For the betterment of our project, we did a Q&A survey. We went Councilors office and met the authority responsible for .And we also asked the civil people about their thinking. We asked them different questions and got to know about the requirements.

**The question answer between us and authority is given below :**

**1 . In which word do you work in Khulna City Corporation?**

Ans: Ward no. 19

**2. Generally how often you check the complaint box?**

Ans: On Sunday and Wednesday.

**3 . What are the main problems of existing manual complain box ?**

Ans: People are less interested to come here and complain .

**4 . If it is digitalized do you think it will be more efficient than the existing one ?**

Ans: If people can complain seating in their home then I think we will get more complain and interact with them easily .

**5 . Do you think City Corporation have the ability to maintain the online system and manage the huge data?**

Ans: Government have the enough manpower. But they have to be trained properly.

**6 . Is it really possible to replace the existing system with this online system?**

Ans: Why not. The world is developing faster and to cope with the speed I think we have to be digitalized.

**The question answer between us and civil person is given below:**

**1 . In which word do you live in Khulna City Corporation?**

Ans: Ward no. 19

**2 . How long are you living here?**

Ans: Its been 20 years or more .

**3 . What types of problems are you facing?**

Ans: Basically problems with water line , sewerage line , dustbin , road or problems with neighbor etc.

**4 . Did you complained about all the problems you face earlier?**

Ans: Not if it is not a big one.

**5 . What is the percentage of your solved problems?**

Ans: I have complained about the damaged road. But still I can’t see any progress.

**6 . Did you face any kind of barrier in time of going City Corporation to complain?**

Ans: Its really hard for me to take time from my business to go there and complain. And another one is as I can’t see others complain, I think often that anyone from my society complained before me.

**7 . What do you think about Online complain box?**

Ans: To be honest I am not satisfied with the existing one. So, if online box can solve the problem then I am okay with it.

**8 . Do you have any suggestion or any function to add into this online complain box?**

Ans: It should be more dynamic and it should be opened to everybody. So that everybody can see the progress rate of their complain.