

# Panchayat Governance: Innovations in Issue Management

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**Abstract—** Panchayat Issue Management System (PIMS) under the jurisdiction of panchayat corporation provides the common people to deliver their grievances about day to day problem in their ward. In the developed country like India, we don't have any direct communication between the government and public in an efficient way for solving the problems. PIMS is proposed to overcome their problem by delivering the grievances to the government. It provides a common man to deliver his complaints and problems to panchayat authority as well as let the panchayat authorities to solve the problem in a short period of time. It acts as interface to register one's complained and follow it up and also it provides a complaint module which helps clicking up a picture of any problem that people are facing and upload its image, text information and location along with the complaint. In addition to that, it also includes the online discussion forums and feedback forms which will help them to communicate well with the government and then how effectively the funds are utilized for the development purpose can be known by Public.

**Index Terms-** Grievances, Ward, Online complaints, Panchayat authorities, Public.

## I. INTRODUCTION

PIMS is an android application connecting villages together with much more ease and user friendly UI with many feature and services. In this application end user i.e. in simple term "Local People" use android application for applying their online complaints.

The user can post their complaint and it is resolved by the responsible authority. Users can see the status of the previous complaints and according to the quality of the service user gives feedback to the system. If the authority is not capable to solve complaint in specific time constraint, then authority gives the reason to the administrator why the complaint is not resolved. According to the condition, action can be taken by administration towards complaint. The admin has the rights to see all complaints from their panchayat areas

and also see the username given by users for specific complaint.

**Admin:** The main roles and responsibilities of the panchayat ward member is to take care of the whole process. Starting from panchayat login, followed by the ward member creation and assigning issue to the public complaints. Finally, he will be able to track the work assigned to the ward member, and it will be updated in the database.

**User:** They can register for an account. After the login, they can create the complaint with a description of the problems, type of issues, image file, and issue location as they are facing the issue. Each user will be assigned with a ward member. They can view the status of their complaint in their page.

## II. LITERATURE REVIEW

Anusha V et al. [1] proposed idea from smart cities to smart villages management. It focuses on the key areas of interest in the village perspective and also evaluates the applications in those areas. It also provides a comprehensive view with respect to improvement in the quality of life in villages. There is a need for designing and building smart villages which are independent in providing the service and employment and connected to the whole world. Smart villages will be connected via Information and Communication Technologies (ICT) to access internet.

It is necessary for the Grama Panchayat to keep track of its day-to-day activities & records e.g. Funds Management for Water and Sanitation Facilities in a village ensuring safety of drinking water, Road Management, Street Light Management, etc.

Sagar Hanumant Totare et al. [2] suggested village Panchayat is the basic local government unit in rural India. Though Panchayat have been in existence for a long period of time, the present system clearly marks off from the past in respect of powers, functions and financial resources.

E-Gram Panchayat Management System (EGPMS) is an online based application that can be accessed using the internet. This system may be used for monitoring gram panchayat activities. Admin as well as body member’s logging, it may also access and public can search provided information regarding gram panchayat at any time. Information about schemes published by government or any other activities and billing record will be updated by body members and the secure data maintained by only administrator. EGPMS is being developed to maintain and facilitate easy access to information. For this, user don’t need to be registered. It is an user friendly website, only admin has authority to give access or choose login members. Battula Rushi Kumar et al. [3] provided 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. It acts as interface to register one’s complained and follow it up and also it provides a complaint module which helps clicking up a picture of any problem that people are facing and upload its image, text information and location along with the complaint. In addition to that it also includes the online discussion forums and feedback forms which will help them to communicate well with the government and then how effectively the funds are utilized for the development purpose can be known by Public.

Suvetha s et al [4] proposed in India there is no direct communication between the government and public in an efficient way for solving the problems. The main purpose is to provide an online way of solving the problems faced by the public by saving time and eradicate corruption and 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 website and the municipal authorities to address the problem in a short period of time. Complaints are easier to coordinate and resolve, and to provide company with an effective tool to identify and target problem areas and acts as a

management technique for assessing, analyzing and responding to public complaints. This software is used to record resolve and respond to public complaints, requests as well as facilitate any other feedback which provides an interface to register one’s complaint and follows it up.

Sachin Kumar et al [5] proposed public complaint system which is a web-based platform to solve the problem directly with concerned officials in particular areas without involving any mediator. This system comprises a direct intermediate which solves the problem of a certain primitive type of complaint solving system.

### III. METHODOLOGY

**Admin:** The main roles and responsibilities of the panchayat authority is to take care of the whole process. Starting from panchayat login, followed by the admin creation and assigning issue to the public complaints. Finally, it will be updated in the database. Figure 1 shows the works of admin.

SR NO	YOUR UPLOADED IMAGE	IMAGE AFTER COMPLETION OF WORK	TITLE	DESCRIPTION	PARTNER NAME	WORK STATUS	FEEDBACK
1			Water Leakage	in Nazareth Road	Plumber	Completed	Feedback Form

Figure 1 Admin

**User:** They can register for an account. After the login, they can create the complaint with a description of the problems, type of issues, image file as they are facing the issue. Each user will be assigned with a ward member. They can view the status of their complaint in their page. The below figure 2 shows the works of User.

Sl.No	Issue name	Issue Images	Description
1	Water Leakage		In Nazareth road

Figure 2 User

#### IV. WORKING FLOW DIAGRAM

User can login with their details, register their complaints and they can track all the complaints at any time. This will save people money and time. Admin can see all the complaints and the information has been sent to the allocated person. The person can solve the Grievances and update the current status to admin. Admin can manage all the database. Figure 3 shows the working principle of PIMS.

