

RESEARCH ARTICLE

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## Android Based Complaint Management System For Municipal Corporation

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### ABSTRACT

This Application will help the common people under the jurisdiction of a municipal corporation to register their grievances about day to day problems in their ward through a mobile application. It will provide a common man to deliver his complaints and problems to municipal authority as well as let the municipal authorities to address the problem in a short period of time. This application provides an interface to register one's complained and follow it up. It provides a camera module which help clicking up a picture of any problem that people are facing and upload its image along with the complaint. The location of complaint is tracked by Global Positioning System (GPS) unit.

**KEYWORDS**— Global Positioning System (GPS); Global System for Mobile Communications (GSM);

### I. INTRODUCTION

In India we don't have any direct communication between the government and public in an efficient way for solving the problems i.e. for getting a problem solved in our place we have to bribe the officials and get them solved in 2 months which can be solved actually in 1 month of time. In order to overcome this problem previously National Informatics Centre has launched a site named Prajavani through which public can post the petitions or complaints in the site and get them solved in a specified time and can also know the status of the complaint or petition he has lodged at any time. Initially phones were merely used for calling or texting. Now-a-days, the scenario has changed. In today's world, more focus is given on the availability of the internet and thus using various applications present in the android market. Now days we are supposed to manage our daily work on time, accurately, very fast and with our satisfaction. So we are using various technologies in our life for fulfillment of our daily work. The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time.

### II. PURPOSE OF THE PROJECT

The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and easy way through Android

Application for Complaint registration and its Tracking and eradicating Bribing system and thus to prevent Corruption.

### II. EXISTING SYSTEM:

Prajavani is an e-governance initiative by the combined efforts of District Administration and National Informatics Centre in Ranga Reddy (AP, India). The initiative is not only giving a practical shape to the Right to Information Act, but is also creating job opportunities for the educated and unemployed youth of Ranga Reddy. Prajavani is a unique public private partnership program, which gives citizens an opportunity to interact with the government without coming to any government office. The Prajavani system not only gives citizens an avenue to track the progress on their grievance, but also provides the Collector an effective tool to monitor the performance of various departments. The National Informatics Centre (NIC) provided the necessary technical know-how for the project. The Project has been started as a pilot at Ranga Reddy district and is running successfully in Nalgonda & Adilabad.

### III. PROBLEMS IN EXISTING SYSTEM

1. we have to install suitable fonts and software available in the website for using the system.
2. Fake problems can be entered and there is no possibility to verify before solving the problem.
3. No registration facility is provided and can post the problems directly.
4. users can post their problems but cannot get the details regarding progress of their complaint.

5. This system doesn't have much popularity and is not user friendly.
6. A citizen can't give a suggestion for solving the problem in a better way.

#### FEASIBILITY STUDY:

##### TECHNICAL FEASIBILITY:

Generally, new system brings new technology into an organization. The proposed system requires technology and equipment, which is android mobile. Moreover, the maintenance system has a lot of scope of being expanded and developed to generate even more better suggestions of places to user. The present technology assures technical guaranty of accuracy, reliability and ease of access.

##### ECONOMIC FEASIBILITY:

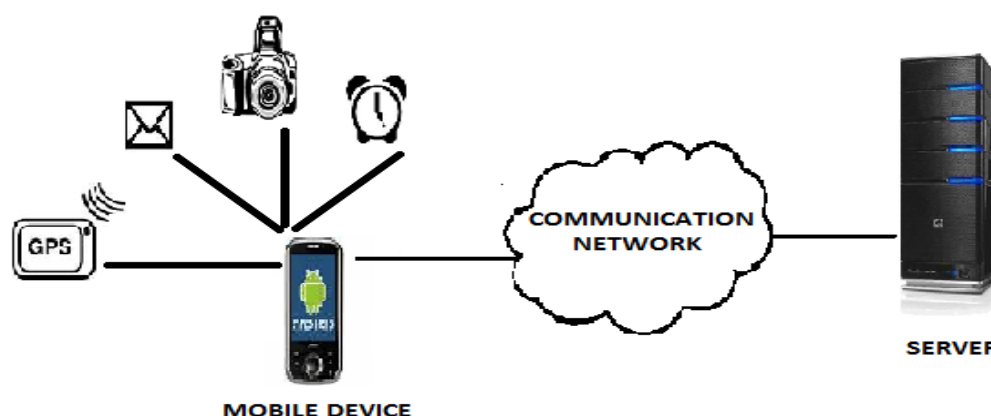
Economic analysis could also be referred to as cost/benefit analysis. It is the most important method for evaluating the effectiveness of the system. Our system is economically feasible as the project is economically possible in the given resource contents.

