send that report to concerned authority and notify them. Every action and update is notified to respective users.
Processing	Once the user lodges a complaint, the entire processing is done automatically and these processing and background details are hidden from users.

Use Case Diagram:

OFFICIALS

Schedule & Direct to Fix the Reported Problem

Get Notified

View the Reported Prooblems

Update the Schedule & Status

APPLICATION

Fix the Problem & Send the Report Along with the Virtual Proof

Report Problem

Support Reported Problems

Get the Status of Reported Problem

USER

WORKERS

With the Help of Google Map & Navigation Workers can Move to the Site & Resolve the Problems.

They can also update status along with the PRE and POST Image of the Problematic Zone.

ADMIN

Update Entries & Manage Database

Use-Case Diagram

Architecture:

HTML , CSS JavaScript (View)

JSP (View)

Google Map APIs, GPS System

Servlet (Controller)

JDBC (Connectivity)

JavaBean (Model)

Tomcat (Server)

My SQL

| Presentation Layer (GUI) | Business Logic / Processing Layer (Connectivity) | Back End (Database & Server) |

Component Architecture of the Application