Project Synopsis

on

PRABHAV

Submitted as a part of course curriculum for

## Bachelor of Technology

in

## Computer Science



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# DECLARATION

We hereby declare that this submission is our work and that, to the best of our knowledge and belief, it contains no material previously published or written by another person nor material which to a substantial extent has been accepted for the award of any other degree or diploma of the university or other institute of higher learning, except where due acknowledgement has been made in the text.

Signature of Students Name:

Roll No.:

Date:

# CERTIFICATE

This is to certify that Project Report entitled “**PRABHAV**” which is submitted by **Vishal Yadav, Yuvraj Narayan Mishra and Shruti Gautam** in partial fulfilment of the requirement for the award of degree B. Tech. in Department of Computer Science of Dr

A.P.J. Abdul Kalam Technical University, Lucknow is a record of the candidates own work carried out by them under my supervision. The matter embodied in this report is original and has not been submitted for the award of any other degree.

**Date: Supervisor Signature**

Prof. Pallavi Sharma Assistant Professor CS Department

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Last but not the least, we acknowledge our friends for their contribution to the completion of the project.

Signature: Date : Name : Roll No:

# ABSTRACT

Digital India is a campaign initiated by Government of India to enable country's infrastructure and services to be transformed through digitization. For making the nation digitally empowered, Digital India initiative has been launched. The initiative aims at providing broadband connectivity, right e-governance, right entitlements and services to all Indians.

India is the world's fastest growing major economy with a population of more than 1.25 billion and is rapidly urbanizing. With this rapid urbanization, India's cities have emerged as congested, polluted and unlivable spaces. In addition to the sheer numbers, India has a unique challenge where over 40% of its population live in informal settlements which lack basic amenities such as water, electricity and sewage facilities.

We are an company which is devoted to solving the municipal problem complaint. Our company is named as "PRABHAV" and it is a website where the people can post their problems and complaints related to municipal services and they can also vote for the most important and relevant problem. The people also have the opportunity to track their problems and complaints .

We are a team of professionals with a vision to create a digital India by providing accurate and reliable information to all citizens, as well as recent updates on the status of the complaint and the date of reply.

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## Chapter 1. Introduction

### Introduction

A grievance is an oppressive state of things caused due to any wrong or hardship suffered by an individual which forms legitimate grounds of complaint and the complaint demands a remedial action. Grievance redressed mechanism is a part of the prevalent machinery of any administration.

Redressal of the grievances is considered as a parameter to measure the efficacy of an organization. No organization can claim to be responsive and user-friendly unless it has established a well-versed system of grievances/complaints redressal.

 We plan to achieve this by creating a website , named "PRABHAV", which would be helpful for both the society and Municipal Corporations for cleanliness the surrounding and many other problem. People prefer to neglect these issues as nobody wants to spend their time standing in long queues and waiting for the authorities to address their issues. This in turn encourages the authorities to turn a blind eye to their problems.

Our initiative can act as a bridge between the public and the concerned bodies. This will be very helpful for authorities also as they can have direct access to problems of society and these problems can be directly addressed through this website or app with the help of geo-tagging facility so that authorities can efficiently locate and solve these issues with just a click.

## Problem Statement

As India is moving forward and is becoming a clean and digital country under schemes like Swachh Bharat Abhiyaan and Digital India, it becomes imperative that people have convenient means of communicating their grievances related to cleanliness in their neighbourhood, overflowing drainage and garbage bins, unauthorized construction, etc.

People prefer to neglect these issues as nobody wants to spend their time standing in long queues and waiting for the authorities to address their issues. This in turn encourages the authorities to turn a blind eye to their problems and also the problem is not get solved.

The people need not go to the higher authorities always when they face problem. They have to file a complaint and can give their complaint and the complaint is taken up by the employee of specified department and he solves the problem, this was the traditional approach .Still many problems are not resolved and having pending status and no one cares.

The drawback of existing system is

* Limited hour service availability in the current system.
* Lack of involvement of people in exhibiting their responsibilities towards society.

You know the feeling of when you see an issue in a public space, and wish you could tell others about it? Well now you can! With our online platform, anyone can report a problem in a muncipality and easily see what others have reported. This enables authorities to fix problems more efficiently and quickly, and make our communities better places to live.

## Objective

1.To create a user-friendly online interface for citizens to communicate with administrative body and, reduce the distance and time barrier between citizens and administration,  
  
2.To create a online platform where people can share ideas, invoke discussions, issue complaints, create suggestion/petitions for improvement of city administration.  
  
3.To encourage the citizens to actively participate in city administration to bring transparency and flexibility in system.

