# Smartphone Based Civil Complaint Handling System

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## ABSTRACT

*In 21st century people have freedom to live and aim to make smart city. If city affect from any hazard. Hazard is a situation or thing that has the potential to cause harm to people, property or the environment and it is condition with the potential to cause injury, illness, or death of personnel, damage to or loss of equipment or property or mission degradation if any people survive in hazard area. So people have to compliant regarding civil problems to particular responsible authority. So people have to complaint regarding civil problems to particular responsible authority. To work on that complaint now a days mobile and information technology have become an integral part of our lives. A new area where mobile is useful for gathering civil complaints and their locations information as they are not readily accessible at any point. This paper is proposing simple and cost effective solution for civil complaints reporting, monitoring and regular follow-up of complaints solution by providing android webapp for individual user and organizational web portal for particular civil department.*

**Keyword :** *Android1, Webapp2*

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## 1. INTRDUCTION

In 21st century people have freedom to live and aim to make smart city. If city affect from any hazard. Hazard is a situation or thing that has the potential to cause harm to people, property or the environment and it is condition with the potential to cause injury, illness, or death of personnel, damage to or loss of equipment or property or mission degradation if any people survive in hazard area. So people have to compliant regarding civil problems to particular responsible authority. To work on that complaint now a days mobile and information technology have become an integral part of our lives. A new area where mobile is useful for gathering civil complaints and their locations information as they are not readily accessible at any point.

The proposed system gives solution to all these problems. Using smartphone the authorized person can complaint about his/her problem in his/her area.

## 2. LITERATURE REVIEW

In year 2014, an IEEE paper on A framework of customer complaint handling system focuses on Problem classification method is used before sending information to the particular department using machine level classification method.

In year 2015 , an IEEE paper A smartphone-cloud application as an aid for street safety inventory This paper focuses on. Motion sensors measure acceleration forces and rotational forces along three axes. The "shock" resultant from driving over a road problem, unexpectedly, is detected by the device and the "shock" wave pattern is stored and location is sent to the MNC office using GPS.

In year 2015 , an IEEE paper on Web based GIS system for real time field data collection using personal mobile phone. This paper proposes system based on web to collect the real time data from field using personal mobile phone

In year 2015, an IEEE paper of Dynamic Connection Management Between Web Apps and Peripheral Devices by Web Driver. This paper uses a dynamic device connection method that can connect services (e.g. Web applications) with devices located close to users by installing the device drivers and/or protocol adapters dynamically. Developers can create new Web applications easily because the device drivers absorb the differences of the devices and provide a common Web interface for them.

## 3. EXISTING SYSTEM

When there is any civil problem occurs in city then it is reported to Municipal Corporation to repair it as early as possible to reduce civil hazard. But in traditional way it is done individually by residents of that society. The user who is having trouble and they are residents of particular society which comes under that Municipal Corporation only those can registered the report. The progress of repairing request is not transparent in traditional way.

## 4. PROPOSED SYSTEM

The proposed system follows client server architecture. The Fig.1 shows the block diagram of proposed system. There are three main modules in proposed system. They are as follows.



**Fig -1**: Block diagram

**4.1 Module description:**

**4.1.1 Android application user:-** User can add his information to the system. User can capture the image of affected site. User can also add image from the device memory. The captured image is then send to server for further processing. User can send some text with image as an tag to the particular department of Municipal corporation or newspaper to publish it as news.

**4.1.2 Database:-** Database used is mongodb for storing reports on cloud. Database will contain credentials of user, complaints and all progress of respective complaints filed by individual user.

**4.1.3 Server:-** Device and sever can be connected with each other with the help of Wi-Fi. Server is going process all request made by user. Then the result is send to user. Fig.2 shows Architecture diagram of proposed system.

**4.1.4 GPS module:-** GPS module is used to send the exact locations of affected site to Municipal Corporation. It should be noted that locations should be enable while sending data to the office. GPS will send longitude and latitude co-ordinates of affected site to the department.

**4.1.5 Organizational Module:-** This module consist of web portal specially designed for particular department. Department higher authorities can register on this portal before using it. Department employees also need to register on this portal. After that once report comes higher authority will assign the employees to that work and he/she will post the respective progress of work done on portal.

## 5. METHODS

This project can be implemented with following methods. Android web application for individual user, departmental web portal and GPS module which works with Android and Web portal for giving exact locations of affected site to employees.
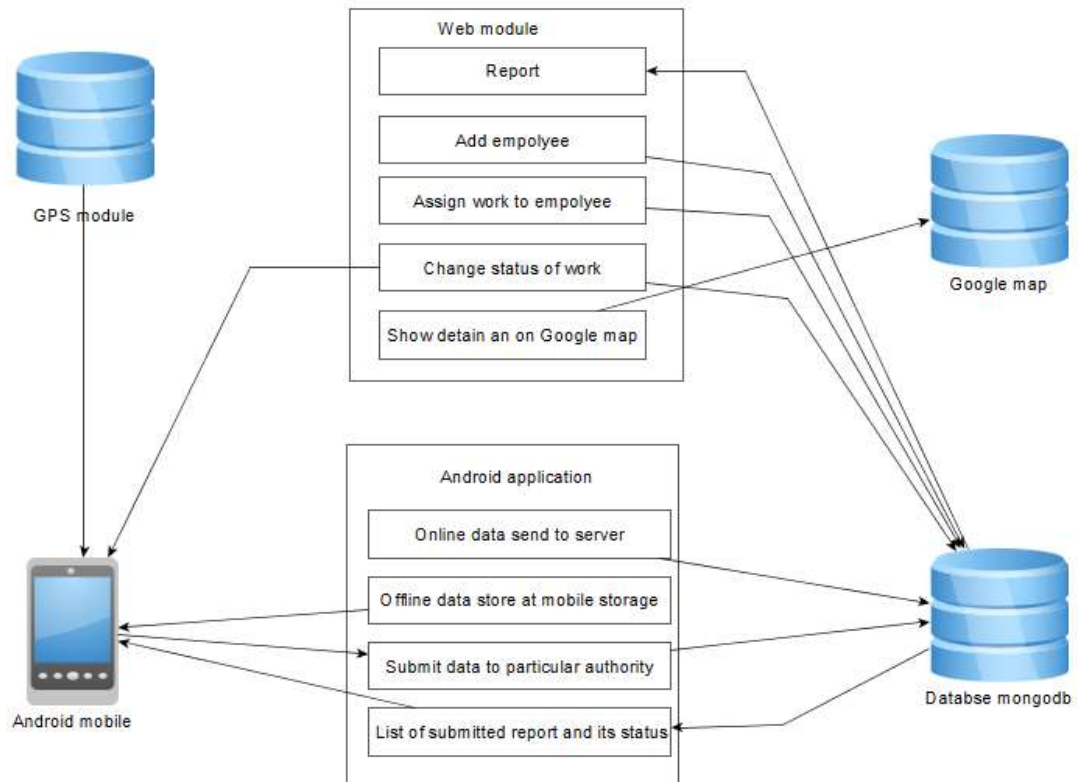
**Fig -3:** Architecture diagram of proposed system

## 5.CONCLUTION

This project is important to solve the society problems by providing common interface to interface to user city residents and Municipal Corporations. Which can further reduce the social hazards. Project will also help to maintain transparency in between  public work department and people.

## 5. ACKNOWLEDGEMENT

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