

ACTIVE CITY ADMINISTRATION

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ABSTRACT:

The basic and universal corner stone of good governance are quality of service, quick response mechanisms and above all accountable and transparent process mechanism. The active city administration initiatives resulted in computerization of the legacy systems in government with limited ability to internalize the advances in information and communication technologies. By using active city administration services we able to know real time, quantitative and basic approach of the government services for the people living in the particular area. Due to provided services their might be possibility of increase in communication among the municipal authorities and the local people New media and information and communication technologies are influencing our live more and more. Citizens are getting increasingly used to e-technologies and the deployment of new media. Used to global information, e-commerce and quick responses from the internet e-citizens are demanding also from public administration higher efficiency, more transparency and better services. In this system there are three main parts those plays an important work. They are: Citizens (users), Municipal authorities, Administrations. Thus it's a good real time, online interface between both citizen and municipal authority.

KEYWORDS

Active City Administration, Citizen, Administrator, Municipal Authority

INTRODUCTION

The system creates a user-friendly online interface for citizens to communicate with administrative body and reduce the distance and time barrier between citizens and administration.

OBJECTIVES

The main objective of this project is building a website which will help local citizen from urban and city area to avoid the unnecessary problems. This system is basically used to design on account of considering a small particular city area. By creating website, local citizen will directly get most of the benefits out of it. This will help government to know how much quantity of the people leaving in a particular city level. To create an online platform where people can share ideas, invoke discussions, issue - complaints, create suggestion/petitions for improvement of city administration. To encourage the citizens to actively participate in city administration to bring transparency and flexibility in system.

LITERATURE SURVEY

Existing System:

There is a system available for registering civil complaint but due to various problems such as human nature and technical problem complaint cannot reach to higher authority. This project provides an online approach to the local citizen of a particular city area to have a better communication with the municipal authorities.

The citizen can share their ideas, views, suggestion, rather complaints. Authorities can access all the complaints, suggestions from users and will give proper response.

Applications of Active City Administration:

It is used in Existing to System to solve the queries of Public. To allow higher authority to go through complaints or suggestions of local public (citizens). General Public should know the government schemes in detail. Reduces the chances of corruption, inconvenience and bureaucratic delays. Transparency of administrative processes and procedures. Interoperability of systems, applications and documents. Easy and hassle free access to the desired information, rules and regulations, forms etc.

Risks in implementation of Active City Administration:

- Lack of equality in public access to the internet.
- Reliability of information on the web.
- Hidden agendas of government groups that could influence and bias public opinions.

CHARACTERISTICS

Administrator:

- Create, and monitor accounts of authorities.
- Filter the content reported as inappropriate and handle threats.
- Handle complaints about improper response by municipal authorities.

Citizen:

- Users should be able to create new account, log-in to their existing accounts which will give them the authority to use the services provided by the system.
- Authenticated users should be able to issue complaints, check complaint status, submit feedback, browse through other complaints and their feedback.
- Authenticated users should be able to create suggestions/petitions; other users can support or make suggestions for petitions; forward petitions to corresponding authority for possible implementation.
- Users can to create groups where users can share their experiences; discuss common problems, and the possible solution.

Municipal authorities:

- Municipal authorities can log-in to their accounts as created by administrator.
- Authorities can access all the complaints, suggestions from users.
- Invoke proper activity in response to valid complaints, or redirect inappropriate complaints to the administrator.
- Give response to complaints with activity reports.

NGO's:

- NGO can form user groups similar to other users.
- NGO's can publicize their social causes on the site.

METHODOLOGY

Basic modules involve in project:

- *Certificate issue:* Citizen can view, withdrawal the certificates.
- *Online complaints/Forum:* Suggestion, complaints given by the citizens.
- *Escalation:* If within a limited time period the municipal authority won't give proper response to citizen's complaints then that complaint directly forward to administrator (higher authority).
- *News:* News related with different activities over the city area.
- *Tender:* Citizen has the facility to submit their tenders online.
- *Job Scheduling:* Facility provided to citizen related with any government job vacancy in city area.
- *Group:* Citizen can join several groups and have active interaction among authority and with other citizen as well.

Projects overall path with its brief description:

Rational Unified Process:

- The Rational Unified Process brings together elements from all of the generic process models, supports iteration and illustrates good practice in specification and design.
- The RUP is normally described from three perspectives:
 - A dynamic perspective that shows the phases of the model over time.
 - A static perspective that shows the process activities that are enacted.
 - A practice perspective that suggests good practices to be used during the process.
 - fulfill their requirement, complaints, suggestion and needs.

This project help to Municipal authority to manage all the works effectively which citizen will desire. They manage the city actively.

The different phases in RUP are:

a) Inception: The goal of the inception phase is to establish a business case for the system. Identifying all external entities that will interact with the system and defining these interaction. This information is used to assess the contribution of system to business.

b) Elaboration: The goals of the elaboration phase are to develop an understanding of the problem domain, establish an architectural framework, develop project plan and identify key project risks.

c) Construction: This phase is concerned with system design, programming and testing. Parts of the system are developed in parallel and integrated during this phase.

d) Transition: This is the final phase of RUP and is concerned with moving the system from the development community to the user community and making it work in real environment.

Project Role:

The Purpose of this document is to present a detailed description of Active City Administration system. It will explain the purpose and features of system the interfaces of the system, what the system will do, and the constraints under which it must operate and how the system will react to external behavior. This document is intended for citizen of particular city and will be helpful to citizen.

Software Interface:

- *Client on Internet:* Web Browser, Operating System (any)
- *Client on Intranet:* Web Browser, Operating System (Windows)
- *Web Server:* Apache Tomcat, Operating System (any).
- *Data Base Server:* Oracle 10g Express Edition, Operating System (any)

Communication Interface:

- Client (customer) on Internet will be using HTTP/HTTPS protocol.
- Client (system user) on Internet will be using HTTP/HTTPS protocol

Constraints:

- GUI is only in English.
- Login and password is used for the identification of users.

CONCLUSION

This project will be helpful for local citizens to have an active participation and communication with Municipal authorities irrespective of time barrier and distance barrier.

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