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## Civic Enhancement Versatile Approach

**Arati.B.Burde, Prachiti.R.Shahare, Priya Desai, Bhagyashree Dhakulkar**

Dr. D.Y.Patil School of Engineering and Technology,

Charholi (B.K) , via Lohegoan, Pune

### Abstract

*The important issue all urban cities face today is that of social issues. The people living in these cities are too busy in their lives that even though they need to bear with problem everyday, nobody will take initiative and complaint about it to respective official department. One of the main reasons for people to become hesitant to take respective measures is the complexity, tediousness and time consuming nature of the current system available to report social issues. So we are developing web application named C.E.V.A. which will provide a platform to all the users to convey about Civic/social issues they are experiencing to the respective authorities through our system. The whole tedious and lengthy procedure will be replaced by just a single click.*

*The implantation of this proposed project will help the user to raise his voice against any Civic/social issue taking place in the locality Users of the application can view posts posted by other member of application. This will create awareness about ongoing issues in society. Users will have the right to comment on any post about what they feel about that particular query and this will provide freedom to express their opinions and views. This application will bring a positive change in our society.*

### Problem Statement:

Currently civic issues are left attended due to time consuming procedure so our aim is to design a system to solve civic issues easily with least manual interference.

### Main Functioning:

#### Existing system:

In existing system no one is taking initiative to raise their voice against the civic issues occurring now a days because there is no flexible application. There are applications which do not give flexible way for communication of citizens with the corporator and higher authority.

### Proposed system:

Our application depicts that every individual should register oneself to become a member of our application. Once they will be registered they will become member of application and will have their own account ID and password.

User has to login using their respective account ID and password. Once logged in, the user will have privilege to post query about the civic issue they are facing. They have to specify respective category in which their issue falls. The user of the application can view threads posted by other members of the application and cast their vote for it. The user will also have other privileges such as to select any particular category of civic issue, to view discussion thread and comment on it, to check updates or progress of issue they have posted earlier and to chat with other users of application. For posting an issue user needs to provide a description and an image about the issue.

### Problem in Existing system:

It is observed that in the existing system there is no surety of getting issues resolved because there is no one to one communication and no time limits are set there for resolving issues.

### Principle Conclusion:

In the existing system there is no surety of getting issues resolved because there is no one to one communication and no time limits are set there for resolving issues because of this reason we found that the existing system is not flexible. So we are focusing on time limits so that issues will be resolved in the set time. Secondly many to many communication so that people can communicate to each other, to corporator and to the higher authority.

## Introduction:

Past research is based on the concept of one to one communication there is no guarantee that problem will be resolved in the time or it can remain unresolved. Again people have to wait for long to resolve their problem and had to go through the irritating processes.

The past system remains unclear because of that urban cities are facing today civic issues. The people living in these cities are so busy in their regular schedule that they do not get time even to resolve the civic issues which they are facing. One of the main problem for people to become irritated is the complexity, tediousness, time consuming nature of current system to report the civic issue.

It is very hesitating for the people to go through the time consuming process because of this past system remain unclear.

The proposed study is we are focusing on flexible communication between people to people and people to respective authority department. We are creating a web application in which there will be given flexibility to the people to raise their voice against the civic issue by registering first in the web portal by their unique identification and with password and after registration they have to fill up some personal information. After the completion of registration process of the user they can register their civic issues whatever they are facing. After issue is registered it will go to the respective department. These all issues have to be resolved within given time and date. Also people can vote to the issues and after voting the priority issue will be given priority first. If the issue is not resolved within the given time and date then this issue will be publically displayed and it will go to the higher authority. After unresolved issue which is gone to the higher authority the higher authority will force to the particular department to resolve the issue.

The civic issue should be in proper format like camera is used to take the snapshot of the civic issue and it should be described in the proper way and submitted to the respective department with the help of proposed web portal. All the people have full right to give suggestion and comment for the registered issue.

Also we are focusing on the sector from which people can share their innovative ideas and suggestion through this web portal. These ideas will

display among all the people and people can give suggestion and voting to the innovative ideas.

Our main aim is to help India to make digital and flexibly resolve the social issues and display the youngsters ideas through this web portal. This web application will help India to be a progressive nation.

healthy, wealthy and clean.

