

E-Complaint Registration Through Andriod Application

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Abstract— In day-to-day life, human life is propagating in the direction of a digital and smart lifestyle. So as to live retain a Comfortable life we encounter numerous problems. “E-complaint registration” is a android application is introduced to provide user a platform to lodge a complaint easily. So it will reduces people's efforts and problems they face while registering complaint. User can lodge Complaint and share location using GPS. This app deals with the live processing of complaints. The reason of this application is to facilitate the public in knowing their place details and getting their problems solved online without going to the office regularly until the problem is solved.

There are number of complaint sites already available for citizens to lodge a complaint online. As mobile application is mostly used by people, this app will help people to lodge a complaint through it and can attach a picture of things which are causing problem and location will be tracked using GPS (Global Positioning System) .The app also provides facility to user to view status of lodge complaint until is resolved

Keywords— GPS, longitude, E-complaint, smart-city

I. INTRODUCTION

In india there are various government bodies which are responsible for maintaining and running cities. This government bodies previously can maintain Complaint Record manually. After digital india there are no of government Websites are available to lodge complaint to address the complaint of citizens this government bodies has to install cameras or other surveillance devices but this is not cheaper to implement . in conventional way Citizen report their complaints But it takes paper work and time too, because the citizen has to visit the ward office and report problem faced by them which can be solved by municipal corporation or as due to the emergence of internet and its various capabilities, there has been rise in the number of complaint sites which provides citizens a platform to lodge a complaint online. As mobile application is mostly used by people, this app will help people to lodge a complaint through it and can attach a picture of things which are causing problem and location will be tracked using GPS .The app also provides a user facility to view status of lodge complaint until it is resolved, while online system will help Complaint management officers to solve/reject complaint with reasons and monitor the status of complaint.

II. RELATED WORK

In India we don't have any smart application that establish communication between the government complaint solving bodies and public in an efficient way for solving the problems In order to conquer this problem previously National Informatics Centre has launched a site named Prajavani through which public can post the petitions or complaints in the site and get them solved in a specified time and can also know the status of the complaint or petition he has lodged at any time. at the start phones were simply used for calling or texting. Now days we are believed to manage our daily work on time, precisely, very rapid and with our satisfaction. So we are using various technologies in our life for fulfilment of our daily work. The main purpose of this application is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this application the community can save his time. In our country we have government bodies (Municipal Corporation) which are responsible for maintaining and running cities. It's all their responsibilities to address the complaint of citizens. There has been rise in the number of complaint sites which provides citizens a platform to lodge a complaint online. As mobile application is mostly used by people, while online system will help officers at Municipal Corporation to solve/reject complaint with reasons and monitor the status of

complaint. The Aim for creating this Application is to simplify the process of lodging complaint to respective Municipal Corporation and make it quick and cheaper.

PROBLEM STATEMENT

- It has been observed that problems are addressed but no immediate action has been taken concerning them.
- People stand in queue to complete manual complaint lodging process.
- The status regarding the problem is not even known to people.
- People are not aware about any action taken over their registered complaint.

OBJECTIVES

- To make the application that will help in reducing the problems faced by people while filing complaints to Municipal Corporation.
- To make it easier for the user to view the status of the complaint that has been registered.
- To share the location of Complaint lodger using GPS.
- To automate the complaint lodging process.

III. REVIEW OF LITERATURE

1. Author Aditi Mhapsekar has explained in her paper "Voice enabled Android application for vehicular complaint system using GPS and GEMS technology," in World Congress on Information and Communication Technologies, 2012, pp. 520-524" that 'A complaint system is a set of procedures used in organizations to address complaints and resolve disputes. Complaint systems in the US have undergone some innovations particularly since about 1970 with the advent of wide workplace directive. Particularly in lots of countries, conflict management channels and systems have evolved from a major focus on labour-management relations to a much wider purview that includes unionized employees. There is also a major need to accumulate, re-evaluate and know the nature of conflict management and complaint systems around the world.. A number of Artificial Intelligence technologies are helpful in complaint resolution process, understanding the attitudes of involved parties and reasoning about them, in particular, based on Belief-desire-intention model. Concept learning is an adequate formalism to reason about complaints' [1].

