**Introduction**

The motive of developing this web application is to establish bridge between citizens and government in one single window in order to fulfill and resolve grievances of citizens.

This web application is going to manage social complaints where the registered citizens can capture the image of an issue and upload it on the web application and then he/she can select the location of the area manually on the Google Maps or GPS will tag the location automatically at real time. Then the complaint type needs to be specified so the complaint can be registered and forwarded to the specific authority.

After receiving the complaint department officials will inform to the vendor about problem and problematic zone which will bring out the time period required to resolve the problem and vendor will manage his resources to carry out work.

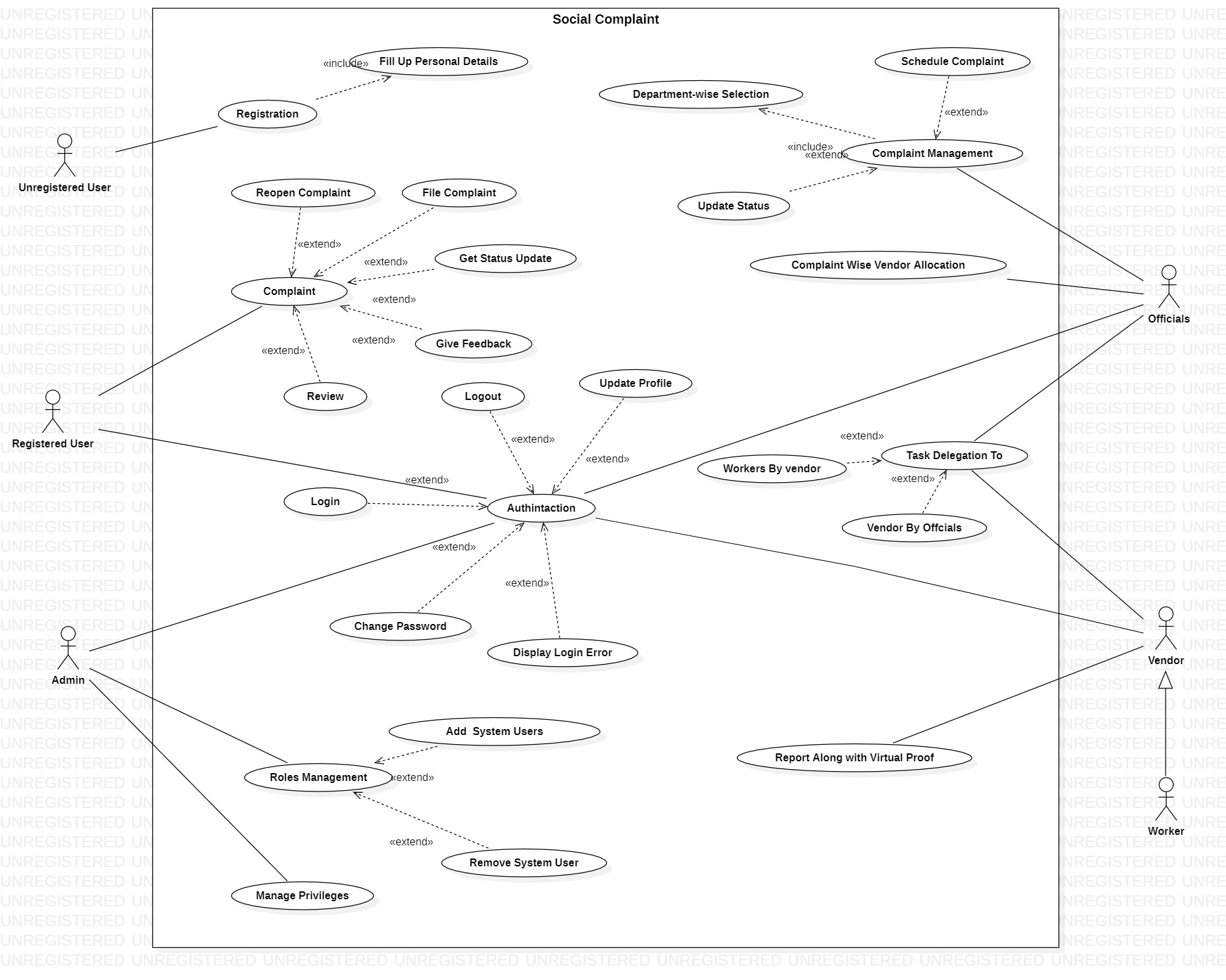
After receiving the work status from the vendor, department officials will respond and revert back on the portal to the specific applicant about the status.

