

CIVIC-G:

Implementation of System to manage civic problem

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Abstract - MyCity Act: Implementation of System to Solve Civic Problem, proposed project is an automated system which will provide a better tech assistant for handling various civic problems in an efficient way. Our project will provide a common platform for citizens, authorities and the ground level worker who are responsible for implementation of commands. Mycity Act will serve as a single door solution for raising, following and solving concerned problems. In recent time smart phone technology and usage has grown exponentially and simultaneously. So keep in mind above fact we have aimed to implement our proposed project using android platform.

The Idea of proposed project came from the situation faced by local people in day to day life. People usually came across situation where they find various type of civic related problems:-

Debris of garbage, Potholes, Damaged street lamps, Blocked sewer line The citizens may have complaints with respect to their environment and city's infrastructure but they might not like the traditional complaining system in which they need to undergo a long tedious procedure like going to the office and standing there four hours in queue, wasting so much of their valuable time and efforts.

So, to gap the bridge, we came up with an online application introducing a new platform for sharing problems between Municipal authorities and the public, just in two clicks which can be easily used by the citizens in an optimal manner keeping them unaware of the background processes and details. Since it is a smart phone era where everyone possess smart phone. Among several existing platforms for mobile phones, Android is one of the largest platforms in the world that runs on several Smartphone's and tablets. Thus developing an android application to full fill this purpose will maintain a satisfactory relationship between citizens and governance and accelerate the process of civil development where all contribute to improve the condition and

infrastructure of the city. India has third largest users of the smart phones. All these introduced services can be implemented with Android app for establishing digital community in the city. This app can promote digital literacy among the citizens.

I. INTRODUCTION

Since complaints are a valuable source of feedback to improve the infrastructure and conditions of our city. The citizens may have complaints with respect to their environment and city's infrastructure but they might not like the traditional complaining system in which they to undergo a long procedure like going to the office and standing there four hours in queue, wasting so much of their valuable time and efforts.

So, to gap the bridge, we came up with an online application introducing a new platform for sharing problems between civil service authorities and the public just in two clicks which can be easily used by the citizens in an optimal manner keeping them unaware of the background processes and details. Since it is a smart phone era where everyone possess smart phone. Among several existing platforms for mobile phones, Android is one of the largest platforms in the world that runs on several Smartphone's and tablets. Thus developing an android application to full fill this purpose will maintain a satisfactory relationship between citizens and governance and accelerate the process of civil development where all contribute to improve the condition and infrastructure of the city. India has third largest users of the smart phones. All these introduced services can be implemented with Android app for establishing digital community in the city. This app can promote digital literacy among the citizens.

II. RELATED WORK

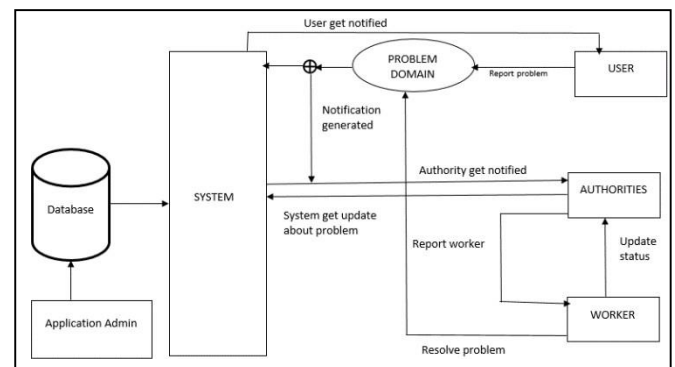
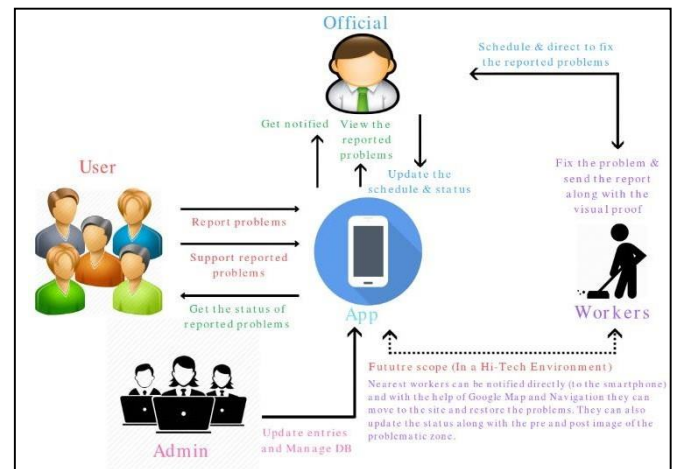
In present time few of government and private application existed which are similar to few of module of proposed project:-

- Swachhgrahiis a cleanliness Application which is working towards ending the menace of open urination.
- “MeriSadak” is an android application by which any Indian Citizen can give his/her feedback on the pace of PMGSY road work, quality of PMGSY road work etc. (PMGSY stands for Pradhan Mantri Gram Sadak Yojana) to the related Departments in State Government or National Rural Roads Development Agency (NRRDA). This app also allows the user to take multiple photographs of the road and submit them along with the feedback.
- There is no present system which will do proposed work in same manner.

