**OVERVIEW OF THEPROJECT**

The common people under the jurisdiction of a municipal corporation to register their grievances about day-to-day problems in their ward through a web application. It will provide a common man to deliver his complaints and problems to municipal authority as well as let the municipal authorities to address the problem in a short period of time. An interface to register one’s complained and follow it up. It provides a complaint module which helps clicking up a picture of any problem that people are facing and upload its image along with the complaint. In India we don’t have any direct communication between the government and public in an efficient way for solving the problems. I.e., for getting a problem solved in our place we have to bribe the officials and get them solved in 2 months which can be solved actually in 1 month of time. In order to make the goal of NIC come true we are going to develop a system which will be able to provide the complete information to the public at any point of time regarding the problems. They are facing currently and what is the impact of it and then how effectively the funds are utilized for the development purpose can be known by public which also includes the online discussion forums and feedback forms which will help them to communicate well with the government.

* 1. **MODULEDESCRIPTION**

The main module in this project are listed below

* New Citizen Registration
* Apply Complaint Request
* View Complaints
* View All citizen details
* Apply request actions

1. **New Citizen Registration**

This module the citizens are manually visit the page and give the details and

register manually. We can collect the citizen some unique and important information from this application. Once the request has been submitted the admin can handle the approve.

1. **Apply Complaint Request**

After the login for citizen, raise the complaint we just collect the issue as complaint and raised the issue. This notification will send to the admin portal. Can also check the status of the current process of the issue.

1. **View Complaints**

Once the admin portal has been viewing the requested information is completed, then admin changed the status of the process. We can check the admin status as a point of important time.

1. **View All citizen details**

Admin can check the citizen details in the portal, only admin can see the details of the other citizen, only citizen can check the profile itself.

1. **Apply request actions**

Once the admin gets take an action for the issue, has to change the status as in progress, completed. Which mean user can easily identify the status of the issue,