INTERACTION BASED SYSTEM FOR GRIEVANCES

Requirements Analysis

Purpose

"Interaction Based System for Grievances" is a web based Online application providing few Obligatory functions among Supply of drinking water, Providing and maintaining drainage and sewage systems, Public street lighting, Maintaining sanitation and hygiene of public places, Providing Electricity Connection to citizen houses, Providing Water Connection to houses, Municipal Library Maintenance. This application maintains some of such functions.

Audience

Generally citizens need to go to various departments to complain regarding any issue. The aim of this website is to favor such citizens where every citizen can give complaint(s) to the respective department and can get the response. Besides that the user can view his/her various bills and tax payments using this interactive website.

1. Introduction

1.1 Purpose of the system:

The purpose of the project in local bodies like municipalities need to collect different kinds of taxes from the citizens. Every citizen needs to pay Municipality Bills, Water Bills, Electricity Bills and any other Bills to the particular authorities. They may have some issues. In order to get them solved they should go to the respective authorities. The aim of this website is to favor such citizens where every, citizen can give complaint(s) to the respective department and can get the response online. Besides that the user can view his/her various bills and tax payments using this interactive website.

1.2 Scope of the system

The entire scope has been classified into five streams knows as Coordinator Level, management Level, Auditor Level, User Level and State Web Coordinator Level. The proposed software will cover the information needs with respect to each request of the user group viz. accepting the request, providing vulnerability document report and the current status of the audit.

1.3 Objectives and success criteria of the project

As far as the project is developed the functionality is simple, the objective of the proposal is to strengthen the functioning of Audit Status Monitoring and make them effective and better.

2. Current system

In the current system employees need to save the information in the form of excel sheets or Disk Drives. There is no sharing possible if the data is in the form of paper or Disk drives. The manual system gives us very less security for saving data; some data may be lost due to lack of proper management. It's a limited system and not user friendly. Searching of particular information is very critical it takes lot of time. Gathering information of different sources is not an easy job, data will be mismanaged. Calculating different bills manually may be lead to errors. There is no interface to provide various bills in the existing system. In the existing system citizen gets the bills information manually, in various authorities like water board, electricity department, property tax department etc.

3. Proposed system

To overcome the difficulties of the existing system a new system has been proposed to automate the whole system and to develop a new automated system which try to automate the entire process keeping in view of the database integration approach.

3.1 Overview

The proposed system overcomes all the difficulties of the existing system it consists of following activities as:

- ➢ It provides complete activity as automated system.
- ➢ It is not limited to a single system because it is aimed to develop for web based environment.
- ➢ User friendliness (Graphical User Interface) is provided in the application.
- ➢ Provide Interactive interface through which a user can interact with different areas of application easily.
- ➢ The system makes the overall task much easier and flexible.
- ➢ It can be accessed over the Internet/Intranet.

3.2 Functional requirements

- ➢ Admin enter his user id and password for login.

- User enters his user id and password for login.
- Admin enter user id or date for track the user login information new users give his completed personnel, address and phone details for registration.
- Admin gives different kind of user information to search the user data.
- User gives his user id, hint question, answer for getting the forgotten password.
- User request for Municipal Bill.

3.3 Non Functional requirements

The system should be web-based system. Users should use the system via internet. Each user should have a user account. The system should ask the username and password to users. The system should have Role based System functions access. Approval Process has to be defined. The system should have Modular customization components so that they can be reused across the implementation.
These are the mainly following:

- 24 X 7 availability.
- Better component design to get better performance at peak time.
- Flexible service based architecture will be highly desirable for future extension.

3.3.1 Usability

Ever user should be comfortable of working with computer and internet browsing.
He must have basic knowledge of English.

3.3.2 Reliability

This entire project is developed on the SQL Server.

3.3.3 Performance

They understand the importance of timing, of getting there before the competition. A rich portfolio of reusable, modular frameworks helps jump-start projects. Tried and tested methodology ensures that we follow a predictable, low - risk path to achieve results. Our track record is testimony to complex projects delivered within and evens before schedule.

