**CIVIL REPORTING SYSTEM**

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 secondary objective is to provide the municipal corporation with a tool – which they previously didn’t have - to manage all the complaints that they receive. The most important objective though is to save time of the Municipal authorities so that they can focus on more than one or two tasks in a day

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

Purpose of our project is to simplify the communication process between the authorities and the citizens by removing the unnecessary formalities that are in place right now, like writing letters to a specific officer to a specific problem. And to put in its place a new system that uses an entirely new channel of communication – the Internet and the mobile phone.

**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 thus we can say that our project is not one dimensional in terms of its scope.

**1.3.2 Applicability**