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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

I. INTRODUCTION

Because complaints are a valuable source of feedback for improving the infrastructure and state of our city. The citizens may have complaints with respect to their environment and the city`s infrastructure, but they might not like the old complaint systems in which they have to go to the office to complain and have to stand in line and this procedure takes longer time. It wastes lots of valuable time and efforts So, to take over this problem, we came up with an online application introducing a new platform for sharing problems between government service authorities and the public.Since this is a smartphone era, it will be easy to interact and build a satisfactory connection between citizens and authorities. The Aim. is a contribution to the development of the city's infrastructure. here are so many so many complaints which are common across several developing cities. Faced with inadequate or poor quality infrastructure services, citizens often turn to different channels to make their grievances heard. The purpose of this brief is to examine experiences to date with institutionalized or formal complaint management tools related to municipal services such as drinking water, street lights, garbage removal, and sanitation.City Grievance Services is basically a complaint management system. It is a app that can bring big change in country. It is complaint app that at can be used to complaint directly to government about problematic things. It 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. The app will register complaint from user and assign to specific department to check and complete it.All the users will be verified as no duplicate / false complaints will be registered and after completion of the task it will be displayed on a page in app and the user will be notified. App 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.

We can register this type of complaints in our app

- Roads
- Education
- Health care
- Water Supply
- Public Transport

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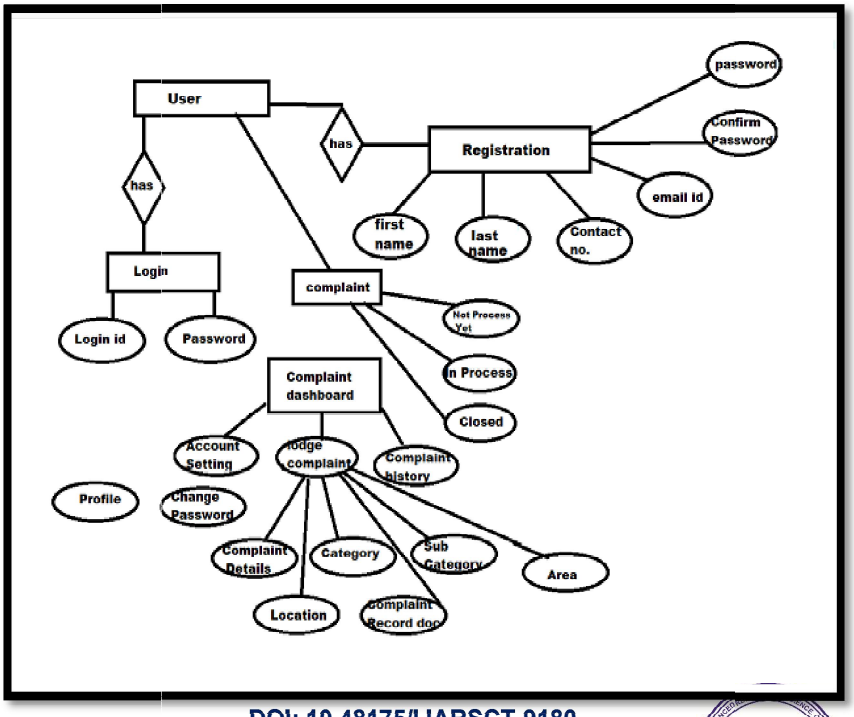
- Drainage
- Street Light
- Power Supply.

II. METHODOLOGY

Developing the local authority complaint app involved several steps. First, a needs analysis was conducted to identify common complaints faced by citizens of the city. For this purpose, data were collected from various sources, including government agencies, non-governmental organizations and citizen surveys.We then conducted a feasibility study to determine the technical and financial feasibility of the app. This included identifying required resources such as software development, hardware, and human resources. We also evaluated the app's potential revenue and funding sources. Third, we designed the app with the needs of our citizens and the technical requirements of the platform in mind. The app is designed to be user-friendly, accessible, and efficient in handling complaints. Features include real-time reporting, automatic notifications, progress tracking, and more. Fourth, we conducted user testing to assess the app's usability and effectiveness. This included recruiting a diverse group of users and gathering feedback through surveys and interviews. Your feedback was used to refine the app and improve its functionality. User clicks on register he will be redirected to the registration page where he will be asked to enter his name, contact number, Email address and password. If the user has already registered he will be redirected to login page where he will be asked to enter his registered email address and password. After registration the user will be able access the complaint section where he can raise a complaint where he will asked to upload the picture, name, contact number, address of the problem and select the complaint type. After the complaint is raised successfully the user will get a complaint Id. The user can track the complaint status by entering the complaint id in the track complaint section . The first stage is critical and requires a complete understanding of the project's demands and scope by both the developers and the product owners. Waterfall lacks flexibility which means that every phase should be fully completed before moving forward to the next stage. Once any modifications are needed or any errors are detected during the course of the project, Waterfall will require a full restart. As a result, projects managed under the Waterfall method might require much more time. On the other hand, it is great for ensuring that all deliverables meet expectations and it allows for easily measuring the progress since you see the full scope of the project in advance. Waterfall methodology is mostly used for web development projects with a clear and predefined scope, with a fixed timeframe for project completion and few iterations or revisions.