## Literature survey

In [1] authors designed Android application from which people can discuss their day to day transportation, environment cleanliness, city infrastructure and daily life disturbance. In this paper they concluded that the complaints registered via mobile application and also they used the concept of GPS.

With the help of GPS which is present in the smart mobile device it will determine the exact location of problem zone as the proof. The system will generate a form consisting of all the descriptions which is entered by the user and send that description to the central server and notify the concern authority.

In this paper their aim is to implement a mobile application name as TODO1 which deals with the user daily events and provide high level flexibility. Its main aim is to collect all the events from different sources into single place in order to manage their day to day task.[2] SEVA is initiative to provide a platform to raise their voice against day to day occurring civic problem. It is an android application which is free and flexible to use[3]. Authors have implemented a tool for adult citizens. Its main aim is to reducing the social isolation for people with fewer chances to interact, such as elderly people.[4]. In this paper they implemented a system which provides useful information to farmers and keep them updated always related to farming. In this paper they have given flexibility to the farmer who will get message with the help of android phone (who knows android phone use), ios application for (I phone users), messages server for (mobile handset). By help of these technologies all the farmers are updated with the weather information, sowing of seed, weedy harvesting and irrigation as well. And also it will update about any disaster related information.

In this paper the development team focused on the successful accomplishes a food pantry application.

It is very necessary to speak with event organization from around a country. This system that full fills all the organization need.[6] The development team focused on the security of (personal or open) data by the service made available by the platform through the API's.[7]

### **Result:**

Currently civic issues are left unattended due to time consuming and procedure. Our aim is to design a system to solve civic issue easily with list manual interference. So the purpose of this study was to provide flexible communication among people and also flexible communication between people and corporators. This web applications provides people full rights to vote the civic issues and according to the priority list of issues problem are been solved within the given date.

Mainly this application is useful for the people and also helps India to become digital through which people can discuss about their civic issues with the least manual interference and also help to keep environment and surrounding neat, clean and healthy.

Also there is no need to wait for the corporators to register their civic issue and help from long and irritating procedure. Also in this study we are focusing on innovative ideas like each and every people have something innovative idea to improve environment in their day to day life. So this application will provide to convey innovative ideas, suggestions to improve the society and also to improve the India as well.

### **Discussion:**

As per our discussion we find that there are common civic issues which are generally citizens are facing.

As per our survey we are focusing on issues like health and care, education, property tax, road, water, electricity, building development, social development. So to overcome these issues we are developing a web application.

This can use each and every citizen on the web portal by their unique identification (Adhar Card) and password and some important details. After this procedure they can register their civic issue to the respective departments. These issue will be resolved in the given time and date. Citizens can give vote to

these civic issues and according to the priority list the issue will be resolved. If the issue is not resolved in the given date and time by the particular department and also given date and time of citizen then it will be publically displayed and it will go to the higher authorities. The higher authorities will give order to the respective department to resolve the issue which is publically displayed within mentioned date and time as per given schedule and warn them to resolve the unresolved issue. Our aim behind developing this application is to make people aware to take initiative to resolve their problems and live a peaceful and happy life. It will also help people to communicate each other and also with the corporator in a flexible way. Also we are focusing on ideas from youngsters. Not only youngster ideas but also other people's ideasto improve the society as well as improve their environment.their l

### **Conclusion:**

Hence we can say that because of Civic Enhancement Versatile Approach, the communication between the citizens and corporator will be channelized. It will grow stronger. The citizens can easily give their complaints to the corporator using Civic Enhancement Versatile Approach. With the help of this software the corporator will understand about the social issues of citizens from which they are suffering from so that he/she can solve the citizen problem for better enhancement of the city within time. This application gives more transparency over the existing system.

### **Acknowledgement**

This gives us great pleasure to presenting the paper on 'Civic Enhancement Versatile Approach'. We would love to take the opportunity to thank our guide Prof. Bhagyashree Dhakulkar for giving us their valuable guidance & the help which we needed.

We are grateful to her for being so supportive. Her suggestions and motivation was which we needed during this paper. By bringing the best out of us, throughout she encouraged us to complete the paper.

We are also grateful to Dr. RoshaniRaut, Head of Computer Engineering Department,Lohegaon,Pune for providing the various resources.

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