International Journal of Scientific Research in Engineering and Management (IJSREM)
Volume: 07 Issue: 06 | June - 2023 SJIF Rating: 8.176 ISSN: 2582-3930

INTRA RURAL DEVELOPMENT

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Abstract—**The GoVChat is a web-based enterprise solution that allows Municipality/Corporation toenhance citizen satisfaction through comprehensive service management and efficient service delivery.GoVChat automates entire complaint process, right from registration to closure.Citizens can lodge complaints through website.At Website it registers a complaint within the system with all necessary details.The system automatically sends an SMS to officer alerting him on the complaint fortaking required actions. Today different countries have civic bodies that are the local governing bodies which help to maintain cities. Pointing to the complaints of the citizens in urban areas is a prime factor that can ensure trust of different citizens. This Smartphone application will help the common people under the jurisdiction of Municipal Corporation to register their grievances day to day complaints in their ward through a mobile application Once a complaint is resolved, the officer marks the complaint as closed in the system.The citizen receives an SMS confirming the resolution of his/her complaint**

INTRODUCTION

The GoVChat is a web based enterprise solution that allows Municipality/Corporation to enhance citizen satisfaction through comprehensive service management and efficient service delivery. GoVChat automates entire complaint process, right from registration to closure. It also enforces service level policies to ensure the complaint gets attended within desired timeline or gets escalated to higher authorities for their attention and intervention. Citizens can lodge complaints through website. At Website it registers a complaint within the system with all necessary details. A complainant can lodge single or multiple complaints during a single click. In all cases, the complainant is given a complaint acknowledgement number. Once a complaint is registered within the system, it is assigned to a concerned area officer dealing with the reported problem. The system automatically sends an SMS to officer alerting him on the complaint for taking required actions. The officer calls the complainant, if necessary, to seek specific details. The officer is expected to resolve the complaint within a specified period of time. Once a complaint is resolved, the officer marks the complaint as closed in the system. The citizen receives an SMS confirming the resolution of his/her complaint. If the citizen is not satisfied he/she can request to re-open the complaint, which is then escalated to higher authority. If the complaint is not resolved and closed within the specified period, the same gets escalated to higher authorities. On repeated failures to resolve the problem, it gets escalated to Dy. Commissioner.

LITERATURE SURVEY

1.Online Complaint Management System
Author: Osman Nasr , Enayat Alkhide
Problem identified: Online Complaint Management System provides an online way of solving the problems faced by the public by saving time and eradicate corruption**.**
Objective: The objective of the complaints management system is to make complaints easier to coordinate, monitor, track and resolve, and to provide company with an effective tool to identify and target problem areas, monitor complaints handling performance and make business improvements.
Methodology: Online Complaint Management is a management technique for assessing, analyzing and responding to customer complaints. Complaints management software is used to record resolve and respond to customer complaints, requests as well as facilitate any other feedback.

2.Smartphone Based Citizen Complaint System Urban maintenance using GIs
Author: Swapnil R.Rajput
The current Complaint system in Aurangabad city has two ways of lodging a complaint firstly u can go directly to the concern department and file a complaint or secondly u can use the online system. The Second method is a web based System in which u can register the complaint with detailed information such as type and subtype of complaints .after successful registration of the complaint the operator then forwards the complaints to concerned departments heads which in turn forward to the ward officer concerned with that area.

3.**City of Boston**

Author: RachnaSable,

The city of Boston has implemented the constituent relationship management [CRM] system by which the constituents can easily request services from city agencies like the department of public work .they have created an application for smart phones called citizen connects that allows the constituents to take the pictures of issues street light outages, potholes and other public issues and send them directly to the government. The system uses the location of the user to register the complaint.

SYSTEM ANALYSIS

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EXISTING SYSTEM:

Person must go to municipality for his complaints.All the arrived Complaints are submitted to the Administrator.Administrators distribute complaints among different departments according to complaint type.Employees solve the complaints and note the complaint status in books manually.Dispatch officer check the books and reply the solved complaints.Inquiry officer gives the current status information of complaints from the books.

DIS ADVANTAGES:

Possibility of loss complaint Record.All complaints handled manually. So, there is possibility to loss of complaints record because of transferring Complaints record between different physical levels and also inattention of employees.There is no proper management procedure for a complaint inquiry for people.Lots of paper work: For single complaints, many documents are need to be created.

