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Complaint Registration App for E-Governance

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Abstract: The "Complaint Registration App for e-governance" is a revolutionary computer application aimed at empowering citizens by making the easy registration and monitoring of complaints with government departments or private bodies a reality. By offering a friendly interface, the application makes it easy for users to provide vital information regarding their complaints, such as the type of complaint, the location, and relevant information or documentation. The application features a number of features designed to make complaint submission easier, enhance communication between people and the organization, and generally improve the user experience.Some of the key functions of the application are real-time reporting of status, automatic alerts, and a secure environment for exchanging confidential information. All these functions complement each other to ensure that people are well-informed about the status of their grievances, and this helps to instill transparency and confidence in the settlement process. The application also provides multilingual support for enabling a wide range of users.The application uses the latest technologies and frameworks like React, HTML, CSS, JavaScript, and server-side programming languages to build a smooth and interactive user experience. By combining these technologies, the application offers a strong and scalable solution that can be easily customized to suit the requirements of various organizations and jurisdictions.The "Complaint Registration App for e-governance" is conceived to enhance the effectiveness and efficiency of the complaint filing process to ensure that the grievances raised by people are settled in a timely and thorough manner. Through encouraging a culture of responsiveness and accountability, the app seeks to reduce the gap between people and institutions, eventually leading to improved governance and enhanced delivery of public services.

Keywords: Transparency, Efficiency, Accountability, User-friendly, Real-time updates

INTRODUCTION

E-governance complaint registration app is intended to facilitate the registration of complaints and make it simpler for users to express their grievances and allow organizations to respond quickly. Customers find it difficult to register complaints in this fast-moving world. The app for egovernance complaint registration is created to fill in these loopholes and give users an easy platform where they can file their complaints with ease.

The app has an easy-to-use interface that simplifies navigation for customers to simply submit their complaint.
Regardless of whether it's a defect in the product, a problem in the service, or anything else, the user can clearly mention the issue, upload appropriate documents or pictures, and provide their contact details so that the representative can reach them effectively.After registration of a complaint, the app facilitates immediate passing on of information to the department or organization of concern.

The complaint receives a unique identification number to keep track of it easily and refer to it. The users will get periodic updates on the status of their complaint, maintaining transparency and establishing trust in the process of settlement.
The e-governance complaint registration app allows for a centralized system to handle and track complaints effectively. It allows them to mark priority and categorize complaints, allocate them to the concerned team members, and establish timelines for responses to ensure quick redressal.

There are primarily four modules:

1. Collector
2. Sub collector
3. Village officer

4.User

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In this paper, we have 4 logins like for Collector, Sub collector, Village officer and for User. The Collector module is used to monitor the complete complaint registration process. It offers administrative functionalities to handle and track the overall complaint handling system. The Sub collector module deals with handling and handling complaints allotted to particular geographic regions within their domain. It acts as an intermediary between the Collector and the Village Officer. The Village Officer module deals with handling complaints at the grassroots level. Village Officers have to investigate and settle complaints within their respective villages.
The User module is for those who require registering complaints and monitoring their status. It offers anintuitive user interface for filing complaints and being updated about their status.

METHODOLOGY

Development of the Complaint Registration Web Application adopts a hybrid approach aimed at serving the needs of different user roles such as the Collector, Sub Collector, Village Officer, and public users. It starts with comprehensive requirements analysis, soliciting stakeholder feedback to establish the functionalities and workflows of each module. This information is then mapped to a structured system architecture that maintains a modular structure and effective data flow.

In the development stage, frontend and backend activities run parallel to design user-friendly interfaces specific to every role and also to enforce secure authentication and authorization processes. The workflows for complaint registration are carefully crafted to utilize real-time tracking, status, and escalation processes. Stringent testing in terms of unit testing, integration testing, and user acceptance testing ensures the production of a strong and easy-to-use application. Regular user feedback is encouraged to allow iterative enhancements, and detailed documentation is given to allow effortless deployment and training of users.
The outcome is a unified Complaint Registration Web Application that gives power to administrative authorities and citizens alike, promoting transparency, communication, and grievance resolution within the community.

