

Our Reliever

Sai Pratap P¹ Prof. Rakshitha Kiran P²

¹PG Scholar ²Assistant Professor

^{1,2}Department of Master of Computer Applications

^{1,2}Dayananda Sagar College of Engineering, Bangalore, India

Abstract— The application is an E-governance app where it is a smart move towards smart governance by facilitating responsive services will be connecting public and the political leader. The application works in such a way that where a common man can book the appointment along with date and time where he can talk with the public servant regarding his problems and clarify his doubts personally where both can save their time and the other side the ward member can accept or delete the appointment if he find the reason to meet up is not reasonable or sensible. One more option to convey the complaint is to post the complaint by capturing the picture of the problem or issue with description and also it includes fetching current location automatically where the problem occurred and this current location will reject the complaint if the current location is not the actual location and accepts the complaint if the current location is the actual location and further all these things or status will be updated to user whether his complaint is accepted or rejected. This will also help the ward member by saving time where this feature will avoid the fake complaints before checking the complaint manually. Another option is that political leader can share his events with images and videos of his new projects or his meetings and might be anything which reflects his current status. People will come to his work by this facility. Ward member can capture his pictures or videos of any events and share them with his people. One more useful availability is public can ask any queries and doubts to political leader which results in clarification and confidence between public and political leader.

Keywords: Complaints, Appointment, Query's, Events, FAQ

I. INTRODUCTION

In the current time the development of a place or country depends on the uses of E-governance and also the improvement of a place can be defined based on the scope of E-governance in that country. E-governance can solve the basic human requirements.

With the quick surge in population and for better standards of living comforts of the individuals, the problems in specific area are increasing and problem may be minor or major it need to be informed to the political leader or public servant through direct meet up and seek for their schedules. One cannot convey the problem exactly just by words so instead of meeting the person directly there should be an interface where it helps the public to convey the information

with pictures and also the member of the ward can view the problem from the remote place and can take further actions and the public servant need not to follow paper work to keep track of complaints. This app provides the best solution to the public and the member of the ward where it is the optimum way to solve the problems in current busy living standards. And also the public need not to meet the higher authority where problem can be solved at the source by the member of the ward.

II. LITERATURE SURVEY

Before E-governance app came into existence it had been difficult to place complaint in front of political leader public need to wait for political leader till they visits their place so people need to wait for their time where you don't have other options except waiting and people were not knowing when the complete will resolve or whether he or she has started working on that and if public wish to meet political servant or leader for personal issues they weren't know that weather he is free or he is not available for that moment and get to know about their free time.

This app will be providing facilities like placing their complaints through a feasible interface where one can capture the image of the problem as a proof and the person's current location will be fetched automatically where his current location will be matched with the actual location and if it do not match then the complaint will be rejected automatically where the public servant need not to go and visit the place for verification his time will be saved if the complaint is fake one. So this will avoid manual verification.

Once user login to app and finished with successful he/ she will be directed to the main page and he can view events and book appointment. When user posts his complaint along with picture his current location will be taken automatically and if the current location is the actual location his complaint will be received by the political leader else his complaint won't reach. In political leader app he can view the list of complaints and verify them whether it is valid complaint and if it is valid he will accept the complaint and if not he can reject the complaint. Same applies to appointments as well. If the reason for appointment is acceptable and if he is free he will accept the appointment and if not he can reject. He will be provided with the facility of sharing his updates, his new projects, meetings etc., he can share with public. He can also clear the doubts and queries of public.