2. Author R. Johnston has described in his paper "Linking complaint management to profit," International Journal of Service Industry Management, vol. 12, pp. 60-69, 2001" that now-a-days, the scenario has changed. In today's world, more centres is given on the ease of use of the internet and thus using a variety of applications present in the android market. The main aim of this system is to help the community in knowing their place details and getting their day to day problems solved in online without going to the

officer regularly until the problem is solved. By this system the public can save his time.

By this system the public can save his time and eradicate corruption in government offices. Its main purpose is to provide a smart and easy way through Android Application for Complaint registration and its Tracking and eradicating Bribing system and thus to prevent Corruption [5].

3. Author Adityeshwar Seth has explained in his paper "Application of Mobile Phones and Social Media to Improve Grievance Redressal in Public Services", that Municipal Corporation Complaint Management System The ordinary people under the jurisdiction of a municipal corporation to register their grievances about day to day problems in their ward through a web application. It will provide a ordinary man to deliver his complaints and problems to municipal authority as well as let the municipal authorities to address the problem in a short period of time. An interface to register one's complained and follows it up. It provides a complaint module which helps clicking up a picture of any problem that people are facing and upload its image along with the complaint. In our country we there is no direct communication among the government bodies and community in an efficient way for solving the problems. I.e. for getting a problem solved in our place we have to bribe the officials and get them solved in 2 months which can be solved actually in 1 month of time. [2].

4. Author Dilip B. Gupta has explained in his paper "Decentralization and Delegation of Authority at Nagpur Municipal Corporation (NMC) Nagpur", International Journal of Management (IJM) Volume 6, Issue 3, March (2015), pp. 38-49 that ' the idea behind this paper is to help the citizens of a municipal corporation to register their complaints about day to day problems in their ward through a mobile application. The location of complaint is tracked by Global Positioning System (GPS).this module provides exact location of that particular issue [7].

III. METHODOLOGY

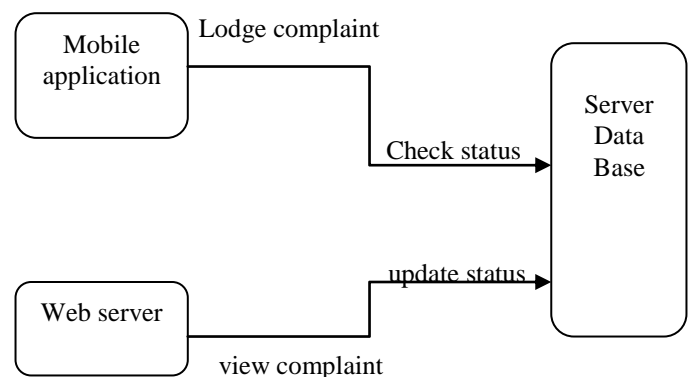


Fig 3.1 Architecture of system

Basically system consist two different modules, which are given below:

1. Client (User): Client is the primary user of GUI. Client will upload the photo on application through his android phone with comment. But for that first he has to register himself on application. Then he can see the status of complaint. He will get notification or message through admin once complaint is resolved.
2. Server (Admin): Head of the system is Administrator. He can register the Head of concern departments and can provide ID and password to them. He can also view the list of users and the list of the Head Of all concern Department in the whole application .He is not entitled to validate or invalidate the complaint.

