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Real Time Grievance Registration and Tracking System Application

Dr. Swapna Borde, Gavrai Erkar, Jyoti Kaushik, Raminderkaur Gabrhi

Abstract— Real Time Grievance Registration and Tracking System Application referred as People’s Corner android application, will help the citizens to register their complaints about day to day problems in their locality through a mobile application. This application aims at providing a platform to register any complaints regarding the governance on the go, at any time, from anywhere. The application also provides a mechanism to track down the status of work done in response to registered complaints. This system increases quality and speed of service as compared to existing system. The use of GPS and Google maps feature of android for address location tracking lowers the user overhead of typing the address of exact location of complaint.

Index Terms— Android, APIs, Camera, Complaint, Google maps, GPS.

I. INTRODUCTION

A common man faces many problems related to governance in his daily life. Complaining about the same requires personal visit to respective government office, that might take away the entire day, and work may still not be done. In accordance, this study initiates an integrated and networked system, with the focus on its ability to solve the above mentioned problems. This application aims at providing a platform to register any complaints regarding the governance, on the go. It consists of a web portal and an android app to register the complaints online, from anywhere, at any time. This will minimize time as well as money to go to an office for complaint registration. Three related concepts are encompassed by the general scope of People’s Corner. The first pertains to the replacement of personal visit to the office and registering complaints on paper, the second relates to a complementary electronic strategy for the handling of a customer’s complaint and the third surrounds the process of taking actions by the government bodies against the complaints registered by the citizens. The user can click the picture of the venue of complaint and upload the same. Also the address of complaint location will be tracked automatically using GPS and Google maps, thus reducing user’s overhead of typing the address.

II. REVIEW OF LITERATURE

The existing system is paper based. Traditionally file system was used to maintain the details of the citizen and the complaints they registered. The existing system requires personal visit to the office and registering complaints on paper, which is very time consuming and requires a lot of man-power. The government provides online platform for all its activities, but unfortunately the interface is not user-friendly [4]. The proposed system creates a user-friendly interface using android technology. An added feature of this system is that the address of the location of complaint can be registered using Google maps and GPS, thus saving the time and efforts of typing the address [5]. The people need not go to the higher authorities always when they face problems. They can use the service of this software and can register their complaint and the complaint is taken up by the employee of specified department and he solves the problem. The main objective was to create a user-friendly online interface for citizens to communicate with administrative body and, reduce the distance and time barrier between citizens and administration as well as to encourage the citizens to actively participate in city administration, in order to bring transparency and flexibility in system. [1].

Users can register the complaint which will return a complaint ID. This complaint ID can be used by the user to track the actions taken for the registered complaint. Authorities can log-in to their accounts as created by administrator and can access all the complaints from users. They should invoke proper activity in response to valid complaints, or redirect inappropriate complaints to the administrator and give response to complaints with activity reports.



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III. EXISTING SOLUTION

‘Aaple Sarkar’, the Maharashtra state government’s website and app to address public grievances while ensuring participative governance, was launched by Chief Minister Devendra Fadnavis on January 26th, 2016. The portal and app being monitored by the Chief Minister’s Office (CMO), is a platform for citizens to participate in discussions on the development of the state. The CM has directed the administration to bring down the complaints-redressal time down to 7 days. At the moment, the time for redressal of the complaints is three weeks. [2]

The citizen has to mention the complaint type, give the detailed description of the complaint, specify the location of complaint and also fill his/her personal details. [3]

The government plans to let citizens follow up on their complaints. The applicant will be given a code number, which will make it easier for him/her to follow up on the complaint. Apart from forwarding the communiqué to the department concerned, the CMO will monitor them to ensure the due dispersal of complaints. [2]

IV. PROPOSED SYSTEM

In the proposed system the citizen need not go to the government office for getting his problem solved. He can get his problem solved by posting his problem in this proposed system. Our proposed system provides solution to existing system by extending its facilities as follows:

1. Citizens can post their grievances on the android application People’s Corner. She/he is provided with complaint ID so that officer can solve the problems easily.
2. The complaint, once registered, will be redirected to specific department of Municipal Corporation.
3. It provides a camera module which help clicking up a picture of any problem that people are facing and upload its image along with the complaint [6].
4. The location of complaint is tracked by Global Positioning System (GPS) unit.
5. Citizens can track the status of the grievance with the help of the complaint ID number.