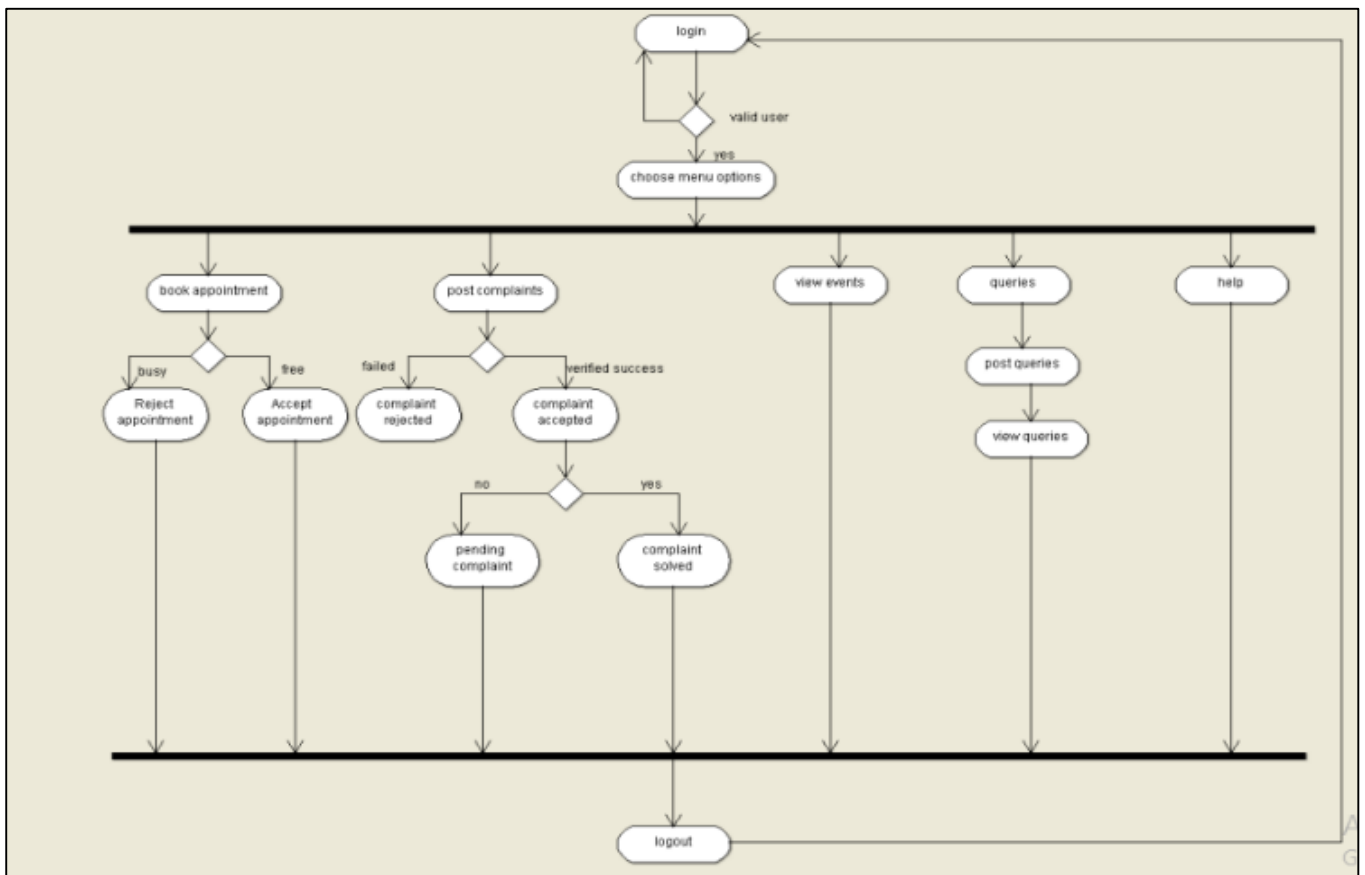


Fig. 2.1: System Block Diagram

III. PROPOSED METHODOLOGY

If the person is need to meet a political leader for personal issues or may be for his signatures on the documents, they can book the appointment where they can give date and time they wish to meet according to political leader convenience he can accept or reject the complaint. This app will be providing facility of chat where public can ask queries they want to know or they wish to clarify so it provides the proper mean of communication between public and public servant. Here the political leader can also share his current events and meetings regarding his new projects to the public.

A. Functional Requirements

1) User Requirements:

Software should be able to provide Registration & Login Activity.

2) Software Requirements:

Software shall give entry level Interface to Registration & Login Activity.

3) User Requirements:

Software should provide easy way to access the functionalities of the application.

4) Software Requirements:

Software shall give sequence pattern & gesture support for easy accessibility.

5) User Requirements:

Software should provide a platform to share current location.

6) Software Requirements:

Software shall give current location using fused location.

7) User Requirements:

Software should be able to launch camera and capture the image.

8) Software Requirements:

Software should reject the complaint if the current location is not the actual location.

B. Non Functional Requirements

1) Maintainability:

Application should be written in such a way so that it can evolve to meet the changing need of customers. This is a critical attribute because application change is an inevitable requirement of changing business environment.

2) Efficiency:

Software must make proper use of system resources such as storage. Since efficiency adds proper storage usage, quick responses, time processing, etc.

3) Acceptability:

Software should be feasible to use and easy to understand and it is also easy to get to know about kind of users.

4) Dependency and Security:

Application dependability includes a range of characteristics like interoperability, reliability, security and safety.

5) Error Handling:

It shall handle expected and non-expected errors in ways that prevent loss in information and long-down time period

6) Performance Requirements:

Systems are accommodating high number of users and data without any fault.

7) Safety Requirements:

Application shall not cause any harm to the human users.

8) Security Requirements:

Normal users can just read information but they cannot edit or modify anything except their personal and other information. Application will have both admin and different users and every user has access constraint.