IV. RESULTS AND DISCUSSION

4.1 Experimental Result of Server side application

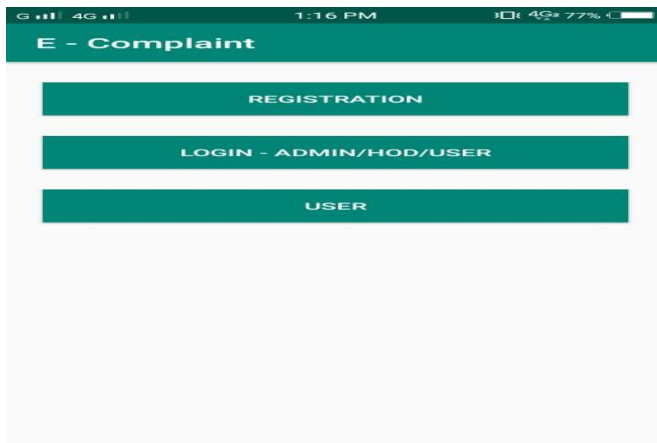


Fig 4.1 Home page

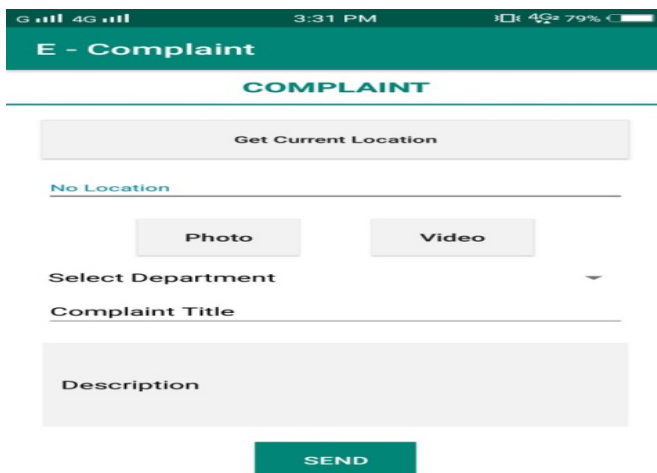


Fig 4.2 Complaint lodging page

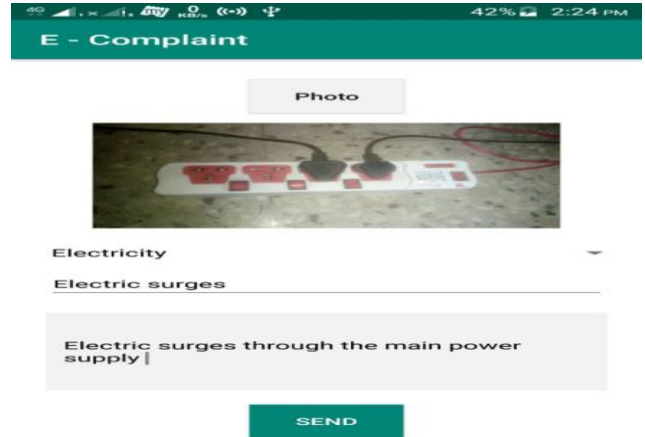


Fig 4.3 image taken by user

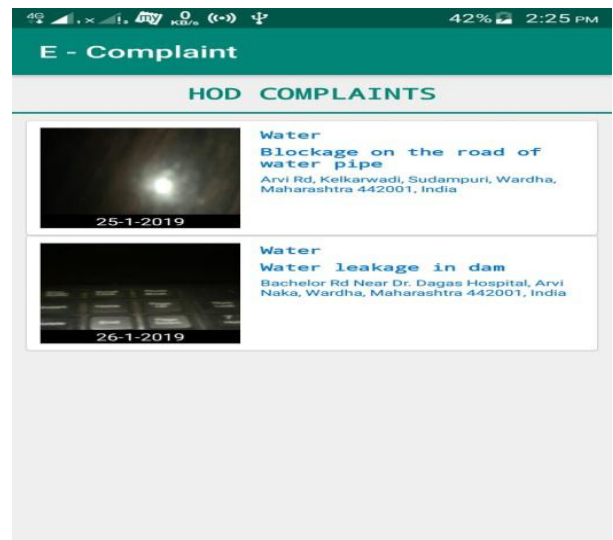


Fig 4.4 the view list from the HOD panel.

V. CONCLUSION AND FUTURE SCOPE

This Application provides good interface between the citizen and the government bodies to lodge complaint and better solution for the complaints. This will also help in registering the problems that one is facing in particular area and by continuously following up them will result in a good, clean and peaceful environment. As nowadays android phones are much used by people so this application provide better solutions to lodge a complaint in a very simple through android phone. This system simplifying the process of the forwarding complaint to sub officers also provides employee a facility to update the status of the complaint.

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