

# Smart Complaint Registration App

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## ABSTRACT

Corruption is a form of dishonest or unethical conduct by a person entrusted with a position of authority, often to acquire personal benefit. Government, or „political“, corruption occurs when an office-holder or other governmental employee acts in an official capacity for personal gain. To stop this we introduce smart complaint application. This will give permission to the people to interact with the representative by their post regarding their problems or a social issue. People can upload complaint as videos, images, etc. Administrator redirect this complaint to responsible authorities like electricity, water authority, etc and should give a remedy immediately. The corresponding department will also update the complaint status back to the administrator and also users can check their complaint status. This is such a powerful idea for blindingly obvious reasons, especially by this time, when we are facing a lot of social issues which are not solved yet.

**Keywords** :— Global positioning system

## I. INTRODUCTION

In India complaint registration are offline, i.e. form filling. They don't have any direct communication between the government and public in an efficient way for solving the problems now a days, the scenario has changed. At present people more focus on the availability of the internet and thus using various applications present in the market. We are using various technologies in our life for fulfilment of our daily work. The main purpose of this system is to help the people and their problems solved in online without going to the office. By the proposed system people can save their precious time.

## II. EXISTING SYSTEMS

In today's existing system user can register the complaints into a police station or other authorities, but as a hand written complaint. But later on public citizen are not aware about the problems status and their management. So it is very important to have a proper problem solving system. In existing system there is no such opportunity for the people to report their problems properly there is no proper site or application for complaint registration in genuine. Fake problems can be entered and there is no possibility to verify before solving the problem.

## III. PROPOSED SYSTEM

Smart complaint is an application for the people, which is very convenient for both people and respective authorities. The authorities can have their own login session for viewing and solving the social issues. The people can add their own problems or social issues and it will be solved by the concerned authority. The people can check the status of their complaints and forward feedback to the concerned authority. The proposed system provides solutions to the existing system by extending the facilities as follows:

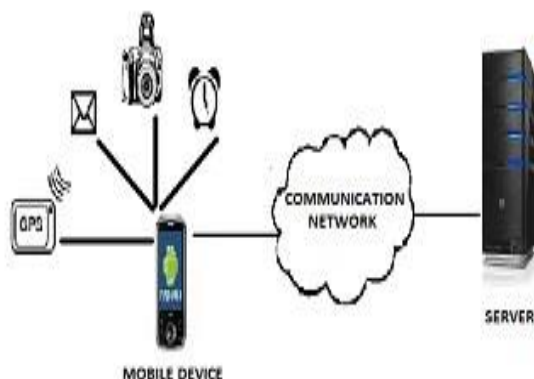


FIG1:Connection between Mobile and Server

- The user can register their complaint so that the officer can solve the problems easily.
- The complete information regarding the place is displayed.
- People can give suggestions regarding government decisions.

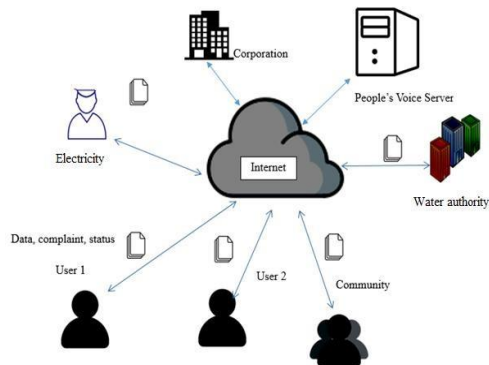


FIG 2:Proposed System

#### IV. SYSTEM ARCHITECTURE

The proposed system divided into three modules; Administrator, Authority, User. The Administration module can be divided into two ,login and registration . The function of the authority is to solve the complaints and send the feedback to the user. User module can also have login and registration , if once the user completed the registration user can get a user id and password into their mobile phone. The user can login into the application by using this id and password.

