ONLINE GRIEVANCES SYSTEM

ABSTRACT

Now a day, Industries are computerized and there is a vast development in the public and private sectors. The common transactions for any locality are citizen maintenance, requesting on problems can know the status of their grievances maintenance. So who is facing problems they can solve by online which results in time saving.

This main objective of the system is to make greater municipalities stable and fast responsive while dealing with grievances in the concerned municipalities. So who is facing any problem in the respected area, are no need to go and put complaint, they can make request through online and can know the status of their grievances. In this all the related people for the particular area will be involved so that the ultimate users can have the status of their grievances at any respective phase or time. In this System major involvement people are public, ward member, municipal officer, helpers. It deals with the problem commonly arise in the living areas like water problem, electricity problem, sanitary problem.

Administrator task includes employee Registration like commissioner, ward member, helper details. Authorities will refer the requests that are given by voters (citizen). He can view the work details of all employees like commissioner, ward member, helper. He can also send the mails to employees.

The commissioner module includes viewing requests by ward members and sanctions the funds toward members. He can view the problems of voters and
assign the work toward members and helpers. He can also send the mails to anyone. He can view also ward member, helper and voter’s details.

The ward member module task includes viewing requests by voters. He can view his daily work and also previous completed work details. He can view also helper details and voter’s details.

The helper module task includes viewing requests by voters. He can view his daily work and also previous completed work details. He can view also voter’s details.

The voter module task includes he registers his details in website. He can post request to commissioner against problems. He can check response of the request.