

GRIEVANCE MONITORING AND ANALYSIS SYSTEM

G.Balaiah, M.Chandrika, P.Rambabu, B.Chandana, R.Hima bindu

Abstract (10): In our country we have government bodies (Municipal Corporation) which are responsible for maintaining and running cities. It's all their responsibilities to address the complaint of citizens. For this Municipal Corporation has 2 ways, in first cameras or other surveillance devices have to be installed and second way is that citizens could report their problem to the municipal corporation. The second way is mostly used because it is cheaper as compared to first one. GRIEVANCE MONITORING AND ANALYSIS SYSTEM will help officers at Municipal Corporation to solve/reject and analyze complaint with reasons and monitor the status of complaint. The Aim for creating this Application is to simplify the process of lodging complaint to respective Municipal Corporation and make it quick and cheaper. The citizen can easily register his/her grievance to the Municipal Corporation using this system through online. The citizen can himself check the status of the grievance from the system rather going to the MC. He/she may also give suggestions to respective persons of MC through this system. He can also check the status of the suggestion whether it is being taken into consideration or not.

Keywords: Grievance, Municipal Corporation, Citizen, Officer, Operator, Supervisor.

* Correspondence Author

G.Balaiah, Associate Professor, Department of CSE,
Usha Rama college of Engineering and Technology,
Email: balu.vrse@gmail.com,

M.Chandrika, Department of CSE,
Usha Rama college of Engineering and Technology,
Email: marrapuchandrika@gmail.com

P.Rambabu, Department of CSE,
Usha Rama college of Engineering and Technology,
Email: p.r.babu002@gmail.com

B.Chandana, Department of CSE,
Usha Rama college of Engineering and Technology,
Email: bangaruchandana1999@gmail.com

R.Hima bindu, Department of CSE,
Usha Rama college of Engineering and Technology,
Email: himabindu3288@gmail.com

India.

1. INTRODUCTION

Municipal Corporation deals with different day-to-day activities that take place generally in any system. In the existing manual system huge expenditure and a lot of time is spent in communicating the information across different branches. So, there is a need for an integrated automated system, which has some centralized control over the entire process. The following drawbacks of the Existing system emphasize the need for computerization of Grievance Monitoring and Analysis System: Conventional system makes use of huge amounts of paper for recording transactions. Difficulty in tracking and retrieving data from the abundant papers is quite difficult. Need for computerization: Duplication of work avoided, Paper work is drastically reduced, Retrieval and access of data is easy. Existing system, The analysis of the existing system has to be carried to learn the details of the proposed system. System analysis is the process of gathering and interpreting facts, diagnosing problems and using the information to recommend improvements to the system only after the system analysis. The citizens of city can register the grievances either by post or phone or he/she can directly submit. Disadvantages: Citizens will not know whether the grievance is handled or not, the grievance that is given by the citizen is to be passed to the respective section. This is time taking process, Later, if citizen wants to know whether the grievance is solved or not, he must go to MC and check. In the proposed system, citizens of the city can easily register the grievance directly through ONLINE. It is a Responsive Web Application. Benefits of new/proposed system: Facilitates acceptance of grievance/suggestion from citizens., Generate acknowledgement and status report of grievances/suggestion, Keep track of grievance readdresses, Generate various records, It is user friendly.

2. DESIGN

The grievance monitoring and analysis project of ONLINE INFORMATION CENTRE consist of the following modules. Modules used in this system are:

Registration: The citizen can enter his grievance from any of the kiosk located in Eluru or from Internet. The citizen enters the details of grievance into the system. Unique grievance no is generated for each grievance received. The citizen is acknowledged with a id, which contains details such as grievance no, section handling the grievance. The details of grievance are posted to appropriate registers. The grievance is then forwarded to respective sections. The citizen can use the grievance no for querying the status of grievance.

