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ABSTRACT

The main objective of this project is to improve the infrastructure of the schools, our idea is to provide children with the basic infrastructure facilities in the schools. In our project users should register his complaint to the system, when user submit the complaint, automatically its geolocation is captured (using geotagging) and send to the server along with the user complaint. After registration, a unique complaint ID will be allotted to the user, using this ID he/she can see the complaint status. When a complaint is registered, the admin will respond to the complaint within a particular amount of time. The user can track his/her complaint online.

Keywords: Camera, Geo-tagging, Image capturing, Mobile Application, Internet.

1. INTRODUCTION

Our idea is to provide children with the basic infrastructure facilities in the schools. Our application includes the easy way to file a complaint and direct communication between the government and the citizen. There is no need to enter your location while registering a complaint, with the help of geotagging the location is automatically send to the server. A complainant can also easily track the progress of his/her complain about our “track your problem” feature. It provides the direct path to seek the information regarding the construction and the actions taken related to the problem. It also comes with various privacy features which include hiding the identity of the complainant. One of the key features of the app is that all the transactions will be done online and hence make the whole process corruption free. It also calculates the time in which government responds to a problem and shows how fast our ministry is and hence making our government work faster for a problem.

2. METHODOLOGY USED

Here we will study how the entire project idea was implemented into a run-able code which produces a tangible output, i.e. a running version of the software. Hence we will learn the implementation of the project. Implementation is a vital part of software building and designing. We have used Android Studio to build our Project. We are going to use SQLite database to store data.

3. SYSTEM ARCHITECTURE

Following diagram shows System architecture for client-side and application side:

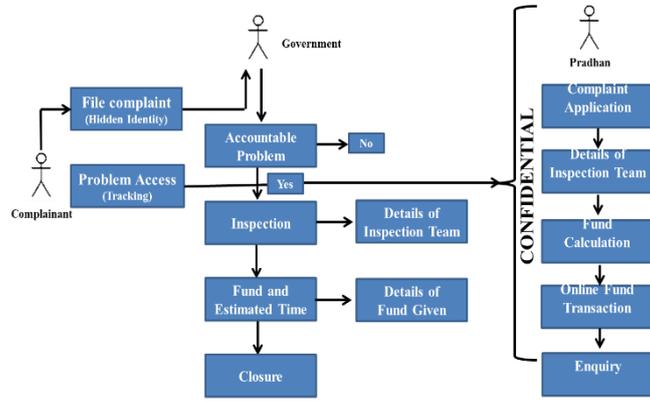


Fig -1: Block Diagram

3.1 Architecture Details

The users should register his complaint with the system using the mobile number. After registration, a unique complaint ID will be allotted to the user, using this ID he/she can see the complaint status. When a complaint is registered, the admin will respond to the complaint within a particular amount of time.

The user can track his/her complaint online. The proposed system creates a user-friendly interface using android technology. An added feature of this system is that the address of the location of complaint using the android app can be registered using Google maps, thus saving the time and efforts of typing the address.

3.2 Project Scope

Basically, the project scope is divided into the two parts:

- i. User
- ii. Departments

User

1. The user captures the image and sends to the web server and address along with the latitude and longitude.
2. The user can see the status of the complaint.

Department

1. The admin of the system first sends the respective complaint to the department where the complaint is belonged. For that admin create the various departments.
2. After the complaint is received the respective department handle the complaint and updated the complaint

3.3 Flowchart showing the working of the Android app

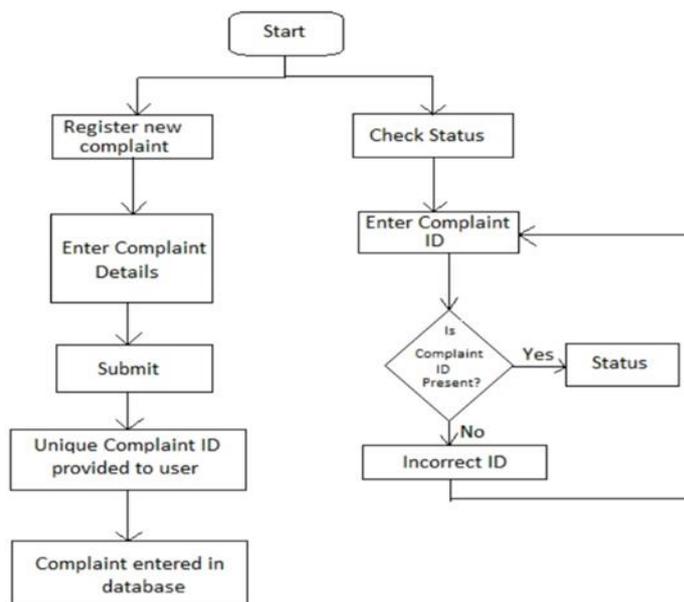


Fig. 2

Fig -2: Flowchart of app

When user opens the application, he/she has two options whether he/she wants to register a new complaint or track the existing complaint, to register a new complaint, the user just needs to fill the complaint details, the location of the user is tracked by the geotagging. When the complaint is registered track id is generated which help in tracking the complaint progress. For the checking the progress of the complaint we use track no which is generated at the time of registering a complaint.