NEED FOR THIS SYSTEM BECAUSE:

* Limited hour service availability in the current system.
* sLack of involvement of people in exhibiting their responsibilities towards society.
* The objective of PRABHAV is to make people to get solved their problems easily by using the online complaint system.
* Consider a scenario where a society is facing overflowing drains and garbage bins or if there are uncovered potholes and other related issues that need immediate response. Then these problems can be directly addressed through this website with the help of geo-tagging facility so that authorities can efficiently locate and solve these issues with just a click.

### Scope

To extend this further to fulfill various requirements, following enhancements are suggested:

(1) Though many future enhancements of the system worked upon are possible, the prime focus includes the development of a mobile application in order to increase the mobility of the application since the future demarcates the usage of mobile applications and as seen portable devices are ubiquitous which will facilitate the receiving of all the notifications in the cell phone by the members and students associated with the application further increasing the reliability of the system and the rate of problem-solving.

(2) The website is targeted to enhance the user experience by providing the user with additional features for uploading the pictures the proofs in the form of audio or video files, which might enhance the case solving ability especially in such cases with a high rate of severity.

(3) A toll-free helpline could be made available on a 24 x7 basis for the victims in order to lodge complaints at emergency hours or to seek counsel in case of catastrophes.

(4) Above all, a tracker could be added as a part of the future perspectives in order to track the performance of various committee members involved into the process on the pretext of the provided feature of the report generation.

**4**

## Chapter 2. Literature Review

**(1)**

**Cloud Computing: An Overview**

**AUTHORS -** **Ling Qian, Zhiguo Luo, Yujian Du, and Leitao Guo , 53A, Xibianmennei Ave, Xuanwu District, Beijing 100053, China**

Cloud computing is a kind of computing technique where IT services are provided by massive low-cost computing units connected by IP networks. Cloud computing is rooted in search engine platform design. There are 5 major technical characteristics of cloud computing:

(1) large scale computing resources (2) high scalability & elastic (3)shared resource pool (virtualized and physical resource) (4)dynamic resource scheduling and (5) general purpose.

In order to support the maximum number of user and elastic service with the minimum resource, the Internet service provider invented the cloud computing. within a few years, emerging cloud computing has became the hottest technology. From the publication of core papers by Google since 2003 to the commercialization of Amazon EC2 in 2006, and to the service offering of AT&T Synaptic Hosting, the cloud computing has been evolved from internal IT system to public service, from cost-saving tools to revenue generator, and from ISP to telecom. This paper introduces the concept, history, pros and cons of cloud computing as well as the value chain and standardization effort.

**(2)**

**Secure Data Access in Cloud Computing**

**AUTHORS -Sunil Sanka 1 , Chittaranjan Hota1 , Muttukrishnan Rajarajan 2 1Computer Science and Information Systems Group, Birla Institute of Technology and Science-Pilani Hyderabad Campus, Shameerpet, Hyderabad, INDIA**

Data security and access control is one of the most challenging ongoing research work in cloud computing, because of users outsourcing their sensitive data to cloud providers. Existing solutions that use pure cryptographic techniques to mitigate these security and access control problems suffer from heavy computational overhead on the data owner as well as the cloud service provider for key distribution and management. This paper addresses this challenging open problem using capability based access control technique that ensures only valid users will access the outsourced data. This work also proposes a modified Diffie-Hellman key exchange protocol between cloud service provider and the user for secretly sharing a symmetric key for secure data access that alleviates the problem of key distribution and management at cloud service provider. The simulation run and analysis shows that the proposed approach is highly efficient and secure under existing security models.

**(3)**

**Cloud Computing for Emerging Mobile Cloud Apps**

**AUTHORS - Mehdi Bahrami Cloud Lab, Electrical Engineering and Computer Science, University of California at Merced, USA IEEE Senior Member**

The concepts behind cloud computing systems, cloud software architecture, the need for mobile cloud computing as an aspect of the app industry to deal with new mobile app design, network apps, app designing tools, and the motivation for migrating apps to cloud computing systems. The tutorial will review facts, goals and common architectures of mobile cloud computing systems, as well as introduce general mobile cloud services for app developers and marketers. This tutorial will highlight some of the major challenges and costs, and the role of mobile cloud computing architecture in the field of app design, as well as how the app-design industry has an opportunity to migrate to cloud computing systems with low investment. The tutorial will review privacy and security issues. It will describe major mobile cloud vendor services to illustrate how mobile cloud vendors can improve mobile app businesses. We will consider major cloud vendors, such as Microsoft Windows Azure, Amazon AWS and Google Cloud Platform. Finally, the tutorial will survey some of the cutting edge practices in the field, and present some opportunities for future development.

