Ward member and Citizen Data Handler System

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Abstract: In India we don't have any direct communication between the government and the citizens 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 actually solved in 1 month of time. So, to affect such situations we've proposed an application which can help the folk under the jurisdiction municipal corporation to register their grievances about day-to-day problems to their ward through the web application. It will provide commoner to deliver his complaint and problems to municipal authority also as let the municipal authorities to deal with the matter during a short period of your time. This system will provide an interface to register one's complaint and follow it up.

Keywords: Citizens, Municipal Corporation, problems, Grievances, Register

1. Introduction

In digital world, there is rise in use of technological equipment's. In India, the very fact is, we don't have any direct communication between the govt and public in an efficient way for solving the issues i.e., for getting a drag solved in our place we have to pay off the officials and get them solved even then the problems are not completely solved. In the proposed system the idea is to know the services that are provided by a Municipal corporation and register the complaints accordingly which are being faced by the citizens using newer, better and efficient technologies. It is important for the Municipal Corporation to comprehend the problems as and when they occur or come into existence in the city, so that the problem areas can be dealt rapidly and efficiently. For efficient control of managing the city, the city is divided into various wards and these wards have their own particular Ward Member to go through the complaints and problems which are being faced by the citizens. In earlier existing municipal systems, one should visit the office and complaints were to be given through written statement. Based on the priority, the complaint is often relent in drop box or on to the commissioner or the concerned department, which can take physical effort and time-consuming task. Also, the complainer does not get any acknowledgement that the complaint has been received. Guarantee for problem solving is given through verbal communication. Hence, it's not meant for problem solution. There's a requirement for better web-based complaint management system which will handle the citizens' complaints more efficiently

Thus, we have proposed the Ward Member and Citizens Data Handler System which will keep track of the Ward Members of the particular area or zone. This will also reduce the communication gap between the ward member and the users and let the

Citizens to make the complaints of the problems or issues they're facing. The citizens can make their complaints as well as give their suggestions. They will be able to view the work which is done by the ward member, actions taken towards their complaint, various organized events, etc. This web app will also give an option for language selection, so according to the convenience of the users they can select their language in which they're more comfortable. This will save the time of the users and also, they don't have to pay off the officials for their problem solving. The ward member can view the complaints which are being registered by the citizens and take actions according to it. The ward member can update their profile, images, videos of the various events organized by him/her and also upload all the latest news which may be useful for some citizens and can even have information of the various government schemes which will be helpful for the citizens to take advantage of. So, this proposed system will be more useful it will save peoples time and money.

2. Methodology

In this system, first the citizens have to register with their details.

The ward is registered by Admin because all authentications give to admin.

The Admin also have user id and password. Citizen, ward member and admin for login to the web portal use user id and password. If user id and password are invalid then send a message invalid user id & 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, citizen can post complaints, queries. . If the problem not solved with in time or the ward member not respond properly then citizen also can post a complaint on ward member to the Admin .

Citizens also can see solutions for complaints and queries that they post. After this citizen can logout from the web portal.

Citizen :- Citizen can register a complaint related to specific ward where he/she finds a problem once the citizen registers to the Web portal.

Ward Member :-If ward member login to the web portal then control goes to ward member home page. The ward member home page has different section.

In this page ward member can view citizens in their ward. Ward member see complaints and queries send by citizens.

Ward member solve complaints and post solutions for that complaintsWard member can see how many complaint are pending. and how many are solved. By seeing the status of the complaint ward member solves complaints. Once the complaint solved the status change from pending to solved

Admin :-If Admin login to the website then control goes to ward member home page. The Admin in home page has different sections.In this page Admin see all citizens and ward members in that municipal. Admin also view the complaints on ward member posted by the citizen.By seeing these complaints admin act in response.Admin has authentication on ward member. The admin then logout from the system.

