Online Municipal Complaints (OMC)

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ABSTRACT

Municipal business deals with different day-to-day actions related to general public amenities.

The main aim of the project is everyCITIZEN in society is effectively use the municipal resourcesand reducing the bulk amount of paper work and time too. because it`s the true of every citizen to question and acquire the facilities from municipal authorities as they were paying different taxes to the municipality. There may be chances to miss paper in existing system. But this electronically system is more capable and available. The public user register them self and easily send a petition to the municipal corporation about metro water connection, sanitation works, electricity maintenance, education systems. Municipal Corporation officers can view all the complaints from different users on different problems. Officer can maintain solved problems list and pending problems list. Citizen can solve their problem within the time.

.Features:

- User-friendly interface
- Effective use for society
- Fast Data uploading

INTRODUCTION

Analysis of data is a process of inspecting, cleaning, transforming, and model data with the goal of discovering useful information, signifyingconclusion, and supporting decision-making. Data analysis has multiple facets and approaches, around diverse techniques under a variety of names, in poles to one sidetrade, science, and social science domains.Data mining is a particular data examination technique that focus on modeling and knowledge discovery for extrapolative rather than purely descriptive purpose. Data integration is a precursor to data analysis, and data analysis is closely linked to data dream and data dissemination. The term data analysis is sometimes used as a synonym for data modeling.

Online Municipal Complaints: As technology is escalating day-by-day the people are becoming smarter. "OMC" aims to help the user to solve any problem associated to the municipal corporation. We really want to reduce the manually work for that we going to set up Online Municipal Complaints for Municipal Corporation. The public

user register them self and easily send a petition to the municipal corporation about waterconnections, sanitation works, garbage collection, electric complaints, education system. Municipal Corporation officer can view the complaints on different problems from different users. Officer can maintain solved problems list and pending problems list.

 For example, if we have any complaint like water problem, then we post our criticism to the wardmember. He can see the trouble and solve can't solve the problem then the resident have right to complain the problem and the ward member posts how he solved the problem. If the ward member about the ward member to the municipal officer. At the same time if we have any questions about municipality related then you can post your questions.

The main theme of project is everyCITIZEN in society is effectively utilize the municipal resources. Users can submit their complaints by selecting the official, they have addressed their complaint toand provide contact details such as name, phone number, aadhar, address.Use total resources and facilities provided by the municipal authorities, because it`s the right of every citizen to question and acquire the facilities from municipal authorities as they were paying different taxes to the municipality.

Citizen: Citizen can register into the website and login into the website. In this website user can post about their problems to wardmember .If the problem has not solved then user can also complaint on wardmember to municipal officer. Notonly complaints can also post any questions regarding certificates.

Wardmember: Wardmember can register into the website and login into the website .In this module wardmember can see the complaints of people according to their ward. And solve the complaints; post the solutions for those problems.

Admin: Admin can login into the website. He can view all citizens in the municipal, view all ward members .He has authentication on this website. He can view complaints on wardmember.

Functionalities:

• User-friendly interface
• Effective use for society
• Fast Data uploading

Database is a collection of information that is organized so that it can easily be access, manage, and updated. The data is typically in such a way that chains processes requiring information.

A Database management system is a computer software application that interacts with the user, otherapplications, and the database itself to capture and analyze data.Data miningalso popularly known as Knowledge Discovery in Databases , refers to the nontrivial pull out of understood, beforehand unknown and potentially useful in sequence from data in databases.

 Database in our use is used to store the whole information about the citizen registration, complaints, questions, wardmember registration, solved complaints and solved queries. In our application, by seeing the database we can know either complaint is in anticipation of or solved and also known with in which way it can be solved. In our application national also post any queries regarding certificate.

RELATED WORK

As we are developing our venture for solving the problems of citizens with municipal issues.wedevelops our function that may be interface between the citizen, wardmember and municipal officer. Here some other applications also used for citizen like post questions, post complaints etc.If we have any complaint on ward member then we will post a complaint on wardmember. For doing this project we visit some municipal offices, be aware of the problems of citizens and know what are the different modules in this corporation.