ER Diagram for City Grievance Services



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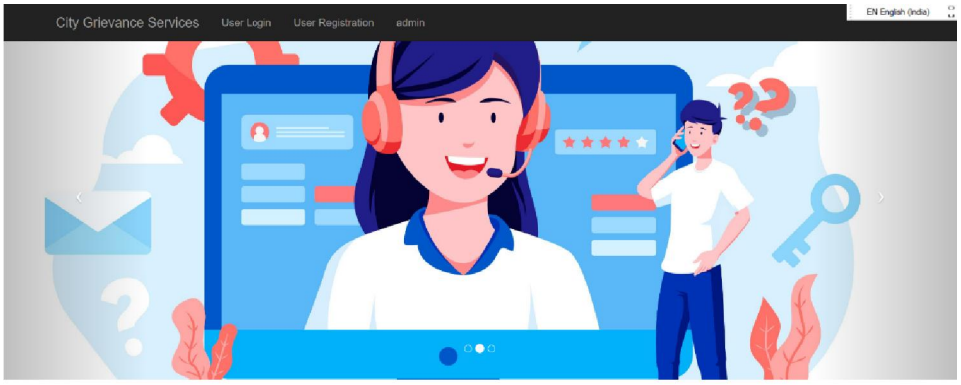
III. CITY GRIEVANCE SERVICES WEB APPLICATION IMAGES



City Grievance Services

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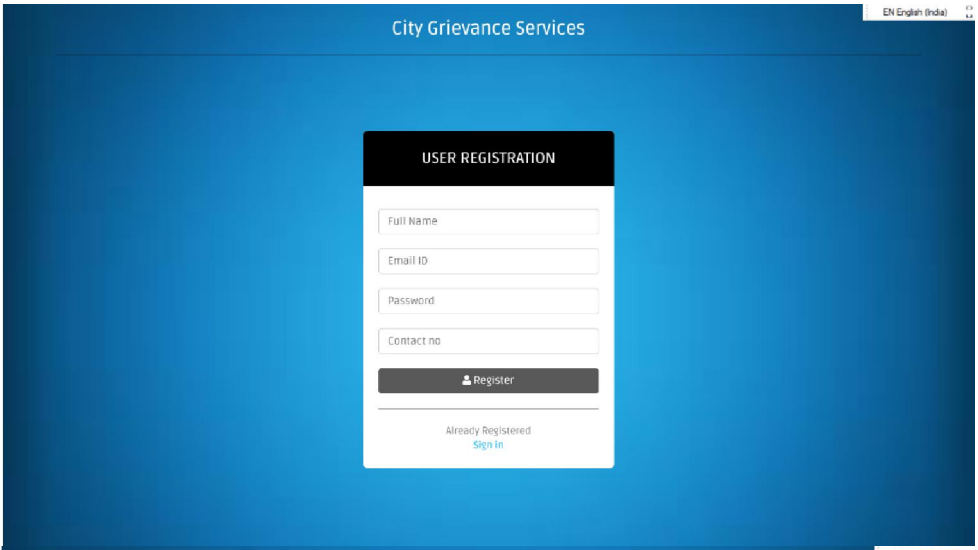

