**Introduction**

Social Complaints is a Web based Platform which aims to create a single window platform wherein the citizens can easily register their complaints, provide suggestion or feedback on various issues and connect with local Government Officials to resolve any kind of issues.

The platform allows citizens to upload the images and exact location of the problem, whereas the worker can upload the image when the work is completed. System supports google map integration to help the user to find out where is the exact problem location.

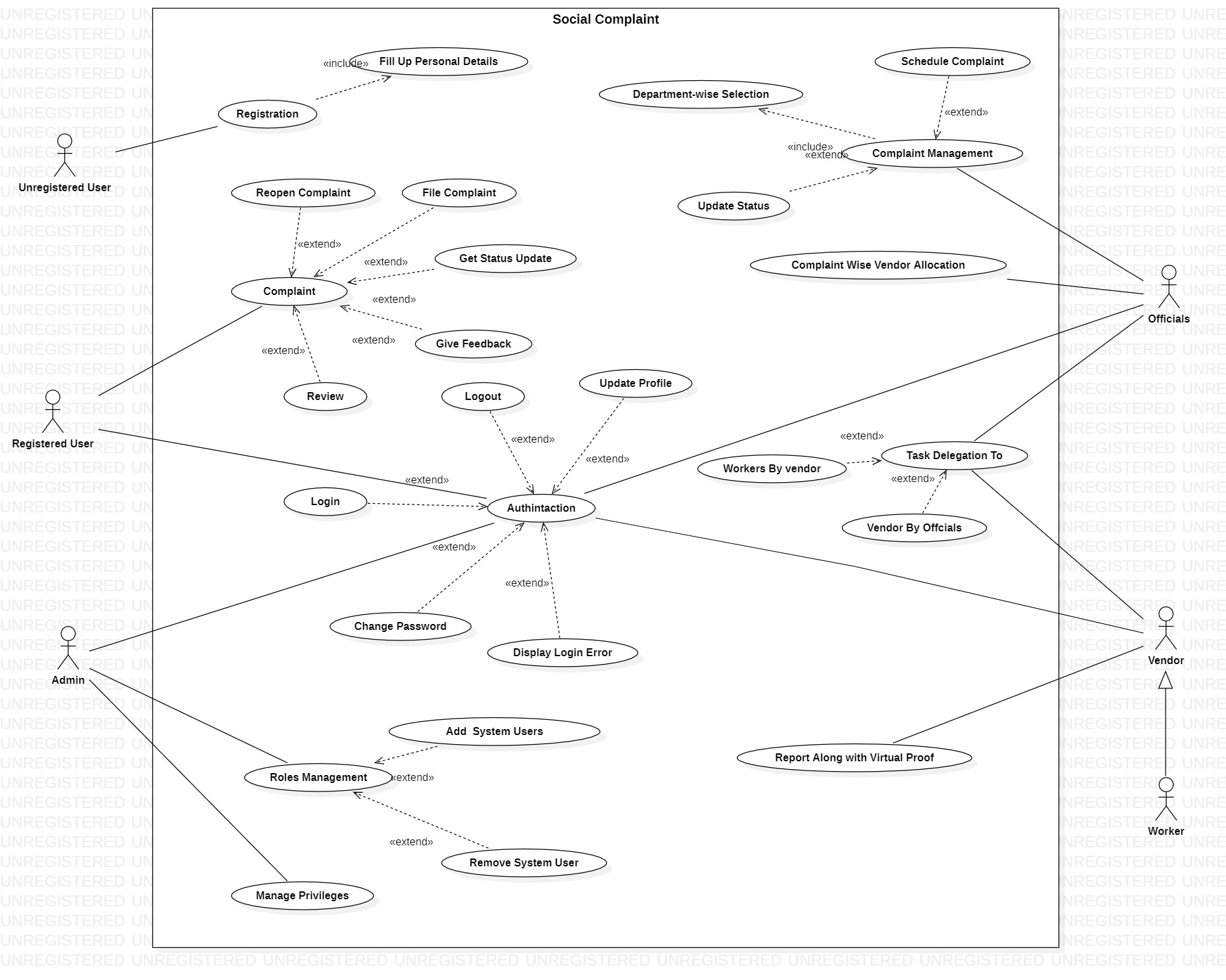
System supports roles mainly as citizen, government officials, actual workers and administration who performs their respective roles. Also notification will be shared among citizens, workers and the officials.

