Android Based Corporation Complaint System Using Voice Recognition

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ABSTRACT

This is the android application which is used to complaint the needs of the people in the corporation through the mobile application by their voice. They also receive notification if the members of the municipal hear the complaint. This application also contains the camera which provides the people to record the video or to take the photo of their area problems and then they can upload to the corporation. The location of the user can be easily tracked by the GPS, The fake complaints are avoided only in this application. First at the time of the registration user must provide the aadhar card number and the mobile number which provided in the aadhar card. In each time of the complaint OTP will be generated, If it is found fake for more than 2 times Aadhar card will bee traced and it will be cancelled and fake user will be severely punished

KEYWORDS:  
Keyword 1: GPS- Global Positioning System  
Keyword 2: GSM- Global System for Mobile Communications  
Keyword 3: OTP- One Time Password

INTRODUCTION

If a person need to complaint the problem in his area he should go here and there to all the offices in the Government and atlas the problem may or may not be solved, only he lose his energy and there are lot of procedure to file a corporation complaints and he has to fill the complaints manually, he cannot explain the complaint in the required text field, so this application is used by the people who need to complain they can speech and record their complaint and they can upload rather they are also provide with the camera through which they can upload the damages in their area.

This makes the people to feel ease by recording their needs and then the corporation members will hear this and they will take the necessary action as soon as possible.

Purpose of the system:

The main purpose of the system is that people need not go the office and strain. They need to feel ease to complaint about their area problems, only by clicking the record button they can express their complaints and they can upload and they will soon receive a notification that their complaint as been here, and if not they can send the audio again till they hear. No other system as the notification facilities, it will show the green colour tick near the audio file so that it is noticed by the municipal.

Existing system:

Prajavani is an e-governance initiative by the combined efforts of District Administration and National Informatics Centre in Ranga Reddy (AP, India).
The initiative is not only giving a practical shape to the Right to Information Act, but is also creating job opportunities for the educated and unemployed youth of Ranga Reddy. Prajavani is a unique public private partnership program, which gives citizens an opportunity to interact with the government without coming to any government office.

The Prajavani system not only gives citizens an avenue to track the progress on their grievance, but also provides the Collector an effective tool to monitor the performance of various departments. The National Informatics Centre (NIC) provided the necessary technical know-how for the project. The Project has been started as a pilot at Ranga Reddy district and is running successfully in Nalgonda & Adilabad.

**Proposed system:**
In Proposed system user need to install the application rather than going to the office in live. He need to just record the voice or take photo or record video and click post complaint, the user location can be directly viewed by the GPS. It is the very easy way to book their complaints.

**Problems in existing system:**
1. The user cannot express the complaints by a picture, he need to speak.
2. Image quality can be reduced while sending.
3. Corporation members can understand the problem in different manner.

**I. System Architecture:**
The proposed system as the login module, registration module, and then complaint module. In the login module the user need to give their username and password, if the new user they need to give their aadhar card number and they will be provided with the password. After log in they will get the complaint page you will select the ward and the department provided in the drop down menu and then in audio click record button and then you need to upload the audio file and the image if needed and audio is must.

![Fig. 1: USER](image)

Registered user can give the username and password and login

Unregistered User: Give name, DOB, Aadhar card number, Mobile number. User will get password in mobile and Use Aadhar card number as user id and password which has been generated.

**Android device:**
After login the application shows the complaint menu and user need to record their voice and then he need to send it to the corporation.
After sending it he can notice that the voice as been hear or not, This is made possible by showing the green light near the audio indicates the audio as been heared, if not the default red colour is present.
Corporation will send the message that when will they come to clear the problems in mailing service.
If no response within a day your audio will automatically send to the corporation again and again,
II. Communication System:
Communication network provides connection between:
Mobile unit and server by using internet protocols.
GPS tracker and Mobile unit
Recorder module and server

Corporation database:
The Corporation database as the complete details of the every ward and the complaints, It can easily detect the fake one and they have the full rights to cancel the aadhar card of the member.
If the complaint from the same ward is repeated many number of times then the government take necessary action to change the ward member and corresponding officers of that ward.

III. Technologies Used:
Global Positioning System:
The GPS system is used to track the location of mobile device from which complaint is being registered.
We are going to place complaint by using mobile application[4]. Along with these request we will embed the location from which request are getting placed. This is going to work by GPS tracking system.It will make use of Google Maps

Voice recorder:
This voice recorder system used to record the voice of the user. The voice has been received to corporation
After hearing it the necessary action is taken.

OTP:
Before registering the complaint One Time Password is generated to check the complaint of the user is fake or not the OTP will generated to the registered mobile number.

Camera:
We will connect mobile application with camera module so that one can embed images with the complaints so as give a better idea regarding the complaint registered[6].The user can attach photos regarding the complaint such as the garbage accumulated in your locality, broken street lights, over flowing drainage, etc

Conclusion:
This application provides with the voice recognition helps the user to feel free to express the complaints and it is the direct communication between the user and the corporation. This can be an easy mode of registering the complaints, and only application to punish the fake users.

REFERENCES
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