V. IMPLEMENTATION METHODOLOGY

Here we will study how the entire project idea was implemented into a run able code which produces a tangible output, i.e. a running version of software. Hence in this chapter we will learn implementation of the project. Implementation is vital part in software building and designing. We have used Eclipse to build our Project. We are going to use MySQL database to store data.

A. System Architecture

Following diagram shows System architecture for client side and application side:

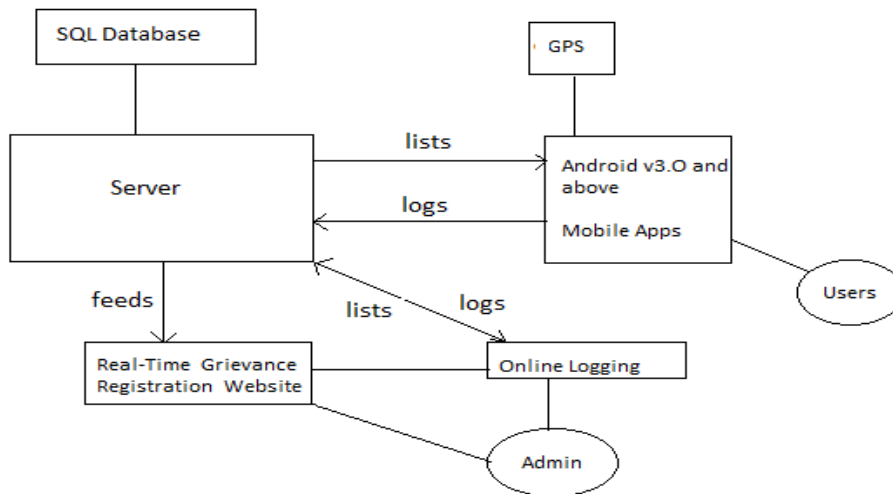


Fig. 1



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B. Architecture Details

The users should register his complaint to the system using mobile number. After registration, a unique complaint ID will be allotted to the user, using this ID he/she can see the complaint status. When a complaint is registered, the admin will respond to the complaint within a particular amount of time. The user can track his/her complaint online.

The proposed system creates a user-friendly interface using android technology. An added feature of this system is that the address of the location of complaint using android app can be registered using Google maps, thus saving the time and efforts of typing the address.

C. Project Scope

Basically the project scope is divided into the two parts:

- A. User
- B. Departments

User:-

1. The user captures the image and sends to the web server and address along with the latitude and longitude.
2. The user can see the status of the complaint.

Department:-

1. The admin of the system first send the respective complaint to the department where the complaint is belong. For that admin create the various departments.
2. After the complaint is receive the respective department handle the complaint and updated the complaint status. [4]