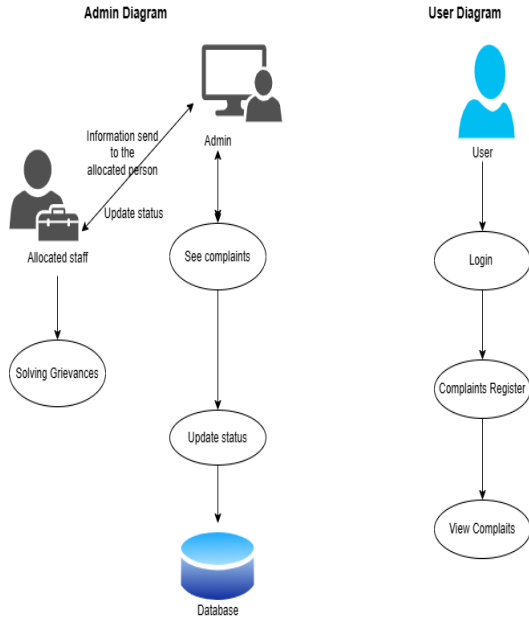


Figure 3 Working Principle

#### V. MODULES

Various modules used are User login module, Admin module, Complaint register module, Response module and let us see how user and admin managing their works.

##### User login Module

The user module is designed by considering the public to register their complaints and they can track their complaints in a regular basis. It allows users to register, log in, and log out. User can also view the status of their complaints and activities. Figure 4 shows the login form for user.



Figure 4 Login Form

##### Admin Module

Admin can work on that complaint item and close their complaints once the cases are done. After login into the system, admin can see all the complaints based on the location. If there is any problem while solving the complaint, admin can take action based on the complaints. Figure 5 shows the login form for admin.

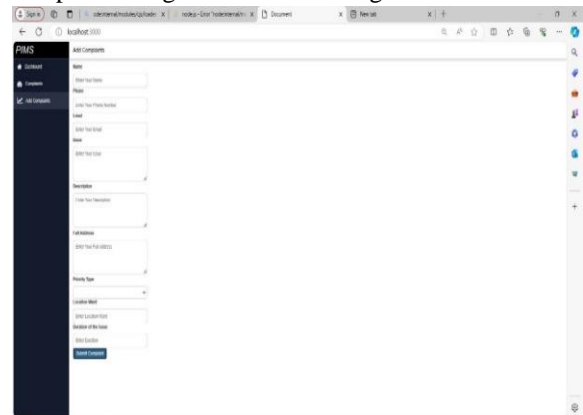


Figure 5 Admin Login Form

##### Response Module

The Response module allows to create and conduct surveys to collect feedback. This module is used by

admin. Admin only can send feedback to the user complaints and it is shown in Figure 6.

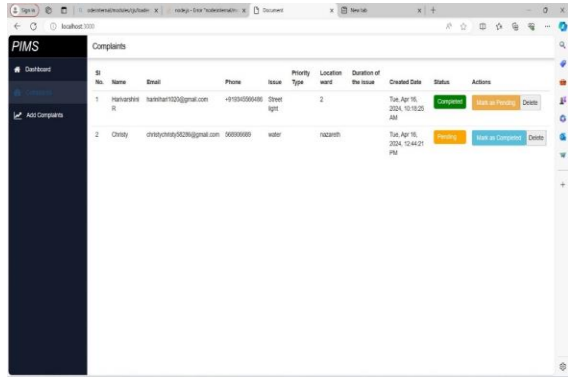


Figure 6 Response Window

### Complaint Register Module

The Complaint Register is a working document in Figure 7 shows what are the complaints available, completed, etc. and also it provides a record of the process followed and outcomes. This will help the user to register their complaints easily in online. It allows users to attach relevant documents or images to support their complaints.

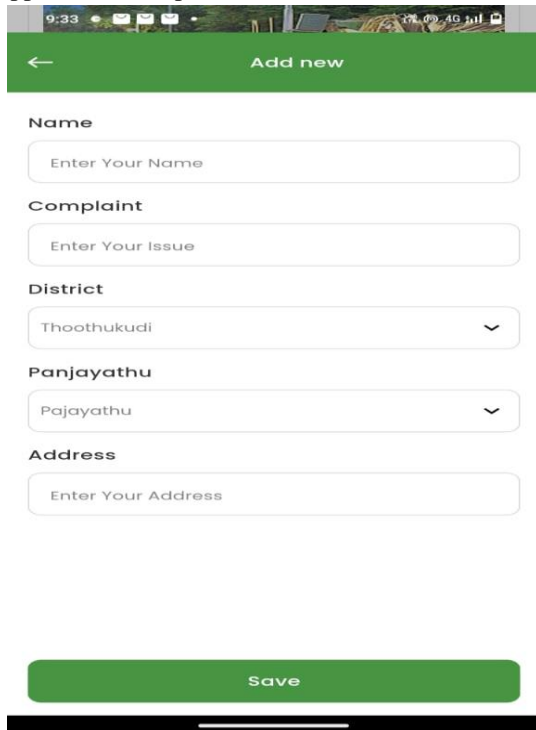


Figure 7 Complaint Register Form

### CONCLUSION

Panchayat provides online services to the people living in that panchayat. It helps for the people in that area to easily complete their work which involves the action of authority of the panchayat people. As everything is made online people can request their applications from anywhere at any time.

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