

Smart Complaint Portal

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Abstract:- The "Smart Complaint Portal" project is a groundbreaking initiative aimed at revolutionizing the management of government-related complaints, with a primary focus on addressing municipal and electricity grievances. In response to the pressing need for a more efficient and accountable system, this portal has been meticulously designed to streamline and optimize the complaint process. The lack of a thorough authenticity check in the current framework is a major problem that has occasionally led to the submission of false or duplicate complaints. Our suggested approach adds a novel and strict genuineness verification mechanism to address this problem. By incorporating image verification and location coordinates, we ensure the authenticity of complaints related to municipality and electricity issues. This project embodies a commitment to transparency and accountability in governance. In the end, it improves public service responsiveness and general citizen satisfaction by giving citizens the confidence to express their problems and interact with authorities more skillfully. The "Smart Complaint Portal" is a big step toward the achievement of effective and citizen-friendly government complaint management with its advanced features and user-centric approach.

Keywords:- Smart Complaint Portal, Government-related complaints, Genuineness verification, Transparency, Citizen satisfaction, Accountability, Municipal grievances, Electricity grievances.

I. INTRODUCTION

In an era where digital transformation has become the cornerstone of progress, the "Smart Complaint Portal" project emerges as a revolutionary force in the realm of government complaint management. This innovative platform is meticulously designed to address and elevate the management of municipal and electricity-related grievances, providing a solution to the persistent challenges faced in this domain.

The principal aim of the "Smart Complaint Portal" is not only to address citizen grievances but also to revolutionize the grievance submission and resolution process itself. This portal raises the bar for citizen engagement, satisfaction, and overall governance efficiency by providing effective, user-friendly, and transparent mechanisms. It streamlines the complaint process and guarantees prompt resolutions, providing a smooth experience for both citizens and government officials.

The legitimacy of complaints is one of the main issues with the current system, and instances of fraudulent or duplicate submissions present a serious obstacle. The project addresses this problem by introducing a strong verification system that examines the veracity of complaints. The system ensures the legitimacy of complaints by utilizing techniques like image verification and location coordinates for the issues related to municipality and electricity.

However, the "Smart Complaint Portal" is more than just a technical achievement—it's a declaration of the governance community's dedication to openness and responsibility. It encourages a collaborative culture between the government and its constituents by giving citizens the voice and ability to actively participate in the governance process. This initiative is a shining example of effective grievance resolution in a world where public service responsiveness and citizen satisfaction are critical. It marks the beginning of a new era of proactive citizen involvement and more responsive administration.

II. LITERATURE SURVEY

Mary Rowe developed the idea of an integrated conflict management system and published several articles on it in the 1980s and 1990s. She recognized that a system of choices within an institution needed to be linked, and that options for complaints needed to be provided. A systems approach has proven to be a resilient concept. The question of whether conflict should be "supervised" by the organization or if understanding, resolving, and learning from conflict should be the main focus has been debated in recent years. Concerns regarding theoretical and practical difficulties with "consolidating" a system exist as well; some observers would rather think of "coordinating" a conflict system. On the other hand, a 2012 study conducted by David Lipsky and colleagues indicates that a growing proportion of businesses consider themselves to have "Integrated Conflict Management systems." (ICMS).[1]

Prior to the current municipal systems, complaints had to be made in writing and required an office visit. A physical effort and time-consuming task may be required to relent the complaint in a drop box or directly to the commissioner or the concerned department, depending on its priority. Furthermore, there is no way to receive confirmation that the complaint has been received. Verification of the resolution of issues is provided orally. Therefore, it is not intended for problem solving. To handle citizen complaints more effectively, a more advanced web-based complaint management system is required.[2]

Over the last few years, smart mobile devices and websites have become more affordable and have become a part of everyday life, providing a foundation for the complaint management system. These devices' GPS sensors provide a great deal of location-based services. A GPS receiver determines the precise location in terms of latitude, longitude, and altitude using signals sent by GPS satellites. The GPS-enabled mobile application locates the complaint using GPS technology, which minimizes fraudulent or repetitive complaints and allows the complaint to be quickly forwarded to the appropriate ward.[3]

III. PROPOSED SYSTEM

The "Smart Complaint Portal" serves as an instrumental government website, comprising two primary departments: "Municipality" and "Electricity." Within the scope of this project, our focus is directed towards the "Sanitation" department under the "Municipality" domain. The main goal of this project is to create a strong mechanism for complaints to be verified as genuine.

