

# USER MANUAL

## WEB BASED SOLUTION FOR ROAD MANAGEMENT AND PUBLIC COMPLAINT REGISTRY

### Setup and Configuration:

- \* Install XAMPP.
- \* Start Apache and MySQL using the XAMPP control panel.
- \* Put your project folder in the following directory c:xampp/htdocs/
- \* Create a database named "road"
- \* Import the SQL file into the "road" database.
- \* To start the project, go to your browser and enter localhost/complaint in the URL, and then you are good to go.

### PROJECT DETAIL

#### Introduction:

This innovative platform is designed to revolutionize the way we handle road management and maintenance. Whether you're a government agency responsible for maintaining public roads or a private organization managing a complex network of highways, our application provides you with the tools and capabilities to streamline operations, enhance efficiency, and ensure the safety of road users.

#### Overview:

This comprehensive platform combines efficient road management practices with a user-friendly complaint registration system to ensure the optimal functionality and safety of our road networks. Our goal is to empower both road authorities and the public by providing a seamless and transparent experience for road management and issue resolution.

### USER

As a user of the Road Management and Public Complaint Registry system, you have access to several features and capabilities that enable you to contribute to the management and improvement of road conditions. Here's how you can work within the system:

#### Complaint Registration:

**Report Issues:** If you encounter any road-related problems, such as potholes, damaged signage, or unsafe conditions, you can use the complaint registration feature to report the issue. Provide details about the problem, attach relevant

media (such as photos or videos), and specify the exact location using the system's geolocation services.

**Follow Up on Complaints:** Once you've registered a complaint, you can track its progress using the unique reference number assigned to it. You will receive updates on the status and any actions taken to resolve the issue. You can also engage in communication with road authorities, providing additional information or seeking clarifications.

### **Road Condition Monitoring:**

**Contribute Data:** If you come across any noteworthy road conditions, such as hazards, unusual traffic patterns, or recurring issues, you can report them using the system. Your input will help authorities gain insights into the state of the road network and prioritize maintenance and improvement activities accordingly.

### **Collaboration:**

**Collaborate with Authorities:** The system facilitates collaborative efforts between road authorities and the public. You can participate in community initiatives, awareness campaigns, or volunteer programs related to road safety and maintenance. Engaging with road authorities and other users fosters a sense of shared responsibility and enhances overall road management efforts.

## **ADMIN**

As an administrator of the Road Management and Public Complaint Registry system, you have access to advanced functionalities and responsibilities to oversee the effective operation of the system. Here are the key tasks and responsibilities associated with your role:

### **System Management:**

**User Administration:** Manage user accounts, including creating new accounts, assigning roles and permissions, and handling account-related issues.

**System Configuration:** Configure system settings, including database management, integration with external systems, and customization of features to meet organizational needs.

**System Maintenance:** Ensure the system is up-to-date with the latest software versions, security patches, and maintenance procedures. Monitor system performance and address any technical issues that arise.

**Complaint Management:**

**Complaint Tracking:** Monitor and track the progress of registered complaints. Ensure timely response and resolution of reported issues by assigning them to relevant personnel or departments.

**Prioritization and Escalation:** Evaluate the severity and urgency of complaints, prioritize them based on predefined criteria, and escalate critical issues to appropriate authorities for immediate attention.

**Reporting and Analytics:** Generate reports and analyze complaint data to identify patterns, recurring issues, and areas requiring special attention. Use this information to improve road management strategies and allocate resources effectively.

## **ROAD INSPECTOR**

As a road inspector in the Road Management and Public Complaint Registry system, your role is vital in assessing road conditions, identifying maintenance needs, and contributing to the overall improvement of the road network. Here are the key responsibilities and tasks associated with your role:

### **Inspections and Assessments:**

**Conduct Road Inspections:** Perform regular inspections of roads, bridges, signage, lane markings, and other infrastructure components to assess their condition and identify any maintenance or safety issues.

**Data Collection:** Use the system to collect and record relevant data during inspections, such as photographs, measurements, and notes about observed conditions. Input the data accurately and promptly into the system for further analysis and action.

### **Issue Identification and Reporting:**

**Identify Maintenance Needs:** Based on your inspections, identify areas that require maintenance or repairs, such as potholes, cracks, faded markings, damaged signage, or other safety hazards.

**Report Issues:** Utilize the system's functionality to report identified issues, including their precise location and detailed descriptions. Attach supporting media, such as photos or videos, to provide a comprehensive understanding of the problem.