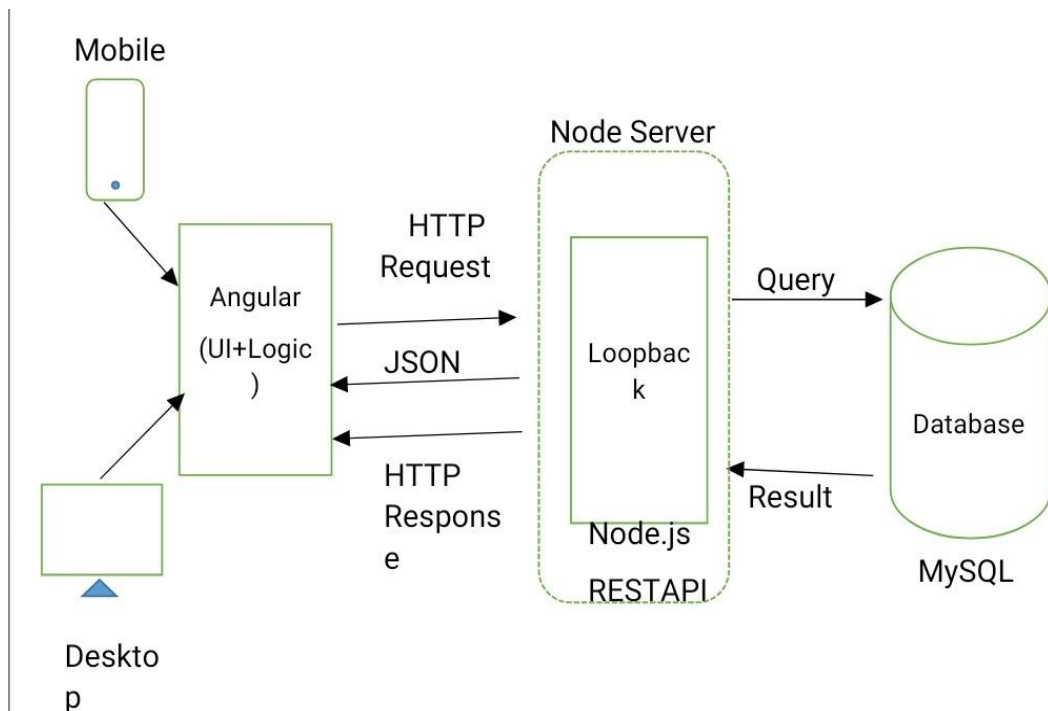
Routing grievances: All grievances received by MC from citizens are categorized based on the nature of the grievance. These grievances are routed to appropriate section based on the category to which it belongs. All grievances received are routed to respective sections immediately.

Updating status of grievance: The status of grievance is being updated from time to time. Initially he will enter details of clerk who is handling the file. Supervisor who is acting on the grievance, date and time on which supervisor took the grievance. Status of grievance is updated as soon as supervisor submits his report to the particular section along with date. If the file is closed he will enter the date on which the file is closed.

Generate pending grievances report: There will be several grievances that have not been solved. The operators in each section generate reports of pending grievances on a periodic basis. This process facilitates generation of these reports for MC.

Generate attended grievances report: The grievances that have been solved in each section generate reports of solved grievances on a periodic basis. In this process, the attended reports will be generated.