3.3.4 Supportability

- The system should be able to interface with the existing system
- The system should be accurate
- The system should be better than the existing system

3.3.5 Implementation

This application provides more safety to the users for accessing the databases and for performing the operations on the databases. It provides the interface for accessing the database and also allows the user to do the manipulations on the databases.

3.3.6 Interface

In the flexibility of uses the interface has been developed a graphics concepts in mind, associated through a browser interface. The GUI's at the top level has been categorized as follows

- ➢ Administrative User Interface Design.
- ➢ The Operational and Generic User Interface Design

The administrative user interface concentrates on the consistent information that is practically, part of the organizational activities and which needs proper authentication for the data collection. The Interface helps the administration with all the transactional states like data insertion, data deletion, and data updating along with executive data search capabilities.
The operational and generic user interface helps the users upon the system in transactions through the existing data and required services. The operational user interface also helps the ordinary users in managing their own information helps the ordinary users in managing their own information in a customized manner as per the assisted flexibilities.

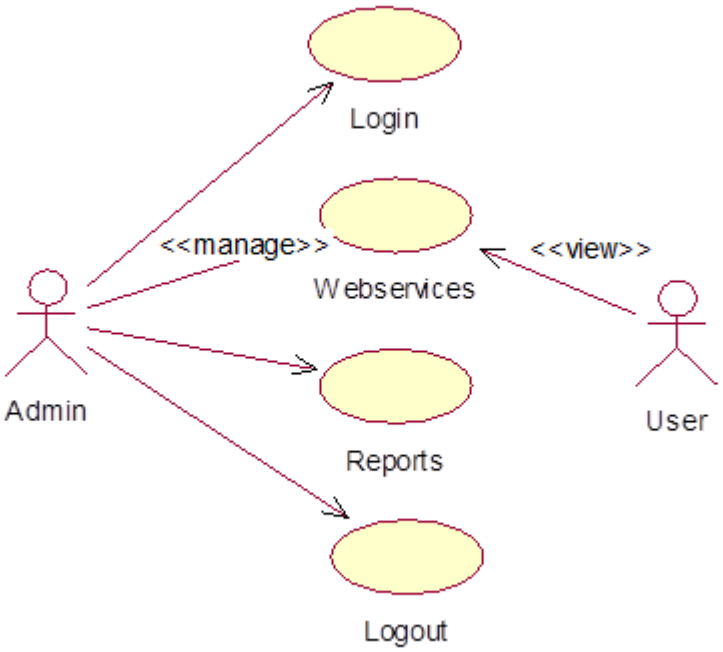
3.3.7 Packaging

This provides the import and export facilities for sending one database to another database.