IV. IMPLEMENTATION AND RESULTS

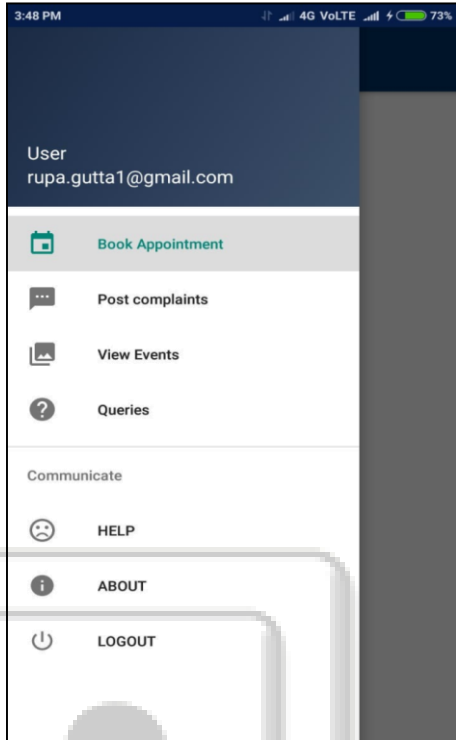


Fig. 4.1: public home page

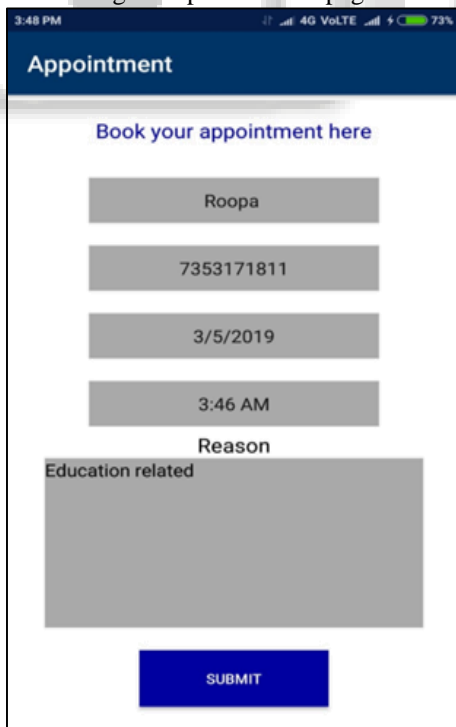


Fig. 4.2: Appointment page

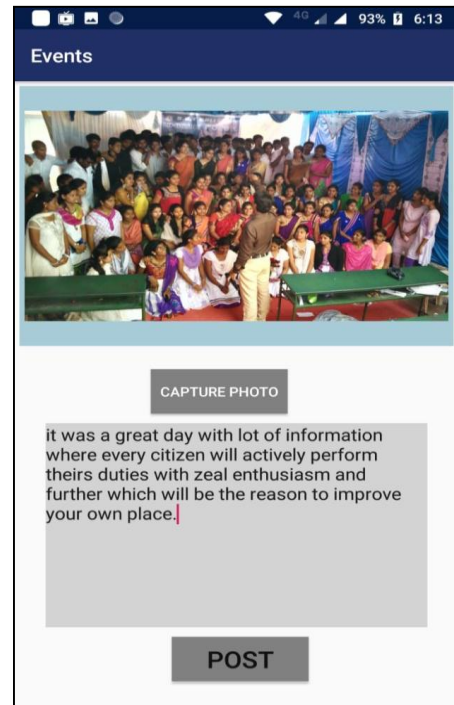


Fig. 4.3: Post Events

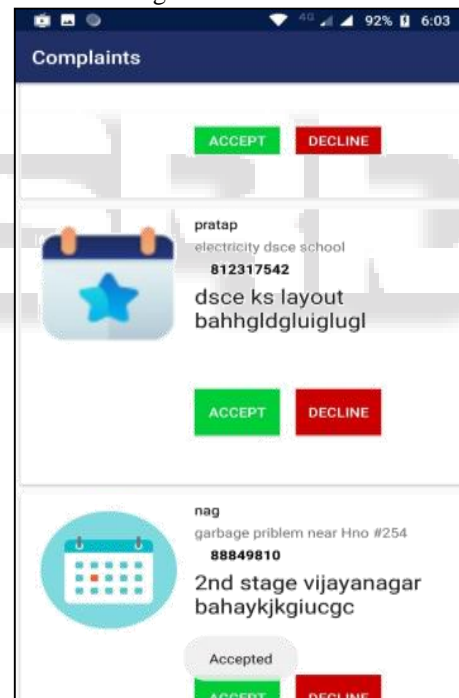


Fig. 4.4: View Complaint

V. CONCLUSION

As the population increase and Man's days are become too busy with their daily schedule and commitments as time become precious there will be less time to solve our daily problems or to inform the political leaders. so this is the interface where you can save your time and get benefited by the features provided by the app.

So this will improve the better communication between public and political leader and also problem can be solved at source. We have both merits and de-merits but there are lot many merits compare to de-merit of an existing system

VI. FUTURE ENHANCEMENT

Right now we have not included the regional language so as future enhancement we will include regional language option too.

Facility of voting to topics they want to conclude among different confusions and further decision can be fixed based on the votes. Where everyone can view the number of voting's.

In the proposed system for the events option we will give the option of commenting to the picture.

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