

UNIVERSITY OF DAR ES SALAAM



COLLEGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES

(CoICT)

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING(CSE)

PRACTICAL TRAINING REPORT

**PROJECT TITLE: ONLINE CITIZEN COMPLAINTS MANAGEMENT
SYSTEM(OCMS)**

MID-SEMESTER FINAL YEAR PROJECT (IS 335)

Student name: JOSIAH, EZBON

Rag No: 2017-04-07363

Year of Study III

Program: BSWCS

Co-Supervisor's Name: Mr. MWITA SOGORYA

Signature.....

Date.....

Lead Supervisor's Name: Dr. Joseph C. Mushi

Signature.....

Date.....

DECLARATION

I JOSIAH, EZBON with Registration number (2017-04-07363), I hereby declare that this Mid-Semester report with Project title ONLINE CITIZEN COMPLAINTS MANAGEMENT SYSTEM(OCCMS) is my own work under my Supervisor Mr. MWITA SOGORYA.

ACKNOWLEDGEMENT

First of all, I would like to thank my God for protecting and helping me to this stage I have reached in my final year project namely ONLINE CITIZEN COMPLAINT MANAGEMENT SYSTEM(OCCMS) , also thanks to my family and friends for their support . Indeed, many people contributed to make this industrial training possible and their respective contributions are appreciatively acknowledged.Special acknowledgement to my FYP supervisor Mr. MWITA SOGORYA for his support and instructions which help me to conduct this Mid-semester final year report.

ABSTRACT

A problem in the society can happen anywhere at any time, due to the existence of the problems a citizen can submit his/her complain to the responsible organization/institute, but the existing system for a citizen to register his/her problem it takes a long process which need long period of time also tracking the progress of the complaint is not easy.

This application (Online Complaint Management System) will help the common people under the jurisdiction of municipal corporation to register their grievances about day to day problems in their ward through a mobile application. They will deliver their complaints and problems to municipal authority as well as let the municipal authority the problem in a short period of time. This application provides an interface to register one's complained and follow it up.

Table of Contents

DECLARATION	i
ACKNOWLEDGEMENT	ii
ABSTRACT.....	iii
CHAPTER ONE	1
Introduction	1
Background	1
Statement of the Problem	1
OBJECTIVE	2
Main Objective	2
Specific Objective	2
Significance of the Project	2
Scope and Limitation	3
CHAPTER TWO	4
LITERATURE REVIEW	4
CHAPTER THREE	5
METHODOLOGY	5
AGILE METHODOLOGY	5
REASON FOR CHOOSING AGILE METHODOLOGY	5
REFERENCES	6

CHAPTER ONE

Introduction

Every once want to live to the place where there is peace, but in really sense it is difficult to find the place where there is no problem, but once the problem happen in the society some times it is difficult for the citizen to register his/her complaint because the existing system is time consuming and sometimes corruption can lead to delaying to give solution of the complaint or even not to provide the solution of the problem, Online Citizen Complain Management System will give the solution about time consuming and eradicate.

Background

The existence and functioning of a complaints mechanism at any society is one of the key prerequisites to improve the good state of the place in terms of social services. Non-existent or not functioning complaints mechanism has a negative impact.

According to Ombudsman (2010), people make complaint when they are unhappy with decision.

Statement of the Problem

In Tanzania the registration and reporting of the problem by the citizen and the time for the problem to be solved is too long since is done manually and a citizen cannot track the progress of his/her complaint easily and also there is no direct communication between common man and municipal corporation.

By introduction of this project **Online Citizen Complaint Management System (OCCMS)**, The project makes it easy for the citizen to track the progress of its complaint, This project provides a direct communication between the common man and municipal corporation and also it reduce the it will reduce the time and effort for registering the complaint manually

OBJECTIVE

Main Objective

The main Objective 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, This will make people live comfortable to their geographical area because they will be knowing their place status and incase there is a problem a citizen can register his/her complaint by using Computer/Smartphone and also will be easy to access the status of that complaint.

Specific Objective

- I. The specific objective of this project is to provide a smart and easy way through computer/Smartphone for citizen complaint registration.
- II. By this system the public can save his time and eradicate corruption in government offices

Significance of the Project

This project has got some of the significance,

- I. This project can help citizens to register their complaints easily and in a very short period of time.
- II. This project will help the process of Tracking the progress of complaint to be easy since the citizen can get the status of his/her problem,
- III. This project will reduce the time and effort for registering the complaint manually also it is cost effective because papers will no longer be used to register citizen complaints.

Scope and Limitation

On the 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 authority to address the issue as soon as possible.

CHAPTER TWO

LITERATURE REVIEW

In Tanzania there is suggestion box system in which the citizens submit their complaints by depositing their suggestions in written form to the local government offices and in case of criminals the complaints should be registered to the police stations also by calling 111 for crime report, about the suggestion box system this takes a long period of time since a citizen required to go physically to the local government to submit the suggestion or complaints some time it cost due to the distance between the citizen and where the suggestion box is, also it is difficult for the citizen to track the progress of his/her complaint simply not simple to get the status of the complaint.

Online Citizen Complaint Management System (OCCMS) this system will help the Citizen to register their complaints to the municipal corporation by using computer or smartphone since science and technology is now widely everywhere and a lot of people possessing either computer or Smartphone and they are aware to use them, this will cost in terms of time and papers for recording the complaint also it will help the citizen to track the progress of the complaint (complaint status).

CHAPTER THREE

METHODOLOGY

This explain the method applied to a field of study.it comprises the theoretical analysis of methods and principles associated with a branch of knowledge. Methodology offers the theoretical underpinning for understanding which method, or set of methods can be applied to a specific case.

AGILE METHODOLOGY

In my project I have decided to use Agile Methodology, by this methodology will help the customer to add some increments to the project because this methodology allow the customer, developer and testers to constantly interact with each other.

REASON FOR CHOOSING AGILE METHODOLOGY

Agile works by breaking big projects down into small parts of user functionality, prioritizing them, and then continuously delivering them in couple of week cycles like 2-4-week cycle called iterations or sprints.

Teams operate in short cycles aimed at continuous improvement to develop only what the users want. Work goals are defined by the team before each cycle starts. The team communicates directly with the customer if they have any questions concerning the function. The customer's priorities are analyzed by the Product Owner and fed into the team to keep them working on the highest priority items. The team estimates how much time work will take in an iteration, as well as how to do the work.

Performance is measured by customers at the end of the iteration. The lessons learned in each iteration are captured in retrospectives and used in future iterations. In this way, the products are constantly improved and the process for developing them also improved.

REFERENCES

Ombudsman, N.T, (2009): Effective complaint management ; Complaint Management models. SW1P, 4QP
London