**CIVIL REPORTING SYSTEM**

**CHAPTER 1**

INTRODUCTION

Civil Reporting System is a tool designed to function as a platform for the citizens to communicate with the Municipal corporation authorities and replace the old method of writing letters and e-mails as they are a time consuming mode of communicating with the authorities.

* 1. **Background**

In this age of rapid urban development and internet connectivity, the gap in communication between the residents of a city and the Municipal Corporation that runs the city should be reduced to a bare minimum.

Unfortunately, there hasn’t been much progress in that area or it has been very slow because this topic hasn’t been seen as a priority by the authorities even with all the technological advancements, due to which the citizens have suffered as they are yet to see a channel of communication that is as fast and as up-to-date as the technology of today.

* 1. **Objectives**

The objective of our project is to provide solutions to both – the citizens and the municipal corporation. We aim to provide the citizens with a platform, which they can use to communicate with the authorities.

Another objective of the project is to provide the municipal corporation with a tool – which they previously didn’t have - to manage all the complaints that they receive, freeing them from the responsibility of managing all the heaps of files that are present in their office.

The most important of all the objectives is to save time of the Municipal authorities so that they can focus on multiple tasks in a single day and utilize their time in a more efficient manner. Other secondary objectives include, creating awareness among the masses about digitization of the traditional paper based beauraucracy – which is regarded as time consuming - as we are moving towards the idea of a Digital India

* 1. **Purpose, Scope and Applicability**

The following are the purpose, scope and applicability of the civil reporting system that we are going to develop.

* + 1. **Purpose**

The project has been undertaken by us to simplify the communication process between the authorities and the citizens by removing the unnecessary and time consuming formalities that are in place right now, and to put in its place a new system that uses an entirely new channel of communication – the Internet and the mobile phone.

Since the citizens can directly communicate with the authorities, it saves a lot of their time as they don’t have to follow a certain protocol anymore, the authorities will forward their query or complaint to the appropriate officer in charge and make the whole process hassle free for them.

This way the authorities also don’t have to deal with all of the extra paperwork like forms and letters resulting from the old method of registering a complaint, all they have to do is to forward any complaint that they receive to the appropriate officer and that officer will take the necessary steps needed to solve that particular complaint.

**1.3.2 Scope**

The scope of our system ranges from the citizens that will use the system to report their grievances, to the Municipal authorities that will use the system to then manage those complaints and solve them.

This offers us multiple avenues where we can simplify the process of complaint filing and complaint management for both the parties involved respectively.

Citizens can have various problems, like waste disposal, water supply, sewage and drainage problems and waterlogging etc., through the mobile application they can just simply click a picture and post a complaint, which will then be forwarded to the concerned officer. Thus we are building a single platform that can be used to resolve a wide range of issues pertaining to most of the departments in the Municipal Corporation.

Thus we can say that our project is not just one dimensional in terms of its scope and we have tried to cover as many areas as we could, and we have also tried to make our project scalable so that we can build upon the existing architecture instead of building a new system entirely from scratch.

**1.3.2 Applicability**

The citizens here can file their complaints in a matter of few clicks instead of making a personal visit to the local Municipal Corporation office due to which the transportation time and cost of the citizen is saved and the paper work is also reduced making the whole operation an environment friendly one.

The Mobile app can also help people with certain physical disabilities to file complaints without having to worry about travelling all the way to the Municipality office and properly handling the paperwork or documentation and going from table to table, to find the right officer to submit their complaint since the app can do both the things for them, so that they don’t have to take all the trouble by themselves.

Municipal officers that have been assigned a complaint through the system will need to provide a proof-of-work that they have solved that particular issue and not just click solved on the screen and think that their job is finished, in this way we are promoting accountability of the officers towards the citizen.