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Aapani Fariyad

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Abstract— Aapani Fariyad have the ability to minimize customers dissatisfaction about complaint and it can encourage customers to participate in controlling the quality of the service provided. It is a Web & Android application based on Android framework, SQL & Php Technology. In this project we study and analyze the problem faced by citizen through Municipal Corporation. The main goal of this project is to help citizen to make their complain registration easy & solved swiftly. This application is useful for citizen as well as for government officers.

Keywords—Post complaint, Capture photo/video, GPS based location, readymade template

I. INTRODUCTION

This Android Application is based app name Aapani fariyad. In this app users (Citizen) can register their complaints regarding government services. After making complaints user get solutions for their problem. The main motive of the project is to get reliable solution to complain maker for their problem. By using this app, you can make complain regarding these 1. Sewage 2. Water pipelines 3. garbage Management 4. Roads problem 5. Electricity etc services which provided by government you can make complain in this app. Main motive of the app is to digitalized the pen paper technique and slow process of complaint. So user can complaint for any type of complaint via mobile phone. They can post their complaint by Complaint description, photo and video. They can also able to check the status of their complaint which make complaint solving more transparent.

II. LITERATURE SURVEY

Swachhta features[1] Swachh Bharat Mission (SBM) Mobile app is being used by people and Government organisations for achieving the goals of Swachh Bharat Mission. For this the government of India is bringing awareness to the people through advertisements The Prime Minister has helped spread the message of Swachh Bharat by urging people through his words & action. He carried out a cleanliness drive in Varanasi as well. He wielded a spade near River Ganga at Assi Ghat in Varanasi under the Clean India Mission.

SMC (surat municipal corporation) [2] This ‘Multiple Indicator Cluster Survey’ has been conducted with the primary objectives to provide up-to-date information for assessing the health status of children and women in Surat Municipal Corporation area. The data was digitized using the Epi info 2002 software. Quality control and internal consistency checks were also performed. The data analyzed using the Epi info 2002 software. In the survey 28171 populations was covered. The average family size was 4.7 in the 6045 households surveyed. 24.9% households possesses BPL car

RMC (Rajkot municipal corporation) [3] The Rajkot Municipal Corporation requires that bidders/ suppliers/ contractors observe the highest standard of ethics during the procurement and execution of such contract. This office Circular bearing No. RMC/C/329 dated 22-12-2012 No. RMC/C/132 uploaded separately as a part of tender document. The Contractors quoting their rates shall have to read, implement, and submit the same duly signed along with the documents to be submitted during Physical submission.

III. METHODOLOGY

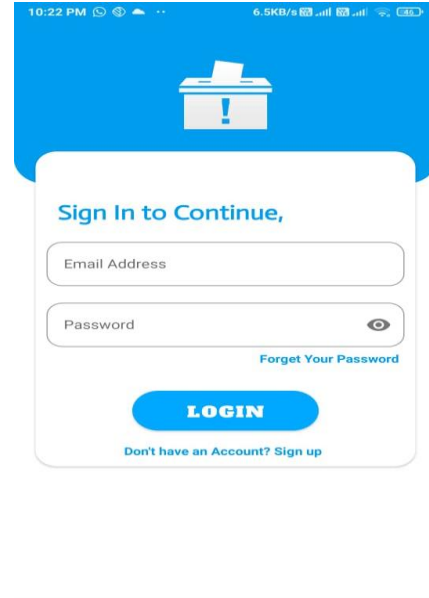
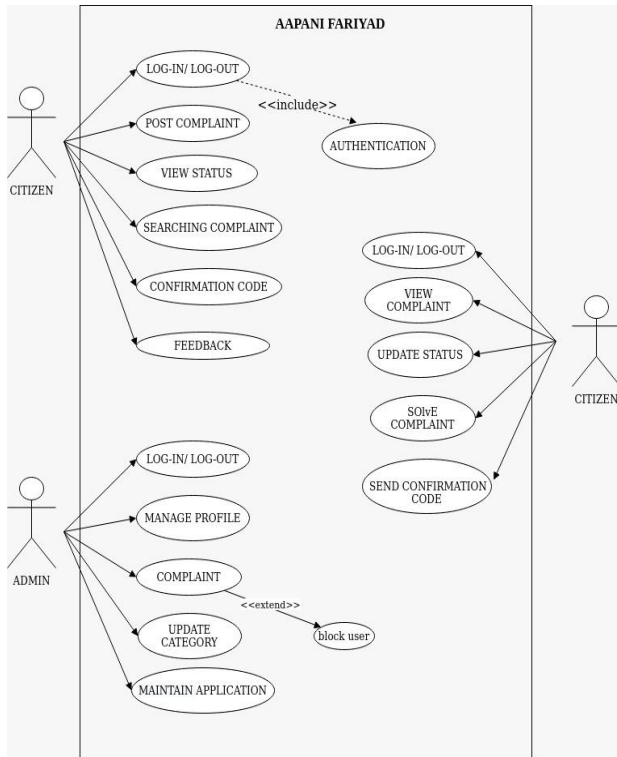


