A Social Networking Site to Establish Leader-Citizen Communication

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Abstract—In less than a decade since the advent of the World Wide Web the technology has started to become an integral part of modern society, possibly quicker than any other technology before it. At present, there is no effective platform for citizens to interact with the elected representatives. The existing technology to interact with leaders is based on physical interaction. We propose a social networking platform that can facilitate the communication between leader and citizens in a much effective way.

In our proposed system, the citizens, officers and leaders will have separate user accounts. Citizens will be allowed to post the problem along with the documents and files of evidence. Other citizens facing same problem can comment on it. The leaders and officers can respond and reply to the problems and get the issue resolved. The reviews on the solution to the problems posted will be taken from the citizens. On the basis of interaction and involvement of leader with the citizens, rating will be given. This rating will act as feedback and play a crucial role for citizens in selecting leaders during the next election.

Keywords—Citizen, Leader, Municipal Office, Posts, Social Network.

I. SOCIAL NETWORKING SERVICE

Social Networking Service is a medium to establish social relationship among the people who share their interests, activities, ideas and thoughts. A Social Networking Service represents each user with his/her profile, often personal details and various extra services. Most of the Social Network Services are web-based and provide facilities to interact over the internet such as messaging, sharing images or videos, commenting, posting, blogging.

II. EXISTING SYSTEMS

In Indian Democracy, the traditional problem solving method is very hectic. One who wishes to complain about some problem like drainage, he or she has to physically present at respective municipal office. Then the details are to be filled in a register or a form. These forms are sent to the officers of respective department at different levels according to the seriousness or urgency of getting the problem solved.

Circulating the form at different levels, getting feedback from one who has conveyed the problem takes too much time. If one, living at remote place, wants to convey the problem, he has to spend a whole day or more time to complete the procedure of complaining. It also leads to wastage of time as well as money. Considering all these scenarios, there is a need to provide an online platform which will help to speed up this process.

There are some social networking services which are used for general purpose communication.

A. Facebook

Facebook is a social networking site used by millions of users all over the world. It was developed in 2004 by Harvard University student Mark Zuckerberg. The minimum age of user to access Facebook is 13 years. Governments and many Business Organizations are using Facebook for, charitable funding, and marketing purpose to communicate with customers.

Figure 1: Facebook

B. Twitter

Twitter is a free social networking and micro-blogging service which allows users to send and read messages calls as Tweets. Tweets are the posts which are text-based and are of 140 characters. Facebook supports two way communication while twitter allows one way. You can “follow” the twitter users to subscribe their posts.
All tweets are displayed on the “Timeline” page (Homepage). It also provides the facility of Retweeting.

III. PROPOSED SYSTEM

In our proposed system, the Leaders or Officers and Citizens will have separate user accounts. Citizens will be allowed to post their problems along with the related images or videos. The Leaders/Officers can respond the problem in order to get resolved the issue. The reviews, on the solution provided by Officers on the posted problem, will be taken from the citizens. On the basis of involvement of Leaders/Officers with the citizens, rating will be given. This rating will act as a feedback and will play a crucial role in selecting leaders or officers in next election.

A. Objectives
- To enhance leader/officer-citizen communication.
- To make the daily problem solving process easier.
- To make interaction between people facing common problems.
- To build a platform for leaders/officers to connect with people and to know the problems.
- To provide location independent problem solving technique.

B. Flow Diagram

C. Working of the System

We are proposing a model to provide a platform which will help to communicate citizens with their leaders and officers. Three main roles are provided i.e. Leader, Citizen and Officer. While registering, user must provide his details along with ID proof in the form of Aadhar card. Validation of these details will be done by Administrator of the website. If the user is citizen, he will have an authority to post the problems along with the necessary documents. Also he will be allowed to put comments on the problems posted by others. Each officer or leader will be assigned with a timestamp. Respective officer must reply within this assigned time period. Ratings will be provided to the leaders and officers with the help of feedback. This feedback will be purely based on the interaction between them as well as the satisfaction level of citizens. This site can be collaborated with municipal office in future.

IV. CONCLUSION

With this project, daily problem solving process is going to become easier and faster. The leaders and officers will be forced to work for the society.

REFERENCES