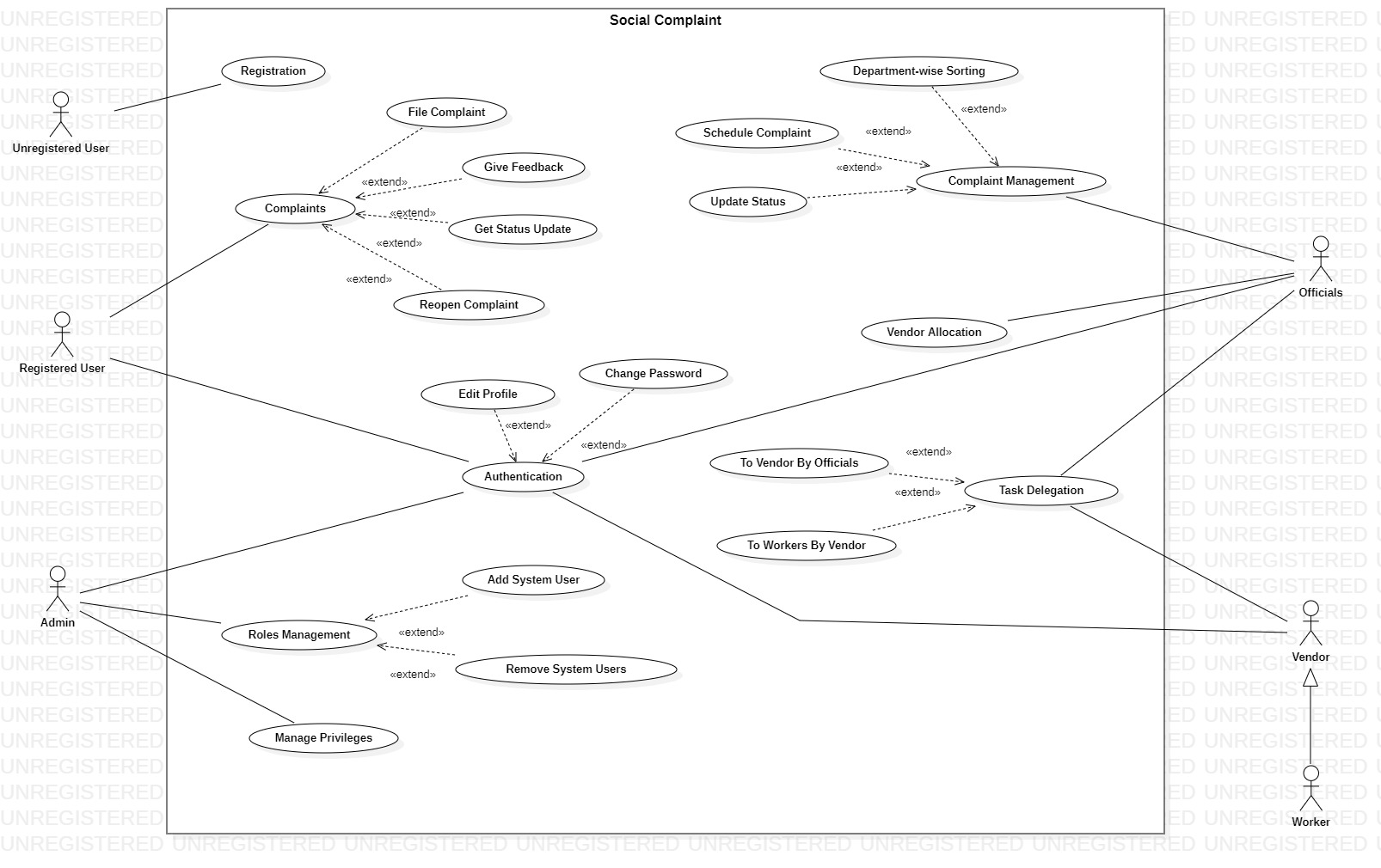
System manages the complete end to end complaint management or complaint flow starting from citizen to the worker end, which helps in making the whole process transparent and flexible for the citizens and eliminates the delay in getting problem resolved.

**Features**

* Visual Proof:
  + Capturing and uploading the snap or video of the problematic zone as a visual proof.
* Complaint Management:
  + Department Wise Sorting
  + Schedule Complaint
  + Update Status
* Reviews/Feedback:
  + User may give feedback or reviews
* Notification
  + User will get notification regarding complaints
* Vendor Allocation
  + Officials will assign task to the vendors
* Analytics Chart of
  + All Complaints/Resolved Complaints/Rejected Complaints/Pending Complaints

**Use Case Diagram :–**

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