

PUBLIC ISSUE PORTAL FOR GOVERNMENT OFFICES

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ABSTRACT

The purpose of the paper is to developed a website that is designed for online public issues solutions from the particular responsible department. In India, there is no direct medium by which the public can directly communicate with the department for the solution of such issues. The purpose of designing this portal is to provide an online source to provide a solution to a problem faced by an individual in his daily life. This portal also saves time, money, and corruption which is a black hole of our country under the jurisdiction of cooperation to register their issues facing day by day and the issues can be solved in a short period. Complaints can be registered easily through this portal and the action can be taken within a short period which is registered through this portal to a particular department with an effective tool to identify and target problem areas and act as management processes for assessing, analyzing, and responding to register public issues. This web portal is used to record, resolve and respond to the registered issues and users can provide feedback according to him/her satisfaction on the action taken on the issue registered by an individual.

I. INTRODUCTION

A public problems internet portal may be a portal through that a private will register his/her problems facing in day after day life. By exploitation this portal we will check the standing of the action taken on registered problems through a elected department. The general public issue portal for state offices additionally provides Associate in Nursing appealing facility to the voters if they're not happy with the resolution by the Grievance Officer.

II ISSUES STATEMENTS

- a. Drawback Statement- Public issue portal is far helpful for the general public to resolve the general public problems associated with government offices like the department of local government, Nagar Nigam, etc.
- b. Industry/Society Benefitted- This portal is useful for the govt. and society for the Departments and their activities within the social development sector.
- c. Presently out there Solutions/Literature- affirmative, this kind of portal is offered however isn't operating in a straightforward method which implies several users cannot use that portal. however

per United States this kind of portal isn't out there which might solve public problems in an exceedingly restricted amount.

Public issue portal is far helpful for the general public to resolve the general public problems associated with government offices like the department of local government, Nagar Nigam, Railway department, etc.

* Police Department- Internal management systems don't seem to be clear, free, and accountable. they're typically arbitrary . The investigation efficiencies have shriveled in terms of their core functions. Public complaints don't seem to be addressed properly, there's an enormous gap between the speed at that crimes ar committed and FIRs ar lodged. Lack of coordinates between the inner departments results in delays within the investigation.

* Railway Department- It lacks repair and maintenance of tracks and bridges. Asian country because the railways operations is on their gauges and shift from gauge to a different may be a drawback.

III SIMPLE USE

As a web-based platform, a portal permits users to attach and notice content that's relevant with ease and ease. this is often the portal as different portal employed by the people bound functions. This portal offer numerous facilities through that several issues of the society will simply resolved and main things is that it'll offer equal opportunities for each individual.

The prime ease to use of our on-line portal is to create users get resolved their issues simply by exploitation the web vascular system. The system may be employed by the final public, departments to lift their grievance and it's concerned by the officer responsible of a particular class to provide the simplest resolution to the matter. The easy interface of the system reduces the gap and time barrier between users and institute management to form a responsive and cordial scenario within the institute.

Encourages users to lift the voice and register their problems facing by him/her without worrying.

Provides a good and speedy suggests that of grievance handling.

Automates the complete criticism method right from registration to closure.

Improved communication by method of SMS / Email alerts efficient and systematic problems magnitude relation news.

A. LITERATURE SURVEY

According to our survey, we have a tendency to observe that there ar several problems long-faced by the folks like problems associated with the local department, Nagar Nigam, railway departments, etc. By seeing problems we have a tendency to thought to style the portal for the those that they'll register the problems in keeping with explicit department connected. This facilitate within the development of the society or the town development as a result of we have a tendency to ar the one World Health Organization brings changes within the society to create the town or a region higher. This helps to cut back the problems magnitude relation of a town. Most of the govt. employees cheat the govt. by showing smart material however victimization unhealthy material within the building this portal can facilitate during this field conjointly. therefore the main aim of this can be to create a town issue-free(such as no problems occur from the general public side) if any then there's an answer in keeping with that problems as before long as potential. Our portal aim is to create {the town|the town|town} a far better and problems less city if any issue then it will be solved simply by anyone with none issue.

B.Maintaining the Integrity of the Specifications

MODULE-1

In this module, we'll cowl a navigation bar during which many sorts of elements are on the market and during this module, we'll cowl logos and our website's name.

Components utilized in this module ar

- a) Home
- b) Login/Registration
- c) Contact North American nation

- d) About North American nation
- e) Help

a) Home – during this part, a home page may be a webpage that is the start line of the web site. In this, we have a tendency to use the various navigation bar to modify to alternative pages like login/registration page, contact us, regarding North American nation and facilitate navigation bar to figure or use in keeping with want. this is often be } the front page of the net portal by that North American nation can simply access the services provided by us for the user to register their drawback facing day by day.

b) Login/Registration - A login page may be a website or Associate in Nursing entry page to an internet site that needs user identification and authentication, often performed by coming into a username and countersign combination. the net portals use each terms. Facebook , ELL, and COCA decision it Log in, whereas Google, Twitter, Bank of America, and LinkedIn use register. Note that each one these portals ar wont to sign on for the method of first-time registration and not put down. they have a reputation for a page with "Register" and "Login".

c) Contact North American nation - Contact North American nation pages ar typically the go-to for a brand new traveler on a mission. They exist to serve the user to produce them with info on however they'll get involved with you.

d) regarding North American nation - Contact North American nation pages ar typically the go-to for a brand new traveler on a mission. They exist to serve the user to produce them with info on however they'll get involved with you. Through this part user will perceive regarding the portal and various things which can facilitate him/her to register their issues simply.

