

Real Time Reporter

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Abstract— Real Time Reporter web portal a citizen can register their complaint being completely anonymous, they just have to register the complaint in detail and can see the status of the complaint by the unique complaint-id. They need not go to the respective departments for filing the complaint rather they can use the online portal to register their complaint which saves their time and encourages them to register daily life issues which they might not register if they had to go physically to the office. So this online portal also encourages citizens to address daily life problems.

Key words: Real Time Reporter

I. INTRODUCTION

In today's world there is a strong presence of social media in our daily life. We get all the news and information through social media and news channel. Many-a-times some news and incidents gets viral in the social media (like whatsapp, twitter and facebook), later on we get to know that the news was fake and got viral. T.V news channels and social media also uses these fake news in order to get the trp ratings high and the common man ends up in getting fake journalism. In order to eliminate this we have introduced this portal where anyone can be a journalist being anonymous. The user/citizen will register to this online portal and submit the complaint with details of the incident, they can also upload a picture or video of that incident. The geo location and date & time will be uploaded automatically. Complaining about the issues related to the government bodies (Jal board, Police station, Fire Department, Education System, Health Department etc) requires a personal visit to respective govt. offices, so one might avoid all these time consuming steps and would avoid complaining the matter. In accordance, this system focus on its ability to solve the above mentioned problems. This portal aims at providing a platform to register any complaints regarding the governance, on the go. The admin of the govt. departments will show the status of the complaint thus saving the time of the user and all the internal work will be done by the admin of the portal and the govt. department's admin.

II. REVIEW OF LITERATURE

The existing system is paper based. The citizens needed to go to the respective department to submit their complaint which required them to go physically to the govt. offices. The citizen/user was then supposed to do all the formalities by filling up the form. Although the government provides an online platform for all its activities, but unfortunately the interface is not user-friendly. The proposed system provides a user friendly interface using web technology. In this online portal the user's location will be fetched using a route by Google's geo-location so the user need not type the location manually and this also eliminates the fact that the user can't fake the location where the incident happened thus eliminating fake complaints. The user just needs to fill the

complaint and submit a picture/video of that incident and submit it. The complaint type will be sorted into the data base by word search analysis and will be send to the respective departments. They will get a unique complaint-id from which they can track the status of the complaint. The main objective of this web portal was to create a user-friendly online interface for citizens to communicate with administrative body and also encourage the user to take a step forward to complaint about the incidents that happens in daily life, this system encourages the user as they don't need to go to the departments physically rather they can just submit their complaint and see the status of the complaint through the web portal.

III. EXISTING SOLUTION

The Delhi state government's website and app to address public grievances while ensuring participative governance, was launched by Chief Minister Arvind Kejriwal. The portal and app introduced by the chief minister consisted of two app namely "Swachh Delhi: The official app" app and the other one was "Delhi police MV Theft E-FIR". But these were two individual apps so the user needed to download these two different apps for different purposes, thus it was time consuming in some ways and so the participation of users was limited to an extent.

The citizen has to mention the complaint type, give the description of the complaint in detail, specify the location of the complaint.

The Government allows the citizen to see the status of the complaint. The user will be given the unique complaint-id through which they can see the status of the complaint and follow up.

IV. PROPOSED SYSTEM

The project is beneficial to the users that are the citizens. Using the online application the user can submit the report/complaint and that complaint will be directed to the specific department of the Government who will deal with the issue. The complaint will be forwarded by the admin to the specified department (the sorting which will be done by word search analysis).

The system comprises of 3 major modules:

A. Admin Module:

View Complaint from the database. Send complaint to the destined department.

B. Manager Module:

The manager checks the authenticity of the complaint whether it is true or false. If it is true the manager then sends the complaint to the admin.

C. User Module:

The user can submit the complaint/report in the user form. The form will contain a title, description (complaint/report), an attachment (video/picture) and a submit option.

The location of the user will be located by the gps system and the date and time will be the present date and the current time the user submitted the complaint. There will be double verification process that will be performed so that the complaint is not a false one. In this verification first step will be to get the geo-location of the user from where he/she complained, then their IP and MAC address will also be recorded. The manager will check the authenticity of the complaint. If the complaint is false, then by the geo-location and IP&MAC address of the user, the user will be tracked down and a cyber complaint against the user will be logged. There will be special panel for each and every department from where they can log on and see the complaint. Once they have resolved the complaint they can put the status as "RESOLVED" against that complaint, which the user can see through the unique ID provided to them. This application aims at providing a platform to register any complaints regarding the governance on the go, at any time, from anywhere. The portal also provides a mechanism to track down the status of work done in response to registered complaints. This system increases quality and speed of service as compared to existing system. The use of GPS and Google maps feature for address location tracking lowers the user overhead of typing the address of exact location of complaint.