4. RESULT

Thus we have developed the Student's Corner Application and the Web Portal. This application allows the users to submit their complaints through the complaint registration page. Fig.4 represents the complaint registration page. Fig 5. Shows the interface for checking the status of the complaint registered. The user can check the status by entering the Complaint ID which is allocated to the user when he/she submits the complaint. The complaints once registered are stored in the database of the Web portal. The location of the complaint's place is obtained through the latitude and longitude which is generated when the user clicks the photo of the place where the complaint is found. Fig.3 shows how the location can be tracked.

5. SCREENSHOTS

These are some screenshots of our Android app i.e., Smart Complaint Management System.

5.1 GPS location

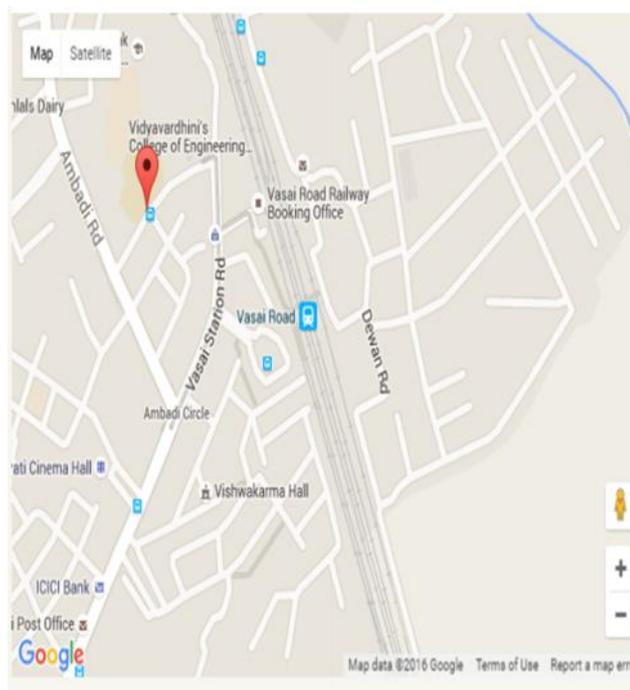


Fig -3: GPS location

5.2 Complaint Registration

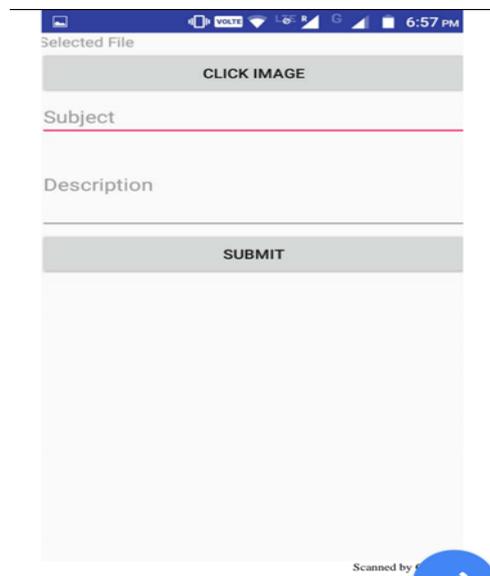


Fig -4: Registration of complaint

5.3 Complaint Tracking

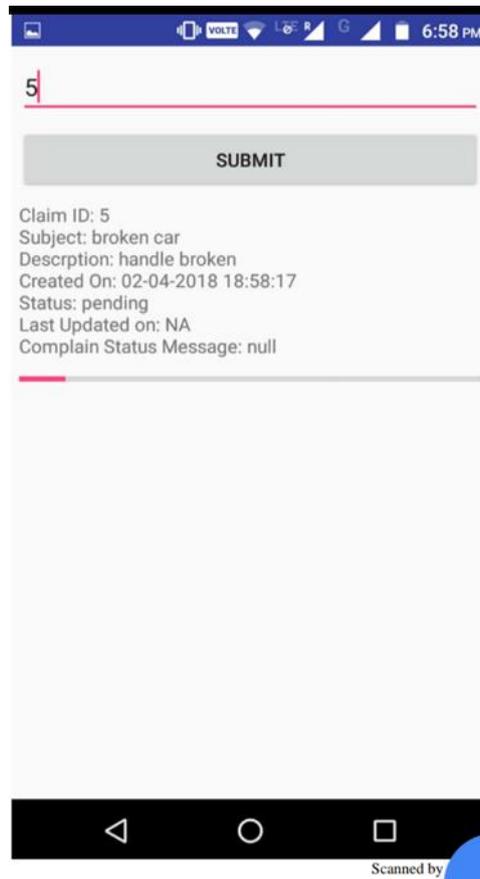


Fig -5: Tracking of complaint

6. CONCLUSION

The proposed system would attract common students to register a complaint who otherwise neglect to register any complaints since he/she has to personally visit the office and give the complaint in writing. Thus the existing system is time-consuming. This proposed system is convenient, easy and effective thereby improving the condition of the society and giving people a right place to register their complaints. This system reduces the paper work which is required to note down the complaints registered by users and also maintaining a database is easier than the file system. The user can also track the actions taken against his/her complain number. Reduction of corruption/scams due to the transparency of transaction and all the details that contractor will provide to the government as every transaction will be online.

7. REFERENCES

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