Anonymous Complaint System for Smart City

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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 (Municipality) which are responsible for maintaining and running cities. It's all their responsibilities to address the complaint of citizens. For this municipality 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 municipality. 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 Municipality 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 Municipality and make it quick and cheaper.*

Keywords: Municipality, GPS, Mobile Application, Cameras Internet, Online, Complaint, Citizen

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