INTERNATIONAL JOURNAL OF INNOVATIVE RESEARCH

IN COMPUTER & COMMUNICATION ENGINEERING

INTERNATIONAL STANDARD SERIAL NUMBER INDIA

Impact Factor: 8.165

Citizen Care and Management

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ABSTRACT: A complaint system is a set of procedures used in organizations to address complaints and resolve disputes. Complaint systems in the US have undergone several innovations especially since about 1970 with the advent of extensive workplace regulation. Notably in many countries, conflict management channels and systems have evolved from a major focus on labor-management relations to a much wider purview that includes unionized workers and also managers, non-union employees, professional staff, students, trainees, vendors, donors, customers, etc
Problem Solver provides an online way of solving the problems faced by the public by saving time and eradicate corruption. The objective of the Problem Solver is to make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements. Problem Solver is a management technique for assessing, analyzing and responding to customer complaints Problem Solver is used to record resolve and respond to customer complaints, requests as well as facilitate any other feedback.

KEYWORDS: Modern world,Health Care

I. INTRODUCTION

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[3] 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 web 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. [2] 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. The MC takes care of the upkeep of the city is one of the more tech savvy MC. There are several departments within the MC to handle different aspects of the city upkeep. It is important for the MC to comprehend the problems as and when they occur or come into existence in the city, so that the problem areas can be dealt with rapidly and efficiently. For efficient control of managing the city, the city is divided into various wards. [1] Online Municipal Complaints: As technology is escalating day-by-day the people are becoming smarter. "OMC" aims to help theuser to solve various problem related to the MC. We really want to reduce the manually work for that

we going to set up Online Municipal Complaints for Municipal Corporation. The public register them self and easily send a petition to the municipal corporation about water connections, sanitation works, garbage collection, electric complaints, education system. MC officer can view the complaints on several problems from different users. Officer can maintain solved problems list and pending problems list. [1] For example National Informatics Centre has launched a site named Prajavani through which people can post the petitions or complaints in the site and get them solved within a specified time and can also look over the status of the complaint or petition he has lodged at any time .Initially phones were merely used for calling or texting.

II. LITERATURE SURVEY

The concept of an integrated conflict management system was originated and developed by Mary Rowe, in numerous articles in the 1980s and 1990s. She saw the need to offer options for complaints and therefore a linked system of

choices within an institution system. The idea of a systems approach has endured well. In recent years however, there has been discussion as to whether conflict should be "supervised" by the organization—or whether the goal is to understand, deal with and learn from conflict. There is also concern about practical and theoretical issues in "consolidating" a system, with some observers preferring the idea of "coordinating" a conflict system. However 2012 research by David Lipskyetal., suggests that an increasing number of corporations see themselves as having "Integrated Conflict Management systems," (ICMS).

