Public Service System

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ABSTRACT:

Public Service System is a web based application for the user to register their complaints online. The complaints include TNEB Complaints, Corporation Related Complaints and Police Complaints. Whenever a consumer has got any complaint related to the electricity board such as current cut, power failure or street light problem then they can make complaints through TNEB Complaints. Complaints related to corporation department such as water, road, drainage, garbage and traffic problems then they can make complaints through Corporation Complaints. Complaints related to police department such as security and theft issues then they can make complaints through Police Complaints. All the complaints are registered using any of the valid government proof such as Voter Id, Pan Card or any Citizenship Proof along with photo upload. Their complaints are being taken care by the Department authorities. The registered complaints of the consumer, gets forwarded to the Superior Authority, then after the correction of the fault/issue, they take the relevant action regarding the complaint and the consumer can view the taken action by logging into their panel using their username and password.

INTRODUCTION:

In this paper, am proposing a new system, where the complaints are registered through online. All the complaints are registered from the consumer end and it is being sent to the respective departments. This system will save the time for the consumer for giving their complaints. And also the complaints will reach the respective department, so that they can coordinate with their department staff for solving the complaints in a timely manner. The most advantage of this application is that registering consumer will have a database of them with their photo and valid ID proof. And also the complaints will reach the respective

departments on time. The consumer can view their complaint status using their username and password. It helps the department authorities to share the status of the complaints online, so that the consumer will have a good respect over the respective department.

The consumer can register themselves online. They are provided with a username and password, so that they can register complaints and check their complaint status online. The consumer can register their complaints such as TNEB Complaints, Corporation Complaints and Police department complaints online by selecting from the above types. Registration id will be provided to the consumer so that they can view the status of their complaints. The system helps the department authorities to view the consumer complaints instantly. This will also help them for redirecting the complaints to their department staff easily. They can monitor the each and every complaint status closely and also in timely manner.

EXISTING SYSTEM:

The existing system includes taking the consumer complaints through telephone, newspaper complaint, and direct complaint. All these complaints are given and maintained through manual procedure. Even though all the complaints are being solved by the respective authorities, it has more drawbacks such as time consumption, more human resource utilization, etc. Moreover, the action taken against the complaint is not being showcased to the consumer. And also after solving the issue, the consumer is not intimated with the complaint solved status. Each and every time the consumer only has to call or enquire about their complaints. All the consumer complaints are not solved due to lack of time, human resource and communication gap between the respective department staffs because of this procedure. Limitations in Existing System Here in the existing

1837

Saranyadevi J et al., Inter. J. Int. Adv. & Res. In Engg. Comp., Vol.–06(02) 2018 [1836-1837]

system the customers need to visit the organization. The current system is very slow in access. The complete current system is manual system and it will not provide any kind of security to the data.

DISADVANTAGES:

In the existing system the customers need to visit the organization. The current system is very slow in access. The complete current system is manual system and it will not provide any kind of security to the data.
The Advantages of the proposed system The proposed system is completely automated system. The customers can easily access there database. The email facility provides the customer interaction. This also provides security for the customer information.

ADVERSARY MODEL:

In this paper, am proposing a new system, where the complaints are registered through online. All the complaints are registered from the consumer end and it is being sent to the respective departments. This system will save the time for the consumer for giving their complaints. And also the complaints will reach the respective department, so that they can coordinate with their department staff for solving the complaints in a timely manner. The most advantage of this application is that registering consumer will have a database of them with their photo and valid ID proof. And also the complaints will reach the respective departments on time. The consumer can view their complaint status using their username and password. It helps the department authorities to share the status of the complaints online, so that the consumer will have a good respect over the respective department. This System being web-based and an undertaking of Cyber Security Division, needs to be thoroughly tested to find out any security gaps.A console for the data centre may be made available to allow the personnel to monitor on the sites which were cleared for hosting during a particular period. Moreover, it is just a beginning; further the system may be utilized in various other types of auditing operation viz. Network auditing or similar process/workflow based applications

CONCLUSION:

This web-based application for primarily providing training to the employees who provide customized solutions to meet organizational needs. This application software has been computed successfully and was also tested successfully by taking "test cases". It is user friendly, and has required options, which can be utilized by the user to perform the desired operations. The software is developed using

Asp.net as front end and Sql as back end in Windows environment. The goals that are achieved by the software are Instant access, Improved productivity, Optimum utilization of resources, Efficient management of records, Simplification of the operations. Less processing time and getting required information. This System being web-based and an undertaking of Cyber Security Division, needs to be thoroughly tested to find out any security gaps. A console for the data centre may be made available to allow the personnel to monitor on the sites which were cleared for hosting during a particular period.

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