

City Grievances Services

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Abstract: *This white paper describes the development of a city grievance Web application aimed at fostering citizen participation and accountability in addressing various civic issues. The Web application allows citizens to report complaints related to city infrastructure, public services, safety concerns, and more. The Web application is designed to be user-friendly, accessible, and efficient in handling complaints. City Grievance Services is basically a complaint management system. City Grievance Services is a Web application that can bring big change in country. It is complaint Web application that at can be used to complaint directly to government about problematic things. City Grievance Services can be used to complaint about things that concern to government like bad roads, street lights not working, path holes , poor drainage system , drinking water problems etc. City Grievance Services will register complaint from user and assign to specific department to check and complete it .All Users will be verified as no duplicate / false complaints will be registered. After completing the complaints it will be displayed on a page in app. and will notified to user after completing. Web application will have simple interface as will be easily accessible to users who have android phone. City Grievance Services will be designed according to municipal corporation working.*

Keywords: Accountability, Accessible, Concern, Complaint

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