**Mobile Application for Resolving Citizen Complaints**

**Abstract**

This Application will help the common people under the jurisdiction of a municipal corporation to register their grievances about day to day problems in their ward through a mobile application. It will provide a common man to deliver his complaints and problems to municipal authority as well as let the municipal authorities to address the problem in a short period of time. This application provides an interface to register one’s complained and follow it up.. The location of complaint is tracked by Global Positioning System (GPS) unit.

## Existing System

## In India we don’t have any direct communication between the government and public in an efficient way for solving the problems i.e. for getting a problem solved in our place we have to bribe the officials and get them solved in 2 months which can be solved actually in 1 month of time. In order to overcome this problem previously National Informatics Centre has launched a site named Prajavani through which public can post the petitions or complaints in the site and get them solved in a specified time and can also know the status of the complaint or petition he has lodged at any time.Initially phones were merely used for calling or texting. Now-a-days, the scenario has changed. In today’s world, more focus is given on the availability of the internet and thus using various applications present in the android market.

**Proposed System:**

The main purpose of this project is to help the public in knowing their place details and getting their problems solved in online without going to the officer regularly until the problem is solved. By this system the public can save his time and eradicate corruption in government offices.Its main purpose is to provide a smart and easy way through Android Application for Complaint registration and its Tracking and eradicating Bribing system and thus to prevent Corruption.

**Advantages:**

## In this tech-savy world this application can help citizens to register their complaints easily and in a very short period of time.

## 2. Tracking the progress of complaint would be easy.

## 3. It will reduce the time and effort for registering the complaint manually.

## 4. It is cost effective and user Friendly

## Operating Environment

**Software Requirements used are**

Windows XP (32-bit) or Vista (32- or 64-bit)

Mac OS X 10.4.8 or later (x86 only)

Linux (Linux Ubuntu)

Java 1.6 and Android SDK.