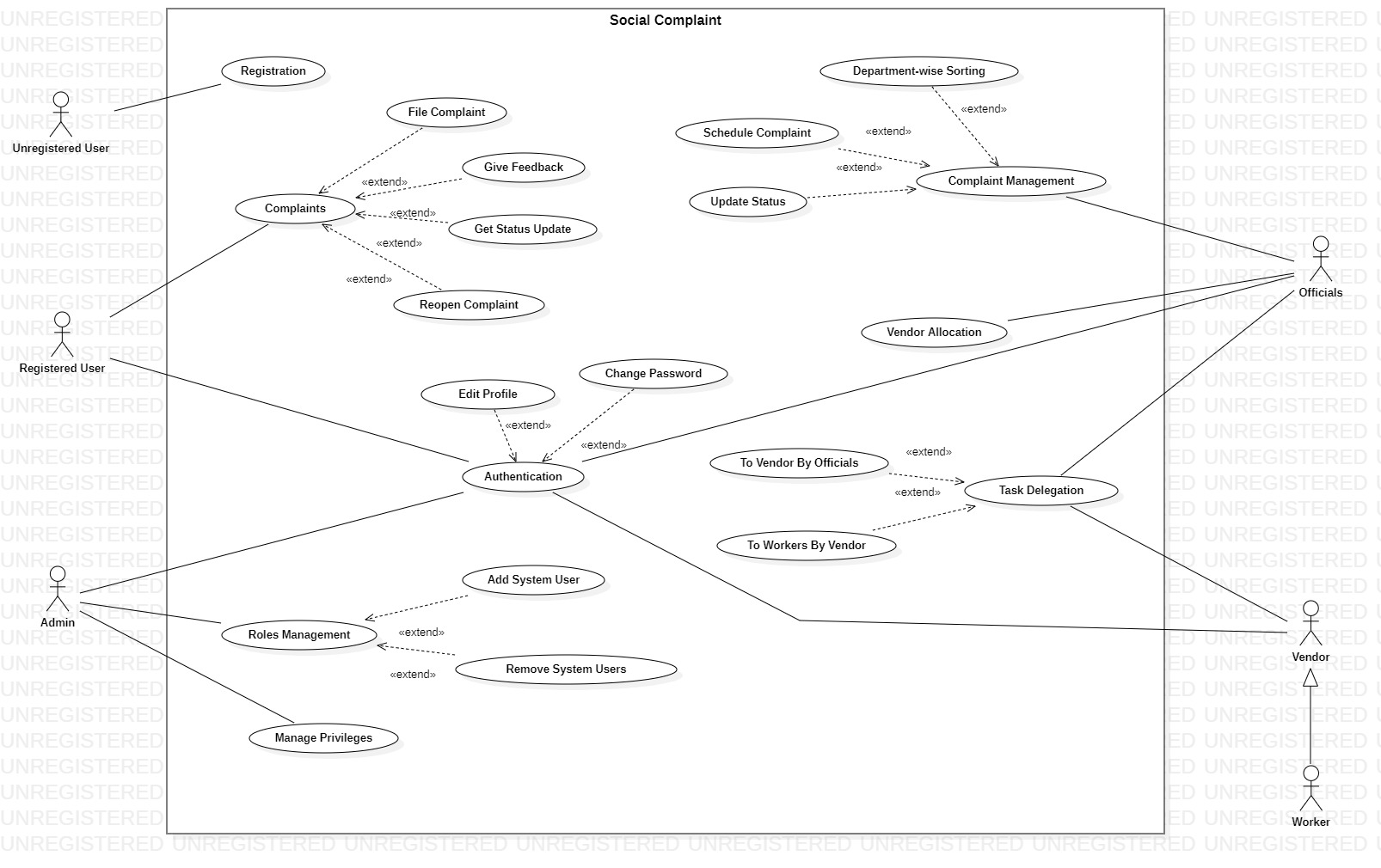
The task of the admin is to deal with the server side application and handle database related operations and managements, update entries of government officials/vendors/workers, maintain users’ accounts, etc.

**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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