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## Municipal Corporation Complaint Management System

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**Abstract-** The solution to certain social problems is very effective these days as we do not need to go to a certain office to register a complaint and get all those papers. It is very easy to register a complaint in this digital age with the help of the internet.[1] With the help of applications, we are able to reduce the barrier between government and the public so that the public can communicate directly with the relevant authorities by telephone or computer. Transparency between user and authority has helped resolve many issues in less time than usual. These applications apply to various sectors such as fire department, municipal department, finance department, electricity department etc. complaints made. The Online Complaint Management System provides a web solution for community issues by saving time and eliminating corruption

**Index Terms-** society, feasible, digitalized, internet, transparency, government

### I. INTRODUCTION

A problem once faced in our country is that there is no direct communication between the complainant and the government. It leads to public outcry from standing in long lines and waiting for their complaints to be accepted.

The acceptance of persons and their grievances cannot be properly extended to the senior authorities responsible for disclosing the matter. Existing models were within the range of ideas, not included in real time. Some sites provide information about the authorities but are not allowed to register complaints with the general public. Here we have created an online system to register an online complaint to overcome this issue in the past. at any time. NIC has launched this site for the purpose of the Right TO Information Act (RTI Act) that is, to provide all local information to the user at any time. But it has failed to provide all information to the general public and provides only a grievance center in general including web forums and public response forms. which is able to provide all the information to the general public at any time of your time regarding the problems they are currently facing and what your impact is on how well the funds are used for the purpose of the event are often known to the public.[2]

### II. LITERATURE REVIEW

*Analysis of usage of government applications*

India's government has done much to encourage digital progress,[3] from rationalizing regulations to improving

infrastructure to launching Digital India, an ambitious initiative to double the size of the country’s digital economy. However, much must be finished India to understand its full potential

**A. Government**

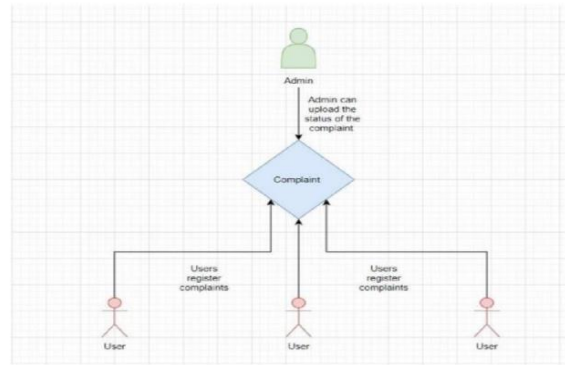
National and local governments can help by partnering with the private sector to drive digital use, by first putting technology first in their operations.[5] This helps by providing a market for digital solutions, generating revenue for providers, promoting digital start-ups, and giving people more reasons to go online - whether they get subsidized gas, subscription, or access to other government services. Governments can also help by creating and managing public data sources that entrepreneurs can use to improve existing products and services and innovate; by promoting a regulatory environment that supports digital access and protects the privacy of citizens; and to facilitate the emergence of labor markets in industries disrupted by the machinery they operate.

**B. Individuals**

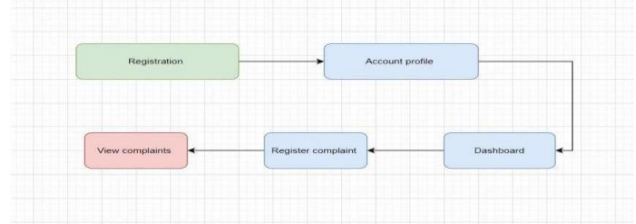
Individual Indians are already reaping the benefits of digital integration as consumers, but they will have to know that its disruptive power can affect their lives and add other basic options. For example, they will remember how digital automation can change their career and what skills they will have to thrive in the future. People will also be their data managers and questionable data users. While India’s public and private sectors have pushed the country forward for global internet users and digital applications over the past few years, its issue of computer installation is far from over. India is the second fastest digital receiver in the 17th largest economy

**III. SYSTEM MODEL**

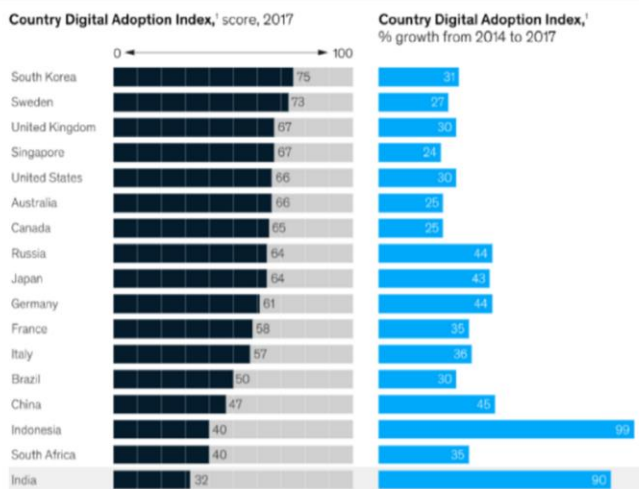
The current system states that, a complaint is registered online immediately by visiting the office and officials directly, which reduces the capacity of the person and the acceptance is obtained directly within the web site of the administrator site.[6] It has suggested some ideas for future work. Websites provide information on issues and officials in charge of issues. The plan is to reduce the gap between the community and the government. To provide a healthy environment and awareness of the appropriate status of the general public in their way of life and to address issues easily



