Advanced Municipal E-Governance System

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Abstract-- **In India some days before we don't have any direct communication between the government and public in an efficient way for solving the problems and requirements. Recently, Government is making the most of Information and Communications Technology (ICT) to enhance the efficiencies and make possible new ways of delivering public services.**

The principle point of the undertaking is decreasing the paper work and time as well. General society people enlists themself and effortlessly send a request off to the civil organization about metro water supply, sanitation works, power support, training frameworks. Also, you can without much of a stress enroll the birth, death, marriage and no objection authentications. The authorized person just has the ability to change the all information's from the users and workers, also manage the all department. It acts as interface or media to register one's complained and follow it up and also it provides a complaint module which helps clicking up a picture of any problem that people are facing and upload its image and text information. For user we introduce android application for interact with all system. In addition to that it also includes feedback forms which will help them to communicate well with the government and it help to improve services.

Index Terms—**Certificates, Citizens, Complaints, Governance, Municipal Corporation, Services.**

I. INTRODUCTION

The main purpose of Advanced municipal E-Governance system is to help the public who are facing different problems in the localities by this online application. This system is having that potential to reduce the gap between people and government and provide direct interact. Here we can also store all information about all public services, schemes, tourism, all forms and complaints. Identification and solution for the complaints given by the people, rectifying them is the main concept of the system. The admin examines or identified weather the problem is rectified or not within the grace period and instruct to each department. The main objective of this project is to make easy the process of complaint reporting with very simplified and effective way and also provide all types

certificates as required. By using android app people easily interact with system.

The capacities like:

- Supply of drinking water.
- Providing and keeping up see page and sewage frameworks.
- Public road lighting.
- Providing great training.
- Municipal property tenders.
- Tax gathering administrations.
- Issuing of Birth, Death, Marriage and No objection certificates.
- Provide forms with digital signature
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II. PROBLEM STATEMENT

To provide a E-Governance system, which is very useful for public by identifying their problems and gives suggestions, also for reducing manual work.

III. EXISTING SYSTEM

In existing system all work in the municipal corporation is a paper work. All these paper document very difficult to handle. Recently in municipal corporation had a static website for managing all department or all work in the municipal corporation. In existing system all user work is proceed physical presence.

IV. PROPOSED SYSTEM

In India we don't have any direct intercaction between the government and public in an efficient way for solving the problems or issuing there complaints.

The main purpose is to help the public who are facing different problems in the localities by this online web application as well as android application. This system is having that potential to reduce the gap between people and government by using online application.

V. MODULES

A. Admin module

This module gives director related functionalities. Admin can make another record either for civil officers or administrators. By providing authentication or particular username and password both Municipal officers and administrators will sign on to this entry and do all exchanges which are relegated to them.

B. User module

This module is about public of this gateway. By utilizing this module public can stop any dissension to either administrator or to a metropolitan officer about issues, for example, water issue, power issue, and sewerage issue. A client must be enlisted with the framework. A public can check the dissension status. A public must send criticism after the request of grumbling understood by same public login.
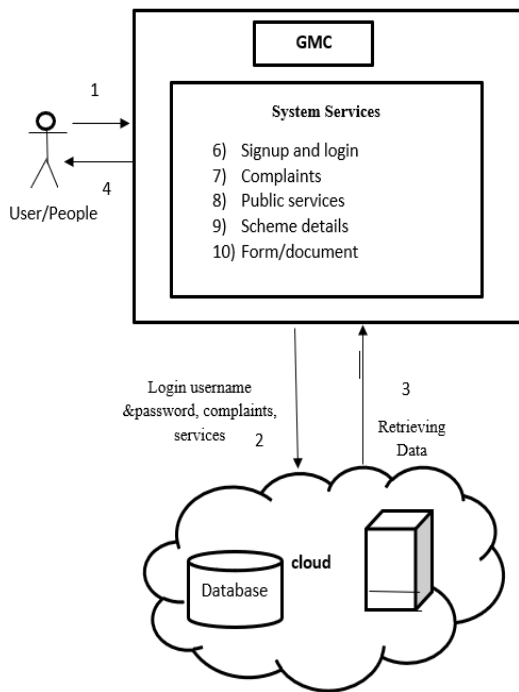
VI. BASIC SYSTEM ARCHITECTURE