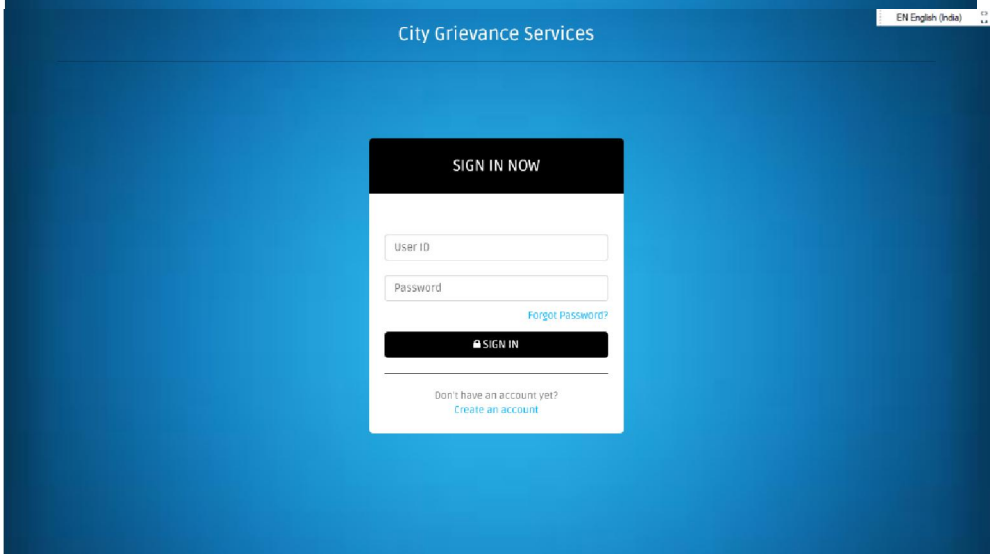

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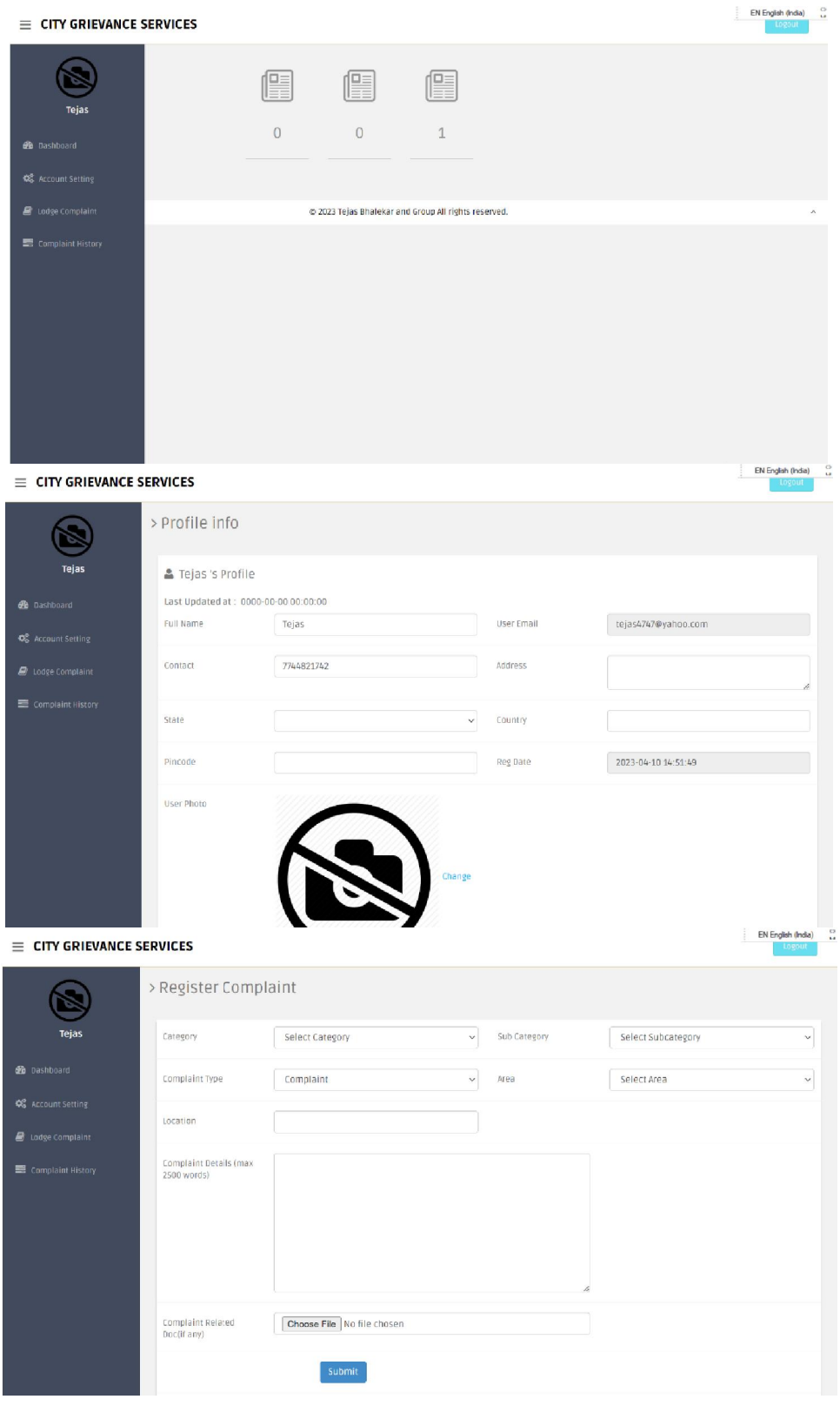