3. Figure

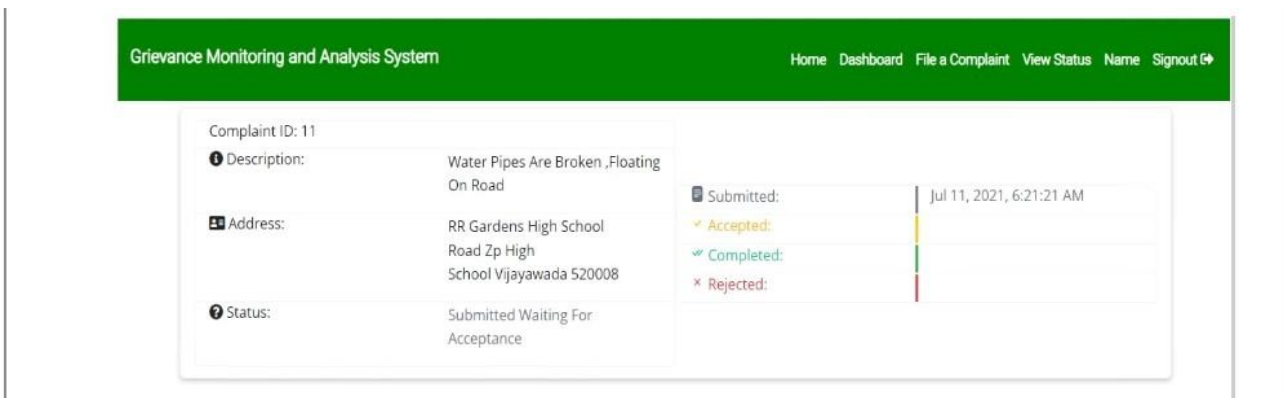


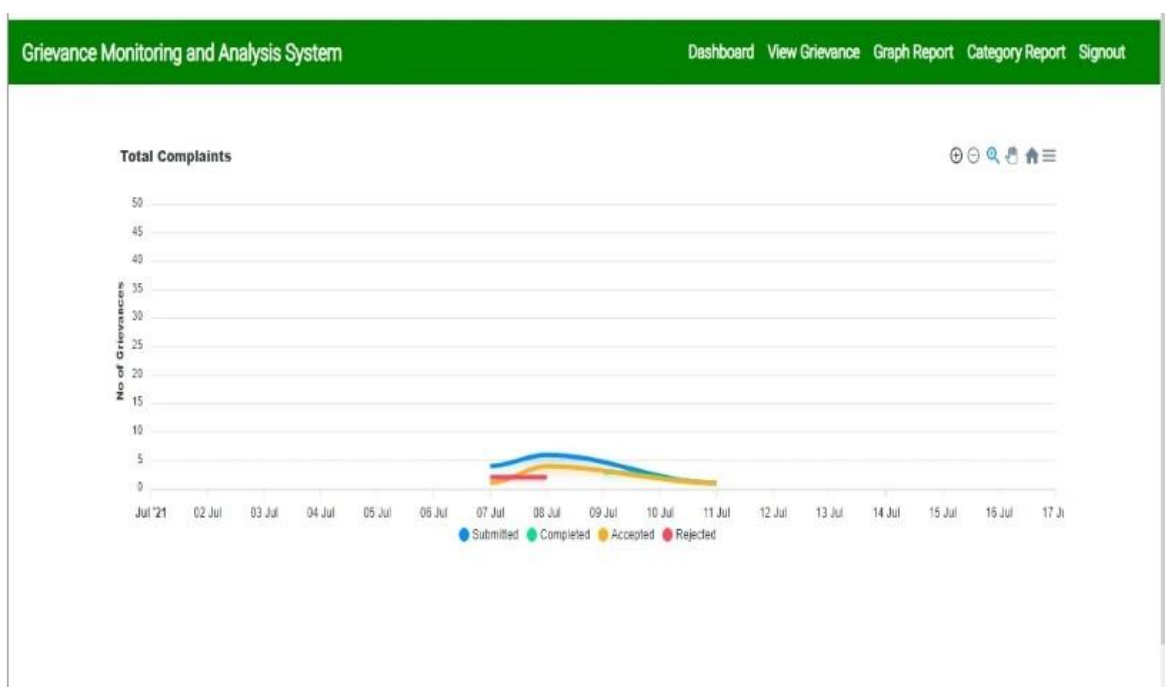
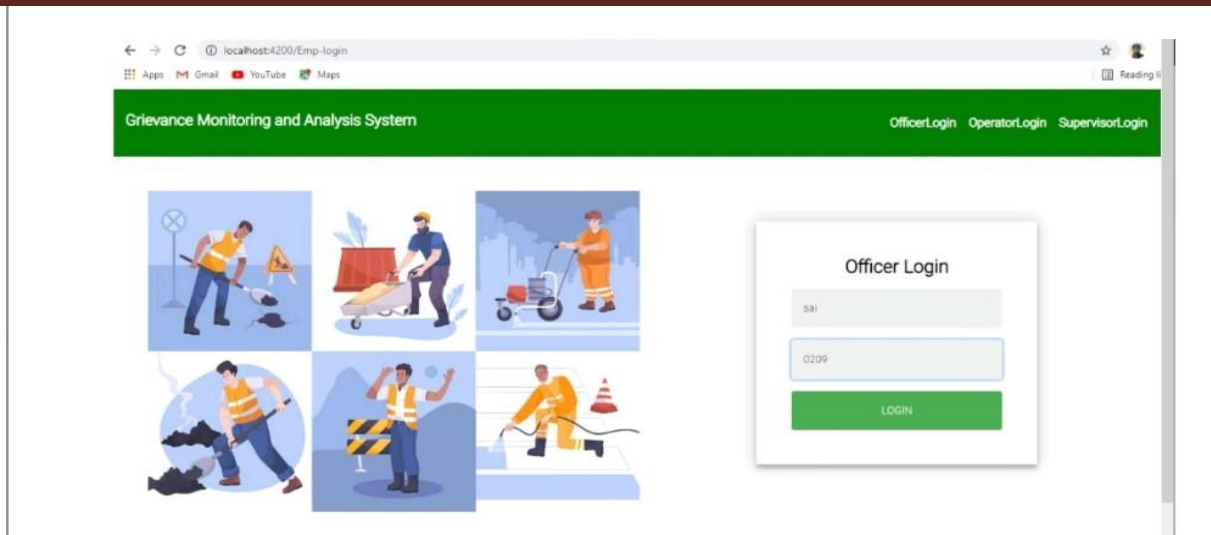
4. ANALYSIS

There will be several Grievances that have been solved in the system. The operators in each section generate reports and analyse the grievances on a periodic basis. This process facilitates generation of these reports for MC.

5. RESULTS

The status of grievance is being updated from time to time. Initially he will enter details of clerk who is handling the file. Supervisor who is acting on the grievance, date and time on which supervisor took the grievance. Status of grievance is updated as soon as supervisor submits his report to the particular section along with date. If the file is closed he will enter the date on which the file is closed. The task of the officer is to monitoring and analyzing the reports.





6 CONCLUSIONS

This project has been able to successfully incorporate all the requirement has specified by the user. Appropriate care has been taken during database design to maintain database integrity and to avoid redundancy of data. The maintenance of files will be efficient and fast. It reduces some burden to the MCE personal to calculate fees manually. Appropriate reports can be generated to take analytical decision. Fast and better performance by Grievance Monitoring and Analysis system. Provides necessary validations whenever deemed necessary ensures data integrity. Provides detailed information about eluru Municipal Corporation through web site to citizens. It reduces some burden to the people to come to MCE office and waiting to know details.

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