

Municipal corporation complaint system

^{#1}Pooja Otari, ^{#2}Rohan Pagdal, ^{#3}Nilesh Pansare, ^{#4}Rathod Pranita,
^{#5}Prof Snehal Patil

²rohanpagdal@gmail.com,
³nileshpansare412@gmail.com



^{#1234}Students, Department of Computer Engineering,
^{#5}Professor, Department of Computer Engineering,

JSPM's, Wagholi, Pune, Maharashtra, India.

ABSTRACT

In India people's corner will be a web based application which will help the citizen of a municipal corporation to register their complaints about day to day problems in their ward through a web application. People's corner will provide a common man to register his complaints and problems to municipal authority as well as let the municipal authorities to address the issue as soon as possible. This application provides an interface to register one's complaint and follow it up. This interface provide a which help clicking up a picture of any generalized problem that people are facing and will help in uploading the photo along with the complaint. This complaint, once registered, will be redirected to specific department of Municipal Corporation for example; a complaint about damaged road will be redirected to Public Work Department. Once the complaint sent to the respective ward the officers can take the necessary actions as soon as possible.

Keywords- Machine learning, Municipal Corporation, Complaint System.

ARTICLE INFO

Article History

Received: 17th January 2020

Received in revised form :

17th January 2020

Accepted: 22nd January 2020

Published online :

24th January 2020

I. INTRODUCTION

The main objective of this Complaint Management system is to focus on the issues related to internal system. Complaint Management system is a platform independent application, so this web application can be accessed anywhere in the system. This is also developed for reduces the communication cost between the staffs and to provide the efficient service to their staffs.

The system need to provide the services to the user who is accessing this system from the collected information and this system gathering Call Registration about the issues to provide services.

This system which could enhance the day to day activities of the business with efficiency and correctness. Once the call Registered by the staff/user, it should be assigned to service engineers and update the calls as quickly as possible. There are various modules involved in the system.

In India, the fact is, we don't have any direct communication between the government and public in an efficient way for solving the problems i.e. for getting a

problem solved in our place we have to pay off the officials and get them solved in 3 months which can be solved actually in 1 month of time Now-a-days, the scenario has changed. In today's world, more focus is given on the availability of the websites and also the various applications present in the android market we manage our daily work on time, precisely, very fast and with our satisfaction. So we are using various technologies in our life for fulfillment of our daily work. There has been extensive research in the area of e-services for municipal use.

The idea is to understand the utility and usability of services that are provided by a Municipal corporation (MC) using newer, better and efficient technologies. There have also been studies which mark the usability perspective of eservices for physically challenged citizen section. While eservices have been in use in Europe for a while, they have been catching up in India in a big way in large cities, only recently.

II. LITERATURE SURVEY

Sr. No.	Name	Year	Methodology	Conclusion
01	Aspiration and complaint system: From literature survey to implementation	2017	Whistleblower system, Globaleaks,	It is required to have a whistleblower system where the employees can express their opinions efficiently, effectively, and anonymously. In this paper, we study existing whistleblower systems that are already used in several organizations
02	The early-warning and control of service complaint based on time series forecasting method and SPC model — take Ctrip as an example	2018	Early-warning model and text mining based on LDA model,	This paper applies theories and methods of time series model, emotional classification model, statistical process control (SPC) model and natural language processing to complaint management, and gives basic framework, processes and methods of collecting, using, predicting and analyzing the complaint data in complaint management.
03	COMPLAINT MANAGEMENT SYSTEM	2017	Register, service engineer, Engineer performance, Report	This System able to show the reports like department wise pending closed calls, open calls, Daily call registration and Engineer performance Report.
04	Public Complaint Service Engineering based on Good Governance Principles	2018	Service Engineering Framework (SEF), consists of four phases: Identification, Design, Develop and Deploy.	The result from the survey shows that the system fulfillment has 49.48% increase from the initial existing conditions. This study contributes to the technical understanding of service engineering and improves existing service engineering framework through a case study.
05	Design and Implementation of Online Students' Complaint	2018	Online Students' Complaint, information system	Online students' complaint is an information system used to help study program in accepting criticism and suggestions by the students to help it improve the services. This research will reduce paper usage, time and energy.

III. PROBLEM STATEMENT

In India, we have government bodies like Municipal Corporation responsible for maintaining cities. It is Municipal Corporation's responsibility to provide various services. Whenever any citizen has to register complaint he/she has to visit Municipal Corporation. This is tedious and time-consuming process.

IV. PROPOSED SYSTEM

A. Project Modules

- User Complaint:

Whenever user see some problems around itself like garbage overflowing, drainage leakage, traffic issues, burglar etc. he/she can take picture and add some description about the situation. Once complaint is made municipality admin can view the complaint.

- Administrator

View Administrator can view the complaints raised by the users and will provide the updates depending 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.

B. System architecture

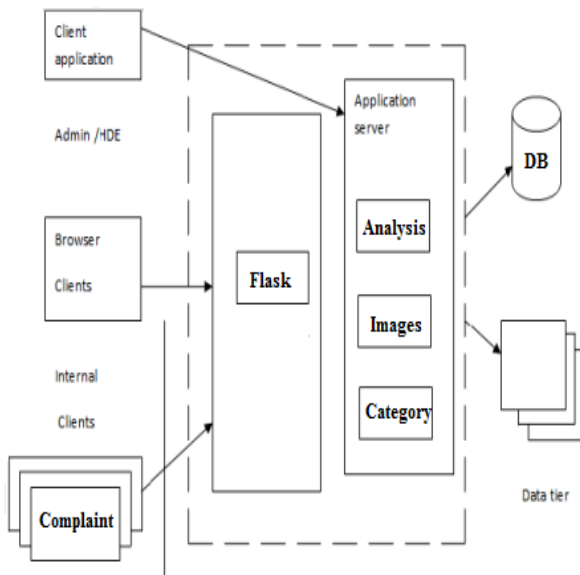


Fig 1. System architecture

C. Algorithm

Algorithm:

Step 1: Start

Step 2: Customer Login (email id, Password)

Step 3: Customer can submit complaint using facing problem.

$F = \text{complaint}(\text{text}, \text{area}, \text{category})$

Step 4: User complaint can analysis

Step 5: Remove all unnecessary symbols.

Step 6: Check all keywords and classify one class.

Step 7: Classification (text)

Step 8: Final output can analysis by admin panel actually what type of problem customer can face.

Successfully classify;

O=Output;

Step 9: Stop

V. CONCLUSION

We proposed and introduced a application for citizens to register complaints against the problems there facing which can be solved by municipal corporations. As nowadays online network are much used by people so we created an app which can be used to lodge a complaint in a very simple way by uploading a picture of suspected place and to provide the location of that place into respective Municipal Corporations.

REFERENCES

[1] "Aspiration and complaint system: From literature survey to implementation", IEEE, 2017

[2] "The early-warning and control of service complaint based on time series forecasting method and SPC model", IEEE, 2018

[3] "COMPLAINT MANAGEMENT SYSTEM", 2017

[4] "Public Complaint Service Engineering based on Good Governance Principles", IEEE, 2018.

[5] "Design and Implementation of Online Students' Complaint", 2018