**CITY MANAGEMENT SYSTEM**

**PROBLEM STATEMENT**:

Designing and implementing a GUI based system to register complaints and to have access to information regarding different public sectors for citizens.

**ABSTRACT:**

Cities all around the world consist of a large number of people. People come across various problems relating to the basic services provided by the government and due to this they would want to have access to information like emergency contacts, bus timings, train timings etc. The existing system of having to wait in queues for hours to lodge a complaint is tiresome. There isn’t any efficient way for citizens to keep track of all complaints and information of all department. Having a portal for the same will make it easier for citizens to keep track of the whole system and to overcome the problems faced by them in the city .

Hence it is required to create a database for a city that can be used majorly to complain about the inefficiencies of different public sectors w.r.t. water , electricity ,hygiene, ration and also to gain access to emergency contact information like police, ambulance, Fire Brigade etc.

Whenever the citizens access the portal, they should login or create their account by entering personal information like name, unique Aadhar or Passport ,area name and other required information to get their identity verified (if not already registered). Citizens now can view the appropriate information regarding any sector and can accordingly register their complaints after which they will be linked to the concerned official.

The portal also has an option to take feedback (0-9 rating) of the service which is provided to them that will lead to the improvement of the service. Eventually, the citizen’s feedback will be linked to an officer’s performance and promotion.

The possible errors and constraints associated with managing complaints and seeking information by the use of handwritten records must also overcome through the design of database using oracle and the GUI using Java that accesses the database.

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