**14. Online Grivarence Reddressal System**

**Abstract:**

To create a user-friendly online interface for citizens to communicate with administrative body and reduce the distance and time barrier between citizens and administration. To create a online platform where people can share ideas, invoke discussion, issue complaints, create suggestion/petitions for improvement of city administration. To encourage to bring transparency and flexibility in system.

**Existing** **System**:

In Existing system is fully depend on a manual work. When citizen want to give complaint about their locality inconvenience, want to share their ideas to their municipal officer then he/she must went to municipal office and then post their complaint, shared their ideas. it will may raise distance between the citizen and their related officers.

**Proposed** **System**:

In this proposed system , it is based on a Automated process. It will create a user-friendly online interface for citizen to communicate with administrator body and, reduce the distance and time barrier between citizen and administrator. It will create a online platform where people can share ideas, invoke discussions, issue complaints, create suggestions for improvement of city administration

**Modules**:

1. Administration Module

2. Citizen Module

3. Officer Module

4. NGO Module

**Administration** **Module**:

Create and monitor accounts of authorities. To filter the content reported as inappropriate and handle threats. Handle complaints about improper response by municipal authorities.

**Citizen** **Module**:

User should be able to create new account, log in to their existing accounts which will give them the authority to use the services provided by the system. Authenticated users should be able to issue complaints check complaint status, submit feedback browser through other complaints and their feedback. Authenticated users should be able to create suggestion/petitions, other users can support or make suggestions for petitions forward petitions to corresponding authority for possible implementation.

Users can to create groups where users can share their experiences discuss common Problems and the possible solution.

**Officer** **Module**:

Officer authorities can log-in to their accounts as created by administrator. Authorities can access all the complaints, suggestion form user. Invoke proper activity in Response to valid complaints, or redirect inappropriate complaints to the administrator. Give response to complaints with activity reports.

**NGOs** **Module**:

NGO can form user groups similar to other users. NGO’s can publicize their Social causes on the site.