

Mobile Application to Address Civic Issues

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Abstract

This programme allows users who are experiencing troubles as a result of a civic issue such as a rubbish dump, sewage leak, or potholes, to file a complaint using photographs (Camera Module). The public can be notified of the resolved issue (through an image or message) by the relevant government agency. This software provides a transparent platform for customers to register complaints, view previous complaints, and validate that the problem has been resolved.

So, the proposed system would be that people could take pictures of neighbourhood issues and submit them to a local government body, where the complaint would be lodged along with the issue's address, and the local government would then forward the problem to the appropriate department, which would handle the issue. Citizens will be informed of the current status of the complaint, as well as what actions are being done to address it and how quickly the problem can be resolved.

Introduction

Direct communication between the city's governing body and its residents is particularly effective in resolving the problem. However, in India, there is no such mechanism to address a problem; instead, we must go through the difficulties of filing a complaint with the appropriate department, which then forwards the complaint to the appropriate personnel, who then handle the problem, which takes a long time.

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The major goal of this project is to assist the public by offering a system that can be used to improve the city and make it cleaner and more problem-free for citizens.

Literature Survey

Fix My Street:

Fix My Street is a website that allows users to report potholes, broken street lights, and other issues with UK streets and roads to their local council or related organisation, as well as check what other reports have been filed. All reported issues should be captured, classified, and prioritised.

See Click Fix:

As a kind of community activism, See Click Fix is a web service that allows citizens to report non-emergency neighbourhood issues to local authorities. It comes with a complimentary mobile phone application.

Custom Image Picker:

This is a pop-up image picker that allows you to quickly select recent images. A custom image supplier is not required for this photo picker. Custom Image Picker is useful for selecting images in a chat app, choosing a profile picture, or filing a civic complaint.

Existing system

Pradhan Mantri Graham Sadak Yojana (PMGSY). Under the PMGSY, the Meri Sadak app was created in 2015, allowing users to provide input to the departments and authorities concerned on the quality and pace of work on the roads under the scheme.

Users can use the app to take images of potholes and tag them with their GPS position. This app can also be used to track the feedback's re-addressing.

Brihan Mumbai Municipal Corporation's Mybmc 24x7 app is for civic issues.

In order to give better service to citizens, the Municipal Corporation of Greater Mumbai (MCGM) has been at the forefront of implementing e-Government programmes. As part of our

effort to raise service delivery to the next level, MCGM has taken the step to enable service delivery anytime, anywhere.

Limitations of Existing Work:

Existing systems, such as the Brihan Mumbai Municipal Corporation Application, are only used by municipal officers. However, such application fails due to the limited use of officers. Even PM Narendra Modi's "Meri Sadak" app has not been favourably received because it exclusively protects the road built by the BJP government. The disadvantages of these systems are that they are exclusively geared to file complaints for specific municipal issues. The "Meri Sadak" app, for example, is only for reporting potholes, garbage collection, and traffic control. Users can report issues; however, they cannot receive updates on the status of their complaints. This system isn't very popular, and the user interface isn't very friendly.

Proposed system

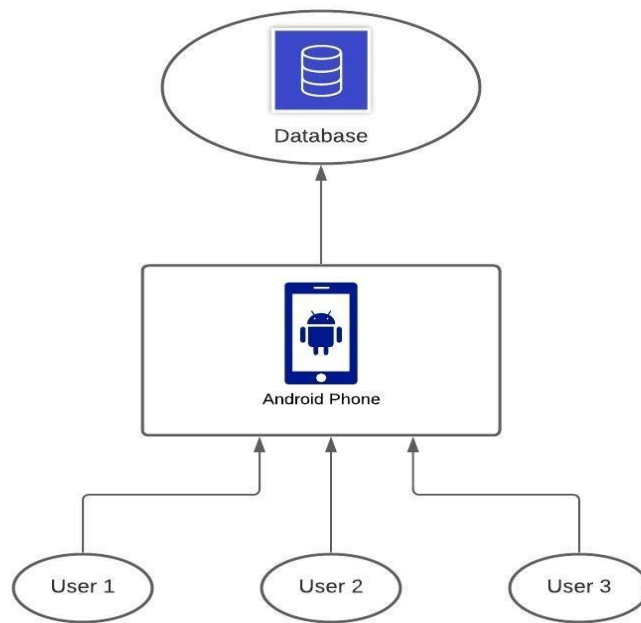
The suggested system's goal is to provide a system with better facilities. The proposed solution can overcome all of the existing system's flaws. The method ensures sufficient security while also reducing manual labour. The current system has various flaws and many more challenges to overcome in order to function properly. The suggested solution aims to remove or mitigate these issues to some degree. The proposed system will assist the user in reducing effort and mental stress. The proposed system enables the user to operate in a user-friendly manner, allowing him to complete his tasks without wasting time.

