

City Grievance Services

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ABSTRACT-City Grievance Services is basically a complaint management system. City Grievance Services is a app that can bring big change in country. It is complaint app that can be used to complaint directly to government about problematic things. City Grievance Services can be used to complaint about things that concern to government like bad roads , street lights not working ,path holes , poor drainage system , drinking water problems etc. City Grievance Services will register complaint from user and assign to specific department to check and complete it . All Users will be verified as no duplicate / false complaints will be registered. After completing the complaints it will be displayed on a page in app. and will notified to user after completing. App will have simple interface as will be easily accessible to users who have android phone. City Grievance Services will be designed according to municipal corporation working.

governing body that could provide services such as healthcare, education, housing and transport by collecting property taxes and administering grants from the state government. The Municipal corporation carries out its function through well organized divisions or departments. For example water supply and sewage disposal Undertaking, Housing Board, Education Department and Electricity Department. Each of these Departments are looked after by experienced and qualified persons.

The 74th Amendment Act defined the formations of urban local governments and their activities. The Twelfth Schedule of the Constitution lists the subjects that municipal corporations are responsible for. Corporations may be entrusted to perform functions and implement schemes including those in relation to the matters listed in the Twelfth Schedule. Regulation of land-use and construction of buildings . Urban planning including town planning . Planning for economic and social development . Water supply for domestic, industrial and commercial purposes . Public health, sanitation conservancy and solid waste management . Fire services . Urban forestry, protection of the environment and promotion of ecological aspects. Safeguarding the interests of weaker sections of society, including the handicapped and mentally disabled Slum improvement and upgradation. Repair street lights Urban poverty alleviation. Provision of urban amenities and facilities such as parks, gardens, playgrounds. Promotion of cultural, educational and aesthetic aspects. Burials and burial grounds; cremations, cremation grounds and electric crematoriums. Cattle pounds; prevention of cruelty to animals. Vital statistics including registration of births and deaths. Public amenities including street lighting, parking lots, bus stops and public conveniences. Regulation of slaughter houses and tanneries

I. INTRODUCTION

Since complaints are a valuable source of feedback to improve the infrastructure and condition of our city. The citizens may have complaints with respect to their environment and city's infrastructure but they might not like the old complaintsystems in which they have to go to office to complain and have to stand in line and this procedure takes long time. It wastes lots of valuable time and efforts. So, to take over this problems, we came up with an online application introducing a new platform for sharing problems between government service authorities and the public . Since it is an smartphone era it will be easy to interact and build a satisfactory connection between citizens and authorities . The aim is to contribute to the development of the infrastructure of the city.

II. LITERATURE REVIEW

A municipal corporation is a type of local government in India that administers urban areas with a population of more than one million. The growing population and urbanization of various Indian cities highlighted the need for a type of local

III. COMPARATIVE ANALYSIS

Table.1 Survey Table

Sr.No	PaperName	Author	MethodProposed	Limitations
1.	Civic Complaint Application under Smart City Project	Satish Kumar Prasad, Ritesh Patil, Sagar Beldare , Anita Shinde	Reporting street or any civic problems has no longer been an easy process for the citizens. They have to undergo a long procedure and formalities to report	• Low range
2.	Complaint go an online complaint registration	Mareeswari V and Gopalakrishnan V	Complaint GO Android Application and Web Portal is used to register a complaint efficiently through the internet to Higher Government bodies directly	<ul style="list-style-type: none"> • This application doesn't permit users to recover their positive identification. • It is not getting to permit users to ignore or take away their crime report. • It would conjointly not permit to vary in their profile. • It is not totally secured as anyone will visit anyone's profile
3.	Smartphone Based Citizen Complsaint System for Urban Maintenance Using GIS	Mohd Sohel Deshmuk , Swapnil R.Rajput	Complaint GO Android Application and Web Portal is used to register a complaint efficiently through the internet to Higher Government bodies directly	<ul style="list-style-type: none"> • Paperwork needed. • Loss of record • Information about criminals and common people are not properly maintained.

IV. CONCLUSION

This app will provide a handy experience to user. we tax payer will be needed to almost everyone in future. Technology has made significant progress over the years to provide consumers a Better experience. Due to technology most of work done on mobile phones/ laptops /pc's this complaints registering will be also now done. This app will make our life better.

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