In earlier existing municipal systems, one must visit the office and complaints given through written statement. Based on the priority, the complaint can be relent in drop box or directly to the commissioner or the concerned department, which may take physical effort and time consuming task. Also one cannot get any acknowledgement that the complaint has been received. Guarantee for problem solution is given through verbal communication. Hence, it is not meant for problem solution. There is a need for better web based complaint management system that can handle the citizens complaints more efficiently.
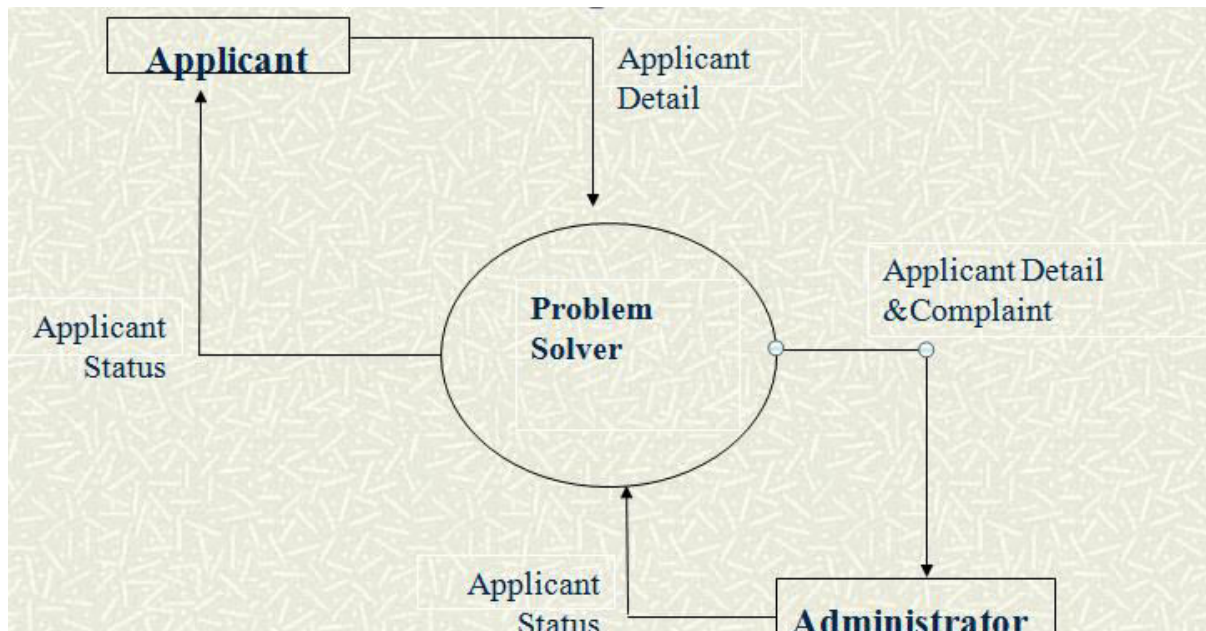
III. PROPOSED SYSTEM

Fig1.1 Architecture Diagram

The propose manages the entire life cycle of third-party web services. These act as proxies for real government services. Due to the specific requirements of our digital government application,we focus on the following key components of Web: service composition, service optimization, and service privacy preservation. These components form the nucleus that achieves seamless cooperation among government agencies-to provide prompt and customized services to citizens.

MODULE DESCRIPTION

The Citizen Care And Management Application consists of 4 modules.

1.Registration module

2.Login module

3.Feedback module

4.Admin Module

The Details About Modules are as follows :-

1. Registration Module

This module facilitates new user registration, sign in of existing user, password recovery and user profile

management. We are Providing Separate registration for citizens and Admins.

2. Login Module

This module facilitates to users login and admin login . in the initial stage user has to enter username and password.

3. Feedback Module

This module facilitates communication between admin and citizen. Feedback option allows us to send feedback to

admin . View feedback option shows all messages received.Send Feedback option allows us to send feedback .

4. Admin Module

This module will add the service for citizens .

Services For Citizens

1.Complaint : The citizens will be Able to Complaint their issues.

2. Read Notices : The Citizens Can read the notices uploaded by Admin.

3. File RTI(Right to Information Act 2005) :- The citizens can file RTI ,through official link.

4. Fill Forms :- The citizens can fill Scheme related forms .

5.Feedback- The citizen can send the feedback to admin.

Services For Admins

1. Take Action :- The Admins can take action on complaints .

2. Publish Notices :- The admins can publish notices for citizens.

3. Release Forms :- The admins can release forms for citizens.

4.Feedback :- The Admin can read and reply to the feedback by citizens.

IV. CONCLUSIONS

This project provides a direct communication between the citizen and the municipal corporation. This will again help in inscribing the problems that one is facing in specific area and by continuously following up them will result in a good, clean and peaceful environment. Citizens can know place profile and information about problems they are facing in their area. Any funds related information, tourism related information in that area, children's charities old age homes. User can know complete information about the government related activities in more detailed form. The system proposed in this paper incorporates GPS functionality into the existing complaint registration systems. The complaint is registered via a web application and sent over the internet to a central server. A web interface is used to view and plot the complaints on a map. The system has been developed for civic complaints. It can be extended to include incident reporting to improve the efficiency of emergency services. The web application can be enhanced to display the location of the local administrative office, police station and other offices of the area in which the device is located.

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