

processes. The system administrator is the hub of the system. It not only generates and manages the user accounts, but also communicates with the ordinary users and the government departments for improve the efficiency of letters and calls.

The reporting on feedback and counting to the file: when the relevant government departments arises problems, the staff for the letters and calls reported to higher authorities or conferred with the department according to the nature of the problem, this module timely feedbacks the results to inform the ordinary user. the staff for the letters and calls on each petition process should count, evaluate and classify the database.

2) The System Processes

The basic processes is: the users can submit the content through the channel of letters and calls system according to their needs, And supervise and report the processes, and query feedback on the results. The office for letters and calls will submit the information, then answer, transfer or delete it according to the actual situation. The government departments will be transferred to the content, reply by the closing of Letters and Visits Office or system administrator, closed by the office or the administrator for letters and calls. Another press release function is an independent subsystem, Only the administrator has the permission to publish and manage the news.

The data flow diagram is shown in Figure 4.

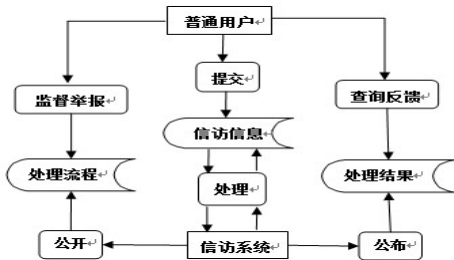


Figure 4 the system data flow diagram

D. Designing The System Database

The database tables involved in this system are: the informational tables of the letters and calls, the question, the government department, the attachment, the Replying letters and calls, the article, and so on. With the informational table of the letters and calls as an example Figure 5 as shown^[8].

V. THE CONCLUSION

The letters and calls based on e-government is a new form under the new situation. It broadens the channels for the mass. This channel is directly reflected in the letters and calls management system suitable for the local condition. The letters and calls management system in order to comply with the trend of the social development and the public administration of the government, needs to improve and perfect constantly in the practical application, to provide better help for the letters and calls, let the public more quickly and easily receive the information, and greatly promote the operational efficiency of all aspects of the government letters and calls. At last, it makes a significant contribution to the harmonious development of the society.

列名 ^o	数据类型 ^o	可否为空 ^o	说明 ^o
letter_id ^o	Uniqueidentifier ^o	NOT NULL ^o	信访函编号 ^o
letter_subject ^o	Varchar ^o	NOT NULL ^o	主题 ^o
letter_content ^o	Text ^o	NOT NULL ^o	内容 ^o
letter_question_name ^o	Varchar ^o	NOT NULL ^o	问题类型 ^o
letter_name ^o	Varchar ^o	NOT NULL ^o	公众姓名 ^o
letter_subtime ^o	Datetime ^o	NOT NULL ^o	提交时间 ^o
letter_acceptnum ^o	Varchar ^o	NULL ^o	受理号 ^o
letter_progress ^o	Varchar ^o	NOT NULL ^o	处理过程 ^o
letter_department_name ^o	Varchar ^o	NOT NULL ^o	信访受理部门 ^o
letter_person_name ^o	Varchar ^o	NOT NULL ^o	信访受理人姓名 ^o
letter_person_phone ^o	Varchar ^o	NOT NULL ^o	信访受理人电话 ^o
letter_Process ^o	Varchar ^o	NOT NULL ^o	信访受理流程 ^o
letter_settime ^o	Datetime ^o	NULL ^o	立案时间 ^o
letter_ctime ^o	Datetime ^o	NULL ^o	结案时间 ^o
letter_from ^o	Varchar ^o	NOT NULL ^o	信访来源 ^o
letter_email ^o	Varchar ^o	NOT NULL ^o	电子邮箱 ^o
letter_phone ^o	Varchar ^o	NOT NULL ^o	联系电话 ^o

Figure 5 The informational table of the letters and calls

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