EXISTING AND PROPOSED SYSTEMS

Existing System:
The current Complaint Registration App for e-governance enables the user to make complaints via a form, recording complaint description, category, and contact details. After submission, the complaint is stored in a database pending examination by the concerned department. The app offers a simple interface for users to monitor the status of their complaints.

Proposed System:
The upgraded Complaint Registration App for e-governance will have a more userfriendly interface with a dashboard showing real-time information on complaint statuses, allowing users to track their complaint progress at ease. The app will also have a priority system based on the severity of complaints, allowing the most pressing ones to be resolved quickly. In addition, the application will enable easy communication between users and the concerned department, providing a platform for information and update exchange. Overall, the enhanced system is intended to provide a more efficient and effective complaint registration and resolution process.

A) Limitations of the Current System:
- Lack of centralization
- Inefficiency
- Lack of transparency
- Inadequate record keeping
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B) Advantages and Features of the New System:
- Centralized platform
- Improved efficiency
- Enhanced transparency
- Improved record keeping
- Improved accessibility

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BACKGROUND

Technologies employed in this project:

MERN stack is a popular group of technologies to develop web applications. MERN is an acronym for MongoDB, Express.js, React.js, and Node.js. Each plays a distinct part in the web application development cycle:

- MongoDB: A NoSQL database where application data is stored and maintained.
- Express.js: A server-side Node.js framework that helps in the development of RESTful APIs and HTTP request handling.
- React.js: A front-end framework for building user interfaces.
- Node.js: A server-side JavaScript runtime environment to develop scalable and highperformance applications.

RESULT AND DISCUSSIONS

Figure 1: Sign up page

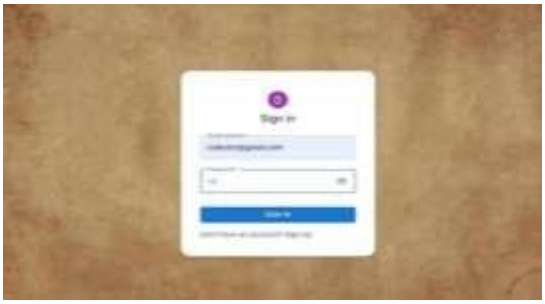

Figure 2: Sign in page

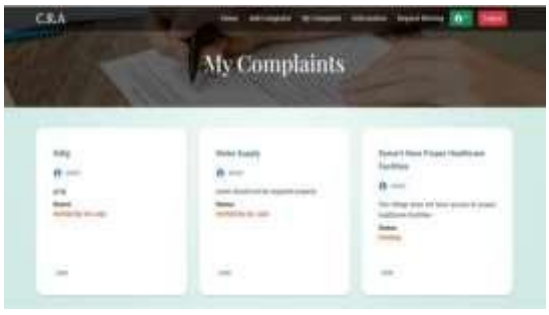

Figure 3: All complaints page

Figure 4: Add complaint page

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CONCLUSION

Finally, the Complaint Registration Web Application, complete with separate modules specific to Collectors, Sub Collectors, Village Officers, and normal users, is a perfect example of good and responsive governance in this era of high technology. With smooth integration of user-friendly interfaces, secure authentication procedures, and real-time tracking, the application enables administrative authorities and citizens alike to coexist harmoniously in resolving issues and grievances. The application's emphasis on openness, streamlined workflows, and constant innovation fueled by community feedback redesigns how communities participate and tackle issues. This allows for a more connected and responsive means of effecting good change and increasing overall societal well-being.

Since the project had a limited time, certain features could not be developed. Hence, the system leaves room for further development. Since this software is efficient and userfriendly, any changes as per the needs of the user can be easily introduced in the future. Other features can also be integrated without difficulty, making the software flexible and efficient.

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