



Traffy Fondue

Municipality Complaints Reporting and Management Platform

Application platform for municipality complaints reporting and management that aims to reduce the time, steps, and cost in managing and addressing municipal problems. With direct complaints from citizens, municipality executives will have a direct access to the hearths and minds of the citizens. Traffy Fondue mobile app allows residents to directly report issues completed with location, description and photographs, and thus enables the municipality staff to address the problems more effectively. This data-driven platform keeps municipality executives informed of the overall picture of the situation, and supplies analysis needed for better decision making. Traffy Fondue can be used for buildings, offices, condominiums, housings, factories, schools, and hospitals.



Benefits to the citizens

- Reporting complaints directly to the municipality
- Get an update on the progress of complaints through app and LINE
- Becomes part of a community to improve quality-of life Benefits to the municipality & management

Benefits to the municipality & management

- Problem quickly discovered before becoming a drama on social media and having negative impacts
- Problems solved effectively due to reduced number of procedures and advance knowledge and understanding of the situation
- Citizen and staffs can communicate directly, allowing a better understanding of the problems
- Issues are traceable and can be systematically managed thus reducing time and cost while improvements productivity and efficiency
- Executives have big picture of complaints including progress, of current issues as well as statistics and data analysis of the historical issues

Contact
Dr. Wasan Pattara-atikom
Senior Researcher
Intelligent Transportation Systems (ITS)
Communications and Networks Research Group (CNWRG)
National Electronics and Computer Technology Center (NECTEC)
Tel: +6686-901-6124