Figure 1. Basic system architecture

VII. ALGORITHM

Step 1: Start

Step 2: user visit that website

Step 3: user login/signup

Step 4: user can submit complaint using facing problem

Step 5: admin analysis complaint

Step 6: admin inform particular department

Step 7: when complaint is resolve admin remove from database
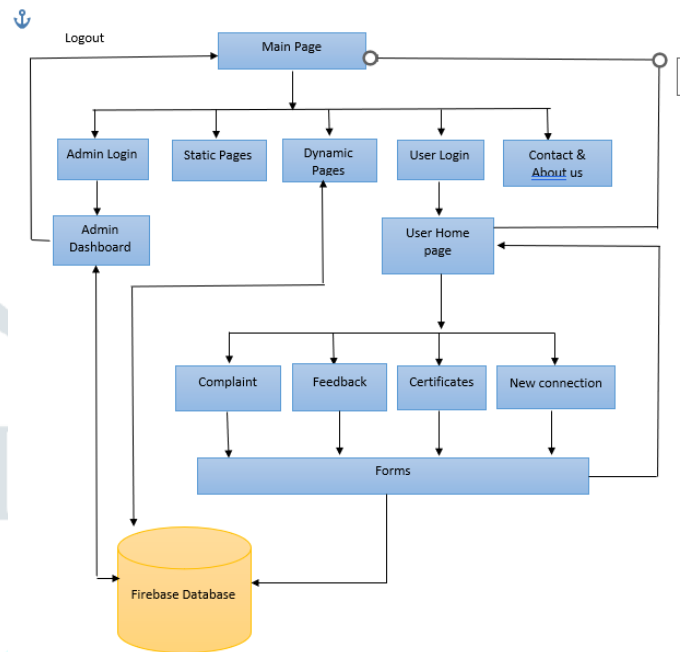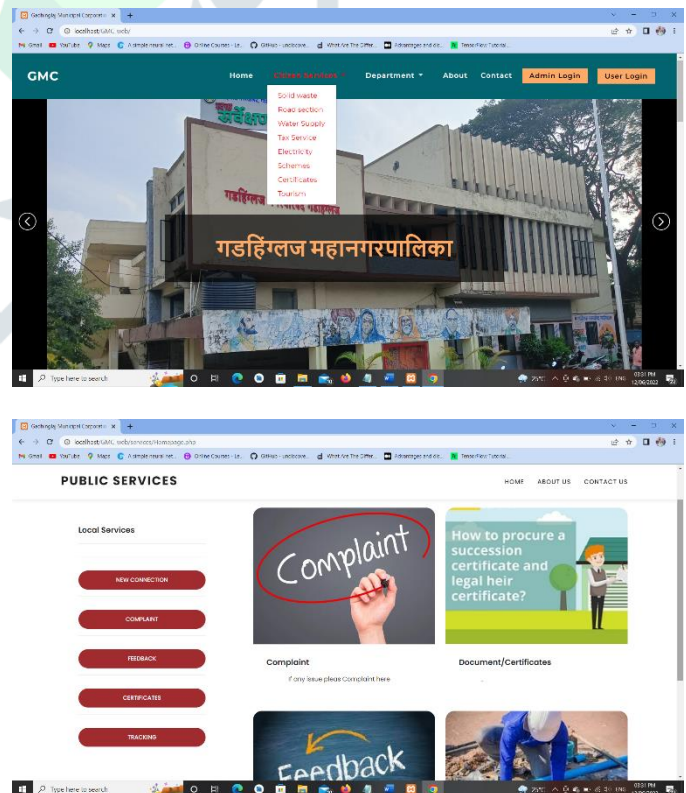
Step 8: Stop

VIII. FLOWCHART

Figure 2. Flowchart

IX. RESULT

X. CONCLUSION

Besides smart cities, it is necessary for us to have smart municipal corporation for, sustainable and inclusive future of emerging India. Municipal Corporation Services are the need of the hour as development is needed public for better livelihood and technology itself will offer competent solution.

We have shifted our focus to make Municipal corporation 'smart' technologically and have tried to bring about changes that would have the sole of corporation but facilities as that of a city.

XI. REFERENCES

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