Expected Advantages of Proposed System:

The system is straightforward to build and execute. The system uses very few system resources and works in nearly every configuration. It has the following characteristics:

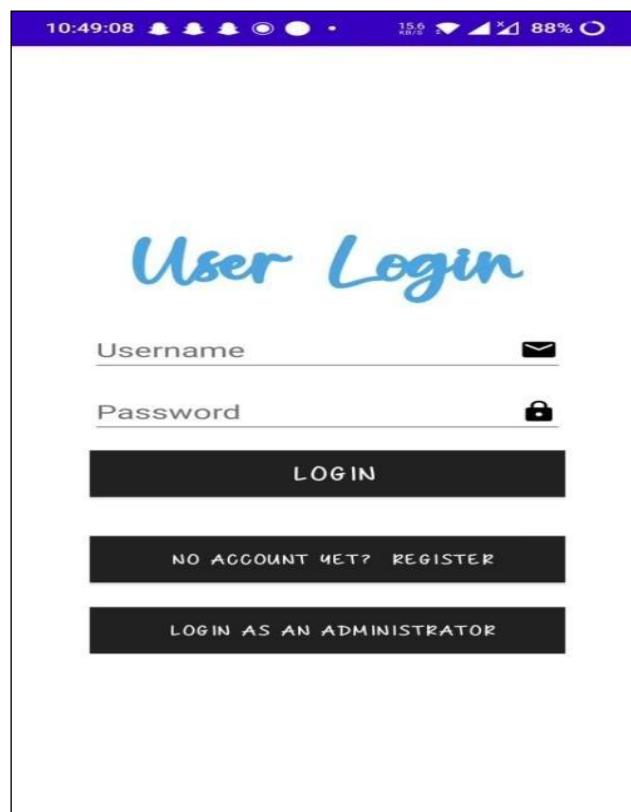
- Proper control of the higher officials.
- Reduce the damages of the machines.
- Minimize manual data entry.
- Minimum time needed for the various processing.
- Greater efficiency.
- Better service.
- User friendliness and interactive.
- Minimum time required.

Architecture



Implementation

Login Page of User:



User Register Page:

10:51:00

Plainte
Make Your City Clean!

Full Name _____

username _____

Phone _____

Password _____

Confirm Password _____

JOIN NOW

ALREADY ON PLAINTÉ? SIGN IN

Dashboard of User:

10:51:00

Plainte
Make Your City Clean!

Full Name _____

username _____

Phone _____

Password _____

Confirm Password _____

JOIN NOW

ALREADY ON PLAINTÉ? SIGN IN

Adding a Complaint:

10:49:20 8.88 88%

Register Complaint

CHOOSE IMAGES

Attach proof (mandatory)

Potholes or Lifted Manholes ▾

Enter Description

REGISTER COMPLAINT

Types of complaints:

10:49:27 12.6 88%

Register Complaint

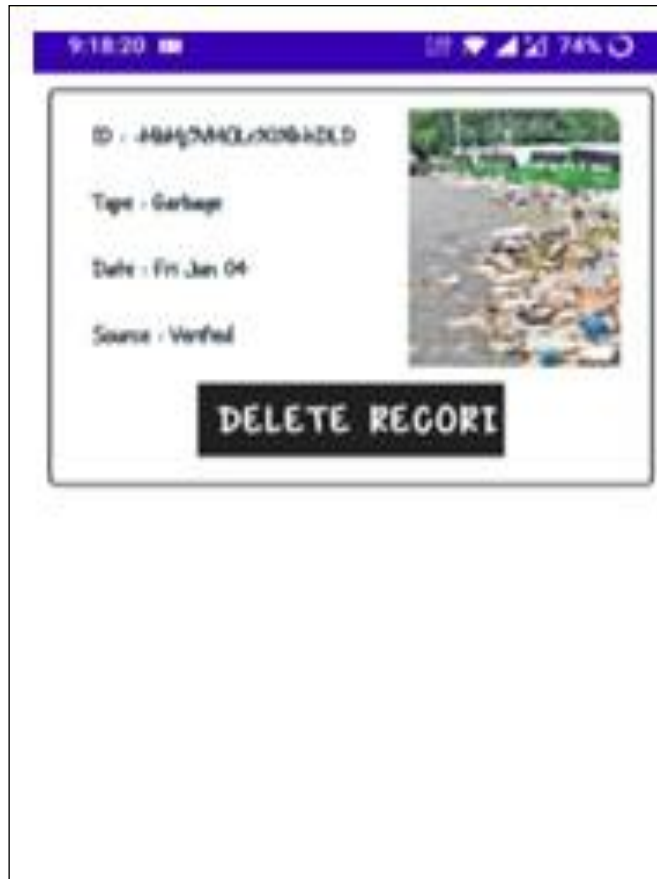
- Potholes or Lifted Manholes
- Debris, dead animals
- Fallen trees
- Electricity Failures
- Street Light Outage
- Drainage Problem
- Uncollected Trash
- Flooding
- Other