PROPOSED SYSTEM:

The proposed complaint handling model is a method, platform or web-application to ensure that the complaint process is addressed and handled properly.

The proposed model is divided into 3-tiers that consist of the following:

Database - tier It contains data about system users and their profiles, Citizens information, available resources, and social association profiles.

Business – tier It consists of the core of the system. i.e. complaint handling and feedback components.

Presentation - tier It consists of web-based user interface.

ADVANTAGE:

- Easy to access
- Fast to solve the problem and fast management
- Automation
- Saves time by avoiding paper work
- Status of complaints is visible

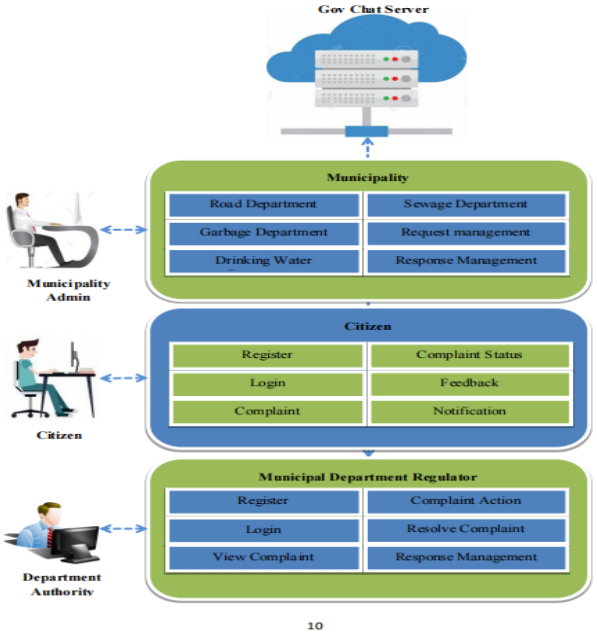
SYSTEM DESIGN

Architecture Diagram:

An allocated arrangement of physical elements which provides the design solution for a consumer A system architecture or systems architecture is the conceptual model that defines the structure, behavior, and more views of a system. An architecture description is a formal description and representation of a system, organized in a way that supports reasoning about the structures and behaviors of the system. System architecture can comprise system components, the externally visible properties of those components, the relationships (e.g. the behavior) between them. It can provide a plan from which products can be procured, and systems developed, that will work together to implement the overall system. There have been efforts to formalize languages to describe system architecture; collectively these are called architecture description languages (ADLs).

Various organizations define systems architecture in different ways, including:

Product or life-cycle process intended to satisfy the requirements of the functional architecture and the requirements baseline.Architecture comprises the most important, pervasive, top-level, strategic inventions, decisions, and their associated rationales about the overall structure (i.e., essential elements and their relationships) and associated characteristics and behavior.If documented, it may include information such as a detailed inventory of current hardware, software and networking capabilities; a description of long-range plans and priorities for future purchases, and a plan for upgrading and/or replacing dated equipment and software.The composite of the design architectures for products and their life-cycle processes



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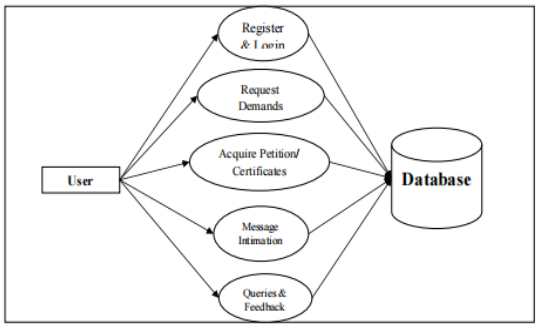
DATA FLOW DIAGRAM:

A two-dimensional diagram explains how data is processed and transferred in a system. The graphical depiction identifies each source of data and how it interacts with other data sources to reach a common output. Individuals seeking to draft a data flow diagram must identify external inputs and outputs, determine how the inputs and outputs relate to each other, and explain with graphics how these connections relate and what they result in. This type of diagram helps business development and design teams visualize how data is processed and identify or improve certain aspects.

