PUBLIC COMPLAINT SORTING USING BLOCKCHAIN

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INTRODUCTION

- This Project is used 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 . To develop this system , we use image processing .

- 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 . 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 .

MODULES

1. ADMIN

- Admin can view users .
- They can add & manage department .
- They can add & manage officers .
- They can view feedback given by the users .
- They can view department wise complaints given by the users but they can't replay to the complaints .
- Taking actions against officers these who don't respond the complaints .
- View officer rating .

2 . OFFICER

- The officer will be added directly by the admin .
- The officer who can view the complaints given by the users and can replay for the complaints .
- Officer can change their password also .
- Update info to block chain .
- View officer rating .

3. USER

- Users can register by themselves .
- They can send complaints & view the respective department .
- Send feedback .
- View complaints status .
- View officer rating .

METHODOLOGY

BLOCK CHAIN

Block chain is a system of recording information in a way that makes it difficult or impossible to change , hack or cheat he system . All the complaints and information is stored in block chain . Block chain is a record keeping technology designed to make it impossible to hack the system or forge the data stored on it , thereby making it secure and immutable .

CONFIGURATION OF BLOCKCHAIN

- Truffle
- Truffle is the most developing tooling for Ethereum programmers . Easily deploy smart contracts and communicate with their underlying state without heavy client side programming . An especially useful library for the testing and iteration of Ethereum smart contracts .
- It is used to create configuration files and complete block chain .
- First install node to create files for block chain automatically . Through this create contract that contain sol files . Sol files contain the information that we want to pass into the block chain . This concept is called Smart Contracting .

- Ganache

  Ganache is a high-end development tool used to run your own local block chain . It act as a server to see the info that pass to the block chain .
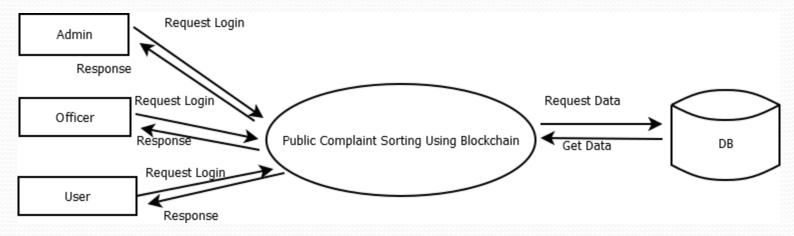
OPINION MINING

This is a popular way for organizations to determine and categorize opinions about a product , service ,or idea . It involves the use of data mining . In a way that identifies opinions about each department or staff become data mining included opinion mining .
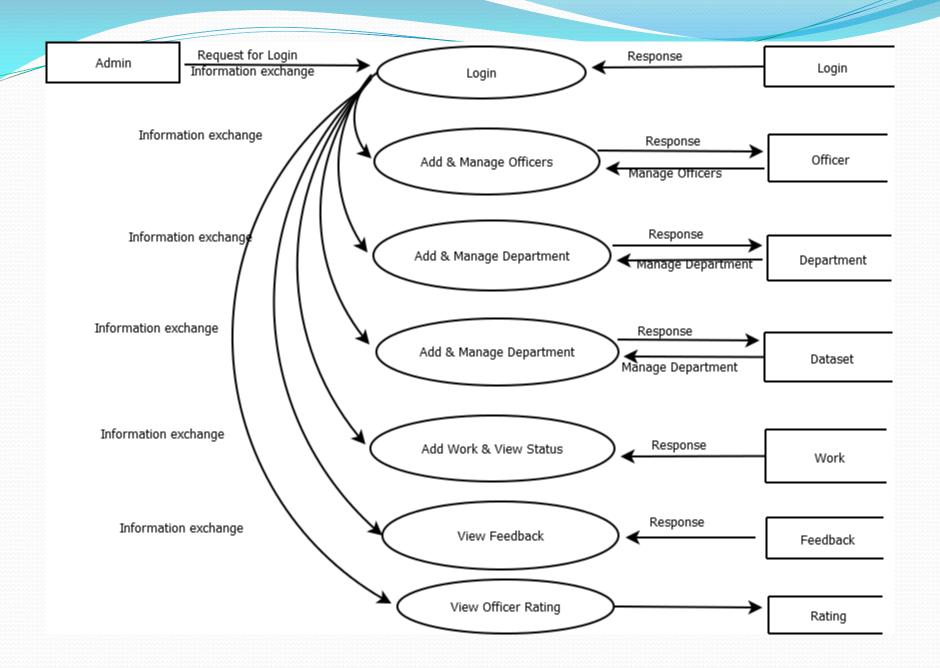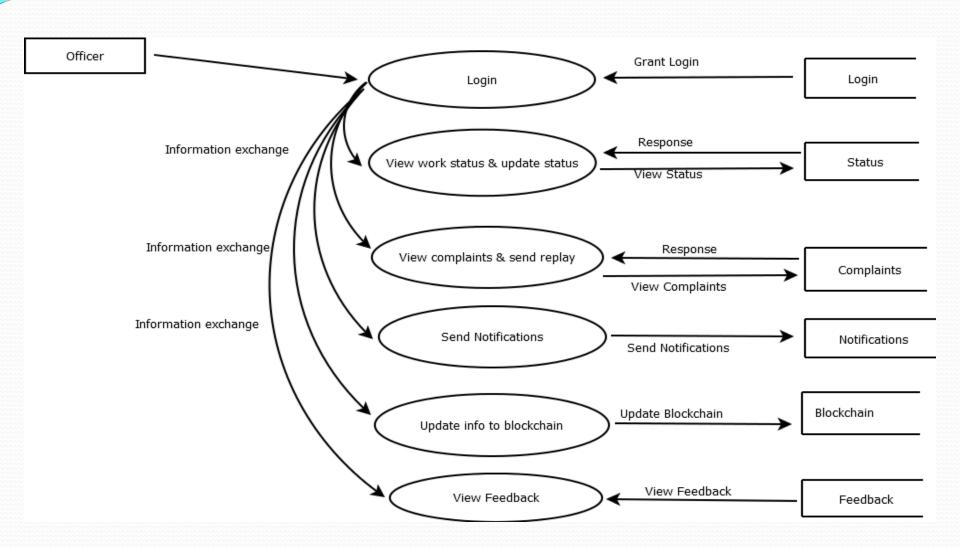
- SENTIMENT ANALYSIS

