ZILA VIKAS MANCH-DISTRICT DEVELOPMENT PORTAL

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ABSTRACT

A web portal that integrates all the grievances system into a single Grievance system. This portal helps the Citizens to upload their grievances which are available in their district. The Citizens makes use of this portal by providing the AADHAR number and email-id where an OTP is sent to the mail-id for authentication. The Citizen files their Complaints that occur in their area with the priority (low/medium/high) of that area and Complaint id is generated for every complaint. The Citizen is accessible to track the status of the Complaint and validates the work completion. The Citizen have the option to escalate to the CM cell if the Complaint is not resolved within the stipulated period. The Collector assigns the work to the respective Department Officers. If the Complaint is Resolved, then Officers should upload a photo/video of the work status. The Collector Validates the work completion using the proof.

KEYWORDS: Portal,Compliants,Tracking

.I. INTRODUCTION

The reach out of Internet Data into the majority of Rural areas of India in the recent days have enabled millions of new users access the internet with ease almost in parity with Urban Well Connected area users. This created an unprecedented new connected environment where the most Citizens can avail most services online. However, when it comes to better governance, our nation still lags behind in many counts. Most citizens face needless harassment at the hands of irresponsible public officials. The most notorious of them is the inaction and unaccountability of action. For example, on receiving a complaint on a burning issue, many officials simply pass on the buck. This kind of inefficient mismanagement can be overcome by the use of Information Technology in many avenues. In this paper, we propose a new upgraded coordinated District Development Portal system, which fundamentally coordinates all the existing reporting system into one application and provides a mechanism for ensuring accountability of action by the concerned officials. The application provides provisions for citizens to make online complaints along with the visuals of the issues to concerned authority. In addition to that, the system also provides publicly accessible sites for checking the actions of the concerned authority. If an official is not taking any action on an issue, the system will alert his/her direct report to the CM cell.
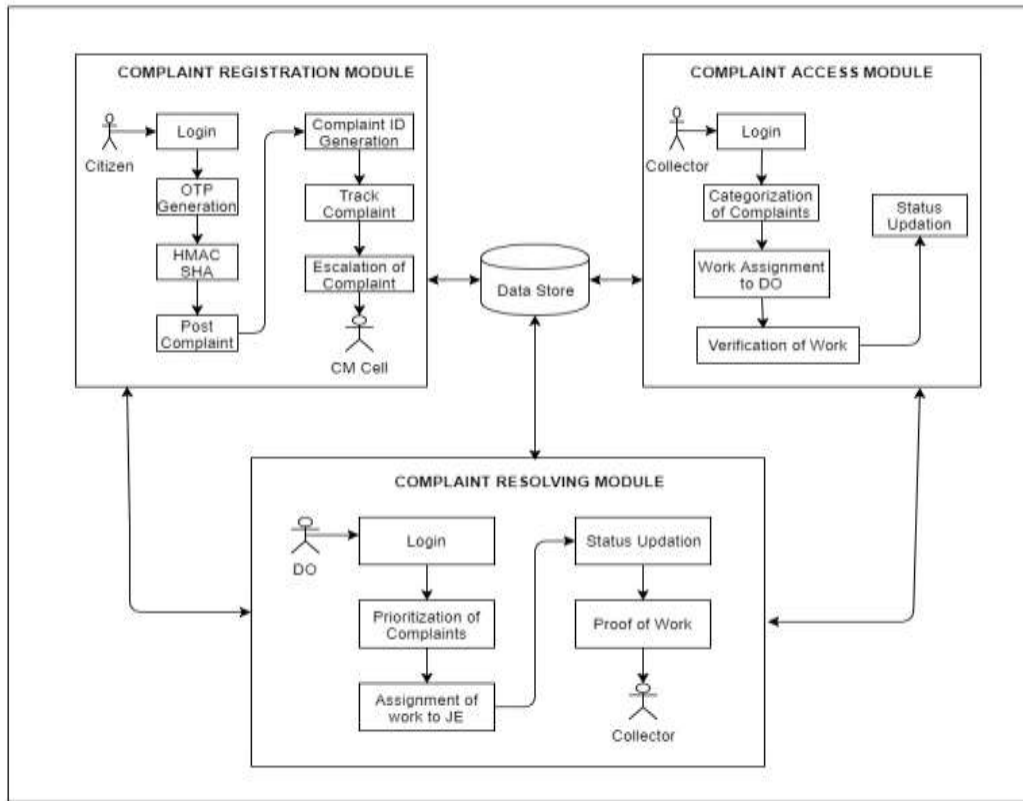

ARCHITECTURE DIAGRAM
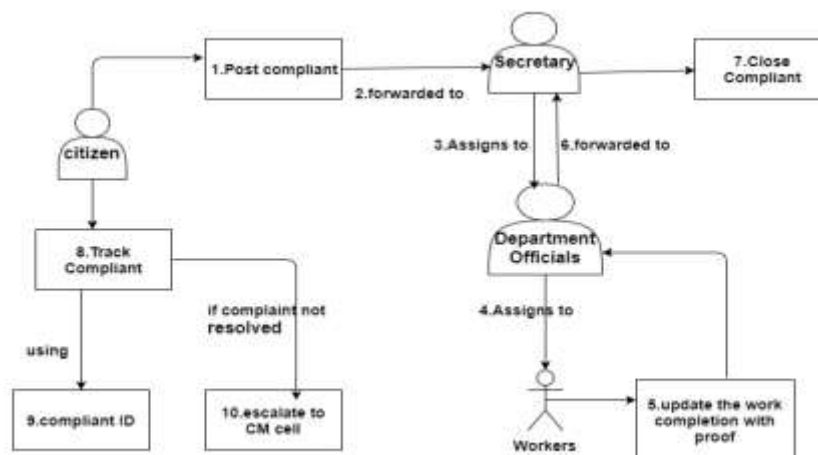
Figure-1 Proposed System Architecture

Figure-2 Data flow Diagram

II.SIGNIFICANCE

1. The aim of the project is to integrate all the grievance systems into a single grievance application for a particular District.

