

# Grievance Cell and Complaints Tracking System for Citizens

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**Abstract:** The project primarily focuses on sanitation and development of a municipal corporation. To create it attainable, the people that belong to the municipal corporation are supplied with chance of raising grievance relating to any issue that happen in their section. The problems are garbage management, water supply management and their related issues arise at any instant time, electricity management, management of transport and sewage management and other sensitive issues regarding law & order, various social problems like child laboring. This are the various issues that will be lodge on this system. To lift the complaint from low level department to higher level department like the MSEDCL, the department of electricity Maharashtra has a complaint for Municipal Corporation relating to higher than classes, a simplified answer is intended wherever the various form of complaints management system is to create complaints easier to coordinate, monitor, track and resolve, and to supply company with good tool to spot and target drawbacks areas, monitor complaints handling performance and build business enhancement. On-line grievance management could be a better management technique for assessing, analyzing and responding to client complaints. The complaints management code is employed to record resolve and reply to client complaints, request additionally as facilitate the other feedback.

## 1. INTRODUCTION

In a developing country like India, there's no direct communication between individuals government. Lack of communication between individuals and government produce how for felony. Still if unethical ways in which are followed there's no recipient that the specified work will be finished or not among given time. It's terribly expensive factor to sacrifice a leave to lodge a grievance nose to nose to the municipal corporation. The Grievance Cell is that the Citizen's Interface for all Grievances. The new Grievances Management System provides a centralized store house and powerful progress management options to the Grievance Cell. Due to the new system, complaints received from any medium will be managed, monitored and half-tracked centrally. A Grievance is initial received by the Cell center from the varied channels listed higher than. The standing of a fresh received Grievance is "New". At first Cell center workers tries to map out the complaints, if it not solve then apportion grievance to the suitable department. Subject indicating that their Grievance has been forwarded to the various departments.

The person handling conjointly provides the small print regarding the on-going comes. During this web site we have a tendency to will see the grievance lodging method and grievance lodging kind which can be helpful for operating within the planned system. The planned system relies on Municipal Corporation this web site is beneficial for obtaining the small print of department list.

## 2. LITERATURE SURVEY

Initially we have done survey on websites so first we observe Complaint Monitoring System. In this website there is complaint system for NMC of Nasik. In this website there is one menu in which the facility is provided in which the date of complaint registration and complaint completion is mentioned but it gives lot of problem in processing complaints and to those complaints which are not resolved [9]. And GUI of this website is not user-friendly, the problem also occur during selection of area on map which is provided on website to select location.

In Central Grievance Redressal Management System website is governmental website which is developed to provide online facility of complaint registration. In this website user can lodge the complaint about health department and insurance companies only. From this website we had an idea about making one app which will register all the Nagar Panchayat complaints [4]. In Employee Grievance System this website there is complaint system for employee of company in which we have noticed that many of complaints was not resolved so the higher authority is not that much active in this website so [2]. In Grievance Redressal Cell Graphic Era University website there is complaint registration for students of graphic era university of Dehradun. This website is user friendly so we got the idea of user friendly website [1]. Which will be very helpful for those people who are not aware for technology as per demand? In suggestions and complaint this application there is login page available in that the option of registration is not directly specified. And have no categorization of area and location facility is also not provided but the working of the departments is proper.

In Swachhata-MoUD, This is the official app of Ministry of Urban Development (MoUD), GOI. In this app the main focus is considered on garbage, dead animals and public toilet problems only. But lot of complaints are in pending list even higher authority is not doing well. In Complaint letter application user can complaint any query regarding market but that

complaint is written in letter format [6]. When user get login user get one format which in already made in which user only have to enter TO, from and format details. In this problem can occur that lot of formats of letter should be store in app and it's not easy to find any format. During this web site we have a tendency to will see the grievance lodging method and grievance lodging kind which can be helpful for operating within the planned system [3]. The planned system relies on Municipal Corporation this web site is beneficial for obtaining the small print of departments list. If the Grievance isn't completed among the stipulated time, it mechanically escalates to the top dog, town Engineer and Commissioner supported a pre-defined increase Matrix in any respect times, the voters is notified of the method and might conjointly monitor same from the Grievance web site and Application.

### 3. PROBLEM DEFINITION

In an existing system the complaints lodge into the NMC's office with hand written letter or by filling a form, the solution for the complaint is given in specific amount of time. The System has a call center for every department in NMC's. The call center provides the complaint to specific department, which cause the lot amount of money to hire the staff for call center. There is also lack of communication between the department and a customer. When we lodge complaint via the calling on a call center, the communication gap arise. To solve this communication gap our "The Grievance Cell System" works provide a direct interaction between customer and followed department.

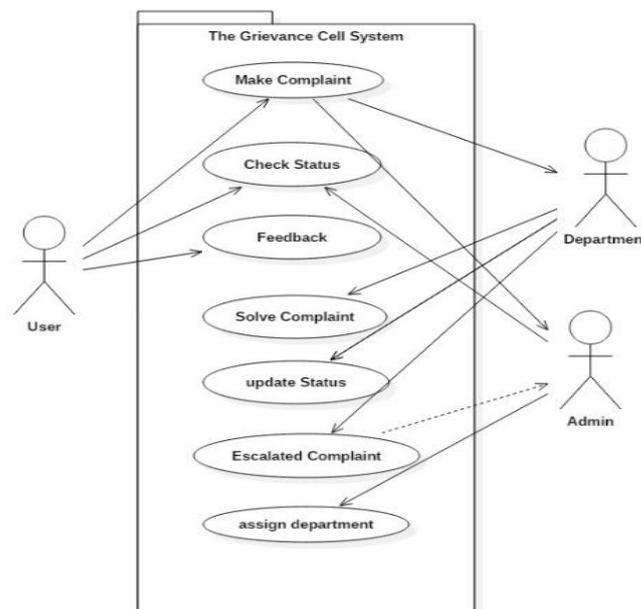
### 4. RESEARCH METODOLOGY

The methodology used in "The Grievance Cell System" is software program development lifestyles cycle (SDLC). The systems improvement lifestyles cycle also to referred as the application development life cycle, is a time period used in gadget engineering, records systems and software program engineering to describe method for planning, creating, testing, and deploying an statistics system. The systems development lifecycle thought applies to a vary of hardware and software program configurations, as a device can be composed of hardware only, software only, or a aggregate of both. The machine development life cycle framework affords a sequence of activities for system designers and builders to follow. It consists of a set of steps or phases in which each segment of the SDLC makes use of the outcomes of the preceding one. The machine improvement lifestyles cycle framework presents a sequence of things to do for device designers and developers to follow. It consists of a set of steps or phases in which each segment of the SDLC uses the outcomes of the preceding one.

### 5. BODY OF WORK

There are three main modules in user, department, admin module, there are various function involves according to module. In user module there are four main function, login, raise complaint, track complaint and feedback. In department module there are three main function solve complaint, update status, escalate complaint. In module there are main function, solve complaint, track the user & department, assign department, provides members for the department track their details. Edit and delete the details of the department member.

#### A. Use Case Diagram:



## 6. CONCLUSION

In this application, it's explained concerning the operating procedure of the system, the roles concerned within the system and therefore the activities and responsibilities those users. This paper presents the summary of the analysis and development of the grievance management system of Municipal Corporation. The Grievance cell system has been developed to beat the issues with ancient system. The system was tested with sample knowledge and was found to be a lot of quicker, reliable and user friendly than the prevailing system. This method is versatile enough to adapt any changes in it, which will occur throughout maintenance. Any varieties of enhancements are potential in future. Through this planned system provided communication between administration and voters and their services.

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