3.Literature Survey

According to "**Integrated Web Based ComplaintManagement System**" Earlier one needs to visit the office and complaints were given through written statement. Based on the priority, the complaint is often relent in drop box or on to the commissioner or the concerned department, which can take physical effort and time-consuming task. Also, the complainer does not get any acknowledgement that the complaint has been received. Guarantee for problem solving is given through verbal communication. Hence, it is not meant for problem solution. So, In the proposed system the citizens do not have to go to the government office for getting his issues solved. He can get his issues solved by posting his problem in this proposed system and he can recommend a possible solution to the problems posted on the system [1].

"**Smart Complaint Management System**" says that the proposed system saves time of people by directly launching complaint with the help of proposed system. They need not attend the govt office for launching the complaints. People can get their problems solved by directly posting it to the proposed system. People can post their suggestions.

The 4 sections include: commissioner, grievance officer, head of the department and employee.

The user launches complaint which is forwarded to grievance officer. The duty of grievance officer to forward the complaint to the respective head of the department if the complaint is genuine. Then the head of the department will view the complaint and forward it to their employee and finally the employee will allot the problem to the co –worker. Co-worker will visit the place and check whether the problem is true or not if true then he will solve the problem. If in any stage they fail to solve the problem, complaint is not forwarded within the time span then the complaint will be directly forwarded to commissioner. In case the complaint received is fake then grievance officer or employee has the right to reject the complaint. All the status will be visible to the person who has launched the complaint. User will be able to see whether their complaint is solved, pending or rejected. The process of forwarding the complaints among officer and employee will be kept hidden from the user [2].

According to "**Mobile Application for Resolving Citizens Complaints**",

the complaints have two types:

(a) a gaggle of drop-down boxes where the user can get to choose between a get list of already defined options and

(b) a text box where the user has got to type the complaint or the message. It doesn't require to citizen to recollect specific information to lodge complaint. Because of using mobile channel, it makes citizen participation to lodge day to day complaints.

In this the user needs to be aware of ward number and name before registering the complaint [3].

In "**Municipal corporation complaint system**", includes User Complaint and Administrator.

User Complaint: Whenever user spot some problems around itself like garbage overflowing, drainage leakage, traffic issues, burglar etc. he/she can take picture and add some description about things. Once complaint is formed municipality admin can view the complaint.

Administrator: View Administrator can view the complaints raised by the users and can provide the updates counting on the work done. Admin will promote the problems to IN WORK status whenever problem solving is started. Once problem is solved admin will promote it to complete stage [4].
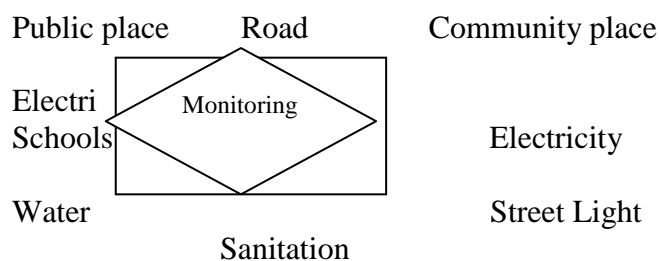
Public place   Road   Community place

Electri
Schools   Monitoring   Electricity

Water   Street Light
                    Sanitation

Fig: Function of Ward Member

4. Proposed System

According to the proposed system it saves time of people by directly launching complaint with the help of Web Application. They need not go to the government office for launching the complaints. People can get their problems/issues solved by directly posting it on the proposed system. People can post their suggestions. The proposed system contains the following facilities over the present system:

1. People can launch their complaints from anywhere with the help of mobiles.
2. People can capture image or upload videos.
3. Simple and easy complaint launching page so that even a common layman can also use the system easily.