2. The Grievances that are received from the Citizen is forwarded to the District Collector and those Grievances are assigned to the respective Department Officials.

3. The Department Officials should update the status to the Collector, once the Grievance is resolved. If the work is not resolved within the time period, the Collector should take necessary action.

4. The Grievance must be escalated to the CM cell, if the actions are not taken by both the Department Officials and the Collector.

III. LITERATURE SURVEY

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. The proposed system creates a user-friendly interface using the web-portal. 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. The existing systems are limited in the sense, that they provide complaint provisions but not tracking provisions. So, a complainant remains uninformed about the actions taken if any. And moreover, the complaint mechanism is scattered for most public departments.

IV.PROPOSED SYSTEM

ZVM-District Development Portal system which fundamentally coordinates all the existing reporting system into one application and provides a mechanism for ensuring accountability of action by the concerned officials. The application provides provisions for citizens to make online complaints along with the visuals that matches with the Geo-sat co-ordinates of the issues to concerned authority. In addition to that, the system also provides, publicly accessible pages for checking the actions of the concerned authority using Compliant ID. If an official is not taking any action on an issue, the system will enable an escalate button that raises the compliant to the CM cell. Complaint history is managed in the user's profile.

V.MODULE DESCRIPTION

This project is divided into three modules as following:

- Complaint Registration Module
- Complaint Access Module
- Complaint Resolving Module

1. COMPLAINT REGISTRATION MODULE

The Citizen enters into the portal through their AADHAR number and an email ID. The Citizen gets an OTP in their specified mail ID for performing authentication and to verify the address of the Citizen is valid. In this stage, the Citizen must enter the complaint details along with their area and a proof (image/video/document) must be uploaded. The proof must match with the geo-satellite co-ordinates. The citizen can mention the priority for their complaints based on the severity of that complaint. There will be a counter to display the same complaints from different users using LINGUISTICS ANALYSIS ALGORITHM. Once the Citizen post their complaint, complaint ID gets generated automatically. Using that complaint ID, the Citizen can track the status of the complaint. The Citizen validate the complaint status based on the work completion. If the work is not resolved, the Citizen must escalate the complaint to the CM cell. If the work is resolved, Citizen validates the complaint by accepting the work completion and both the complaint and the complaint ID gets deleted automatically.
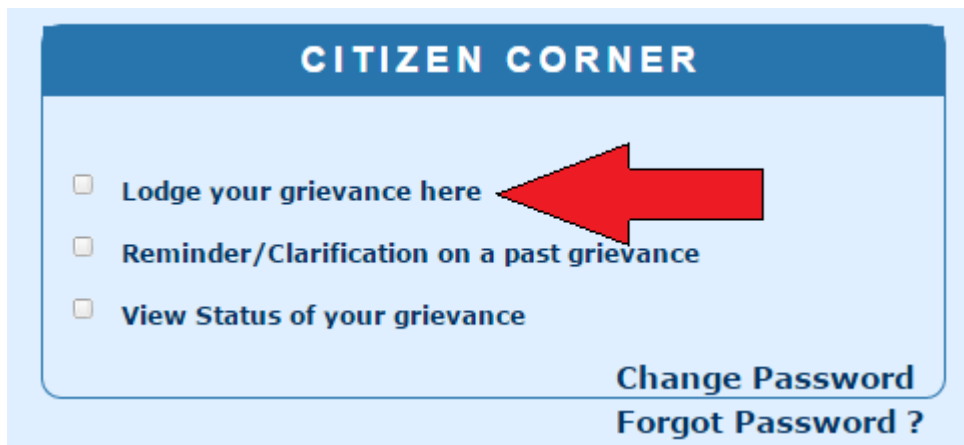
2. COMPLAINT ACCESS MODULE

The Collector enters into the portal using their private ID and password. The portal displays the list of departments that the complaints are received. The departments include ROADWAYS, DRAINAGE, HOSPITAL, ELECTRICITY and WATER BOARD. Collector need to choose the department in order to view the complaints that are received. The statistics of the complaint shows the number of Grievances posted, no of grievances pending and number of grievances solved .The Collector should view the compliant category (grievances posted, grievances pending, grievances resolved) by entering into it.

At this stage, the Collector assigns the work to the respective Department Officials. Once the Collector receives the status of the work from the Department Official, he/she need to update the status in the Citizen's tracking page. The Collector must take necessary action if the work that are assigned to the DO are not resolved in prior time. The Collector validates the complaint after receiving the proof from the DO and updates the status in Citizen's portal.

3. COMPLAINT RESOLVING MODULE

The Department Official enters into the portal using their valid ID and password. The DO receives the complaints that are assigned by the Collector. Now DO assigns the work to their junior employees. The DO must mention the status of the work to both the Collector and the Citizen. Once the work is completed, the DO must update the status with the proof (image/video/document) to the Collector.

VI. FUTURE EXPANSION

In this portal which Concentrates only on the grievances that occurs on the particular district. This could be extended to the state level and national level with proper guidance and security.The portal can also be developed as the mobile –app where the device location can be accessed which is useful to track the location of the Citizen.The portal can be improved by adding multiple languages. The portal

must be accessible by the Citizens from different states and country.The portal must work well in case of disaster times.The same Complaints received from different Citizens must be mined using the Lingusitics Analysis Algorithm.

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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