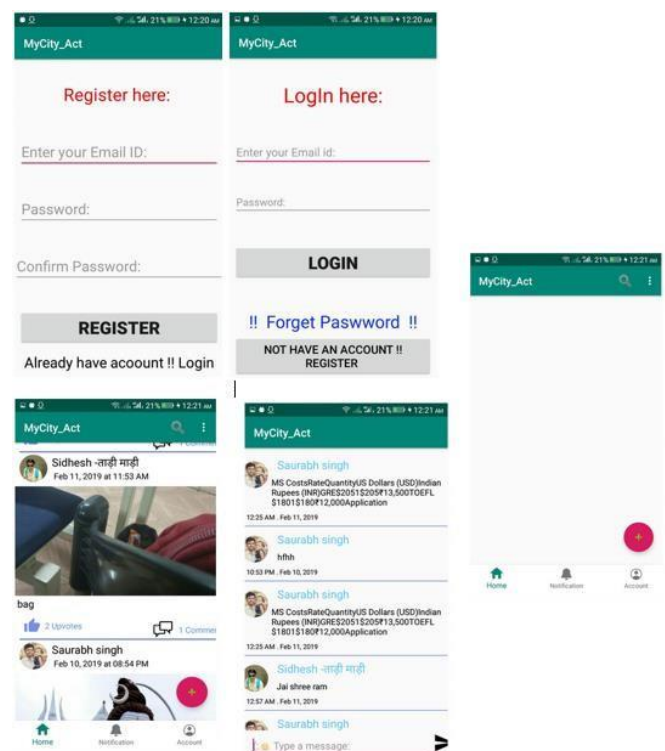
III. FEATURES

- Capturing and uploading the snap or video of the problematic zone as visual proof.
- Locating problematic zones by GPS and Google map Zip code: For GPS disabled services, map of that particular area will be displayed and user can easily locate the problematic zone. This enhances the flexibility of the system among the users.
- The integrated clock and calender will calculate the date and time automatically for every user activity.
- Under this section users can give possible suggestions to fix reported problems as per their perspective.
- This could be helpful to prioritize the problems by giving likes and dislikes and/or commenting. It could also be helpful to ensure the relevancy.
- The user can track down the status of the reported problem such as “The problem is addressed”, “Scheduled to resolve” etc.
- If the reported problem has not been addressed by the officials withing 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.
- The server side algorithms automatically generate a predefined form consisting of all information entered by user and then send that report to concerned authority.

IV. BLOCK DIAGRAM OF THE PROPOSED SYSTEM



V. DESIGN AND IMPLEMENTATION



1) User:

The user will primarily use the GUI for registering a new complaint by providing the necessary data. If user is not a registered user then he will have to register first and then sign in to the app and look for all registered complaints and their results. The user can also keep track of the registered complaints and its status.

2) Officials:

These are the actual people working for the app. When a complaint is registered, it will be notified to the officials of respective department. Accordingly they will inspect and analyze the report and will take further action like addressing the problem, scheduling to fix it and directing the nearest worker etc.

3) App:

The application system has two major components, the first one is the server application and the second one is the mobile application. . The server application will run on the web server. The client application will run as a web application or an android application on a standalone PC or on an android based mobile phone respectively.

4) Admin:

The Task of admin is to deal with server side database. And maintain the complete record accordingly needed by user and authority.

CONCLUSION

Hence we conclude this paper by providing an immensely useful platform, encompasses new tools and technology, for the betterment of society with an ease of access towards problem reporting and quicker result than anticipation. With the onset of new technologies and innovations, human patience has shortened. Quick on-point result is expected with zero presence of human error. This App does quite the same thing providing several advantages over conventional manual complaint registration process with a greater efficiency, transparency and convenience. A Smart City can be taken according to six characteristics: Smart Economy, Smart People, Smart Governance, Smart Mobility, Smart Environment and Smart Living. The complete android app which will provide information services to the citizens. System will keep update to the citizens with information they need.

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