D. Flowchart showing working of Android app

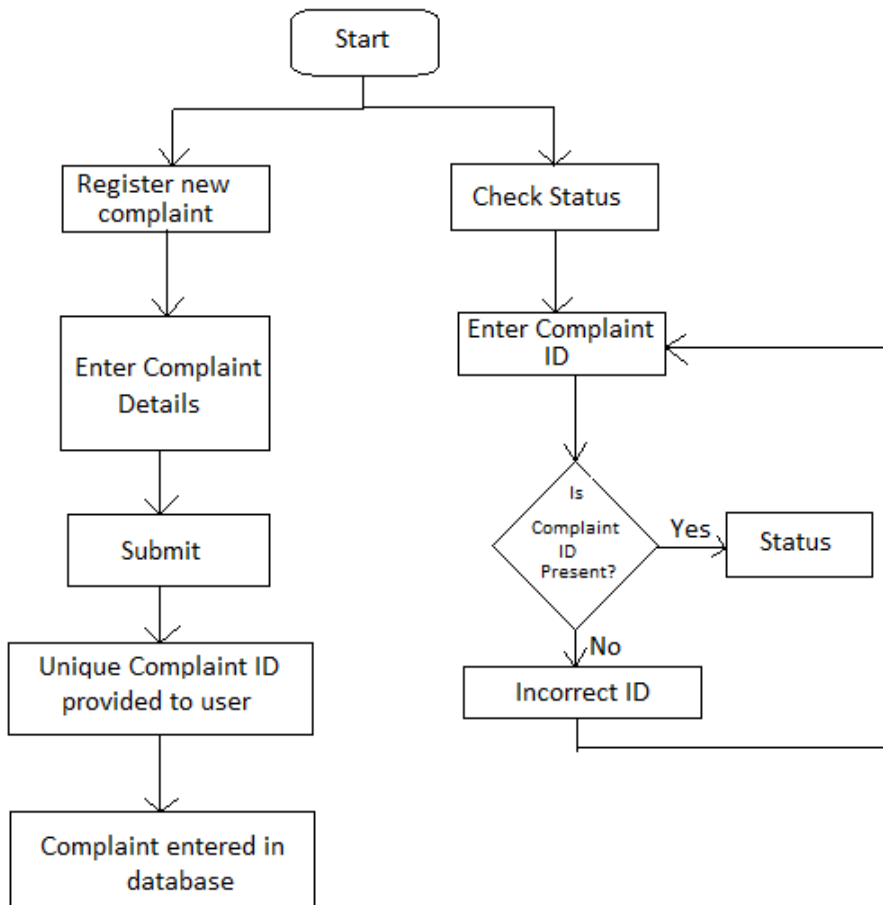


Fig. 2



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The user will be having two options, once the app is opened; either to log new complaint or to check the status of the already registered complaint. To register new complaint, the user just need to fill in complaint details. The address will be retrieved automatically using GPS of the mobile. A unique complaint ID will be generated and displayed on the screen. This complaint ID will help the user to check the status of the registered complaint.

If the user wishes to check the status of the complaint registered by him/her, then he/she can directly check the status of the complaint by entering a valid complaint ID provided at the time of complaint registration.

VI. RESULT

Thus we have developed the People's Corner Application and the Web Portal. This application allows the users to submit their complaints through the complaint registration page. Fig.4 represents the complaint registration page. Fig.5 shows the interface for checking the status of the complaint registered. The user can check the status by entering the Complaint ID which is allocated to the user when he/she submits the complaint. The complaints once registered are stored in the database of the Web portal. The admin forwards the complaints to the respective departments. The location of the complaint's place is obtained through the latitude and longitude which is generated when the user clicks the photo of the place where complaint is found. Fig.3 shows how the location can be tracked.

A. Screenshot

GPS location:

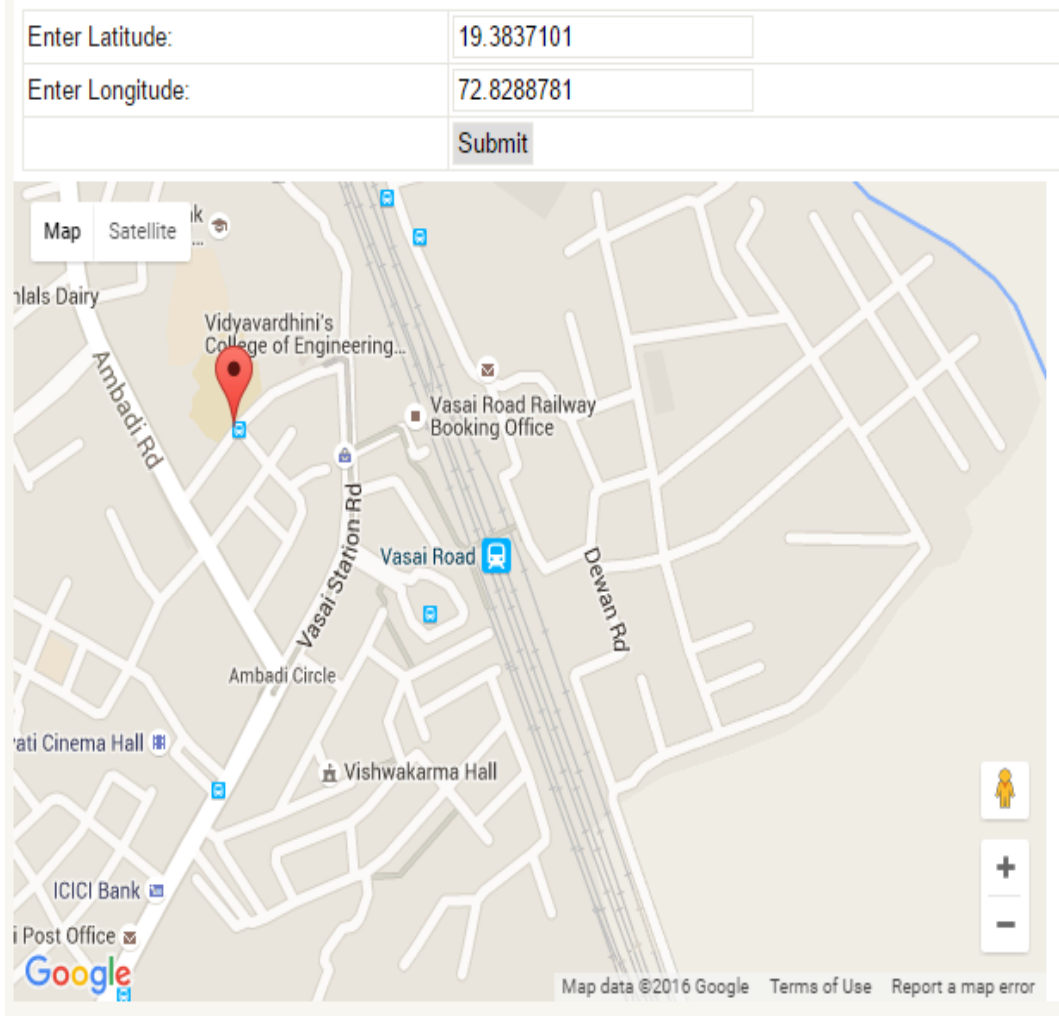


Fig.3



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Android Complaint Management

NEW COMPLAINT COMPLAINT STATUS

Register Complaint

Enter Complaint Details :

RTO

Mobile No:
9887667820

Complaint Description:
rash driving

Submit

Fig.4

Android Complaint Management

NEW COMPLAINT COMPLAINT STATUS

Check Complaint Status

Enter Complaint Details :

Status:

Reply:

Get Status

Fig.5

VII. CONCLUSION

The proposed system would attract common man to register a complaint who otherwise neglect to register any complaints since he/she has to personally visit the office and give the complaint in writing. Thus the existing system is time consuming. This proposed system is convenient, easy and effective thereby improving the condition of the society and giving people right place to register their complaints. This system reduces the paper work which is required to note down the complaints registered by users and also maintaining a database is easier than file system. The user can also track the actions taken against his/her complaint.

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AUTHOR BIOGRAPHY



Dr. Swapna Borde

PhD, Head of Department of Computer Engineering, Vidyavardhini's College of Engineering and Technology, Vasai, India



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Ms. Gavrai Erkar

Bachelor of Computer Engineering, Vidyavardhini's College of Engineering and Technology, Vasai, India.



Ms. Jyoti Kaushik

Bachelor of Computer Engineering, Vidyavardhini's College of Engineering and Technology, Vasai, India.



Ms. Raminderkaur Gabrhi

Bachelor of Computer Engineering, Vidyavardhini's College of Engineering and Technology, Vasai, India