  Sentiment analysis is used to determine whether a given text contains negative , positive or neutral emotions . It's a form of text analytics that uses natural language processing (NLP) and machine learning . Sentiment analysis also known as "Opinion mining" or "Emotion artificial intelligence" .
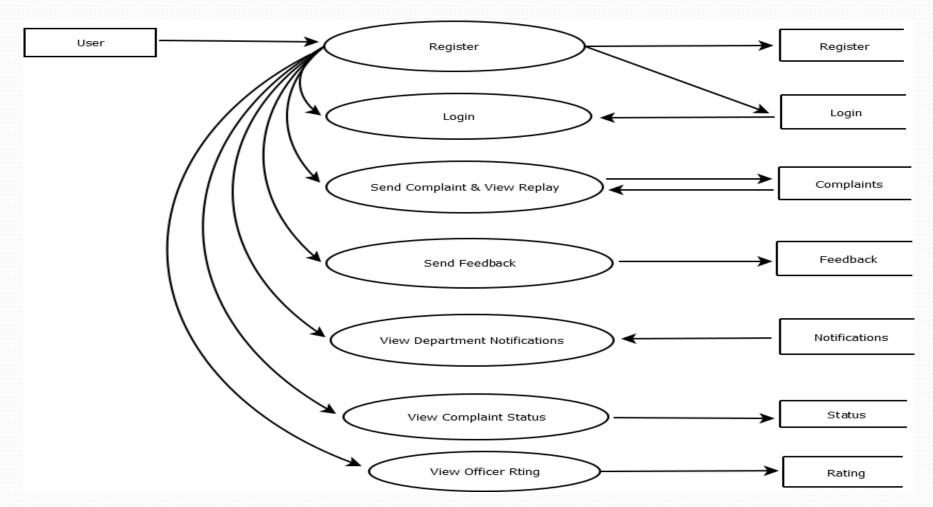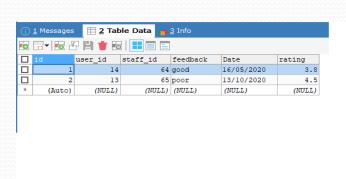
DATA FLOW DIAGRAM

LEVEL 0

LEVEL 3

TABLE DESIGN

Staff_Feedback

DEVELOPING ENVIORNMENT

SOFTWARE REQUIRMENTS

- Operating System : WINDOWS 10
- Front end : HTML,CSS,JAVASCRIPT
- IDE Used : Jetbrains Pycharm , Android Studio
- Technology Used : Python Java
- Frame work used : Flask

