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# Smart Maintenance Portal

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**ABSTRACT:** An information system is a very famous tool in this digital era. People all over this world use this tool to get and share information. Computer based system is one type of information system that very often to use in this era. It touches over all the sides of life nowadays. 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. For this municipal Corporation has 2 ways, in first cameras or other surveillance devices have to be installed and second way is that citizens could report their problem to the municipal corporation. The second way is mostly used because it is cheaper as compared to first one. But it takes paper work and time too because the citizens 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 (Global Positioning System). The application also provides a user facility to view status of lodge complaint until is resolved, 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.

**KEYWORDS:** Municipal Corporation, Gps, Mobile Application, Cameras Internet, Online, Complaint, Citizen.

## I. INTRODUCTION

In India 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 bribe the officials and get them solved in 2 months which can be solved actually in 1 month of time. In order to overcome 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. NIC has launched this site with the goal of Right to Information Act (RTI Act) i.e. providing the complete information of a place to the user at any time. But it failed in providing the complete information to the public and is providing only the complaint lodging facility to the public. There are four modules for this system are

- Admin
- Department
- User/Public
- Supervisor Department

In order to make the goal of NIC (National Informatics Centre) come true we are going to develop a system which will be able to provide the complete information to the public at any point of time regarding the problems they are facing currently and what is the impact of it and then how effectively the funds are utilized for the development purpose can be known by public which also includes the online discussion forums and feedback forms which will help them to communicate well with the government. It concludes by publishing a newsletter and a magazine to the registered users of the system which gives the complete details of the district for every month. Municipal Corporation is responsible for providing Indian citizens basic urban service which lies with Nagpur Municipal Corporation. So NMC is responsible for administration and providing basic infrastructure for the city. For Lodging Complaint in NMC, much time is required and victim needs to go to municipality office and stand in queue. "SMART MAINTENANCE PORTAL" application is introduced to provide user a platform to lodge a complaint easily. So SMART MAINTENANCE PORTAL reduces people's efforts. Complaint Lodger can share location using GPS. This app deals with internal processing of complaints. The main purpose of this System is to help the public in

knowing their place details and getting their problems solved online without going to the office regularly until the problem is solved.

## II. LITERATURE SURVEY

Literature survey is gathering the information of previous work done related to your project. Some of the earlier works:

1) [www.gunturcorporation.org](http://www.gunturcorporation.org) :

This site provides basic idea to register a complaint and also to check the complaint status whether the complaint is solved or not. In the website user can lodge a complaint online. User can submit their complaint and provide contact details such as address, email-id. The website shows the procedure of lodging complaint and its further process. What are the steps taken when a user lodges the complaint and how the complaint is forwarded?

2) [www.consumercomplaint.in](http://www.consumercomplaint.in):

This website 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.

3) [www.icomplaint.com](http://www.icomplaint.com):

complaints is a platform to create free online complaints using the power of Internet to transform society and organization. It gives a chance to an ordinary people to speak, raise his voice for faulty services or products and get support from others. It provides all tools and a huge community to listen your voice for your online complaints.

4) [www.nagpulpulse.com](http://www.nagpulpulse.com):

In a major step to keep the city clean and green Nagpur Municipal Corporation has come up with an innovative solution by lodging complaints through the website and providing fast service to people of Nagpur. If your garbage is not collected SMS your name, Mobile number and address of bin and you will receive a confirmation from NMC regarding the registration of your complaint.

5) Mobile Application Interface to Register Citizen Complaint

In this paper they proposed an Android Application Mobile interface which can be used to lodge complaints. The main idea is to make use of the existing web infrastructure and to provide an easy, cheap and quick mode of complaint registration. The proposed system will enable the citizens of city to lodge complaints anytime, anywhere.[1]

6) "Voice enabled Android application for vehicular complaint system using GPS and GSM-SMS technology,"-

The paper presents the application that is based on complaint system which is useful for government. The complaint procedure is made online and priority is set based on the receiving complaint. The paper also presented the way of lodging the complaint also the sms and email facility for the proposed system. [2]

7) Application of Mobile Phones and Social Media to Improve Grievance Redressal in Public Services-

This paper is all about peoples who suffers from the day to day problem and has given the solutions for it. Most government departments exhibit poor grievance redressed performance. It is common to hear people complain about broken roads and poor drainage in their neighborhood, but their complaints often go unregistered, and even if they are registered and attended it often happens that the same problems reoccur because of systemic flaws in service provisioning. They approached this problem with the assumption that if the poor quality of grievance redressed was made public via different media channels, it could impose public pressure on government agencies to improve their functioning. This approach would be scalable both in terms of data collection for immediate action on complaints, and data analysis for identification of reoccurring flawed patterns to systemically improve the handling of complaints within government departments. [3]

8) Using Six Sigma to Improve Complaints Handling The objective of the project was to improve the process of analysis of defective products through the identification of the variables that influence the process and proposes improvements to reduce the time of analysis to defective products. Results are positive and can encourage managers from other industry sectors or even services to improve their customer complaints handling process using Six Sigma.

Six Sigma is an organized and systematic methodology used to improve processes or products' performance with impact on customers, and is based on scientific and statistical methods. This methodology is applied to repetitive, systematic and well known processes [4].

