

E - Citizen My Gov App

Prashant Pujar Urf Desai¹ Prof. Prithviraj Y.J²

^{1,2}Ballari Institute of Technology & Management, Ballari

Abstract— The purpose of Digital India campaign is to provide available Government services to citizens easily by using existing technologies. To solve ethical problems, people have to physically visit concerned government bodies and submit their issue in complaint paper and wait for solution indefinitely. Indefinite amount time, money, energy get wasted. Currently in this project I have developed an Android application, by using that app citizens can raise their complaints regarding ethical issues with single click and solve their problems within fixed number of days. By using Android mobile with camera and GPS every person can make use of this app.

Key words: Android, GPS, e-Citizen, Scheduler

I. INTRODUCTION

The purpose of e-Citizen My Gov android app is to provide platform for citizen to rectify their ethical problems without physically contacting concerned person. Ethical problems related to infrastructure (Roads, Electricity, Garbage), natural calamities (Mining, Forest Fire), environmental (Cutting Trees, Smoking in Public, Traffic Jams). Currently people go to government offices and fill the complaint form and complete the all formalities. But there is no guarantee that issue will resolve. Finally citizens have to suffer if issue was not resolved within actual required time period. To solve these entire problems person can make use of this App. Because now a day's everyone has android smart phone containing GPS sensor and camera. When user comes across any public issues/ problems, he has to just take snap and upload the image with some comments to this application. Once user uploads the image, application uses the GPS and checks in which constitution the user is present now. Issue will be forwarded to concerned person by app. User will get message after submission. Depending upon constitution size App maintains some levels. Every level has some time period. Within the time period issue has to resolve otherwise will get forwarded to higher level. Issue has to resolve in any one level otherwise it is exposed to all available Medias. Issue must get resolved if it exposed to all Medias. Citizen felt happy after resolving issue.

II. LITERATURE SURVEY

India is the fourth largest economy in the world but every year India's GDP is decreasing by 2%. Due to faster growth in Indian economy load on physical infrastructure, such as electricity, railways, roads, ports, airports, irrigation, water supply, and sanitation systems are increased. To improve infrastructure in the country the government is expected to review issues of public sector participation, private sector participation, and public-private partnerships [1].

Local governments are so backward that they are unable to catch the rapidly changing technologies. Because local government administrators and employees have not had the same education and depth of expertise with regard to IT as those in private sector or state and federal governmental organizations. In addition local governments often lack the resources for the training and development

necessary to deal with current and future technologies. Over the course of the last ten years pressure has increased from the public, press, and other organizations for localities to make use of a wider variety of information technologies in enhancing their operations. Unfortunately, many of these municipalities are unable to react proactively as technologies constantly change and evolve around them. The public sector suffers from what may be termed—IT lags time [2].

The paper presents the results from an implementation of eight e-government projects in India. Citizens gave good response for computerized service delivery. The number of trips required to be made to the concerned offices reduced significantly and waiting time came down by nearly fifty percent. Overall impact showed wide variations across projects. Of the seven agencies where corruption was reported in the manual system, five services saw significant reduction through computerization but the impact was marginal in three projects [3].

Electronic government is being increasingly recognized as a key facilitator for transforming public governance. Even though, most e-government initiatives are often faced with acceptance problems. Most internet users hesitate to use online methods to interact with public authorities regarding their problems. All of us use internet for online shopping, social communication, perform banking transactions. But only few of us use internet for downloading forms for public authority. Main reason for this is lack of trust on government [4].

In the fast moving world people are spending their very large time in doing their work and are in offices. They are not aware of the issues around them and their rights provided by which include political rights, economical rights, emotional rights, social rights, consumer rights. So it becomes very important to make aware citizens in developed world about their rights so that they can participate in democratic process of governance [5].

Due to e-governance, citizens transact themselves, it reduces cost, minimizes third-party contact. Moreover, they can get government services at their doorsteps in an efficient and cost-effective manner. The ultimate outcome of this innovation is people's satisfaction that leads to happiness.

People can collect any necessary information from the website, can apply for intended services and can get reply though email as well which eservices were beyond imagination few years back. The national web-portal provides two types of functions, one is accumulation of information and

Hoisting all necessary information regarding public services, and second one is providing services through interactive websites [6].

Initially mobile phones were developed only for voice communication but now days the scenario has changed, voice communication is just one aspect of a mobile phone. There are other aspects which are major focus of interest. Two such major factors are web browser and GPS

services. Location Based Service (LBS) is a platform that provides information services based on the current or a known location, supported by the electronic map platform. Location-based service (LBS) provides a user with contents customized by the user's current location, such as the nearest restaurants/hotels/clinics, which are retrieved from a spatial database stored remotely in the LBS server. LBS not only serve individual mobile users, but also play an important role in public safety, transportation, emergency response, and disaster management. With an increasing number of mobile devices featuring built-in Global Positioning System (GPS) technology, LBS have experienced rapid growth in the past few years [7].