Existing System:

In the existing labor-intensive system a lot of time is spent in communicating the information across different issues and paperwork. And we wait for so many days to solve our problems.

Disadvantages:

• Imperfect hour service availability in the current system.
• Lack of involvement of people in exhibiting their responsibilitiestowards society.

Proposed system:

The most importantbehavior of the system are to receive various types of grievances from citizens, help speedy processing of grievances received, update the status of grievances as and whenrequired, informing the citizen about the action taken by the MC and generation of reportsUser can easily solve their problems. If user have any fears like certificates for particular issue they can easily know what the requirements are.

Advantages:

Simplicity of interface
Website is highly customizable and
Supplesufficient to easily deploy. That
means, if we want to use this site forany
other municipal authority, itwould take
Fewer amounts of time and efforts.

Procedure:-

In this application, first the citizens register in website with their details. The ward is registered by Admin because all authentications give to admin.The Admin also have userid and password. For unique identification aadhar number is treated as userid.citizen, wardmember and admin are login to the website by using userid and password. If userid and password are invalid then send a message invalid userid & password.

If citizen login to the website then control goes to citizen home page. The citizen home page has different segments. In this home page, citizencan post complaints, queries. If the problem not solved with in time, the wardmember not respond properly then citizen also complaint on wardmember to Admin. Citizens also seesolutions for complaints and queries that they post. After this, citizen logout from the website.

If wardmember login to the website then control goes to wardmember home page. The wardmember home page has different sections. In this page ward members can view citizens in their ward. Wardmember see complaints and queries send by citizens. Wardmember solve complaints and post solutions for that complaints. He can also send answers for queries. Wardmember can see how many complaints are pending and how many are solved. By seeing the status of the complaint wardmember solves complaints. Once the complaint solvedthen status change from pending to solved. After finished his work logout from the website.

If Admin login to the website then control goes to wardmember home page. The Admin home page has different sections. In this page Admin see all citizens and ward members in that municipal. Admin also

view the complaints on wardmember posted by the citizen. By seeing these complaints admin act in response.Admin has authentication on ward members. The Admin then logout from this website.

SYSTEM ARCHITECTURE
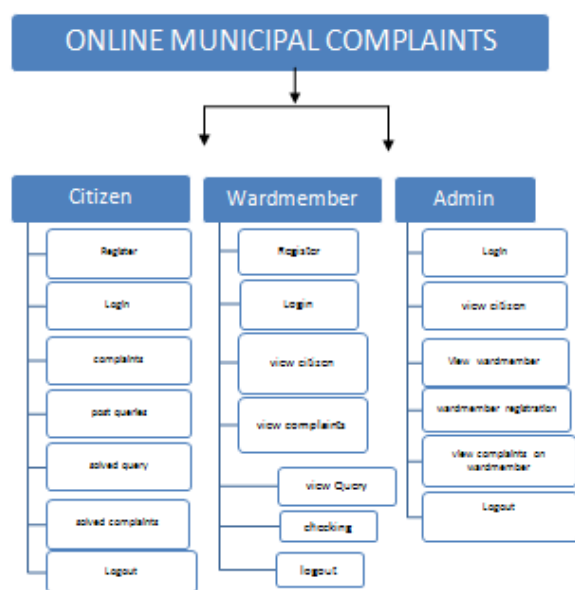
FUTURE ENHANCEMENT:

By considering the suggestions of the citizens and higher authorities and with the help of our guides we will develop the project with innovative ideas like database management, applications like image views, interaction with the ruling people like MLA's ,chair person for better solutions. The solutions for complaints are messaged to citizens. Instead of post complaints to wardmember, if the complaint is posted by citizen then the complaint go to particular consultant officer. We want make it as mobile application.

CONCLUSION

From overall view of our project we conclude that, our project every citizen may enhance to solve the major problems of municipality. "IT IS EACH AND EVERY CITIZEN RIGHT TO QUESTION" the government powers that be about the problems that we are facing.

Now a day's people were facing lot of struggles with the municipal issues such as drainage,garbageproblems.A few days back athidi death incident take place in vizag.Not only this there are many incidents as like. So to solve such issues and not make them repeat we develop this project. This project mainly useful in rural places.

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