A Synopsis

on

**Online Garbage Informer**

*in partial fulfillment of requirement for the degree*

of

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In

COMPUTER SCIENCE AND ENGINEERING

Submitted by

**P.R.KRISHNA KUMAR 1413310130  
 PRIYANSHI GUPTA 1413310144  
 PUSHKAR GUPTA 1413310145  
 RISHABH YADAV 1413310158**

under the supervision of

**Mr. Surya Prakash**



**NOIDA INSTITUTE OF ENGINEERING AND TECHNOLOGY**

**GREATER NOIDA**

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**Introduction**

The Online Garbage Informer is a complaint redressal web platform. This is a website open to all citizens, Citizens can log into the site to lodge complaints. It focuses on the medium through which users can inform and tell the authority directly and simply about the accumulation of waste & garbage in their locality. The garbage collected at public places can be cleared off easily by informing the responsible authorities.

All you need to do is click a picture of the garbage dump or overflowing dustbins and post it on the web portal. Once a citizen has posted a picture, it will automatically get forwarded to the concerned authority. All urban local bodies have been mapped to this website. Once a complaint is registered, the complainant will be provided regular updates on its status, including a picture uploaded by the sanitary inspector once the issue is resolved. Citizens will have the option to give feedback on the quality of resolution.

This website fuses together a time-tested complaint redressal platform with the opportunity for citizens to work together on civic issues with community centric features for citizens to lodge complaints, share them with other concerned citizens and comment on the work being done.

**Motivation**

It is a sad reality that all the cleanliness and piousness is only confined to religious activities or kitchen. We are not concerned about the filth all around us everywhere; anywhere one looks large mounds of dirt will be found. It’s not in our behavior to keep our surrounding clean and sanitized. At the most we keep our own houses clean and it is of no concern of ours to be careful about streets, lanes, parks or other public places.

Initially, there was the pen and paper solution where citizens would visit government offices and write down their complaints. Then, many Corporations started using call centers to take in complaints. As technology progressed, some of the more tech-savvy Corporations had their own call centers, also offering citizens the choice to email their complaints in. However, often the websites weren’t integrated seamlessly with the backend of the Corporation, which left citizens unhappy with the process. Today, next-generation applications like these are breaking new ground

The core of this web portal is to use the knowledge about citizen participation and civic engagement to resolve complaints. The idea behind making this website was to ensure faster resolution of complaints. Once a picture is posted on the web platform, authorities won’t be able to ignore it.

**Proposed Idea**

The proposed idea is a transparent and accountable system of grievance redressal. It will have the following features-

* **Simplicity & ease of reporting**

Citizens only need to take a picture of the civic-related complaint and post it on the website.

#### Locate the complaint with ease

The portal can pinpoint the location of the complaint with accuracy using the geo-location of the picture, which will lead to faster resolution of the complaint.

#### Regular complaint status updates

#### Citizens will get regular updates on the status of the complaint in the form of a push notification.

* **Reopen unresolved complaint**

Citizens can reopen the complaint if they are not satisfied with the resolution.

* **Provide feedback on complaints**

As complaints get resolved, citizens can provide feedback on the quality of the resolution.

**Technical Platforms**

The technologies used are-

* HTML
* CSS
* JAVASCRIPT
* JQUERY
* GOOGLE FIREBASE
* GOOGLE MAPS API
* SIMPLE MOBILE SERVICE API

**Limitations**

At present the project is focused to the web field but with the improvisation we would like to bring this to the mobile platform like Android.  
With the advancement in the project the application will expand with more features like chat with authority and many more.

**References**

* [www.wikipedia.com](http://www.wikipedia.com)
* <http://www.swachhbharaturban.in>
* <http://www.cleanmycity.org/>