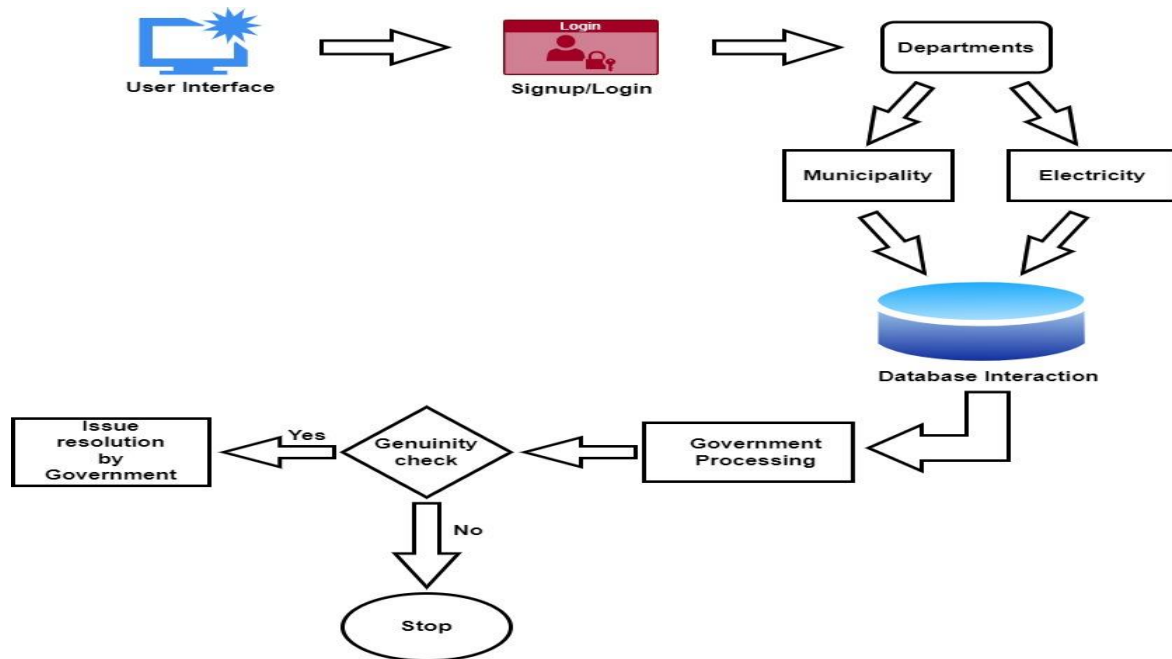


Fig.1. System Architecture

❖ **Ensuring Genuinness: A Seamless and Secure Process**

The suggested system offers a complex but approachable method for confirming the legitimacy of complaints that have been filed. In order to make sure that government resources are effectively used for legitimate concerns, this procedure aims to remove fake or duplicate complaints. The process for confirming genuinness goes like this:

A. Theoretical Complaint and Image Upload:

Users must write out their complaints and include a detailed description of the issue they want to report in order to start the process. They also need to upload a picture of the issue at hand. This multifaceted strategy improves the complaint submission's dependability.

B. GPS Map Camera App Integration:

Users are required to install the "GPS Map Camera" app, which is an essential part of the verification process, in order to support the authenticity check. This app automatically superimposes important information on photos it takes, such as the date, time, and location coordinates. The image is guaranteed to be accurate and contemporaneous thanks to this integration.

C. Government Verification:

After the complaint image has been uploaded and submitted, employees of the government municipality arrive at the location. They start an important phase in the process of confirming their legitimacy. The employees go to the address shown in the uploaded photo in person and carefully compare it with the photo and the complaint information. The workers check to see if the image matches the real site, for example, if it shows uncollected trash at a certain location.

D. Matching Complaint and Location:

Verifying that the complaint image and the actual location match is a crucial step in the process. A complaint is considered legitimate if there is a clear connection between the content of the image and the circumstances that exist on the scene. For instance, if the picture shows uncollected trash and the location that was visited also shows the same uncollected trash, then the government employees verify that the complaint is valid.

E. Efficient Issue Resolution:

Genuine complaints that pass the rigorous genuinness check are promptly escalated for resolution. This meticulous process streamlines government efforts, ensuring that valuable resources are directed towards authentic concerns. As a result,

issues are addressed efficiently, and citizens experience a government that is responsive to their authentic needs.

IV. METHODOLOGY

The methodology adopted for the "Smart Complaint Portal" project represents a structured approach to redefine government-related complaint management, with a primary focus on addressing municipal and electricity grievances. This comprehensive methodology encompasses the following key stages:

A. Requirement Analysis

The project initiates with an extensive requirement analysis phase. It involves engaging with key stakeholders, including citizens, government authorities, and technology experts. Their insights and needs are collected to gain a comprehensive understanding of the prevailing challenges in complaint management and the specific expectations of citizens.

B. System Design and Development:

The phase of system design and development follows requirement analysis. Creating a user-friendly portal with an easy-to-use interface for citizens is the focus of this stage. Design principles for user interfaces (UI) and user experiences (UX) are integrated to guarantee convenience in complaint submission, tracking, and registration. Moreover, the process of verifying the genuineness of complaints is methodically designed to ensure that they are validated smoothly.

C. Implementation

This phase involves the technical implementation of the portal. HTML, CSS, JavaScript and PHP are examples of contemporary web development technologies used to create the digital platform. The integration of the "GPS Map Camera" app, which makes it easier for location data to be automatically captured on complaint images, is a crucial component of this stage.