9) Decentralization and Delegation of Authority at Nagpur Municipal Corporation (NMC) Nagpur  
This paper is useful for meaningful decentralization of any urban local body, the three types of decentralization i.e. Political, Administrative and Fiscal Decentralization is required. The City of Nagpur Corporation (CNC) Act 1948, which governed the working of Nagpur Municipal Corporation (NMC) until 2012 also envisaged decentralization of NMC, i.e. decentralization of zone into wards and constitution of WCs for better linkages with citizen. In this paper, authors have focused on type and extent of Political, Administrative and Fiscal Decentralization which has taken place in NMC after its decentralization during the time period from 2004 to 2010 [5].

10) Applications android Based Complaint Management System For Municipal-  
The paper is based on working of sms service. In order to implement the procedure of sms service the paper provides the way to send sms to complaint lodger providing current status of the complaint that whether it is in process or solved or rejected. Every details will be provided to the user with the help of sms services. [6]

11) Research paper on Android based regulatory complaint –  
The paper presents the actual problem that exist in the current system. How the existing system works so that proposed system can be made more effective by avoiding the problems that is faced by existing system. Also what all components can be used in the proposed system was referred from the research paper. Paper also presents the feasibility study in technical as well as economic way. Also referred the system architecture in order to ease the implementation process in the proposed system. The application provides an interface to register one's complained and follow it up. The interface will be provided with camera module which help clicking up a picture of any generalized problem that people are facing and will upload this photo along with the complaint. The location of complaint is tracked by Global Positioning System (GPS).

### III. PROPOSED SYSTEM

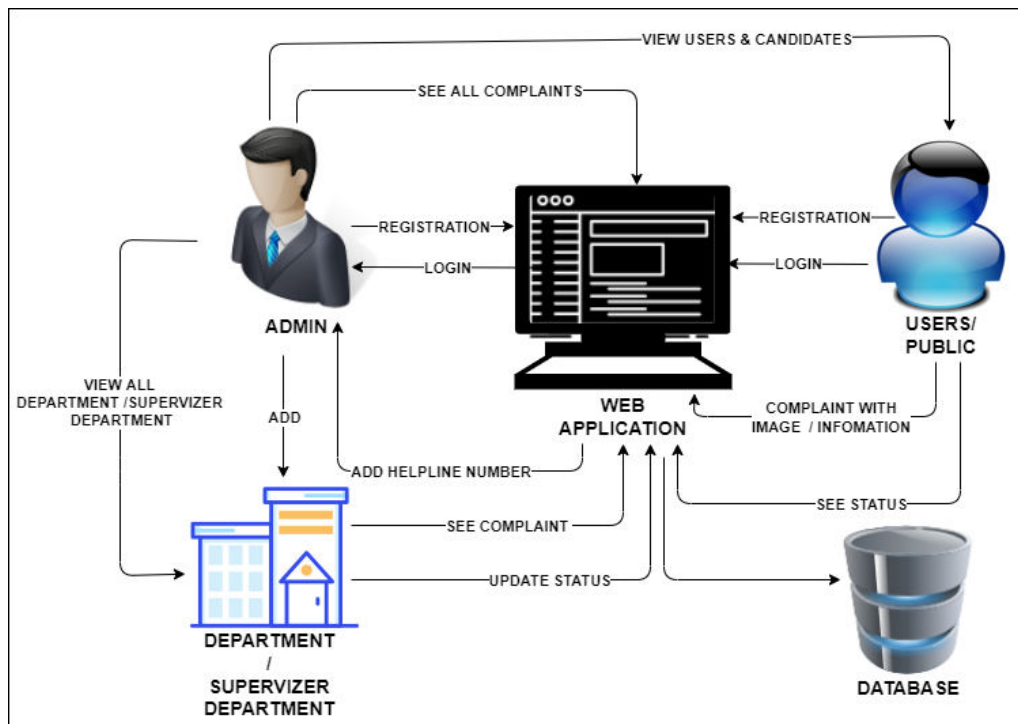


Fig: Proposed System

The system architecture gives an overview of the working of the system. In the proposed system we have the following new implementations: Users of the system, Customers of the Complaint Maintenance System. By using this application

people can register their complaints in easy and proper format .They will also well aware about their complaints progress. They can also provide feedback about their complaints progress weather they are satisfied or not.Also they user can post their requirements through this system and they will receive needed items by admin within couple of hours ,its depending on the needed item and you can also look your status about your requirements. These user complaints, needs requirements maintain by admin. The User post feedback of these CMS system and admin can view this feedback.

#### IV. CONCLUSION

The system has the benefits of easy access because it is be developed as a platform independent web application, so the admin can maintain a proper contact with their users, which may be access anywhere. All communications between the user and administrator has done through the online, so this communication cost also be reduced.It is user friendly , and has required option, which can be utilized by the user to perform the desired operations. Application software meets the information requirements specified to a great extent. The system has been designed keeping in view the present and future requirements in mind and made very flexible. The goals that are achieved by the software are Instant access, improved productivity, Optimum utilization of resources, Efficient management of records, Simplifications of the operations, Less processing time and getting required information, User friendly, Portable and flexible for further enhancement.

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