

# FREEDOM TO CODE

---

SOLUTION GUIDE



# PROBLEM STATEMENT

---

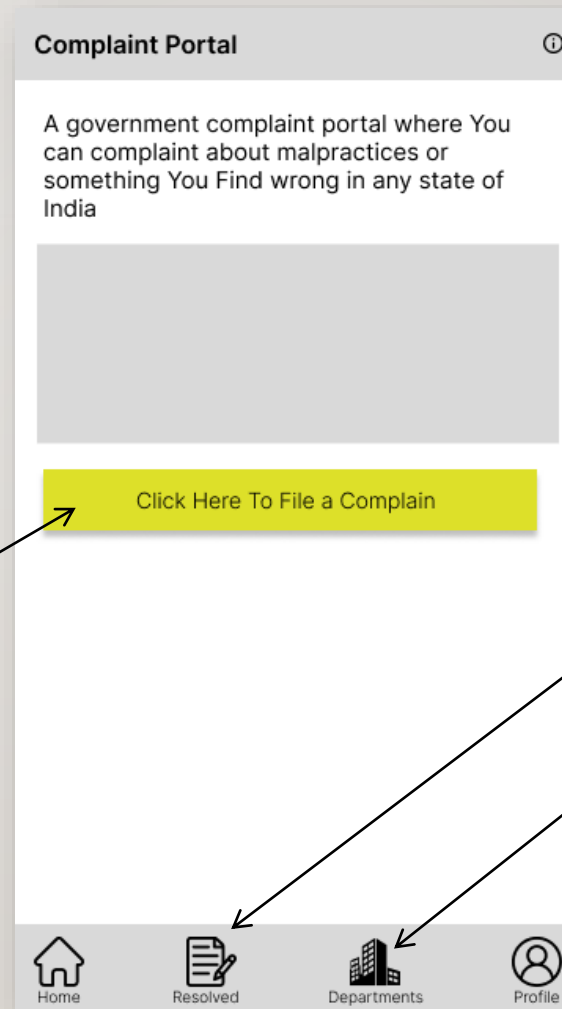
There are various issues such as lack of government transport, increasing potholes, water quality that we citizens face every single day which require immediate attention by the government. However, it is a strenuous job to address them properly, in a way that they can be examined upon by the right authority to then later find a solution. To solve this problem, you need to create and design a portal that stores such various problems categorically and hence can be solved sooner.

# PROTOTYPE LINK

---

- <https://www.figma.com/file/ysRkcCVcjGPXdAuNNUIbo4/Freedom-To-Code?node-id=0%3AI>

# Home Page



To file a complaint click here



Navigate to see resolved complaints



Navigate to Departments list



Navigate to user profile

# Complaint Form

← Fill a complaint

Fill these some details and We are ready to go

1

Select department

2

Location (City, state) or can paste map link

3

Your Name (Default Anonymous)

4

Your Email

5

Write About Your Complaint

6

Upload Picture or Video if You have any

7

Submit Complaint

Select your issue department

You can give You name here, default it will be anonymous

You need to write about your complaint In some words

Just click here to submit

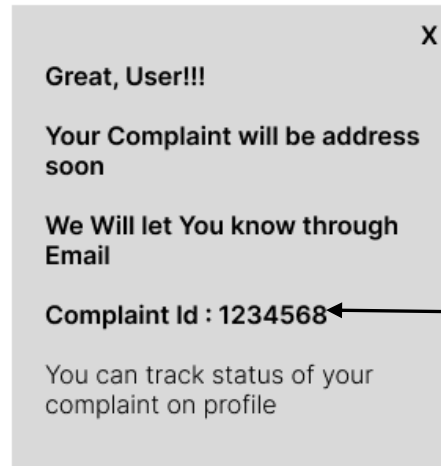
You need to provide office location, where You felt issue or anything wrong

Email will be required for solvation update

You can provide any picture or video as proof



## Confirmation Dialogue



Close Button

This id will be used for tracking Purpose

# Resolved issue feed


← Resolved Complaint


Complained by : Name  
Department Name : Name  
Resolution Proof:


Complained by : Name  
Department Name : Name  
Resolution Proof:


Here You can see all resolved issue posted by officers


## Available departments


 Departments Available on this App


 Education Department


 Road and Transport Department

 POST Department

 Food Facility Department

 Banking Department

 Department Name

 Department Name

Here is list of government department, if you are having any problem in any of these departments then and then only we can resolve your issue



# User Dashboard

Your Profile

Rohan Gupta

Your Complaints

Reference ID : 123456789

Track

Reference ID : 123456789

Track

Reference ID : 123456789

Track

Home

Resolved

Departments

Profile

Click here to know status of your complaint

## Tracking screen

← Reference ID : 123456789

Name :  
Department:  
Complaint Subject:

Status : Submitted



Submitted On : 16 July 2022



Notified To Department On : Pending



Resolution Issued : Pending



You Verified Resolution : Pending

Timeline of your complaint

You can accept solution  
provided by them

Accept Resolution

Submit Again

You can submit again if you  
are not satisfied with  
provided solution