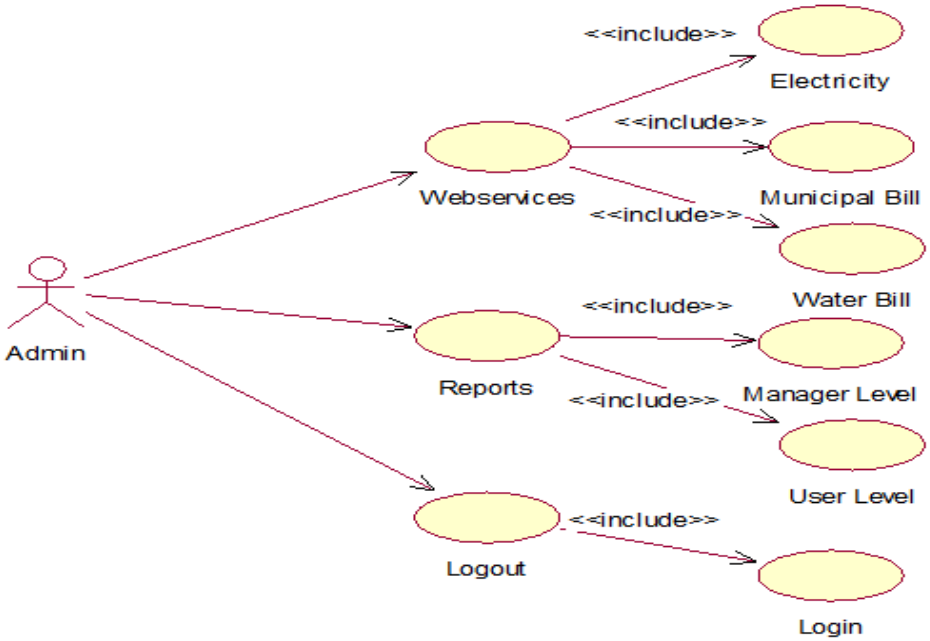
3.4 System models

3.4.1 Use case model

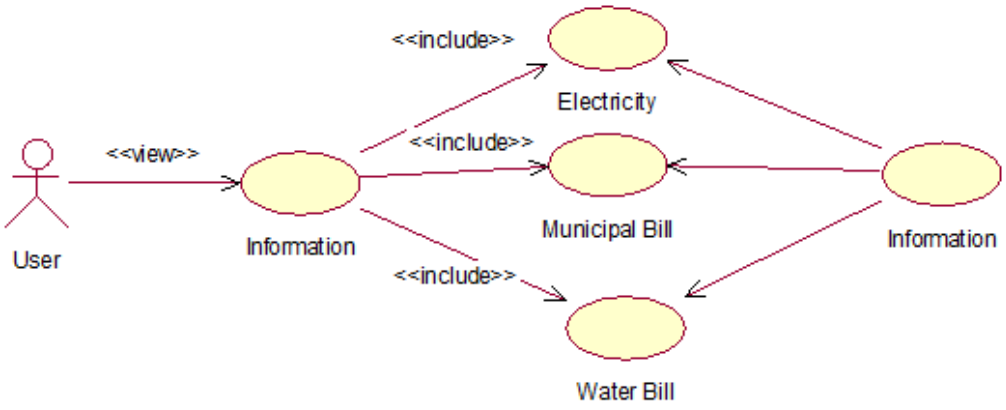
Overview Use Case Diagram