MODULE-2

The second module can have some elements. Components:

1. Public Grievance offices within the town.
 - Child elements conjointly are on the market during this part.Like- every department-related workplace name, e-mail id, and speak to variety.
2. method flow chart (How we are able to use this Portal)
3. Grievance- several styles of elements are on the market in keeping with public problems like- local department grievance, etc.
4. List at public grievance officer (In this part the office- address, e-mail, and speak to variety conjointly are available).

List At Public Grievance Officer

IGRS is Associate in Nursing integrated system for grievance redressal in province to attain the goal of fine governance victimization the newest technology involving all stakeholders. A subject will freely and handily file and register their problems, track the actual department lodged on all necessary platforms and receive a response to his satisfaction each in terms of quality and time. along side lodging complaints, the subject also can act with Government / Departments / Offices simply and transparently.

MODULE-3

In the third module, we'll use elements like

1. User dashboard
2. Lodge Public Grievance
3. Edit profile
4. Account activity
5. Log-out

User Dashboard

The user outlined dashboard may be a dashboard during which individual users management and customise. each user controls the info they need to ascertain yet because the dashboard's structure and layout. within the user dashboard part, the user will see our total grievances registered what percentage grievances in unfinished, and the way several grievances are solved by government offices, user will see our knowledge within the table. once causation knowledge to the server, the server can work to manage and send knowledge to offices through API.

MODULE 4

In the fourth module, we'll use e-mail handling templates. during this module, we've to create templates for {a explicit|a specific|a selected} officer or particular department within the react we'll use some predefined templates that is on the market in react.

Email permits North American nation the chance to speak instantly with none value connected thereto and that is exactly why everybody uses it.

RELATED WORK

This net portal is that the solely portal which can be terribly useful for resolution the assorted problems with connected department. the matter will be associated with department of local government, Nagar Nigam, Traffic problems etc. essentially there ar primary 2 central government World Health Organization handle these problems.

These agencies ar as follows :-

- a) Department of body Reforms and Public issues, Ministry of Personnel, Public issues and Pensions.
- b) Directorate of Public issues.

In these department issues received by the Department ar forwarded to the involved department authorities World Health Organization can trot out that issues.

The Public Issue Redress Mechanism functions that is localised basis. The state ministry/Department, their connected and subordinate offices and autonomous bodies handling that issues.

The functioning of this portal are in well secure manner through that the desire not be any knowledge escape downside. This portal can work on real downside and if somebody use this portal for fun or to disturb the department the mechanically strict action are taken. The portal work on a personal id by that department will simply establish the matter that from that space person register his/her complaints. This ID are uploaded for maintaining the records.

This portal conjointly|also will|will} show the every day updates of the issues answer by that the issues standing are give notice to the one that register the issues through mail and may also seen that standing on the actual sections of the grievance sections.

ONLINE REGISTRATION OF GRIEVANCES

Make Public problems Redress and watching System (PIRAMS) computer code, operational with each Director of Grievances. This shall modify the Director of Grievances to right away place the main points of grievances received during a information (efficient 'dak' management) likewise as record the very fact The system even have the ability of on-line registration of problems by the voters and access to data on the standing of his/her

problems.

EXISTING SYSTEM

In the existing system, the individuals should have any device i.e. mobile phone/desktop to complain regarding any reasonably facilitate. The users will register their downside however he/she cannot hurt the opposite details or hurt the portal.

OBJECTIVES

The objective of this on-line portal is-

1. To produce the department with an efficient tool to spot and target downside areas, monitor complaints handling performance.
2. Prompt and specific retrieval of information.
3. dominant redundancy in storing an equivalent knowledge multiple times.
4. Accuracy, timeliness, and comprehensiveness of the system output.
5. Stability and operability by individuals of average intelligence.
6. sweetening within the completion of labor among the constraints of your time.

PURPOSE

This on-line portal provides an internet approach of resolution the issues featured by the general public by saving time and eradicating corruption, and also the ability to produce several of the reports. the most purpose is to cut back the prospect of corruption from the cities, states and from the country likewise. This portal facilitate the individual to boost the voice with with confidence and honestly .

CONCLUSION

This portal is user friendly and has the desired choices, which might be utilised by the user to perform the specified operations. The portal has been designed keeping seeable the current and future needs in mind and created terribly versatile. The goals that ar achieved by the portal ar Instant access, Improved productivity, Optimum utilization of resources, economical management of records, Simplification of the operations, less interval and obtaining the desired data, easy, Portable, and versatile for any sweetening.

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