**(4)**

**Cloud Computing Based Learning Web Application Through Amazon Web Service**

**AUTHORS - SaiAkash Neela1, Yashwanth Neyyala2, VamsiNadh Pendem3, Kanishk Peryala4, Vasantham Vijay Kumar5 K L E F, Green Fields Vaddeswaram, Guntur, Andhra Pradesh 522502, India**

In this Web Application, we are going to deploy a Dynamic E-Learning Portal using WordPress through Amazon Web Services (AWS). The project mainly consists of 10 Amazon Cloud Services and Google Firebase. The main aim of this project is to provide E-Learning Courses for Engineering Students. Technologies used—Amazon RDS, Amazon SNS, Amazon Route53, Amazon S3, Amazon VPS, Amazon LightSail, Amazon Transfer Family, IAM (Identity Access Management), WordPress and Firebase by Google.

Cloud computing is a term referred to storing and accessing data over the internet globally. It does not store any data on the hard disk of your personal computer in this data centers used as storing purpose. In cloud computing, you can acess data from a remote server which is easier for retrieving the data. Cloud computing is a popular option for people and businesses for several reasons including cost savings, increased productivity, speed and efficiency, performance, reliability, and security.

Amazon Web Services (AWS) is the most often used, extensive also globally adopted and used cloud platform, offering many fully featured services from data[28] centers globally and locally like Amazon Services. Numerous customers and users including startups, biggest enterprises, and other governments are using AWS to lower costs, to increase computation speed, and to the fact that AWS is a reliable service.

**(5)**

**Cloud Computing Hosting**

**AUTHORS -LixinFu,Department of Computer Science University of North Carolina, Greensboro 167 Petty Building, 317 College AvenueGreensboro, NC 27412 and Chandana Gondi**

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Cloud Computing is a paradigm in which data, applications or software are accessed

over a network. This network of servers is called as "Cloud". Using a client such

as desktops, entertainment centers, tablet computers, notebooks, wall computers,

handhelds etc, users can reach into the cloud for resources as they need them.

Cloud computing is ondemand access to virtualized IT resources that are housedoutside

of your own data center, shared by others, simple to use, paid for via subscription,

and accessed over the Web. The main work in this project is to host Permit System as

an application in the GoGrid cloud to analyze cloud services and architecture.

Cloud Computing architecture and cloud services are analyzed and implemented

in this project. GoGrid is used to host a Permit System that allows users to submit

building permit application through internet for providing inspection and certification services

# CHAPTER 3 PROPOSED METHODOLOGY

The platform is designed with the help of web development using HTML,CSS,JS.etc and the website is host using cloud platform.

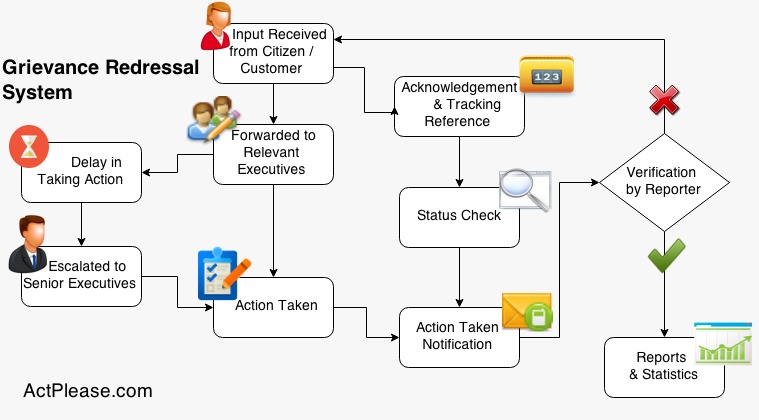
The website provide to different dashboard for the users and the municipal workers which have the following services that make the website successful.

**A. Users (Citizens) :**

I.Users 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.  
  
II.Authenticated users should be able to issue complaints, check complaint status, submit feedback, and browse through other complaints and their feedback.  
  
III.Authenticated users should be able to create suggestions/petitions; other users can support or make suggestions for petitions; forward petitions to corresponding authority for possible implementation.  
  
IV.Users can to create groups where users can share their experiences; discuss common problems, and the possible solution;  
  
**B. Municipal authorities :**

I.Municipal authorities can log-in to their accounts as created by administrator.  
  
II.Authorities can access all the complaints, suggestions from users.  
  
III.Invoke proper activity in response to valid complaints, or redirect inappropriate complaints to the administrator. Give response to complaints with activity reports.

## 3.1 Flowchart

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# CHAPTER 4 CONCLUSION

Effective and timely redressing of public grievances is an important question in democratic state like India. In democratic countries redressing of public grievances is main characteristic of responsive and responsible governments. Now a lot of progress has been made by many states in the era of e-Governance and new and new services are being provided online to the citizens of the state. In today’s world, the major challenge for various organizations is grievance management.

 The management is performing good in this particular process and the study reveals few terms to be concentrated more.

 If the grievances are not handled effectively, there is no peaceful climate and it also affects the work and productivity of the organization.

From the study, the various grievance settlement mechanism are studied and factors which causes

grievances are analysed. Various measures to settle grievances are suggested for the grievance management and settlement. The suggestions are framed depending on the response collected and a deep research also can be done in future.

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