

# Addressing Public Grievances and Scheduling based on Greedy Algorithm

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**Abstract** - A city may suffer a number of domestic problems like pits in roads, problems in street lights, insufficient water supply etc. It will be a good option if an individual can complaint online. So whenever an individual finds any problem in his street, he can snap that problem using his camera and he can upload it in our website. This could be seen by the authority in charge of that problem and he can take the remedial action for it. The authority in charge will be kept in track so that he will remind about the deadline for a particular grievances. After the problem is rectified, the post will be deleted by the authority after confirmation from the person who raised that complaint. By this way, we can create a portal for all the departments in government like Metro, Road, Railway, Water, and Electricity Board. We can make a city based registration of complaint so that it will be easy for both officials and people to handle the portal.

**Keywords** - Greedy Algorithm, Public Grievances, Scheduling,

## I. INTRODUCTION

The main purpose of this work is to attend the grievance of people in a city. The road systems in many cities are suffering from various water-related problems, such as road water logging, increased drainage load resulted from concentrated runoff, waste of rainwater resource due to failure replenishing of the surface runoff to the groundwater system during the rainstorm period. The road water logging would affect its traffic function, even result in temporary regional traffic gridlock, and impair the quality and service life of the road works. The main causes resulting in the problems are mainly as followings: urban road construction concept and pollution could not meet environmental requirements. The road drainage design standards have been lower than the current needs of the urban development which can also be addressed.

Road systems in many cities are facing various water-related problems like water logging and malfunction of traffic service. The road surface runoff drained to the urban drainage system can also be reported. It will analyze the child miss problem. When a person found a child in the street, he can send the details of the photo to the corporation about the missing child do that remedy could be taken. Various technologies which is able to support some sort of knowledge transfer, sensing and management are used to enter abundant levels of detecting the missing child. The dust on road, water problem, child missing problem and all the problems can be addressed here. The inadequate water supply problem could impair the work quality of the road system and shorten their service life which also can be addressed.

## II. SYSTEM MODELS

### A. Existing System

In Existing system it is to identify the missing person in a particular location using android application. Some application will be created to know whether a woman is safe or not. Which indicates the present state of affairs of the woman by touching the option, which also indicates the location of the endangered woman they gave a phone call, video forwarding, fake calls, and location of the person, first-aid details, and application having the instructions that is the way to use the application. The recent use of GPS monitoring of intimate terrorists will be analyzed. Here with the push of one button, people can alert selected contacts that the person is in danger and share the location. With this personal safety app, you'll never walk alone.

The personal safety application requires the name and number of the person who is to be contacted in times of emergency. Users can add multiple people in the emergency contacts list. These are the people who will receive notifications or SMS in case of an emergency. All it requires is the user's action to trigger an SOS button provided and it shoots messages as fast as the device can manage. Once the SOS button is hit, the people in the emergency contacts will get a message like: I am in an emergency; followed by another message, which has the exact or approximate GPS location of particular person.

B. Disadvantages of Existing System:

Here in the existing system only the missing person can be identified and it does not relate to any domestic problems. The application must be handled by the missing person in case of mobile fault or if application is not working then it is difficult to identify the missing person. Another main disadvantage is that if the person is a small kid or mentally challenged person then they will not know to touch the SOS button and to inform the emerge

C. Proposed System

In the proposed system, all the grievances in the particular locality will be addressed and it also includes the identification of the missing person. The grievance are addressed in the website and common grievances are problems like pits in roads, problems in street lights, insufficient water supply ,garbage waste on the road ,drainage problem and also missing person identification. The main advantage of the proposed paper is that it will reach the concern department server and authority in-charge will send detail about the grievance to locality in-charge. The local in-charge will send the dead line date within which problem will be addressed .Deadline will be intimated to the user who posted the grievance. Authority will be kept in track and automated remainder will inform the authority about the deadline. After work is completed, and it will be intimated to the user and also it will be updated in the database so that old post will be deleted.

III. MODULES

A. Module Description are as follows:

- User registration
- Grievances posting & ranking
- Job scheduling & Rescheduling
- Intimate public

B. User Registration

It is used to maintain the public who are uploading the images for grievance in their area. Their mail id will be gathered so that intimation about the completion of work can be informed. Each user will be provisioned with voting on the posts done in the portal in order to assess the credibility of the posts. The registration form will be provided for the user and it includes the user name, mail-id and location where the grievances occurred.

