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# Smart E-Grievance

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**ABSTRACT:** This project primarily focuses on Android Application Development. Common residents within the jurisdiction of a municipal corporation need to express their grievances regarding day-to-day issues in their ward. A corporation application is proposed to streamline the process of delivering grievances to the government. This application aims to empower individuals to submit their complaints and problems to municipal authorities while enabling the authorities to promptly address these issues. Serving as an interface, it allows users to register their complaints, follow up on them, and provides a complaint module that facilitates the capture and upload of images, along with text information and location details, to better communicate the problems faced by the public.

**KEYWORDS:** Municipal Corporation, Grievance Management, Public Communication, Government Interface, Problem-solving, Urban Governance, Complaint Module, Municipal Authorities, Transparent Governance, Smart Cities

## I. INTRODUCTION

The main purpose of the project is to assist the public facing various problems in localities through this online application. This project has the potential to bridge the gap between people and the government. The primary concept of the project involves identifying and providing solutions for the complaints submitted by the public, and rectifying them. The system generates a clear report displaying information such as names and complaint types, which proves helpful when reviewing the complaint report. The administrator assesses whether the problem has been rectified and solved.

The main objective of this project is to simplify and streamline the complaint reporting process, making it more efficient. The project includes significant problem-solving modules that serve as effective solutions for handling incoming bulk complaints. Upon submitting a complaint, the user receives a complaint acknowledgement. The time taken to provide a solution may vary depending on the type and category of the complaint. For every complaint submission, it is mandatory for the user to include their contact details.

## II. LITERATURE SURVEY

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform established by the Government of India to address public grievances efficiently. It serves as a centralized mechanism for individuals to register and track their complaints regarding government services and administration. CPGRAMS enables citizens to submit grievances online and monitors the redressal process across various government departments and ministries. The system enhances accountability by providing a structured framework for addressing complaints at different levels of governance. Additionally, it offers status updates, promoting a more responsive and citizen-centric approach to grievance resolution.

Prime Minister's Office receives a large number of public grievances relating to subject matters which fall under the purview of various Ministries / Departments or the State Governments. Such grievances are forwarded by the Public Wing of this office to the concerned Ministry / Department or the State Government.

The registration number of the Grievance is invariably indicated on the communication transferring the same to the concerned Ministry / Department or State Government, with a copy being endorsed to the petitioner. Further, at the time of registering / processing of petitions in Public Wing, registration number is communicated to the applicant through email and SMS. The petitioner can track the status of his/her grievance through internet at <https://pgportal.gov.in/Status/Index> after entering the registration number of his grievance indicated in the letter.

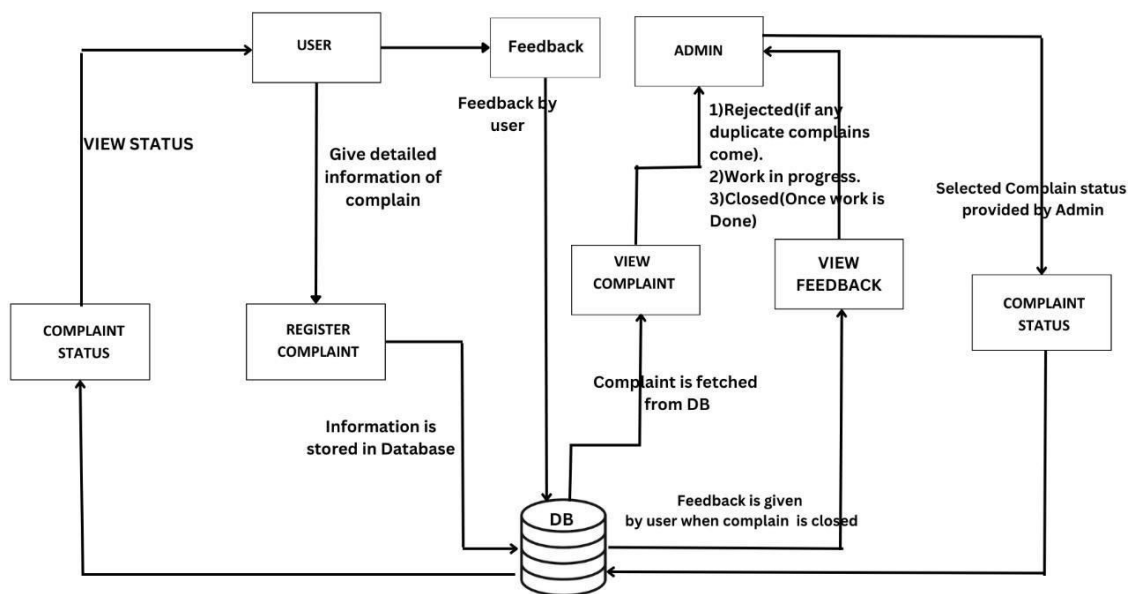
Citizens can also telephonically enquire about status of their letters sent to the Prime Minister by dialing the facilitation number 011-23386447. The redressal of grievance in such cases is under the purview of the appropriate

authority to which the grievance is forwarded. Therefore, the applicants may further follow up concerning such grievances with the concerned Ministry / Department or the State Government.

