GIS-based Complan Redress System for Water Supply

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Abstract:

Urban areas are presently facing severe concerns emerging from the demand and supply of urban services, which is rapidly increasing. Its use however remains insufficient. The municipal ownership and management of these services are not enough successful to deliver it with greater efficiency and quality. In spite of the perceived and felt need for improved systems that would be reliable and self-sustaining, their evolution remains a task to fulfill in view of factors like weak resource base at local level uneconomic traffic policy, poor levels of services, lack of technical capabilities and lack of customer satisfaction.

Water system is one of the most important resources and because it is a key to our survival, it is imperative that we manage them properly. Population growth, failing infrastructure, aging system, poor maintenance and lack of records are all factors in poor health of our water delivery system.

The advancement of the technology has the solution for these problems. The customization is the buzz word of the present world. The GIS software’s are today so versatile that they provide whole lot of functionality for customization. The present work tries to develop a complain redress system for water supply by customizing GIS. The solution provides an interactive visual tool to help the decision makers and user to view the area of complaint. The solution aims to fill up many of the drawback that the current water complaints redress system that Ahmedabad Municipal Corporation is following. This paper is an empirical work for a real time solution.