



## “PUBLIC COMPLAINT SORTING USING IMAGE PROCESSING”

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### ABSTRACT:

Reporting any Civic or day to day life problems has no longer been an easy process for the citizens. They have to follow a long procedure and formalities to register their problems or to report such problems like street damages, garbage management problems (garbage bin over owing), Electricity problem, Water problem etc. in short citizens can post their problems which come under the surveillance of municipal. There is still no guarantee that the reported grievances would be resolved or addressed by the concerned municipal department authority. That is why most of the time complaints go unheard, unanswered and unresolved usually because peoples are very busy with their day to day work and they don't have time to report the complaints and to follow the time consuming process, citizens are not taking initiative to register problems. To make an easy reporting system for complaining procedure, we are going to implement an machine learning online web application that will provide a platform for citizens to rise their voice against civic issues and report their problems with infrastructure in their city to relevant municipal department, So whenever people come across any civic issue in city infrastructure or any daily life disturbance they can share, discuss and get resolved the problems by concerned departments authority by means of this online web portal. Citizens can share their ideas, suggestions with each other and they can also view the problems posted by other citizens.

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### INTRODUCTION

To improve Infrastructure and condition of our city and to make people take initiative to rise their voice against civic issues which they face into their daily life we are developing this system. Which will help to build a unity or strong bond within citizens. System is providing platform for citizens where they can report problems, share ideas and suggestions. It will be helpful to collect valuable source as feedback from citizens about progress improvement of city through the different posts or images posted by citizens. This is flexible and interactive interface for people to use application for register complaints and to share ideas, this system to provide flexible communication platform for citizens. It will be helpful to resolve posted

problems in limited time. The main purpose of the system to resolve problem in less time and to keep track on all process which will going on after registering particular complaints. Municipal authorities and users both will get notifications from each other. System is using the hierarchy of different level of authority like user level then departments and their authorities and finally higher authority, this will be more effective to keep the track on each and every work related to civic issues posted by citizens. To develop this system we use machine leaning and image processing.

### LITERATURE SURVEY

Towards Two-Tier Citizen Sensing, Citizen Sensing is a powerful paradigm involving citizens collectively participating in data collection. The pervasiveness of mobile devices has taken citizen sensing to unprecedented levels of adoption, as anyone with a phone can easily participate. [1]

A delegated authorization solution for smart-city mobile, An increasingly popular scenario for Smart Cities is the one in which mobile apps attempt to access resources (e.g., open data about public transportation or e-government services) made available by city authorities through the use of Application Programming Interfaces (APIs). There is a growing awareness of the benefits of using APIs to foster civic engagement through a more efficient and personalized delivery of government services, and as an enabler of a new wave of innovation contributing to a more automated and sustainable city functioning. [2]

Tools enabling online contributions by older adults In this paper they implemented tool for contribution from older adults citizens. The results are of particular importance for the development of technology that aims at reducing social isolation for people with less chances to interact, such as older adults. [3]

Service-learning project for computing students: Creating a mobile app for a non-profit agency, Over the last 15 years the world as seen a surge in users owning smartphones and electronic devices. People today have smartphones that have the computational capabilities of computers from more than 45 years ago. With the growing populous under this information age, individuals have access to so much data. It is a fantastic time to spread ideas as anyone can reach anybody else over the internet almost instantaneously. It is not too difficult to get into contact with anyone even if they are on the other side of the globe. This is the power of the 21st century and which has generated a team-oriented society.[4]

World Social Welfare Circumstances: Social Welfare and Elderly Care System in the World, and Civic Technology Chisako Yamashita This paper illustrates social welfare and elderly care system and issues in three countries, Japan, Norway, and the United States, and discuss how to solve social problems by using civic technologies. [5]

Citizen emotion analysis in Smart City Applications in Smart City context are improving the quality of life of citizens through several technological interactions. These interactions can be also used to relate the citizen's emotions to city areas. Thus, the main

objective of this work is to present a smart phone application. [6]

