Public Grievence Redressal System

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Abstract—**In our country every city has a Municipal Corporation which is responsible for providing various services to their citizens like maintaining and running cities, addressing complaint of citizens. In today's modern world, there should be a system which will make the process of lodging complaints and managing them in digital way through mobile app and website. This model will accomplish this goal by implementing smart complaint system for the citizen. PGRS will help people to lodge a complaint through it and check the status of work done by the municipal corporation on that particular complaint until it is resolved. While officers at Municipal Corporation can solve or reject complaint with reasons and monitor the status of complaint. PGRS system will also help Municipal Corporation to get the problems of their citizens and make it resolved within the time so that there will not be the issue of people's dissatisfaction. The aim of this application is to simplify the process of loading complaint and people's dissatisfaction after lodging the complaint and make it quick, efficient and cheaper.**

Index Terms—**Digital Way, Municipal Corporation, Public Grievance Redressal System**

I. INTRODUCTION

In today's modern world nobody has time to manually visit Municipal Corporation office to lodge a complaint about the problems they are facing in their society. When the common people face the problems in their society they need to visit Municipal office to lodge their complaint but everyone is busy in their own work and responsibilities and it leads to people's dissatisfaction towards the Municipal Corporation for not providing a digital solution to them.

So there should be a System provided for the citizens of the city through which the citizens can lodge their complaints and it can be solved accordingly by Municipal Corporation and people have the choice to check the current status of the work.

Scope of the project:

PGRS system is the system which provides the efficient way to lodge and manage the complaints in order to solve the problems faced by the citizens in a better way. This system will also help in checking the current status of the complaint registered by the citizens and help the higher authority to keep them under check, So PGRS will help in overall development with public satisfaction.

II. LITERATURE REVIEW

After having a lot of research and analysis for various similar systems for complaint management, the result is that there are many complaint management systems for corporate organizations and some specific private sectors but there is no complaint system for the common public issues, so our system can efficiently work in the environment having various features provided for the complaint management. The research part consist of the systems like consumer complaint system, railway (IRCTS) system, corporate complaint systems.

A) Pervious Work:

In [6] the system is based on Service Oriented Architecture provide a solution to lodge the complaint through mobile app and tried to improve relation between Citizens and Government. With this user can check current status of the work and it also help the authority in reducing the problems with in time.

In [2] Nagpur Municipal Corporation took a step forward to keep their city clean and green and come up with an innovative solution for their citizens to lodge the complaints through website and provide the fast services to them. It is especially for garbage collection related problems, if your garbage is not collected you can SMS your name, mobile number and address of bin and your problem gets solved within a short period of time.

In [3] with this website consumer can file their complaints online. A complaint is regarding only a personal opinion by a consumer or a perception of a consumer based on their own experience.

In [4] it is a website for a Guntur Municipal Corporation which provides basic idea to lodge a complaint online. User can submit their complaint and provide the details such as contact number, address, etc. The website shows what the steps are taken when a user lodges a complaint and how it is forwarded and get resolved.

B) PGRS:

Public grievance redressal system will have the ability to manage complaints lodged by the people and to minimize people's dissatisfaction. It is user-friendly interface which encourage people to lodge complaint for the problems they are facing. PGRS allows the user to complaint from anywhere by visiting to the website and they will receive response depending upon the status of Complaint Registered. Also it will provide tracking of the complaint status whether the officers are working on the complaint to resolve or not [1].

III. PROPOSED MODEL STRUCTURE

A) System Analysis:

The PGRS system will allow the user to lodge the complaint and the user immediately get the acknowledgement from the admin officer. The PGRS system will have four different modules that contains super admin module, admin module, zone module and user module. The system is implemented in such a way that working of application will be smooth and same database will be used to store the data as to maintain uniformity of the system.

With user module user can create the account using the website and after lodging the complaints user can check the complaint status when it is accepted.

With admin module, admin can see all the complaint list of

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the users and sort them depending upon the possibility of the solution and send the complaints to the respective zones of that area. After completing the task by zone, admin will get updation of the particular complaint and automatically it is reflected to all the modules.

In zone module respective zones receives complaints from admin and start working on it, after completing the work they will report to admin as well as user. Zones were assigned a particular probation time to do the work assigned to them, if in an allotted time the assigned work is not completed then the higher authority will take action against them. In super module, Super admin is the higher authority person who can check the total complaints, completed complaints as well as pending complaints and generate final report on the monthly basis.

B) System Design:

The PGRS system contains four modules as follows:
1. User module:
2. Admin module:
3. Zone module:
4. Super admin module
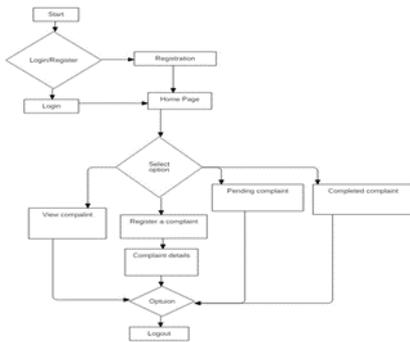
Fig. 1. Flow Chart

It displays the flow diagram of the PGRS system it displays the current system flow and it is displayed user will first have to login or register to the system in order to access the modules.
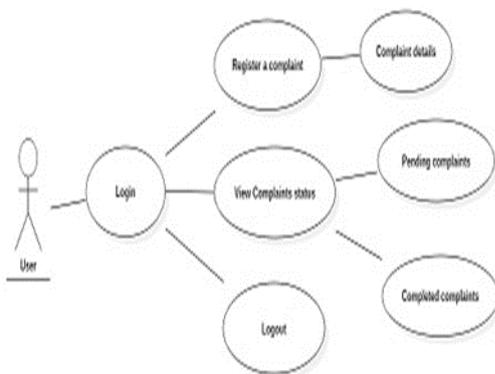
Fig. 2. Use case Diagram

It displays the Use case diagram of the PGRS system it displays the current system flow and it is displayed user will first have to login or register to the system in order to access

the modules.
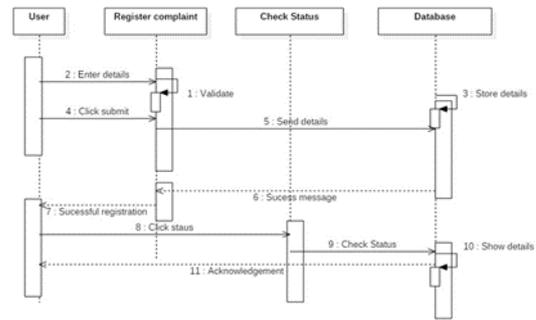
Fig. 3. Sequence Diagram

The sequence diagrams in Fig 3 is based on the complaint registration and status of a complaint of the PGRS system. In the diagrams it is assumed that the user is logged in. In the diagrams the user is entering the complaint details and clicking on submit. These details are then validated and are sent to the database

IV. CONCLUSION

This project will give an opportunity to the common man to make his environment clean, peaceful and better than today. This system also provides the count of the number of problems solved, processing and rejected complaints, to show the performance of the Municipal Corporation. It will reduce the time and effort for lodging the complaint manually.

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