Fig 1: Login Page(user)

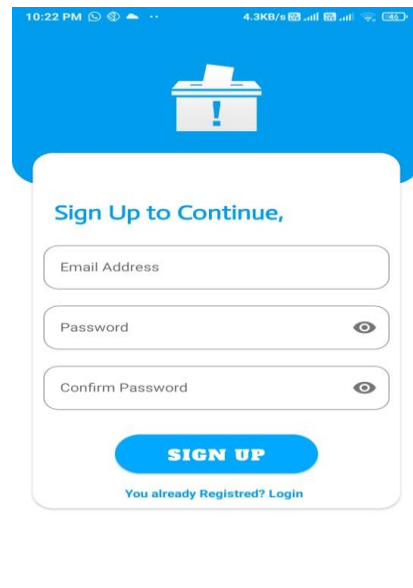


Fig 2: sign-up Page(user)

IV. DESIGN OF APPLICATION

This android trip application which will be easy for user to register their complaint and solve their problem reliably. An authenticated user can easily register their complaints. This system will reduce the manpower as well as the human work.

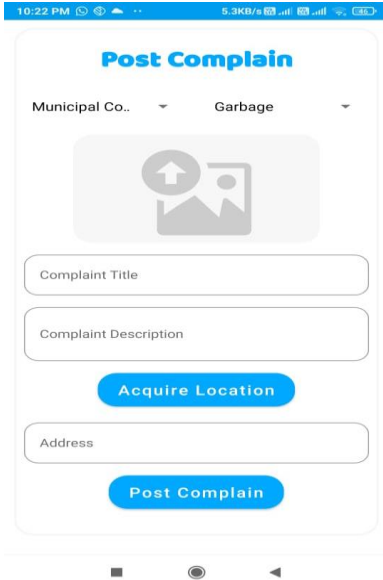


Fig 3: post complain(user)

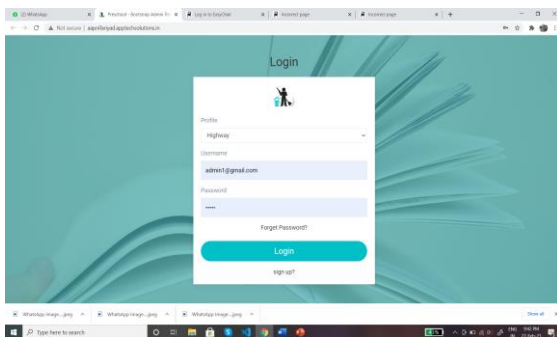


Fig 4: Login Page(officer)

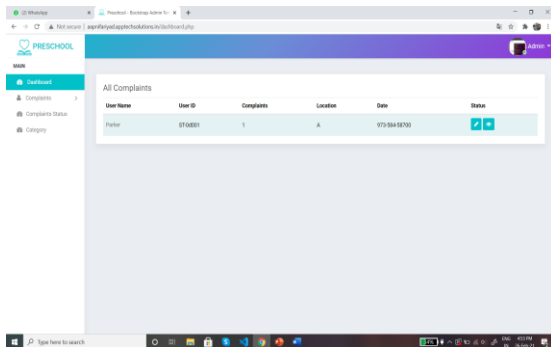


Fig: Fig4: all complaint & work (officer)

Figure 1 shows the login page of the application in which user can login to his account. Figure 2 shows the sign-up done by the new user. Figure 3 shows the page where the user is post complain his/her select department & category. Figure 4 shows the login page website in officer can login his account. Figure 4 shows all complaint & work from officer said done or officer is check

V. CONCLUSION

Now our world is moving towards digitalization, so if we want to do some changes in the previously used system we have to use the new techniques. Wireless technology provides fast transmission over long range data transmission. It saves time, cost of cables, and size of the system. Data can be sent from anywhere. people can easily interact the application and use it.

VI. FUTURE WORK

Some future improvements can also be made such as best UI design, good authentication service, more readymade template ,more government services,provide more safety to the data etc.With more development and support, this project can potentially help many people to register their complain easily.

REFERENCES

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- [4] <https://www.googleadservices.com/pagead/aclk?>