Given flow chart is a diagrammatic representation of an algorithm & a step by step work flow or process approach for following task.
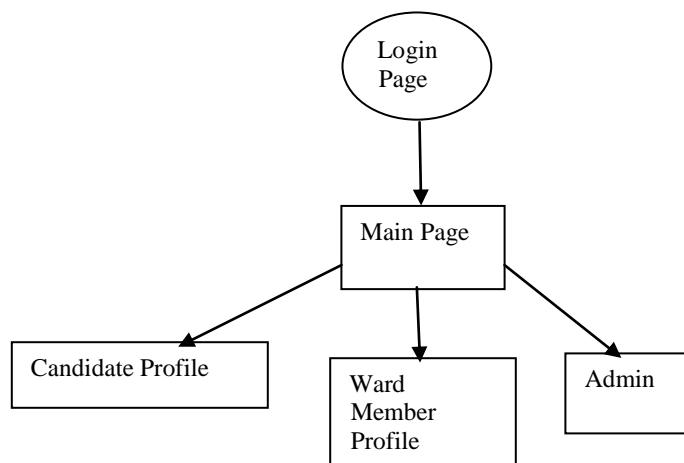
Fig.1.1 Flow Diagram

Fig1.2 . Steps for managing the complaints.

Use case diagram for ward member so user interaction with the system & represent the relationship between user & different use cases in which user are involved.
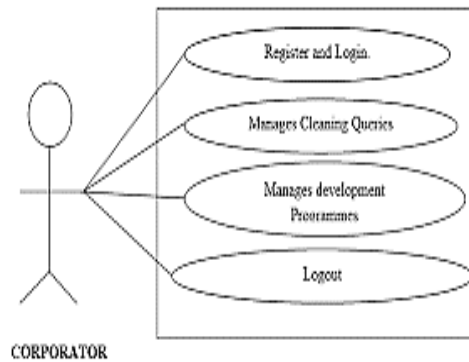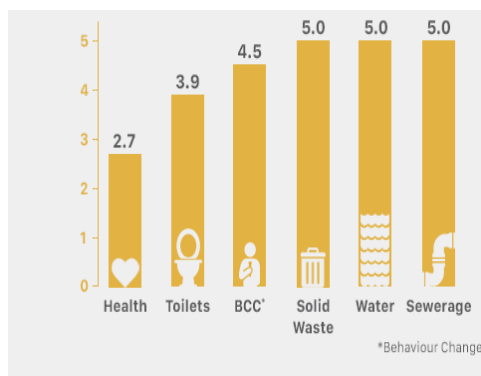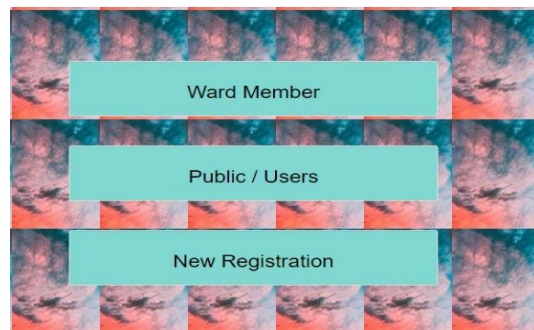
Fig 1.2 Use case diagram for Ward Member

Fig : City performance under ward member

5. Result

Home Page: It is the home page of the application which consist of 3 main module i.e. Ward member which is an Admin module , User module & new registration.

Admin Login Page: Admin login page there can admin login & a new ward member profile can be created.

Registration Form for Ward Member: It is the registration form for a new ward member. With the help of this form any new ward member can create his/her profile.

Ward Member's Profile: It is the ward member profile were all the information about ward member & his work done can be shown here such as project, events, comments, complaints, suggestion, contact details & images of his work done.

6. Conclusion

In this paper, we have proposed a system which provides a direct communication between citizen and the ward member. We have proposed and introduced an application for citizens to register complaint and their problems that they are facing into their area so that these complaints and problems reach to the ward member and can be solved rapidly. As nowadays online network and android phone are much used by people to lodge a complaint in a simple manner. The citizens are also able to add on their suggestions and able to see all the work done by the ward member. They are also able to see the actions taken for their complaints and also be satisfied that their complaint has been registered.

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