D. User-Friendly Interface and Workflow:

The project's methodology places a strong emphasis on a user-centric approach right away. The portal's main page greets users upon access and presents them with two options: "Sign Up" and "Log In." The page is straightforward and easy to navigate. Important data of user are gathered during the "Sign Up" process. On the other hand, the user must enter their email address and password on the "Log In" page.

Once the user has successfully registered or logged in, they are automatically taken to the "Departments" page. They come across two different departments here, Municipal and Electricity, which let them choose which particular area they wanted to file a complaint against. When a user clicks on the department of their choice, the appropriate complaint submission page opens. The user has the ability to draft a grievance and submit the page.

E. Genuineness Verification:

Workers from the government municipality play a crucial part in the project's hallmark, the genuineness verification process. These employees physically visit the locations shown in the complaint images after users file their complaints. To verify the veracity of the complaints, they carefully compare the uploaded photos with the actual situation.

F. Database Integration and Data Management:

The project uses a powerful database system in the background to effectively manage user data and complaint data. Users' registration-related information is safely stored in the database's "Register" table.

Furthermore, the system routinely saves the data that users submit, such as the uploaded image, the complaint description, and the email address used for registration, when they are redirected to the complaint page. In order to improve organization, the complaints pertaining to the departments of Municipality and Electricity are kept in two different tables called the "Municipal Table" and the "Electricity Table."

G. Government Resolution Process:

The method's keystone involves government employees working hard to address complaints that have been filed. Workers for the government municipality are crucial after users file complaints. In order to verify authenticity, they physically visit the locations shown in the complaint images and compare the uploaded images with the actual circumstances.

H. Testing and Quality Assurance:

Stringent testing and quality assurance procedures are undertaken to identify and rectify any potential issues, guaranteeing the system's reliability and security. Extensive testing is conducted to assess performance, data accuracy, and the effectiveness of security measures.

I. Deployment:

After testing goes well, the "Smart Complaint Portal" is made available to the general public. Citizens can now access the portal, which offers a convenient way for them to register and follow up on complaints. Government employees receive thorough training to guarantee efficient use of the portal for authenticity verification.

J. User Training and Support:

Citizens are equipped with user training materials, guiding them on how to navigate the portal, including instructions on utilizing the "GPS Map Camera" app. When a user has questions or concerns, they can get assistance from specialized help desks and use the information provided in the website to file complaints.

K. Evaluation and Enhancement:

It is critical to continuously assess the portal's performance. A feedback system is put in place to gather opinions from both the general public and government employees. The project is continuously enhanced and modified to meet changing demands and overcome obstacles.

The "Smart Complaint Portal" project's approach guarantees that handling government complaints goes beyond traditional methods, keeping up with contemporary technology developments and maintaining citizen-centric, transparent, and accountable standards. In the end, this methodical approach helps the public administration and the populace alike by laying the groundwork for a more responsive, effective, and cooperative government.

V. CONCLUSION

In conclusion, a major turning point in the history of citizen-government relations is the "Smart Complaint Portal" project. It is a force for change that is redefining how the public interacts with their government on matters of the greatest importance. This project embodies the values of open governance and engaged citizenry by offering a streamlined, user-friendly, and transparent platform for filing and handling complaints. The system's unwavering dedication to verifying the authenticity of complaint submissions is one of its most notable features. Through the use of rigorous verification processes, like image uploads with embedded GPS coordinates, the portal provides an element of reliability that is critical in the current digital era. This reduces the likelihood of fraudulent or duplicate complaints and raises the system's general credibility.

The "Smart Complaint Portal" is a demonstration of the project's commitment to creating an environment in which citizens are more than just consumers of government services; rather, they are active participants in shaping the future of their communities. By bridging the gap between government entities and their constituents, the portal makes public service more accessible, efficient, and unmistakably citizen-centric. It also paves the way for responsive governance.

The Portal stands as a beacon of progress in this constantly changing landscape of technology and governance, providing a hopeful glimpse of what the collaboration between citizens and their government can accomplish. This project is positioned to usher in a new era of effective, accessible, and citizen-driven public service because of its innovative features and user-centric approach.

VI. FUTURE ENHANCEMENT

By embracing technology and user-centric features, the "Smart Complaint Portal" project is poised to achieve new heights for future enhancements. First off, creating a specific mobile application will increase the platform's accessibility and provide users with the convenience of on-the-go access. This app will improve overall usability by adding new features designed specifically for the mobile environment. Moreover, multilingual support will be incorporated to guarantee inclusivity, removing linguistic barriers and serving a varied user base. In order to guarantee that urgent concerns are attended to promptly, the project will also give priority to automated complaint escalation. This will allow for the prompt resolution of unresolved or critical issues.

Furthermore, a mechanism for user feedback will be implemented to collect valuable insights for the ongoing improvement and optimization of the complaint resolution process. Geographic Information Systems (GIS) technology will be integrated into the project to improve spatial awareness and precision. Through this integration, users will be able to submit location-specific complaints with exceptional accuracy, and government authorities will be able to visualize complaint data spatially, which will help them make better decisions. The project's commitment to innovation and user satisfaction is demonstrated by these suggested improvements, which further solidify the project's standing as a leader in citizen-centric service delivery and responsive governance.

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