PROCESS OF PROPOSED SYSTEM:



India is the second fastest digital adopter among 17 major digital economies

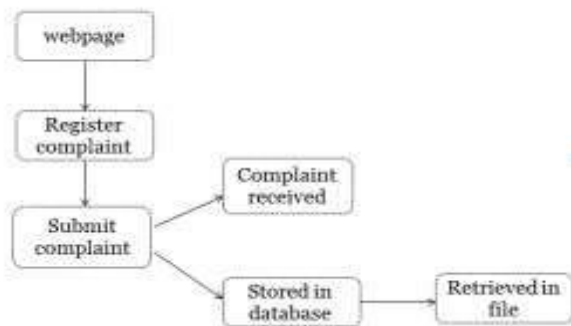


Our system has been implemented by the concept of existing models and in addition, we have introduced the system. In this program the issue has been identified and addressed during a period of grace. The manager checks the weather problem is fixed or not within the grace period. This project resolves many grievances. The person who complains about his or her problem has enough space to explain online rather than visit the office and complain about the paperwork, has no further knowledge of his or her grievances, does not know anything to admit his or her grievances. Weather reaches admin or not in this way people who complain online can get approval with the registration of the complaint received in the database.[10] The great advantage of the program is that people can include an image file in their complaint to highlight what is happening in their area or an accessible location[4]

The advantages of this system model are:

- Human error is greatly reduced.
- On board development becomes easy.
- Everyone can issue their complaints easier
- Admin side responses are efficient
- transparency in the governing process
- saving of time and cost due to provision of services to the citizens through single window
- better decision making
- simplified office procedures
- checking corruption
- better office and record management

#### IV. PROPOSED METHODOLOGY



*Modules:*

There are two modules in this system:

- Client Module
- Control Module

In the customer module people can visit the web page, details about the municipality and the registration instructions are specified, the form contains the corresponding type, major complaint, minor complaint, and photo submission (if necessary the addition of content to provide serious complaints and realities to resolve the complaint), address is affected there. In addition the information about the complainant in this case is also an obligation to fill out an email and mobile number. An online petitioner may receive a notice on a web page (successful registration) stating that the complaint is stored in a database. On the management side the input is stored in a database, details of the complaint were received and received when registering multiple problems while it can be resolved further with the issue. Website created. Access to all devices such as computer, laptop, cell phones and tab Complaints page contains detailed complaint content type, problem address and user information such as email id, phone number and date of

registered complaint. After filling out the appeal it has been submitted

**Homepage:** The registration page where the user completes the bio with a profile picture after successfully completing the registration process, the user must login to the system login page: Invalid signals are not accepted after successful login-> user redirected to user profile where user can update details

**Dashboard page:** There is a dashboard page. where the user can see his or her profile on a small card (looks like an automated ID card using profile information) there will be two buttons here. view complaints and register a new complaint

**View appeals:** Title of appeal, status (to be administered by administrator), time and date the complaint was registered

**New Appeal:** User can register a new appeal title, in any category, description, location after successful registration of complaints, the user will be returned to the dashboard page where they can see the list of appeals or can register a new appeal.

**Login management:** Managing a senior manager who can manage everything. may delete user accounts (in the event of fraud or false complaints), set up user accounts which may view a list of filed complaints and may update the status of the perceived complaint. another user cannot see another user's complaints or details. only the administrator can view all complaints. multiple accounts with the same username for email id are also not possible.

#### V. CONCLUSION

In large countries like India, where cities are growing faster every day, an application like this can be very helpful in managing cities well, helping people in need quickly and will reduce the burden of filing complaints in offices. Active participation of citizens in keeping their cities clean, tidy and a better place to live.

This app will improve "Digital India" and "Smart City Campaign" and now people who have registered their complaint can find out the real status of it. It will bring transparency to the work of public departments such as Municipal Corporations, Nagar Palikas, and Gram Panchayats which will reduce Corruption. Citizens can provide feedback on government work that will lead to better communication between Government and Citizens. This program has been improved by installing GPS to see the exact location of the incident and also helps to understand the exact location to occur and how to fix it. If the issues are not resolved within the timeframe provided by the govt the matter has been automatically referred to the top authorities through these people they can find an effective solution to their problems [12]

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