Potholes or Lifted Manholes ▾

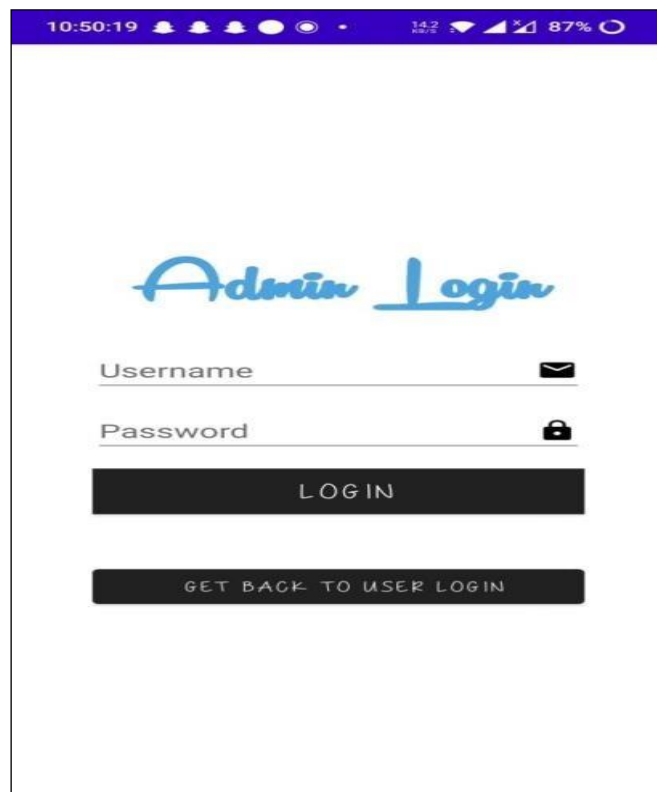
Enter Description

REGISTER COMPLAINT

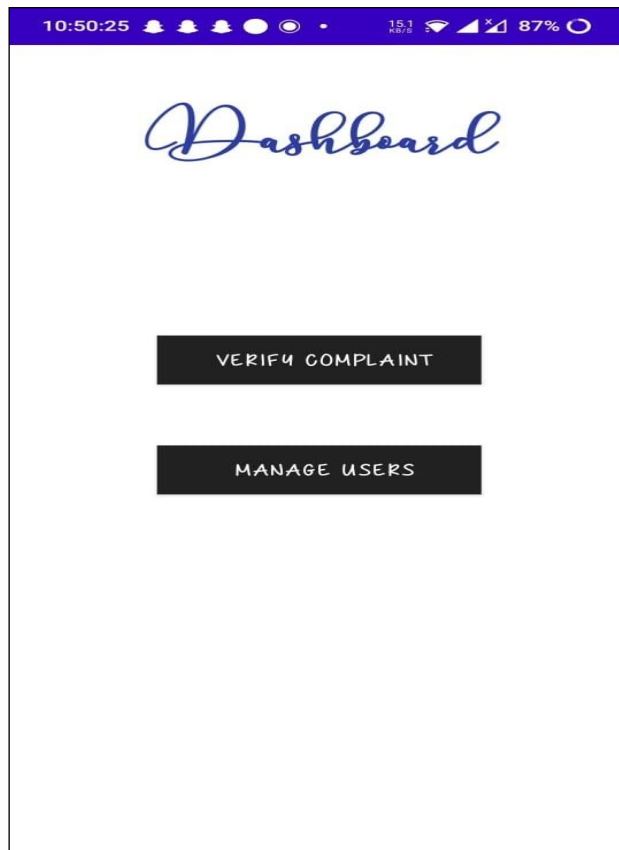
User complaint status:



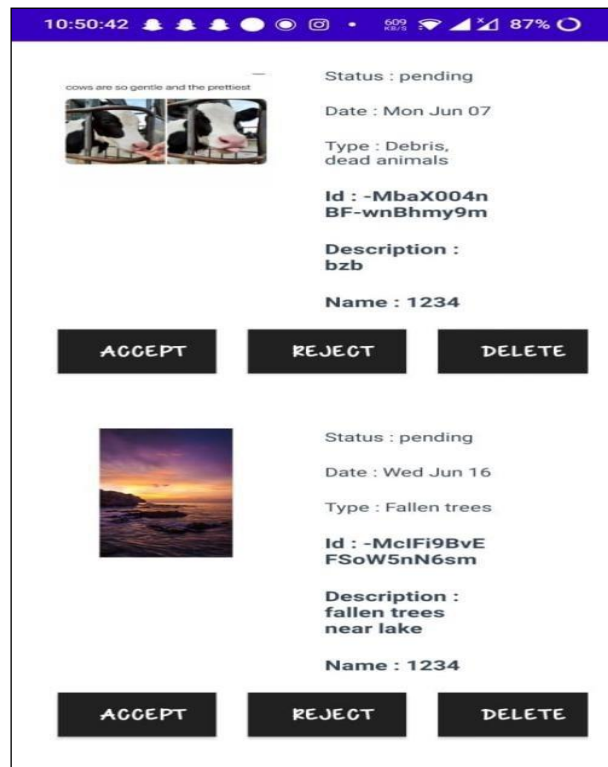
Login page of admin:



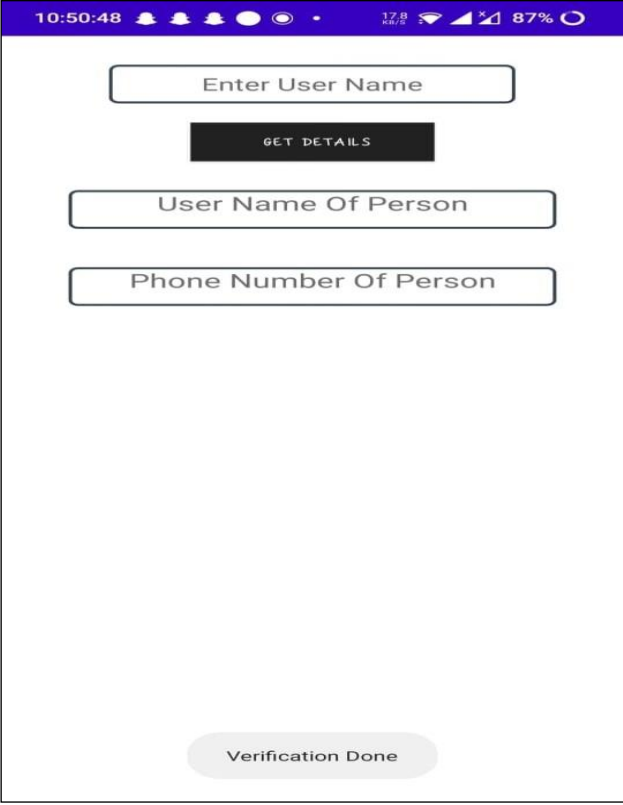
Dashboard of admin:



Verify user complaint:



Manage user:



The screenshot displays a mobile application interface for user management. At the top, a status bar shows the time as 10:50:48, along with icons for signal strength, Wi-Fi, and a battery level of 87%. The main content area features a text input field labeled "Enter User Name", followed by a black button labeled "GET DETAILS". Below this, there are two more text input fields: "User Name Of Person" and "Phone Number Of Person". At the bottom of the screen, there is a grey button labeled "Verification Done".

Conclusion and future scope

Conclusion:

The introduction of a complaint system in a city has the potential to make city operations more responsive and efficient, assisting citizens in better utilising Municipal Corporation services within a specific area, but such gains are totally contingent on citizen engagement. A clean, peaceful, and good environment will emerge from direct communication between the municipal corporation and the citizen to assist in registered concerns that citizens face in urban areas and by regularly tracking them.

Such an application system's importance would aid in good governance. It enhances elected members' and officers' faith in their own local government and decision-making processes, as well as the confidence of the local community in its council.

Future Scope:

This project's future versions will include features such as app notification, Google maps, and OTPs for

easy app login. It is simple to implement and use by citizens and municipal governments.

References

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