The App "GPS based Location Tracker" is a GPS service based application which would help us in locating the exact geo-position of people (any single entity of a large set) depending upon their current location/whereabouts. Turning ON the GPS module on the phone would not cost us anything but getting a location usually involves transaction with cell phone service provider so as to extract the location fast and with as little network connectivity as possible plus non visibility of satellites [8].

III. EXISTING SYSTEM

Karnataka government official bodies use manual system for managing public issues. The current system requires numerous paper forms. The public who are facing problems has to visit concerned government office and have to raise a complaint regarding their issue in paper with his signature and submit to concerned person. Then concerned person passes the paper to related department. Then that department assigns the task to a person. Then he visits the place and confirms that issue raised was valid. Next estimation to fix the problem will be analyzed and applied for scanting amount. After amount sectioned issue will be assigned to people who are working on that. After fixing issue they are reporting to higher authority that issue has been fixed. Now citizen may observe the issue by physically visiting at that place. If issue was not fixed after couple of days, again he has to visit government office and once again fill the form and submits. So this process circulates until issue gets resolved.

Existing system has following drawbacks

- In metro cities people are coming from different places, so all are not aware of their area constituency to complaint issue.
- In the competitive world people are not getting time to visit government offices and complaint the issue.
- After visiting government office, he has to fill the form containing various details and sign off for proof. This is very traditional and time consuming.
- After submitting form, person may get acknowledgment or may not. This kills the proof for issue raised.
- After raising issue, public don't get number of man days to fix the issue.
- After raising issue can't track
- If issue not fixed in minimum number of days, has to visit again
- No transparency in fixing public issues.
- If issue not fixed, no legal actions from higher authority
- Lots of money wasted record maintain

IV. PROPOSED SYSTEM

E Citizen My Gov App is android application which is used by citizens of particular governance to solve their ethical issues.

A. Work-Flow of the Application

- By using app common citizen can raise the issue without knowing in which constituency he is present.
- App has total 4 levels of hierarchy: Level 1, Level2, Level3 and media.
- First citizen has to create an account, and then log in into App.
- In a single click citizen can raise the issue by capturing image. Then app will decide the constituency of user with the help of GPS and move the task to Level 1 Government Members.
- Once user rises issue app starts counting the number of days the issue alive.

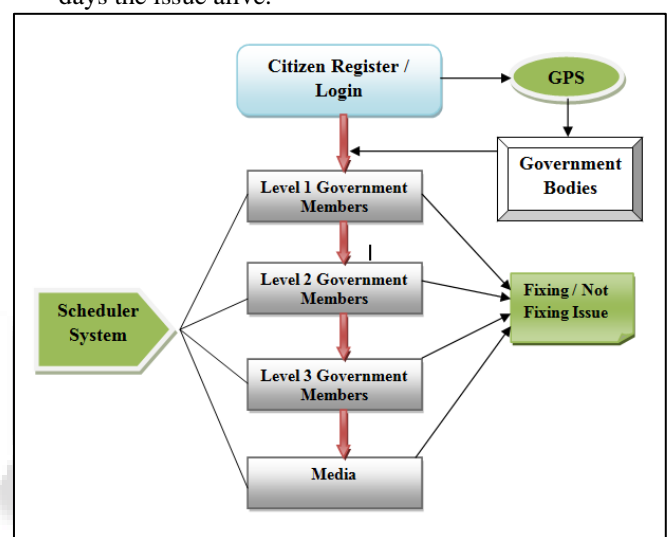


Fig. 1: Work flow of Issue Representation

- Once user raises issues, immediately it reaches to 1st level: 1st Level member has to take action within specified days and fix the issue within those days. If he fails, then task will escalate to 2nd level
- Like this issue will flow to higher level if it is not get fixed. Escalation of issue will be taken care by scheduler system
- Each level member has two options. Either they have to fix the issue or forward to higher.
- If issue not fixed at any level finally it reaches media. Media will disclose this issue and force the government authority to fix the issue.

B. Important Features of proposed system which overcomes the limitations of existing system

- If issue not fixed at any level finally it reaches media. Media will disclose this issue and force the government authority to fix the issue.
- Common citizen no need to worry about his constituency leaders details to complaint issue.
- Citizens can save lot of time to solve their ethical problems.
- Application provides platform to citizens to use current advanced technology.

- Common citizen tracks full flow of issue raised at various level.
- Application maintains number of man days to fix the issue at each level.
- Unfixed issues will take care by scheduler by escalating them to higher level.
- There is a pure transparency in fixing issues.
- If issue won't get fixed, finally all media will take care of it.
- This application contributes something for Digital India campaign.

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V. CONCLUSION

I am one among the people in the society. People problems are my problems and my problems are people problems. Now a day's everyone are using android mobile phones. By using this android application people can solve their local ethical issues in a single click. No one is needed to worry about their constituency leaders. This application makes leaders to work on time sincerely without much corruption. People may feel happy if their problems solved by this application. Leaders may also feel happy if they get more feedback points, which motivate them to work more and win in upcoming elections. So this application builds the cooperation nature between common citizen and leaders. That makes our country be one of top countries all over the world.

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