ABSTRACT: Today in current scenario, these two governments central and state provide good Beneficial schemes for people with the high budget. After some months there is the schemes are not beneficial to the public and no maintenance been carried. Everyday people have to face many problems in our life but no one knows which government to take the responsible for that problems. And also, people don’t have time to raise their problems into the government and another one reason is people doesn’t know how to approach them to solve these problems. So that the public and government negligence several lives are taken off.

Example:

- Apollo Patient Death: Wife files complaint against hospital for ‘extortion’, ‘medical negligence’, February 27, 2017 1:30 am
- Tukdoji was trying to board the crowded Nagpur-Bhusawal Express from Malkapur station. He fell down and was run over by the train.
- Bad roads killed over 10k people in 2015; 3,416 deaths due to potholes. Last year, 10,727 people were killed in crashes caused by potholes, speed breakers and roads that were under repair or being constructed.
- Two minor kids came in contact with a live 11 KV transmission wire touching the roof of a house. As a result of the electrocution, both legs and one hand of both the children had to be amputated, Allahabad.
- At least eight persons were electrocuted and 25 others injured when a high tension electric wire snapped and fell on a private bus in the Jahanabad area.

To solve this serious problem, we proposed a voice based public opinion mining application.
Public opinion mining towards government schemes, maintenance and public problems find out how government schemes are reached public and public is reacting towards the scheme and their grievance. Public opinions play a major role for government decision making activities. Every human has to deal with government in everyday till lives in India as a citizen. Every human need speedy service, proper treatment, and quick disposal of grievances or application. The connection, however is not always pleasant as for low classes of people then the government always different in the perception and impact of government projects and policies. In among every citizen with the rising awareness about their rights. And today government is expected in dealings, accountable for activities and responses [2].

Opinion mining is a domain in which it analyses public opinions, grievance, happiness towards particular products, individuals, events, policies. Opinion mining / sentimental analysis comes under natural language processing analyzing the text / voice and identifies the mood of the end user [3].

II. RELATED WORKS

Public opinion / grievances are very essential in maintaining ecofriendly environment. It is very important now a day because there are no common web platforms to obtain public opinions and availability of the smart phones [4]. This research article explains the sentimental analysis on movie online. In this paper, preprocessing of the text is explained very deeply. The method been proposed is chi-squared method to delete irrelevant advantage. In these 2 datasets are been analyzed and efficient accuracy is being obtained in text pre-processing [5]. In this paper, a detailed study of opinion mining for tourism is been proposed. This would be so beneficial for many industries. The proposed system uses to solve problems in lake distract tourism industries [6].

III. EXISTING SYSTEM

In existing system, there is no voice recognition only text document is applicable for complaint against the government sectors. The public complaints are noticed only by the hand-written document. If it is not safe to restore the complaints and no one cannot view the complaints every day. The government responsibility just views the document as like a waste paper or like as a tissue paper. Also, there is no common grievance handling application to obtain public opinion and analysis.

IV. PROPOSED METHODOLOGY

This opinion mining gives us direction in building a system by we can bring together and inspect opinion about the product available digitally such as surveys. And the public want to solve their problems here they can give their opinion in the suggestion box with voice recognition. This module is kept in each street or they can use in their smartphones. We have proposed Hidden Markov models (HMMs) for the speech recognition. And the text is provided for sentimental analysis module, some more terms is used to identify the concerned government department for which user opinion belongs to. That is pre-processing, part of speech, unigram analysis and fuzzy logic (machine learning technique). Finally we provide two methods 1. Automatic alert e-mail to the government officials 2. Ticketing system about there the public and government officials can view the issue which the box is opened and closed. We are trying to add some features to face their problems easily to the public via region or area wise. Finally, with these data the government will know which areas or region needs more attention. Also with these proposed system create a close relationship and communication mode with the government representatives, who is elected by people of India. In our project we consider 5 categories that is Road, Railway, Buildings, Factory Sports etc. i.e the public complaints are categorized into five categories that is Road, Railway, Buildings, Factory, and Sports etc. The complaints are analyzed and separate with their categories these work done by server i.e the road complaints are separated as well as all categories. The voice note are converted to text then the texts document are analyze d for sentimental analysis and finally polarity / category to which the public opinion is indicated would be identified. Those complaints are analyzed and viewed by server. Finally the machine will identify the particular category by performing preprocessing techniques.
Once the opinion for the particular category is been recognized, an email alert would be prompted. Automatically an email of that particular grievance would be sent to the respective government officials. By generating e-mail complaints, the complaints are viewed day by day by the authorized persons.

After e-mail alert, we propose automatic ticketing system. Once the issue is been submitted, ticket ID is generated. The public can track the current progress of the ticket raised using the ticket ID. The user can view all the tickets raised. The government officials validate the tickets and users. After the validation, the open tickets are been assigned to the respective technical team. If the tickets are in general, the government officials itself tries to resolve the tickets. If the ticket cannot be resolved by the government officials, the tickets are been assigned to the technical team. Once the technical resolves the issue, the staffs validates and close the ticket from their end.

ARCHITECTURE DIAGRAM:
V. EXPERIMENTAL RESULTS

Figure 1: Input web form

Figure 2: Speech to text using HMM algorithm
Figure 3: Category Identification

Figure 4: Category Confirmation
Figure 5: Government Login

Figure 6: Public grievance handling
Figure 7: Public grievance handling

Figure 8: Report generation
Figure 9: Ticketing System

Figure 10: Ticketing System report
VI. CONCLUSION

This project is concentrated on mining public opinion for government officials regarding the issues faced by the public every day. Also through this online platform, the public can raise their issues directly to the respective government officials and track the status.

REFERENCES

9. David Osimo, Francesco Mureddu, “Research Challenge On Opinion Mining And Sentiment Analysis”