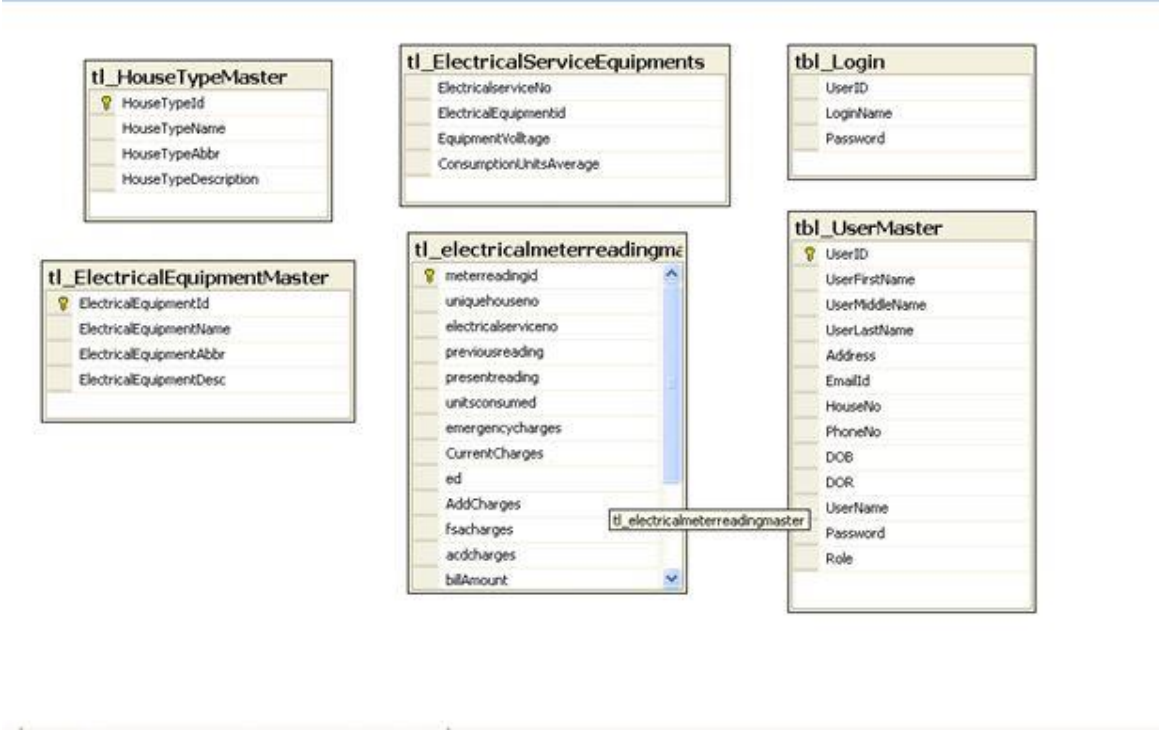
Admin Use Case Diagram

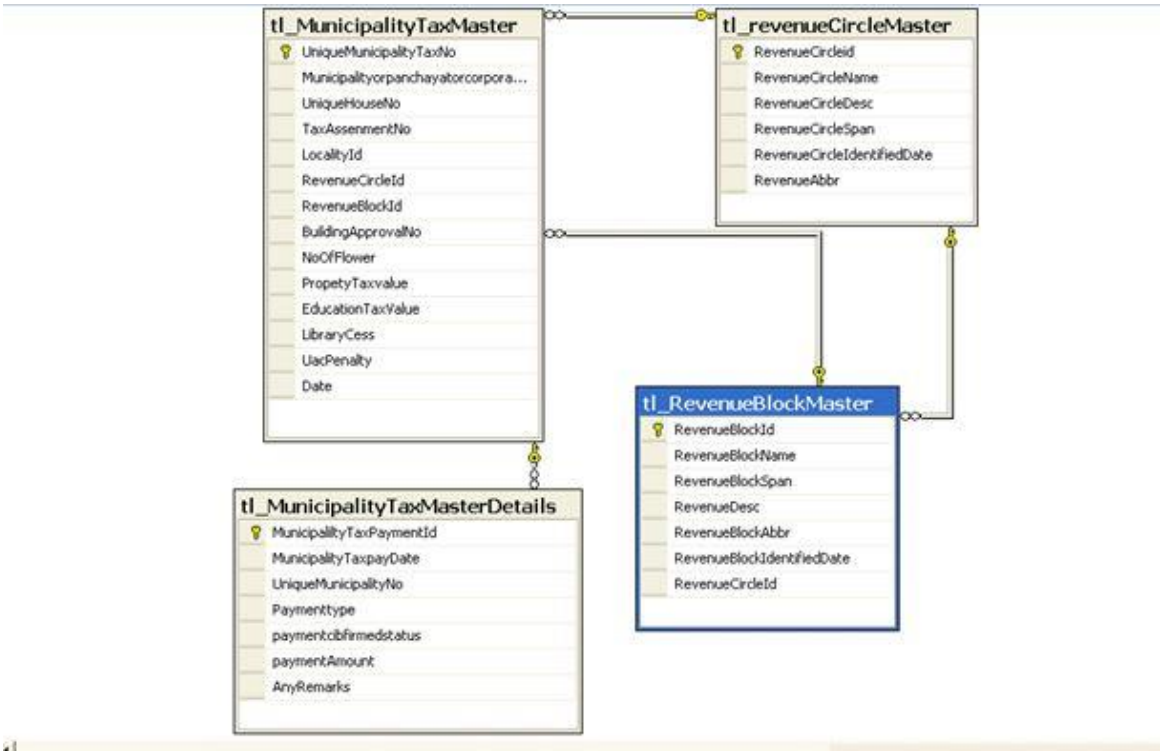


User Use Case Diagram



