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Abstract: - There are various aspects/situations in a present condition in which the people have to face a lot of difficulties and go through lot of formalities to concern particular government authority in which lot of time is wasted. This could have been easy if we have an application which can connect people directly with the government authorities. Therefore we are developing an application through which people can directly interact with government which in result increases the transparency. In this application, after login the user can file a complaint which will be directly sent to the particular ward department officer. Later if the complaint is not resolved in particular span of time, the similar complaint will be automatically concerned to the local corporator. Similarly, this process goes on until the complaint is resolved by the particular authority in given period of time hence the case will be handed over to the higher authority till the user is being satisfied with the solution.

Index Terms— Application, Citizen, Connectivity, Government, Internet, User interface, Webpage.

I. INTRODUCTION

The goal of this application is to provide transparency between people and municipal-corporation of the particular city, in this it provides the platform for the people to interact with the local ward department officer in any cases if he or she finds any local problems or want any immediate help may directly contact with this application. In this application the individual needs to register himself /herself with the mandatory selection of their WARD NO. In case if any individual finds any problem he or she will click a photo and upload it on the wall of their particular wards department officer profile which will also gets uploaded on local corporators profile simultaneously and if the problem is not resolved by the local corporator in particular span of time automatically the higher authority i.e. division officer will take charge for further concern, later the complaints will be passed on to the higher municipal committees. At the end of the hierarchy there is a municipal commissioner which will get an overview of progress in every ward. This how it will get easy to understand what kind of problems the citizens are facing and may get the overall progress report to the municipal commissioner which In results can bring the transparency between the municipal corporation and the citizens which will be a greater aspect for development of city.

II. LITERATURE SURVEY

“E-governance” is a term which appeared only in literatures and dictionaries but came in practice in late 1990's. Many researchers after monitoring studied that Information and Communication Technologies, ICT industry have been very much worthy in terms of knowledge mining, public

administration and decision making. ICT has been identified as a strong catalyst agent in developing a better, productive and a transparent government. E-governance can be described as the proper consignment of supply and information applications to its users by electronic means.

E-governance can be useful in providing a responsible and a transparent government for the citizens of its nation. In some situations, it is very hard for a government to interconnect and deal with the developments in ICT to enforce simultaneously. This present world is completely the age of information and communication technologies demanding for more applications, but using it tools and technologies efficiently and accurately so that it can give the best results as demanded and as per assigned time. For various departments like public sectors, building public policy, decision making, knowledge mining, etc. E-governance has become a primary demand. E-governance can play a very crucial role in removing and fighting with corruption. From the time of previous age, governments all over the world have taken massive steps in the field of Information and Communication Technologies, ICT. But the actual milestone to be achieved is still far behind what is actually needed by the customers like citizens, businessmen, etc.

E-governance mainly concentrates on the research tools and models that can assist its customers for more efficient knowledge mining, public administration and decision making process. It is a huge competition for the whole world, how can one benefit from the emerging intelligent tools, technologies and many more.

III. PROJECT METHODOLOGY

After opening the application the user must first register him/her with basic information and additional aspect known as ward number which is mandatory. Then after registering into the application user can login to his/her profile. Once the user logs in to his/her profile complaint box will appear in which the user can register complaints. The registered complaints will get uploaded on the wall of the ward officer as well as the corporator’s profile simultaneously through which the complaints will get public and can be viewed by all the users registered in that ward. The ward officer will get specific amount of time in which he/she must inspect the complaint uploaded on his/her profile. If the time limit is over the similar complaint will get reflected on the division officer’s profile. Even if the division officer is unable to resolve the problem then the higher authorities will take the charge and they start resolving the problem. At the end of the hierarchy there is a municipal commissioner who will get an overview of progress in every ward. This is how it will get easy to understand that what kind of problems the citizens are facing and may get the overall progress report to the municipal commissioner which in result can bring the transparency between the municipal corporation and the citizens ,which will be a greater aspect for development of city. The comment box is also provided below every photo so that the user and municipal corporation can write a comment and various services are also provided such as water, ambulance, disposal, fire brigade. At last the feedback box will be provided to the user so that he/she can give feedback related to the work done by the municipal corporation.

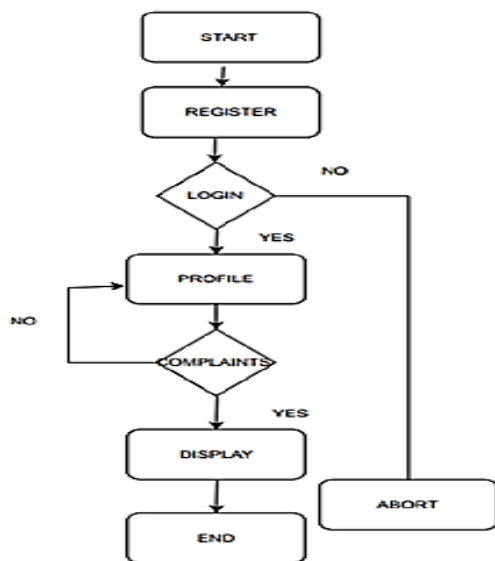


Fig.1 Flow Chart diagram

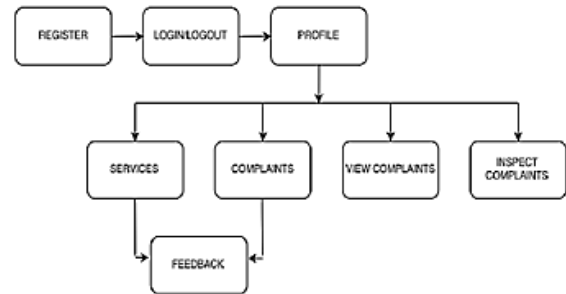


Fig.2 Data flow diagram

IV. CONCLUSION

Due to lack of transparency between citizens and municipal-corporation, the citizens have to go through various formalities to resolve a problem. Taking this into consideration we are developing this application. This application increases the transparency between citizens and municipal-corporation and also provides various services like water, disposal, fire brigade, etc.

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