Social Media Based App Organizing Daily Events Since the primary attraction for IT developers is to build applications by reusing the existing resources, especially using mobile platforms as it is changing the way software applications are developed and accessed, the platform presented in this paper aims to keep users up to date for all of their daily events. The idea was to develop a new contemporary application for the mobile platform that will be able to integrate several social media APIs. While selecting sources and notification time, the proposed implemented platform will be able to generate a to do list of the daily events, offering high flexibility and portability.[7]

Gram Sandesh Transmission-A Web Based Information System for Farmers in This the experimentation done in order to flourish a low price and impressionable information system to provide useful information to farmers in a timely manner so as to assist their decision making process. The primary reason behind development of this system was to automate the flow of information to farmers since agriculture is the backbone of our country. Gram Sandesh Transmission is a web disciplined system which targets all sort of audience by means of its ios application (for iphone users), android application(for android users), messaging server(for basic mobile handset) and gsm based.

### **PROBLEM DEFINATION**

Currently civic issues are left attended due to time consuming procedure so our aim is to design a system to solve civic issues easily with least manual interference, using machine learning and image processing.

### **PROPOSED SYSTEM**

This system focuses on flexible communication between citizen to citizen and citizen to respective authority. An implementation of web application in which there will be the flexible communication so that each and every citizen can raise their voice against various civic issues with the

least manual interference. This application gives one to many and many to many communication bond between people. Through this website citizens can register their civic complaints in very flexible way within less time. All the issue which is been register to the web portal will be resolved within date and timing.

In Fig Firstly if citizen wants to complaint regarding civic issue then he/she has to login to their account and then he/she can register the complaints but if particular citizen is new then they has to register first with some personal details. After registration he/she can login to the web portal by Aadhar card no which is unique identification and password. When any citizen posts complaints regarding any civic issue than that complaint goes to the particular department using machine learning and image processing then higher authority of that particular department can view all the complaint. When citizen register the particular issue at the same time system will generate one date behalf of user that date will nothing but the difference of 10 days from date of register issue. It will set as deadline for department authority to solve the issue in given time.

As the complaints register all the citizens can give votes to it and complaints which are having highest priority will be resolved first and the complaint which is having lowest priority will be resolve but it will take some time to resolve. If in the case complaint is not resolved within the date and timing given by citizen as well as given by the higher authority of the particular department then such a complaints will be displayed publically and these complaints will go automatically to the main authority and further action will be taken by main authority. So ultimately by this unity between the citizens will be increase the major to minor civic issue will be resolved within the time and each and every citizen can raise their voice against the civic issue with the least manual interference and within less time.

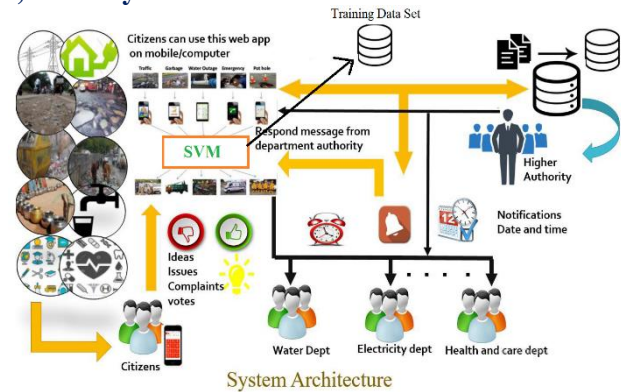


Fig.: System Architecture

## CONCLUSION

In this paper, an effective implementation for Image Processing and Machine Learning concept is used for solving Citizens problem. This paper presents a conceptual architecture for a versatile, flexible and cost efficient for monitoring the citizens issues. We propose one application using machine learning and image processing in which citizens can register or post their civic issues online and they can also have assure that their problem will be resolved within the timing given by them or by authority.

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