C. Grievances Posting and Ranking

After user registers, they can enter the portal for reporting their grievances. So their complaints can be entered as an image in our portal complaining about the road which are to be rehabilitated, complains on metro, EB line, missing child like information which will be displayed to the department concerned so that measures can be taken. Then it is analyzed for trust worthiness once a post on grievance has been posted it has to be checked for credibility because the posts could be fake on some situation. So in order to check these users may be allowed to vote on the posts for its truth. So more up votes indicates the posts are real and down votes can be considered as fake posts. So once the classification of fake and real posts has been done, we need to ranking and schedule the job by admin so that urgent works could be done without delay. So all the posts will be analyzed and the ranking for each post will be given.

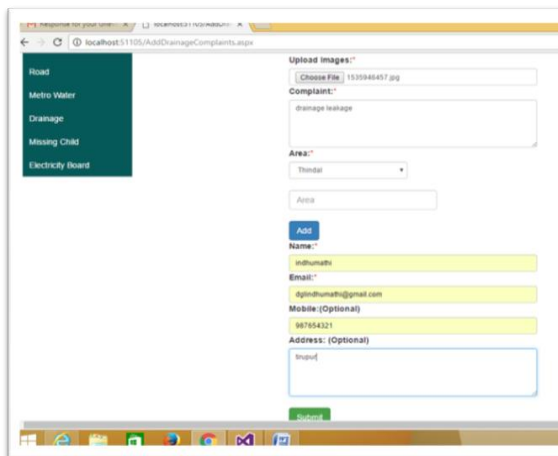


Fig. 1 User Registration Form

Id	Complaint Id	Complained Photo	Complaint Name	Email	Address	Complaint Date	Total Likes	Total UnLikes	Status	Remarks	Likes	UnLike
8	C_8		drainage leakage	indhumathi dgindhumathi@gmail.com	tirupur	29-03-2017	5	0	Not Verified		Like	UnLike
3	C_3		drainage	abirami sabirami121095@gmail.com	tirupur	27-03-2017	4	0	Completed		Like	UnLike
1	C_1		drainage	naveenavcse@gmail.com	drainage	23-03-2017	3	2	Completed		Like	UnLike

Fig. 2 Viewing the Complaints

D. Job Scheduling & Rescheduling

Once the ranking of posts has been done, job scheduling will take place. This includes the mentioning of time that each task need so that the deadline should be followed and a reminder of deadline of each work should be given to the

department concern. So whenever the task is assigned to a particular department the deadline will also be placed with it for later rescheduling. So when a task is nearing its deadline and still it's not completed, it will be intimated to the department concern about the deadline so that the work could be rushed up. In some cases the task couldn't be finished in a stipulated time period. In that situation, the job will be rescheduled to another span of time and will be followed for completion.

Logout

**Drainage Complaints**

Complaint_Id	Complaint_Details	Name	Address	Email	Total Likes	Total Unlikes	Old Remarks	Complaint_Date	Not Yet Started	On Progress	Finished	Remarks	Days	Verify
C_8	drainage leakage	indhumathi	tirupur	dgindhumathi@gmail.com	5	0		29-03-2017	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ongoing	10	Verify
C_2		abirami	tirupur	sabirami121095@gmail.com	1	0		27-03-2017	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remarks	0	Verify
C_4	over smell	jana	tirupur	joenov30@gmail.com	1	0		27-03-2017	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remarks	0	Verify
C_7	drainage leakage	indhumathi	tirupur	dgindhumathi@gmail.com	1	0		29-03-2017	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remarks	0	Verify

**Prioritized Tasks**

Complaint_id	Complained Area	Complaint_Details	Name	Address	Remarks	Complaint_Date
C_7	Thindal	drainage leakage	indhumathi	tirupur		29-03-2017
C_8	Thindal	drainage leakage	indhumathi	tirupur		29-03-2017

**Completed**

Complaint_id	Complained Area	Complaint_Details	Name	Address	Complaint_Date
C_3	Erode	drainage leakage	abirami	tirupur	27-03-2017
C_5	Ralem	drainage leakage	Amhika k	well	27-03-2017

Fig. 3 Job Scheduling

E. Perform Work & Intimate Public

Finally the task will be performed by the department concerned and a flag will be set by that person who completed the task so that it could be reported to the person that posted that task. Once a task has been finished, an intimation mail will be send to the public who posted the grievance so that he will get to know the status of his grievance. Work completed status will be updated in the database so that old post will be deleted and it will also be intimated to the user who posted it.