MyGov stands as a beacon of positive and innovative citizen engagement, launched by the Government of India and accessible through [<https://www.mygov.in/>](<https://www.mygov.in/>). This dynamic platform encourages active participation, providing users with opportunities to engage in discussions, provide constructive feedback, and address grievances. The inclusion of discussion forums, surveys, and polls fosters meaningful conversations on a wide array of topics, promoting diverse perspectives. Users are empowered to contribute ideas and solutions through tasks and challenges, reinforcing a sense of collective problem-solving.

MyGov serves as a constructive feedback mechanism for government policies, ensuring citizens' concerns are heard and addressed. The platform's commitment to information dissemination, campaigns, and regional engagement underscores its dedication to transparency and inclusivity.

### III. ARCHITECTURE DIAGRAM



In this model, it is explained about the working procedure of the system, the roles involved in the system and the activities and responsibilities those users. This paper presents the overview of the analysis and development of the complaint management system of Municipal Corporation. There will be a remarkable result will be obtained by the implementation of this project and also, they help in encouraging the development of this type of complaint management systems or more complex systems. Generally, the complaints and other types of feedback play an important role in the development of any organization and to interact with the customers in a better way. This android app is useful for the consumer to file their complaints online. A complaint message is assumed by consumercomplaint.in to be a description of a situation experienced by a consumer. A complaint is only a personal opinion by a consumer, a perception of a consumer. That personal perception and/or opinion based on their own personal experience can be powerful, or meaningless, in the opinion of ConsumerComplaints.in, depending upon the context and content of what is written. We're not responsible for the way that information is interpreted by whoever reads it. Which of course varies from person to person, depending on whom they are, their own personal experiences, biases, opinions, etc.

### IV. METHODOLOGY

An e-grievance system is a digital platform that revolutionizes the complaint resolution process by allowing citizens to submit, track, and resolve grievances online. It serves as a user-friendly interface for individuals to articulate various concerns, ranging from public services to administrative matters. This digital tool not only expedites the filing of complaints but also offers real-time monitoring, providing users with updates on the status and progress of their submissions.

The system acts as a bridge between citizens and government departments, fostering efficient communication and ensuring timely redressed of issues. By incorporating robust security measures, it protects user data and privacy, aligning with relevant regulations. The overarching goal is to enhance transparency, accountability, and public participation in the governance process. This digital innovation transforms the traditional grievance resolution paradigm, making the entire process more accessible, responsive, and citizen-centric. As a result, the e-grievance system represents a significant leap towards modernizing public administration, empowering citizens, and promoting effective collaboration between the government and its constituents

#### User Module:

##### 1. User Registration /Login

- Users register on the app with basic details, if they are new users.
- Need to Login if they are an existing user.

##### 2. Complaint Module:

- Users log in and access the complaint module.
- Simple complaint form is provided for users to launch complaints.
- Complaint form includes options to upload photos and provide complaint details.
- GPS facility is integrated for automatic tracking of the user's location

##### 3. Complain Status

- Users can track the status of their complaints using the unique ID.
- Only the status is visible to the user.

##### 4. Feedback Module:

- After resolution, officers provide feedback on the complaint.
- Users can view status of the resolved complaint

#### Admin Module:

##### 1. Login Module (Officers and Admin):

- Officers and admin log in using individual accounts.
- They have access to the complete complaint procedure.

##### 2. Complaint Handling:

- Officers view complaints, work on resolutions, and update the status.
- Location tracking of the complainant is available to officers.

##### 3. Complain Confirmation:

- Users receive a submission confirmation with a unique complaint ID.

##### 4. User Notification:

- Users receive notifications of complaint status updates and feedback.

## V. CONCLUSION

In this model, it is explained about the working procedure of the system, the roles involved in the system and the activities and responsibilities of the users. It presents the overview of the analysis and development of the Municipal Corporation complaint management system. There will be a remarkable result that will be obtained by the implementation of this project and also, they will help in encouraging the development of this type of complaint



management systems. Generally, the complaints and other types of feedback play an important role in the development of any organization and interact with the customers in a better way. This project provides a direct communication between the citizen and the municipal corporation (or any higher authority). This will 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. By enhancing user engagement and accountability, our app has the potential to transform how local problems are addressed. We look forward to further developments and collaborations that will continue to improve the platform's impact.

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