**Active City Administrations**

* **Overview:**

1. To create a user-friendly online interface for citizens to communicate with administrative body and, reduce the distance and time barrier between citizens and administration.
2. To create a online platform where people can share ideas, invoke discussions, issue complaints, create suggestion/petitions for improvement of city administration.
3. To encourage the citizens to actively participate in city administration to bring transparency and flexibility in system.

Motivations to build this system:

1. Limited hour service availability in the current system.
2. Lack of involvement of people in exhibiting their responsibilities towards society.

* **Users of the System**

1. Citizens of city.
2. Local municipal authorities.
3. Administrators.
4. NGOs.

* **Functional Requirements**

1. **Users (Citizens) :**
2. Users should be able to create new account, log-in to their existing accounts .
3. Authenticated users should be able to issue complaints, check complaint status, submit feedback, browse through other complaints and their feedback.
4. Authenticated users should be able to create suggestions/petitions.
5. **Municipal authorities :**
6. Municipal authorities can log-in to their accounts as created by administrator.
7. Authorities can access all the complaints, suggestions from users.
8. Invoke proper activity in response to valid complaints, or redirect inappropriate complaints to the administrator.
9. Give response to complaints
10. **Administrators :**
11. Create, and monitor accounts of authorities.
12. Filter the content reported as inappropriate and handle threats.
13. Handle complaints about improper response (threats) by municipal authorities.
14. **NGO's:**
    1. NGO's can publicize their social causes on the site.

* **Non-functional requirements**

1. Secure access of confidential data (user’s details).
2. 24 X 7 availability
3. Flexible service based architecture will be highly desirable for future extension
4. Simplicity of interface.
5. Website is highly customizable and flexible enough to easily deploy. That means, if we want to use this site for any other municipal authority, it would take least amount of time and efforts.

* **Special features**

1. Online Surveys.
2. Facility to upload photos of the complaint. for eg, garbage problem.
3. Help pages in the form of forums and FAQs.
4. Complaint report including complaint details, response details, feedback.
5. 2-step verification
6. Complete separation of complaints according to its type : Garbage, Road etc.
7. Map facility for different section