3.4.2 Class Diagram:

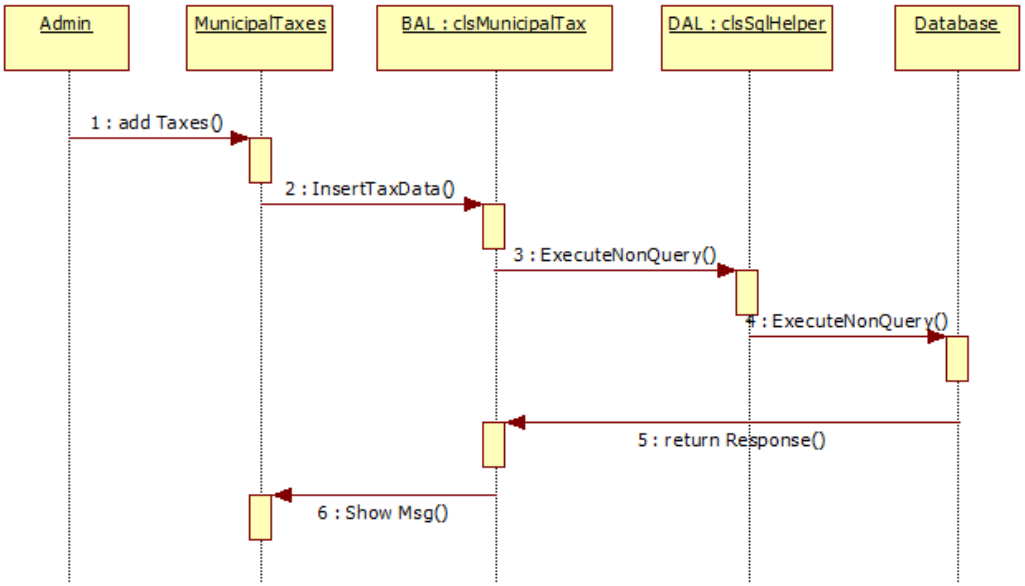




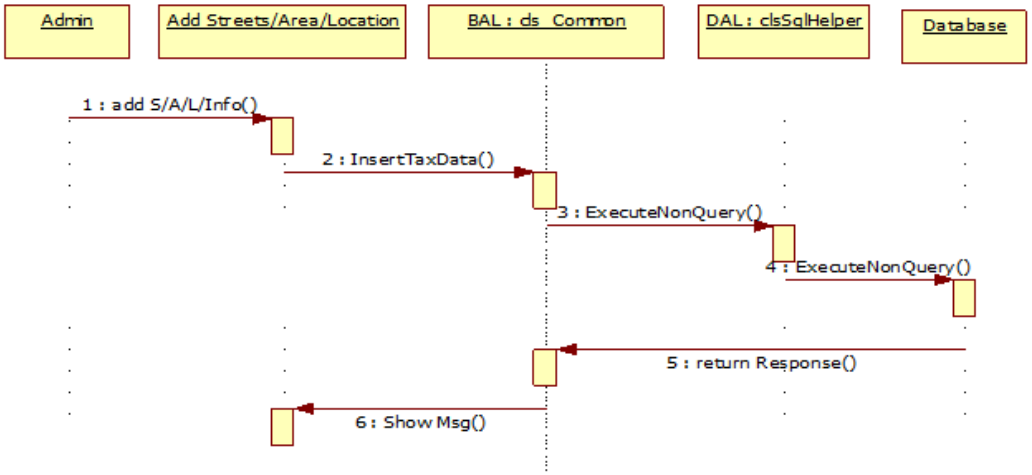
3.4.3 Dynamic model

Sequence diagrams:

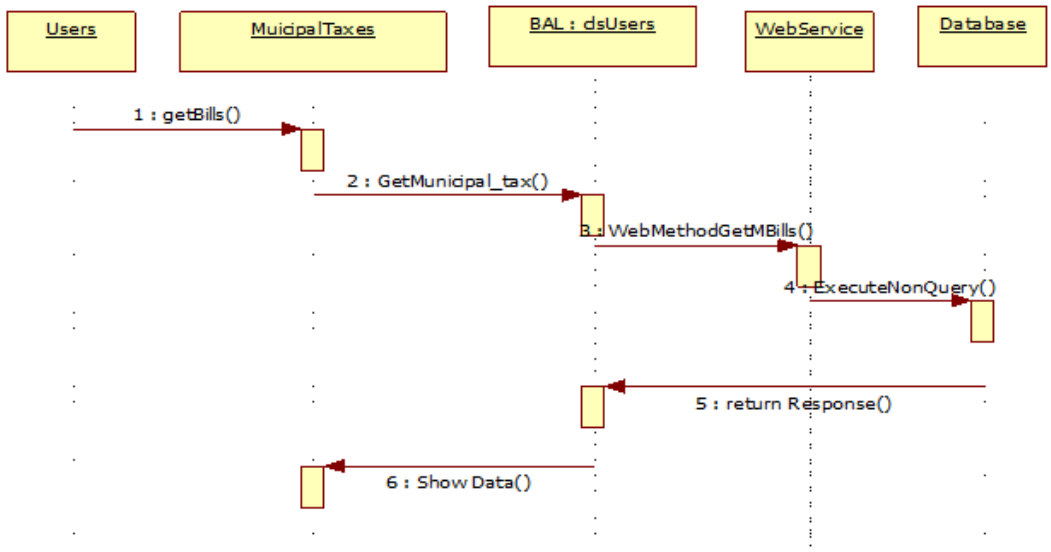
Sequence Diagram for add municipal taxes



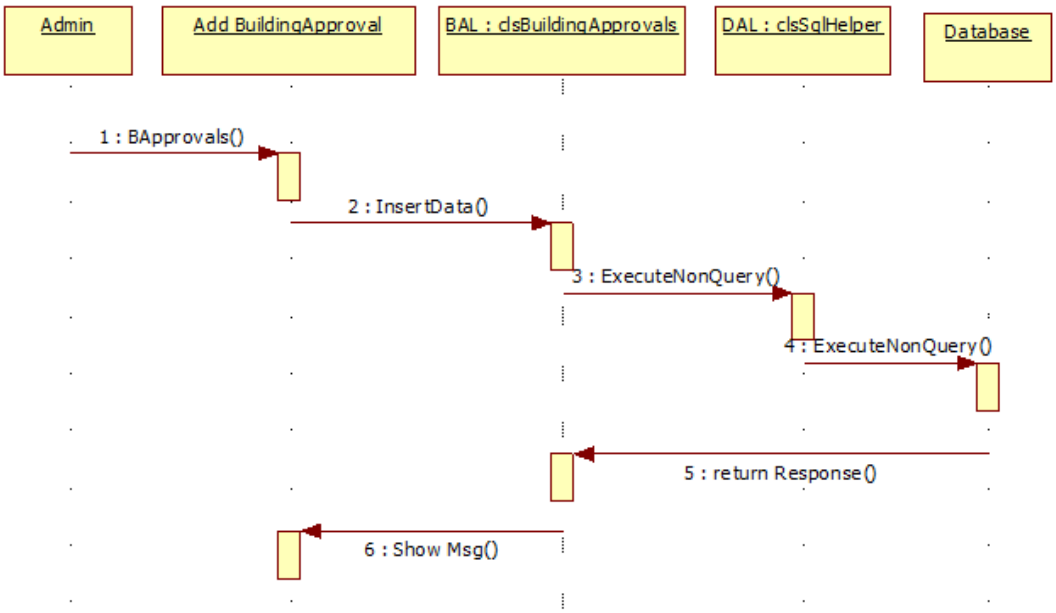
Sequence diagram for Manage Local Data



Sequence Diagram for Users Municipal Bills



Sequence Diagram for Building Approvals



Sequence Diagram for Users Electricity Bills