V. IMPLEMENTATION METHODOLOGY

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 software. Hence in this chapter we will learn implementation of the project. Implementation is vital part in software building and designing. We are going to use MySQL database to store data.

A. Flow of the System

There are sections that are divided as admin, grievance officer(manager), each have their individual login section. When the user launches complaint, it is forwarded to grievance officer. It's the duty of grievance officer to forward the complaint to the respective head of the department if the complaint is genuine (true). Then the head of the department will view the complaint and forward it to their employee and finally the employee will allot the problem to the co-worker. Co-worker will visit the place and check whether the problem is true or not if true then he will solve the problem. But if the complaint is false then cyber complaint will be logged against the user. There will be particular time span assigned in each stage. If in any stage they fail to solve the problem or in case complaint is not forwarded within the time span then the complaint will be directly forwarded to commissioner. In case the complaint received is fake then grievance officer or employee has the right to reject the complaint. All the status will be visible to the person who has launched the complaint. User will be able to see whether there complaint is solved, pending or rejected.

The process of forwarding the complaints among officer and employee will be kept hidden from the user.

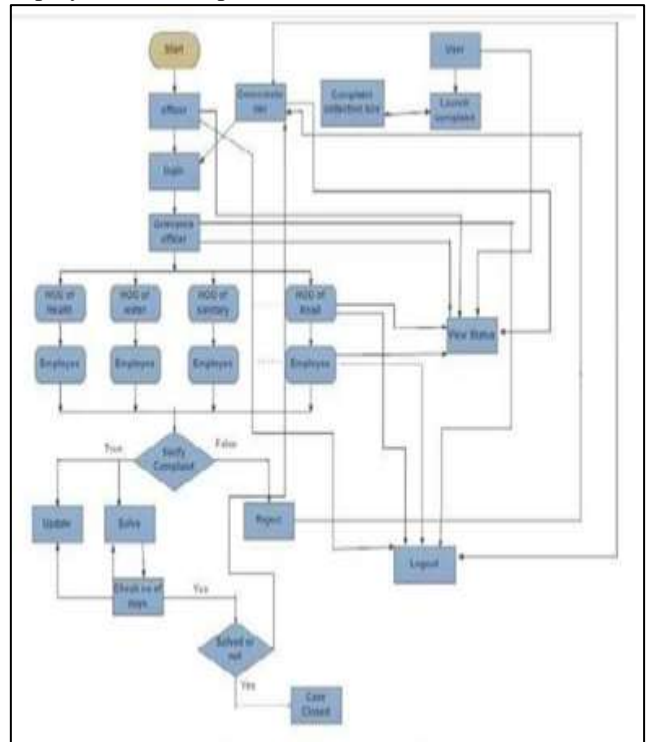


Fig. 1: Flow of complaint process

B. Functional Modules

The whole system is divided into the four modules. They are Registration or Login Module, Questions Entering Module, Test Module and Result and Analysis Module.

1) Complaint Module:

In this module user can launch their complaints. The complaint form will be simple so that a common layman can use it. In complaint form user can upload photos and can even upload videos. User has to give the complaint details. Gps facility is provided so that users location can be tracked.

2) Login Modules:

Individual login facility is there for users and every officers and employee so that they can see the complete procedure of complaint and can even solve the complaints. The procedure of forwarding the complaints and solving complaints will not be visible to the user. The user will only get to know the status.

3) Location Tracking Modules:

The application will be built in such a way that it will provide the current location of the person lodging the complaint can be tracked and will be visible to the admin in the server side.

4. Department wise login: Admin has been created based on the different Department in the database. The Admin within the different department can View the complaint that is being launched to that particular department. Also the current status will be visible. 5. Complaints management and updating: Admin based on the different department can view the complaints that is being launched to particular department. The Admin has the authority to open or close the complaint. Then Admin can also reply to the user in the form of notification that is being created when the admin update the complaint and will be made visible.

C. Advantages of Proposed System

- 1) In this technological world, this system is useful for the people to file a complaint with the help of web portal which will save time of people.
- 2) It will reduce the time and effort of registering the complaint manually by lodging complaint online.
- 3) Also the status of the complaint lodged can be tracked easily i.e. whether the complaint is rejected, accepted, pending or solved.

system. The user can also track the actions taken against his/her complaint.

VI. RESULT

Thus we have developed the Web Portal. This application allows the users to submit their complaints through the complaint registration page. 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 admin forwards the complaints to the respective departments which is automatically sorted by word search analysis. The location of the complaint's place is obtained through the route using geolocation and google maps API which is generated when the user clicks the location button, also the current date and time is noted down. Fig.2 shows how the location can be tracked.



Fig. 2: screenshot of location tracking

VII. CONCLUSION

In The proposed system would attract common man and would encourage them 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 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 file