Logout

**Drainage Complaints**

Complaint_Id	Complaint_Details	Name	Address	Email	Total Likes	Total Unlikes	Old Remarks	Complaint_Date	Not Yet Started	On Progress	Finished	Remarks	Days	Verify
C_8	drainage leakage	indhumathi	tirupur	dgindhumathi@gmail.com	5	0		29-03-2017	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	completed	0	Verify
C_2		abirami	tirupur	sabirami121095@gmail.com	1	0		27-03-2017	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remarks	0	Verify
C_4	over smell	jana	tirupur	joenov30@gmail.com	1	0		27-03-2017	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remarks	0	Verify
C_7	drainage leakage	indhumathi	tirupur	dgindhumathi@gmail.com	1	0		29-03-2017	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remarks	0	Verify

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Complaint_id	Complained Area	Complaint_Details	Name	Address	Remarks	Complaint_Date
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**Completed**

Complaint_id	Complained Area	Complaint_Details	Name	Address	Complaint_Date
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C_5	Ralem	drainage leakage	Amhika k	well	27-03-2017

Fig. 4 Work Completion

IV. CONCLUSION AND FUTURE WORK

Thus the project is to solve the public grievances in a particular locality and these problem may include pits in the road, problems street lights and also in electric post, insufficient water supply or excessive leakage of water through pipe , damage in drainage system and also in identifying the missing person and also it makes shelter in orphanages for orphan children. It will enhance the service life of the road system, metro and drainage system. All these problems are addressed by the concern department and remedial actions are taken by authority in-charge for the department. After the work being completed it will be intimated to the user who posted it and also updated in the database.

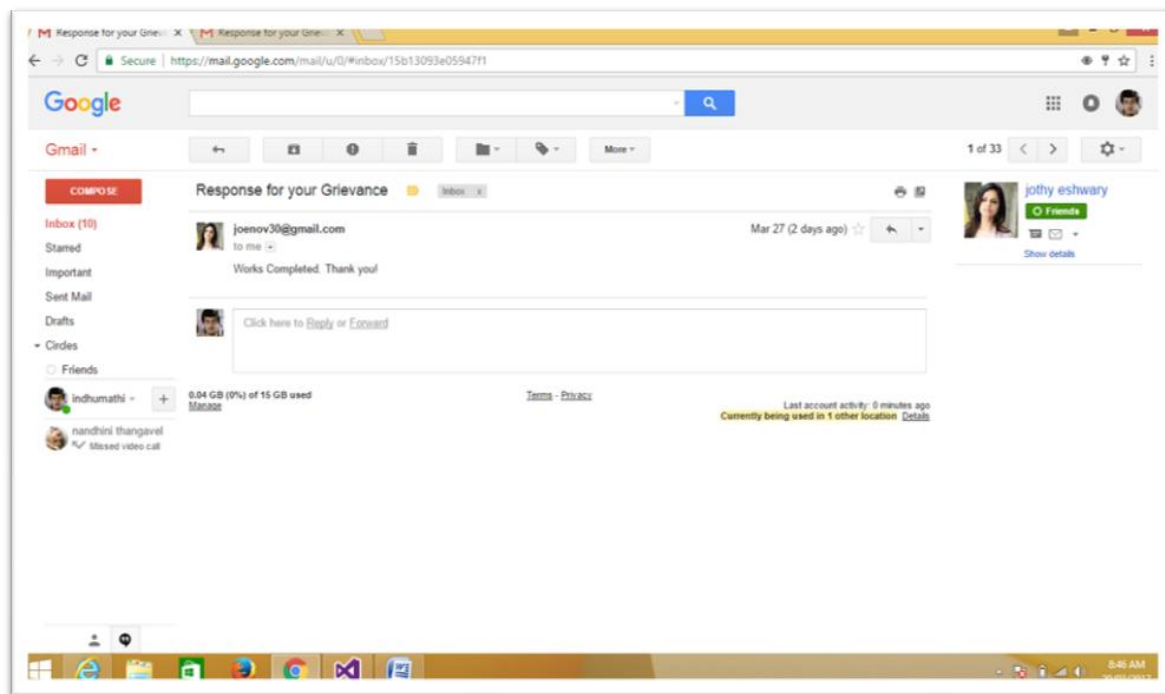


Fig. 5 Intimation to the Public

The scope of the project can be extended widely by making this work implemented for all the types of activities and helps in the city like missing things, robbery or all other inconvenience in the city. The portal will be available all the department in which grievances being occurred it will include needs that will be required for urban development. In case of more grievances are being posted with respect to that of the concern department, it includes the indexing to arrange the grievances. It will avoid the leakage of water and helps in repairing the road system and enhances the better improvement in all sectors.

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