Symbol	Description
	An **entity**. A source of data or a destination for data.
	A **process** or task that is performed by the system.
	A **data store**, a place where data is held between processes.
	A **data flow**.

MODULES DESCRIPTION:



1.User modules:

Individual login facility is there for every officer; users, admin and employee so that they can see the complete procedure of complaint and can even solve the complaints. The procedure of forwarding the complaints and solving complaints will not be visible to the user. The user will only get to know the status. The user will primarily use the GUI for registering a new complaint by providing the necessary data. The user can sign into the server and look for all registered complaints and their results.Also he can keep track of the complaints registered by him.

3.Complaint module:

In this module user can launch their complaints. . The complaint form will be simple so that a common layman can use it. In complaint form user can upload photos and can even upload videos. User has to give the complaint details.

4.Complaints management and updating:

Admin based on the different department can view the complaints that are being launched to particular department. The Admin has the authority to open or close the complaint. Then Admin can also reply to the user in the form of notification that is being created when the admin update the complaint and will be made visible.

5.Notification and Processing of the Complaint:

Once the complaint has been lodged then according to its category a notification to the respective department will be sent. In the department the complaints will be ordered based on the time of arrival and will be processed accordingly. For the connection between the app and server the HTTP protocol will be used. For every access of the data the web services will be needed. The complaints will be processed by the respective department in the background which will not be visible to the user.

SOFTWARE DESCRIPTION

PHP: Hypertext Preprocessor (or simply PHP) is a general-purpose programming language originally designed for web development. It was originally created by Rasmus Lerdorf in 1994 the PHP reference implementation is now produced by The PHP Group.

PHP originally stood for Personal Home Page, but it now stands for the recursive initialism PHP: Hypertext Preprocessor.

PHP code may be executed with a command line interface (CLI), embedded into HTML code, or used in combination with various web template systems, web content management systems, and web frameworks. PHP code is usually processed by a PHP interpreter implemented as a module in a web server or as a Common Gateway Interface (CGI) executable. The web server outputs the results of the interpreted and executed PHP code, which may be any type of data, such as generated HTML code or binary image data. PHP can be used for many programming tasks outside of the web context, such as standalone graphical applications and robotic drone control.

.The standard PHP interpreter, powered by the Zend Engine, is free software released under the PHP License. PHP has been widely ported and can be deployed on most web servers on almost every operating system and platform, free of charge.

The PHP language evolved without a written formal specification or standard until 2014, with the original implementation acting as the de facto standard which other implementations aimed to follow. Since 2014, work has gone on to create a formal PHP specification.

PHP Objects

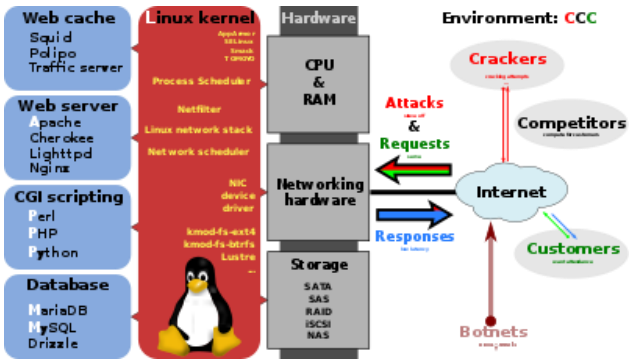
Basic object-oriented programming functionality was added in PHP 3 and improved in PHP 4. This allowed for PHP to gain further abstraction, making creative tasks easier for programmers using the language. Object handling was completely rewritten for PHP 5, expanding the feature set and enhancing performance. In previous versions of PHP, objects were handled like value types. The drawback of this method was that code had to make heavy use of PHP's "reference" variables if it wanted to modify an object it was passed rather than creating a copy of it. In the new approach, objects are referenced by handle, and not by value.

