

# Public Utility Portal

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## Abstract:

Public Utility Portal is a web based portal for the user to register their complaints online. The complaints include TNEB Complaints, Corporation Related Complaints and Police Complaints. Whenever a consumer has got any complaint related to the electricity board such as current cut, power failure or street light problem they can make complaints through TNEB Complaints. Complaints related to corporation department such as water, road, drainage, garbage and traffic problems they can make complaints through Corporation Complaints. Complaints

related to police department such as security and theft issues they can make complaints through Police Complaints. All the complaints are registered using any of the valid government proof such as Voter Id, Pan Card, Aadhar Card or any Citizenship Proof along with photo upload. Their complaints are being taken care by the Department authorities. The registered complaints of the consumer, gets forwarded to the Superior Authority, then after the correction of the fault/issue, they take the relevant action regarding the complaint and the consumer can view the taken action by logging into their panel using their username and password.

## I. INTRODUCTION:

This chapter discusses the motivation behind the project and the scope of the project. The purpose of the document is to collect and analyze all assorted ideas that have come up to define the system, its requirements with respect to consumers. Also, we shall predict and sort out

how we hope this portal will be used in order to gain a better understanding of the system, outline concepts that may be developed later, and document ideas that are being considered, but may be discarded as the system develops.

## II. Proposed Methodology:

A new system is proposed complaints are registered through online. All the complaints are registered from the consumer end and it is being sent to the respective departments. This system will save the time for the consumer for giving their complaints. And also the complaints will reach the respective department, so that they can coordinate with their department staff for solving the complaints in a timely manner. The most important feature of this application is that registering consumer will have a database of them with their photo and valid ID proof. And also the complaints will reach the respective departments on time. The consumer can view their complaint status using their username and password. It also helps the department authorities to share the status of the complaints online. The advantages of the portal are:

1. Completely automated system.
2. The email facility provides the customer interaction.
3. This also provides security for the customer information.

It will reduce a complaint records size.

## III. CONCLUSION:

The public utility portal helps the consumer to post complaints, and also helps to check the status of a complaint at anytime and anywhere.

The goals that are achieved by this system are Instant access, Improved productivity, Optimum utilization of resources, Efficient management of records, Simplification of the operations, Less processing time and getting required information, User friendly, Portable and flexible for further enhancement.

## IV. Future scope:

The Public Utility Portal is aimed to get the complaints from registered users through online such as TNEB Complaints, Corporation Complaints, Police Complaints to overcome problems like power cut, shortage of water supply, drainage overflow, and crime issues to Police department, etc. To become a registered users they need to add themselves in our system using their valid proof provided by Government of India like Aadhar card, Election Identity card, and Driving License, etc. After posting the complaint, complaints will be sent to respective departments and intimated them to take action immediately. Register users need to login to their accounts to give complaints and they also can give

feedback about the system and the complaints given by them, and they even can track their complaints to know the current status of it.

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