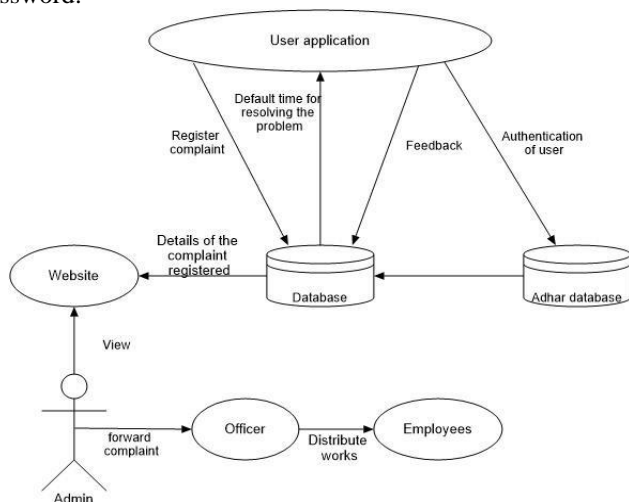


FIG 3:Flow Diagram

#### A.Administrator Module

Administrator can manage the authorities and also view the user complaints, solved complaints, user feedback and authority feedback. The user complaints are viewed by the administrator and forward the complaints to the corresponding authority.

#### B.Authority Module

The authority can view the user complaints and their completed work history, they can give feedback to the user and administrator.

#### C.User Module

When the user completes the registration he/she get a user id and password into their mobile phone. The user can login into the application by using this id and password. The user register their complaints in the form of text, voice clip, image with current location .

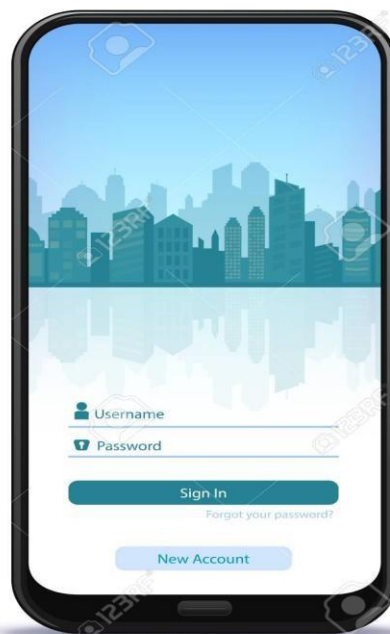


FIG 4:User Login

#### V. COMPONENTS USED

##### A. Mobile phone

User will have mobile phone whenever a problem is seen the respective person can login to register their complaints in the form of text, voice clip, image and current location.

## B. Communication network

The communication network act as a bridge between:

- Mobile unit and server
- GPS tracker and mobile unit

## C. Global positioning system

It is used to track the location of the mobile from where the complaint is registered. Along with the complaint the location is also fetched by GPS tracking system. It make use of google map API.



FIG 5: Feched location plotted on the map

## VI. COMPARISON BETWEEN THE EXISTING SYSTEM AND PROPOSED SYSTEM

In existing system there could be over abundance of data and complaints in the government department, the user doesn't have any idea about the progress of the complaint which they have registered. In smart complaint application it show the progress of the work being done by the corresponding authority to the user. Government authorities can receive complaints but they cannot identify whether the complaints are fake or not. But in smart complaint system the authorities can identify whether the complaint is fake or not where the user should login

with a unique identity such as Aadhar number so that there will be no fake complaints .In the existing system one of the noticeable limitations is that it does not allow user to give their feedback. Further the citizen has no idea how long they have to wait for the reply after they have submitted their compliant. In existing system there is no correct approach for solving the complaint but in smart complaint system there is a complaint management model comprising of five stages.

- Receive – when a complaint is received it should be given a unique id.
- Acknowledge – the authority should provide acknowledgment of having receiving the complaint and action taken with reasonable number of working days.
- Address and investigate –the user must provide the precise location to the authority so that they can investigate regarding the issue.
- Provide reason for decision – the citizen must be informed the action taken by the authority.
- Close complaint – the authority can close the complaint after the completion.

Smart complaint application contributes to

- Social factors
- Attitudinal factors
- Communication factors

## VII. ADVANTAGES

- It is easy for the users to track the progress of the complaint.
- It provide a direct communication between authority and users.
- Reduce the time and effort require to register their complaint manually.
- It is cost effective and user friendly

## VIII. CONCLUSION AND FUTURE SCOPE

The smart complaint registration helps to solve the problem faced by the citizens in a particular area by providing direct communication between user and various authorities. The user can directly view the status of his/her complaint and hence the follow up procedure becomes more streamlined. The follow

up of the registered complaint result in good clean and peaceful environment.

It can be extended to include incident reporting to improve the efficiency of emergency services. Artificial intelligence can be include in Smart complaint system, so that using natural language the users can register their complaint.

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