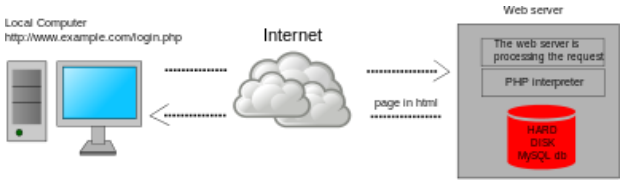
Implementations:

The only complete PHP implementation is the original, known simply as PHP. It is the most widely used and is powered by the Zend Engine. To disambiguate it from other implementations, it is sometimes unofficially called "Zend PHP". The Zend Engine compiles PHP source code on-the-fly into an internal format that it can execute, thus it works as an interpreter. It is also the "reference implementation" of PHP, as PHP has no formal specification, and so the semantics of Zend PHP define the semantics of PHP. Due to the complex and nuanced semantics of PHP, defined by how Zend works, it is difficult for competing implementations to offer complete compatibility.

Licensing:

PHP is free software released under the PHP License, which stipulates that: Products derived from this software may not be called "PHP", nor may "PHP" appear in their name, without prior written permission from group@php.net. You may indicate that your software works in conjunction with PHP by saying "Foo for PHP" instead of calling it "PHP Foo" or "phpfoo". This restriction on use of "PHP" makes the PHP License incompatible with the General Public License (GPL), while the Zend License is incompatible due to an advertising clause similar to that of the original BSD license.





SERVER SIDE SCRIPT:

PHP acts primarily as a filter taking input from a file or stream containing text and/or PHP instructions and outputting another stream of data. Most commonly the output will be HTML, although it could be JSON, XML or binary data such as image or audio formats. Since PHP 4, the PHP parser compiles input to produce bytecode for processing by the Zend Engine, giving improved performance over its interpreter predecessor.

Originally designed to create dynamic web pages, PHP now focuses mainly on server-side scripting, and it is similar to other server-side scripting languages that provide dynamic content from a web server to a client, such as Microsoft's ASP.NET, Sun Microsystems' Java Server Pages, and mod_perl. PHP has also attracted the development of many software frameworks that provide building blocks and a design structure to promote rapid application development (RAD). Some of these include PRADO, CakePHP, Symfony, CodeIgniter, Laravel, Yii Framework, Phalcon and Zend Framework, offering features similar to other web frameworks.

The LAMP architecture has become popular in the web industry as a way of deploying web applications. PHP is commonly used as the P in this bundle alongside Linux, Apache and MySQL, although the P may also refer to Python, Perl, or some mix of the three. Similar packages, WAMP and MAMP, are also available for Windows and macOS, with the first letter standing for the respective operating system. Although both PHP and Apache are provided as part of the macOS base install, users of these packages seek a simpler installation mechanism that can be more easily kept up to date.

As of April 2007, over 20 million Internet domains had web services hosted on servers with PHP installed and mod_php was recorded as the most popular Apache HTTP Server module. As of August 2019, PHP was used as the server-side programming language on 79.1% of websites,down from 83.5% previously, where the language could be determined. Web content management systems written in PHP include MediaWiki, Joomla, eZ Publish, eZ Platform, SilverStripe, WordPress, Drupal, and Moodle. Websites written in PHP, in back-end and/or user-facing portion, include Facebook, Digg, Tumblr, Dailymotion, and Slack.

, For specific and more advanced usage scenarios, PHP offers a well-defined and documented way for writing custom extensions in C or C++. Besides extending the language itself in form of additional libraries, extensions are providing a way for improving execution speed where it is critical and there is room for improvements by using a true compiled language. PHP also offers well defined ways for embedding itself into other software projects. That way PHP can be easily used as an internal scripting language for another project, also providing tight interfacing with the project's specific internal data structures

SECURITY

In 2017, 3% of all vulnerabilities listed by the National Vulnerability Database were linked to PHP; historically, about 30% of all vulnerabilities listed since 1996 in this database are linked to PHP. Technical security flaws of the language itself or of its core libraries are not frequent (22 in 2009, about 1% of the total although PHP applies to about 20% of programs listed).Recognizing that programmers make mistakes, some languages include taint checking to automatically detect the lack of input validation which induces many issues. Such a feature is being developed for PHP, but its inclusion into a release has been rejected several times in the past. There are advanced protection patches such as Suhosin and Hardening-Patch, especially designed for web hosting environments. Historically, old versions of PHP had some configuration parameters and default values for such runtime settings that made some PHP applications prone to security issues. Among these, magic_quotes_gpc and register_globals configuration directives were the best known; the latter made any URL parameters become PHP variables, opening a path for serious security vulnerabilities by allowing an attacker to set the value of any uninitialized global variable an interfere with the execution of a PHP script. Support for "magic quotes" and "register globals" settings has been deprecated as of PHP 5.3.0, and removed as of PHP 5.4.0.er.

