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Android Civil Administration Reporting

Sarika Gawade

Department Of Computer Engineering
Jayawant Shikshan Prasarak Mandal's
Bhivrabai Sawant Institute of Technology
& Research, Wagholi, Pune, Maharashtra
sarikakalokhe13@gmail.com

Gaikwad Bhagyashree

Department Of Computer Engineering
Jayawant Shikshan Prasarak Mandal's
Bhivrabai Sawant Institute of Technology
& Research, Wagholi, Pune, Maharashtra
bhagyashri196@gmail.com

Khandekar Vaibhavi

Department Of Computer Engineering
Jayawant Shikshan Prasarak Mandal's
Bhivrabai Sawant Institute of Technology
& Research, Wagholi, Pune, Maharashtra
vaibhavik229@gmail.com

Kale Kshitija

Department Of Computer Engineering
Jayawant Shikshan Prasarak Mandal's
Bhivrabai Sawant Institute of Technology &
Research, Wagholi, Pune, Maharashtra
kshitijak2@gmail.com

R. S Shirbhate

Department Of Computer Engineering
Jayawant Shikshan Prasarak Mandal's
Bhivrabai Sawant Institute of Technology &
Research, Wagholi, Pune, Maharashtra
radhashirbhate@gmail.com

Abstract: This system is built to connect the local public with the higher officials in the Civil Administration Office. The government faces daily challenges in an attempt to provide cooperation to all citizens who depend on the public services. The user must register to an account and state a complaint to the authority with the generated unique ID. The user must require an Android application to register a complaint by mobile or desktop. The status of the complaint is updated only by respective authority. The user has to wait till the authority changes the status of the complaint. Complaints can be easily registered by the user and can be tracked with a unique complaint ID. The user can then view the progress of the complaint. This system will not only save the time of the complaint fillers but also lead to track their complaint and its status in a regular interval of time. Once the reply of the complaint is given, the user will get the update on his smartphone and email address as well.

Keywords: Global Position System (GPS), Android Kit, Public Services, Android Phone.

INTRODUCTION

The project is built to connect the local public with the higher officials in the Civil Administration Office. The user must register an account and launch a complaint to the authority with the generated unique ID. The system allows users to register and as soon as they register an account with unique id is created in the system. The user can then register complain by upload Image with description and GPS Co-Ordinates using its android phone. The user will receive a unique complaint id from which he can keep track of that complaint. The admin can access the system to add new authorities, edit or delete them. Admin can view all the complaints but he cannot edit or update the status of complain. Admin can only view the progress in complains. Authorities will have their separate login where they can only view their own complaints. And update the progress status of that complaint. This project is based on android operating system and people can use it in their smartphones as well as in other devices too, which are being operated by android system. The user must require an Android phone to register a complaint. The status of the complaint is updated only by the respective authority and the user should wait till the authority changes the status of the complaint. Also, till now most of the complaints are fill via emails and which require multiple email id's too, for the relevant authority of a particular department. This

might take a lot of time and effort for finding the authority first, for a particular kind of complaint and then finding an email Id for it. Complaints can be easily registered by the user and can be tracked with a unique complaint ID.

Both the admin/authority is restricted to edit or delete the complaint. The authority can only update the progress status of the raised complaint. The user can then view the progress of the complaint. This system will not only save the time of the complaint fillers but also lead to track their complaint and its status in a regular interval of time. Once the reply of the complaint is given, the user gets the update on its phone and email address as well.

PROPOSED WORK AND OBJECTIVES

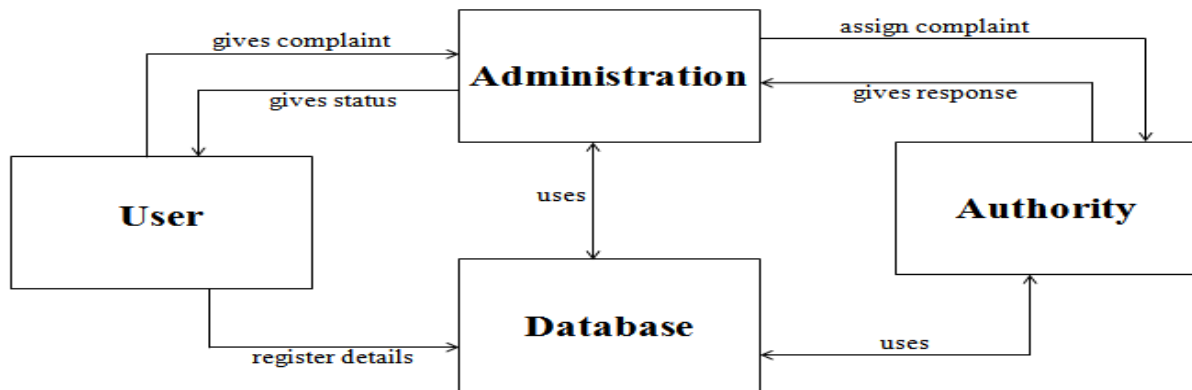


Fig. Architecture of Civil Administration

Architecture of Civil Administration

Complaints can be easily registered by the user and can be tracked with a unique complaint ID. Both the admin/authority is restricted to edit or delete the complaint. The authority can only update the progress status of the raised complaint. The user can then view the progress of the complaint. This system will not only save the time of the complaint fillers but also lead to track their complaint and its status in a regular interval of time. Once the reply of the complaint is given, the user gets the update on its phone and email address as well.

Modules: The modules for Android Civil Administration Reporting Project:

Administration Module

This module has all the control over the whole system. This module will contain all the access and authority to visit even user profiles and account, also this module gives answers to all the complaints filled and also maintains the database for the users as well.

User Module

This module works for the users who wish to fill some kind of complaint if have any query for the administration people. The account is being made by the user in this module.

Authority Modules

This module contains all the different deans or heads from the civil administration departments who can also visit queries and communication taken between the common people and the administration.

Database Module

This module is being maintained by the administration itself but is a separate module because it contains all the data and information gather upto the time, for further assessment and all the updating and deletion is being done in this module itself.

Objectives:

- The System connects the local people with higher authority.
- The user can easily handle the system for making a complaint.
- The user can check the complaint status with the complaint id.
- The System will save the time of complaint filters, also lead track of complaint and its status.
- The system also saves the paperwork and avoid the lengthy work.
- The system helps to make clean public civil area.

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