The cost savings includes reduced travelling cost, getting free reviews of places. etc.

#### PROPOSED SYSTEM:

In the proposed system the citizen need not go to the government office for getting his problem solved. He can get his problem solved by posting his problem in this proposed system and he can suggest a possible solution to the problems posted on the system. Our proposed system provides solution to existing system by extending its facilities as follows:

- Registration is provided so that officer can solve the problems easily
- Complete information regarding the place is displayed.
- Can suggest a solution for solving the problems in a better way,
- Can comment on the government's decisions.



#### IV. COMPONENTS OF SYSTEM:

##### 1.MOBILE APPLICATION :

Consumer will have mobile application. She/he can register a complaint related to specific zone where he/she finds a problem. Consumer can embed an image with the complaint. Consumer can also use this application to send news to news agencies as we are providing connections to news agencies too. This application provides a user friendly UI interface. Mobile application contains GPS tracking system too.

##### 2. COMMUNICATION NETWORK :

Communication network provides connection between:

- Mobile unit and server by using internet protocols.
- GPS tracker and Mobile unit
- Camera module and server

##### 3.SERVER :

It accepts the complaint request from citizen and processes it. It redirects it to specific departments for processing its request.

##### Received request can contain:

- Image (not mandatory)
- Text (mandatory)
- GPS location (automatically generated)

##### 4.GLOBAL POSITIONING SYSTEM :

The GPS system is used to track the location of mobile device from which complaint is being registered.

We are going to place complaint by using mobile application<sup>[4]</sup>. Along with these request we will embed the location from which request are getting placed. This is going to work by GPS tracking system. It will make use of Google Maps and API's<sup>[5]</sup>.

## 5. CAMERA:

We will connect mobile application with camera module so that one can embed images with the complaints so as give a better idea regarding the complaint registered<sup>[6]</sup>. The user can attach photos regarding the complaint such as the garbage accumulated in your locality, broken street lights, overflowing drainages, etc.

## 6. ALARM:

If Complaint is not followed up in the specified period of time then the alarm will buzz on the mobile device in order to notify that the complaint is being registered long back and actions are not taken against it. Due to this the

## 7. E-MAIL GENERATION SYSTEM:

E-mail generation system will generate e-mail when

- A complaint is registered
- When a department receive a particular complaint request.
- If any complaint is not followed up between specific period.

## V. FUTURE SCOPE :

1. On Introduction of this Project will be able to give an opportunity to common man to make his environment better than today. In this manner the common people to deliver his complaints and problems to municipal authority as well as let the municipal authorities to address the issue as soon as possible.
2. If registration is done using Aadhar Card then registration can be done authentically and problems
3. relating fake complaints can be solved.

## WHAT IS INNOVATIVE IN THIS PROJECT???

1. This project makes it easy for the citizen to track the progress of its complaint.
2. There is a alarm system on the server side as well as the client side to indicate that the complaint is not processed.
3. This project provides a direct communication between the common man and the Municipal corporation

## VI. ADVANTAGES OF PROJECT:

1. In this tech-savy world this application can help citizens to register their complaints easily and in a very short period of time.
2. Tracking the progress of complaint would be easy.
3. It will reduce the time and effort for registering the complaint manually.
4. It is cost effective and user Friendly

## VII. CONCLUSION

This project provides a direct communication between the citizen and the municipal corporation. This will again help in registering the problems that one is facing in particular area and by continuously following up them will result in a good, clean and peaceful environment.

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