. WALP

WAMP is an acronym that stands for Windows, Apache, MySQL, and PHP. It's a software stack which means installing WAMP installs Apache, MySQL, and PHP on your operating system (Windows in the case of WAMP). Even though you can install them separately, they are usually bundled up, and for a good reason too.

What's good to know is that WAMP derives from LAMP (the L stands for Linux). The only difference between these two is that WAMP is used for Windows, while LAMP – for Linux based operating systems.

"W" stands for Windows, there's also LAMP (for Linux) and MAMP (for Mac).

"A" stands for Apache. Apache is the server software that is responsible for serving web pages. When you request a page to be seen by you, Apache grants your request over HTTP and shows you the site.

"M" stands for MySQL. MySQL's job is to be the database management system for your server. It stores all of the relevant information like your site's content, user profiles, etc.

"P" stands for PHP. It's the programming language that was used to write WordPress. It acts like glue for this whole software stack. PHP is running in conjunction with Apache and communicating with MySQL.

WAMP acts like a virtual server on your computer. It allows you to test all WordPress features without any consequences since it's localized on your machine and is not connected to the web.

First of all, this means that you don't need to wait until files are uploaded to your site, and secondly – this makes creating backups much easier.

WAMP speeds up the work process for both developers and theme designers alike. What is more, you also get the benefit of playing around with your site to your heart's content.

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SYSTEM TESTING

1.INTRODUCTION: Testing is an activity to verify that a correct system is being built and is performed with the intent of finding faults in the system. However testing is not restricted to being performed after the development phase is complete. But this is too carried out in parallel with all stages of system development, starting with requirements specification. Testing results, once gathered and evaluated, provide a qualitative indication of software quality and reliability and serve as a basis for design modification if require a project is said to be incomplete without proper testing.

2.Unit Testing: It is the testing of an individual unit or group of related units. It is done by programmer to test that the implementation is producing expected output against given input and it falls under white box testing. Unit testing is done in order to check registration whether the user properly registered into the cloud. It is done in order to check whether a file is properly uploaded into the cloud. And an encryption and decryption is checked with unit testing if it is converted properly. Then deduplication is checked with unit testing.

3.Integration Testing: All the modules should be integrated into a single module and it should be checked that it is still working still by integration testing.

4.System Testing: It is done to ensure that by putting the software in different environments and check that it still works. System Testing is done by uploading same file in this cloud checking whether any duplicate file exists.

5.Verification: Verification is the process to make sure the product satisfies the conditions imposed at the start of the development phase. In other words, to make sure the product behaves the way we want it to.

6.Validation:Validation is the process to make sure the product satisfies the specified requirements at the end of the development phase. In other words, to make sure the product is built as per customer requirements.

7.Deployment: During the deployment design phase of the solution life cycle, you design a high-level deployment architecture and a low-level implementation specification, and prepare a series of plans and specifications necessary to implement the solution. Project approval occurs in the deployment design phase.

The complete solution of this project is providing complete

knowledge of the certificates and the petitions and the way to apply for that process to the customer without any interruption and corruption. Corruption has ruled by making the entire process a digitalized one.

8.Maintenance: Maintainability is considered, inherent to the building system design, ensuring the ease, accuracy, safety, and economy of maintenance tasks within that system. The purpose of maintainability is to improve effectiveness and efficiency of maintenance.The feedbacks of every customers are saved and processed because the feedbacks are the key features for the administrator to enrich the process efficiently.

CONCLUSION

We can develop an authenticated file system that supports the migration of an enterprise-class distributed file system into the cloud efficiently, transparently and in a scalable manner. It's authenticated in the sense that enables an enterprise tenant to verify the freshness of retrieved data while performing the file system operations. The user must be given complete access control over the published data. Also, powerful security mechanisms must always supplement every cloud application. Attaining all these would end up in achieving the long dreamt vision of secured petition processing in the nearest future. In future, this proposed model could be used to get the secure petition processing environment which would be a great enhancement in the petition processing and certificate application through cloud.

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