PRODUCT BACKLOG

User Story ID	Priority (H/M/L)	Size(Hours)	Sprint <#>	Status(planned/progress/completed)	Release Date	Release Goal
1	Medium	8	1	Completed	1/5/22	Staff feedbck table designing
2	High	10	2	Completed	15/5/22	Staff_feedback form designing
3	High	6	3	Completed	28/5/22	Blockchain management
3	Medium	5	4	Completed	1/6/22	Blockchain implementation
4	High	5				

USER STORY

User Story ID	As a <type of user>	I Want to	So that I can
1	Admin	Rating	View officer rating
2	Officer	Feedback	View feedback
		Block chain	Update info to bock chain
3	Users	Status	View complaint status
		Rating	View officer rating

PROJECT PLAN

User story ID	Task Name	Start Date	End Date	Days	Status
1	Sprint 1	20/04/2022	1/05/2022	18	Completed
2		4/05/2022	15/05/2022	18	Completed
3	Sprint 2	17/05/2022	28/05/2022	11	Completed
4		29/05/2022	1/06/2022	11	Completed
5	Sprint 3	2/06/2022	5/06/2022	5	Completed
6	Sprint 4	6/06/2022	20/06/202	11	Completed
7	Sprint 5	20/06/2022	24/06/2022	8	Completed
8		25/06/2022	29/06/2022		Completed

SPRINT BACKLOG PLAN

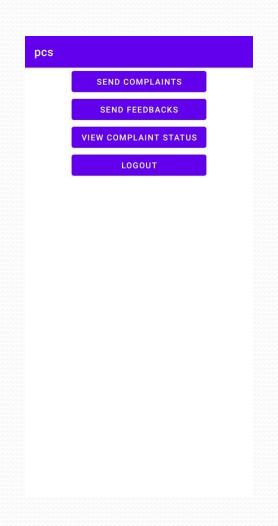| Backlog Item	Status & Completion Date	Original Estimation Hours	Day 1	Day 2	Day 3	Day4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10
User Story #1,#2		Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs
Form Designing	01/05/22	8	1	1	1	2	0	1	1	0	1	0
Coding	15/05/22	10	1	3	0	1	1	0	1	0	0	3
User Story #3,#4												
Blockchain Management	28/05/22	6	1	1	0	1	1	2	0	0	0	0
Blockchain Implementation	1/06/22	5	0	4	1	0	0	0	0	0	0	0
User Story #5,#6												
Add & Manage blocks	24/06/22	3	0	0	0	0	1	1	1	0	0	0
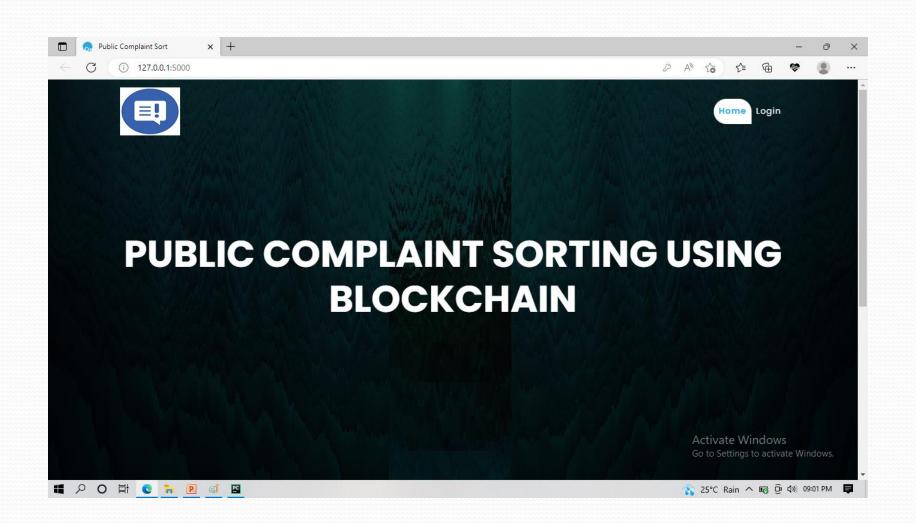
SPRINT ACTUAL

Backlog Item	Status & Completion Date	Original Estimation In Hours	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10
User Story #1,#2			Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs
Form Designing	01/05/22	9	1	1	1	2	0	1	1	0	2	0
Coding	15/05/22	10	1	3	0	1	1	0	1	0	0	3
User Story #3,#4												
Blockchain Management	28/05/22	6	1	1	0	1	1	2	0	0	0	0
Blockchain Implementation	1/06/22	6	0	4	2	0	0	0	0	0	0	0
User Story #5,#6												
Add&	24/06/22	4	0	0	0	0	2	1	1	0	0	0

THANK YOU……….