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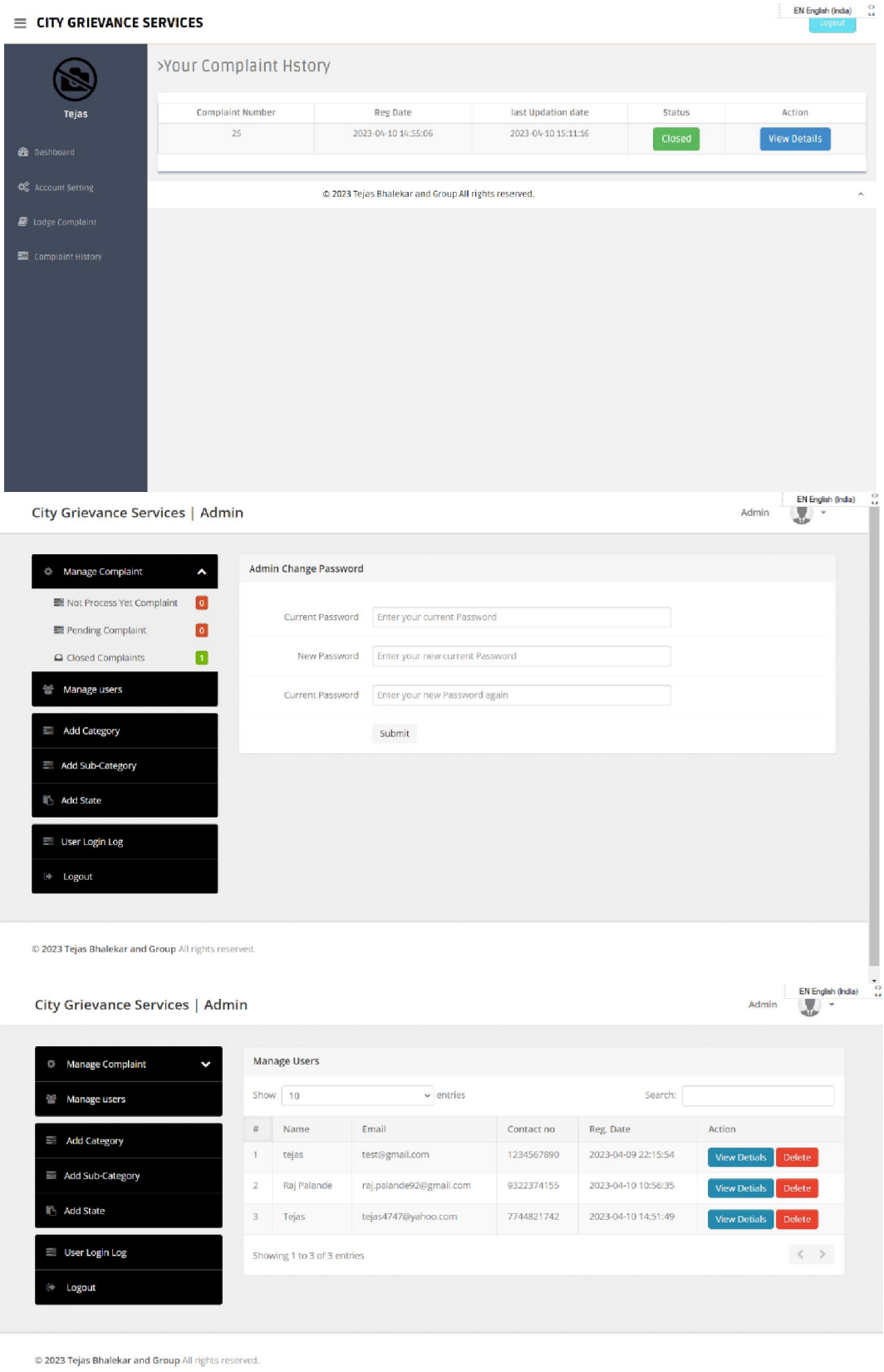

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IV. CONCLUSION

This app will provide a handy experience to user. City Grievance Services will be needed to almost everyone in future. Technology has made significant progress over the years to provide consumers a Better experience. Due to technology most of work done on mobile phones/ laptops /pc's this complaints registering will be also now done. This app will make our life better.

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