Government Grievance Portal: Project Documentation

Module 2: Features & User Flow

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Section: KRG2B
Course: Full Stack Development (PBLJ / Web Technologies)

4. Features

The portal's features are segregated by user roles to ensure appropriate access and functionality for citizens, administrators, and super-admins.

Citizen Features

- **Authentication:** Secure registration and login functionality for all citizens.
- **Grievance Submission:** An intuitive form to submit new grievances, specifying the relevant department and providing a detailed description of the issue.
- **Document Attachment:** Ability to attach supporting documents (such as images, screenshots, or PDFs) to a grievance to provide context and evidence.
- **Status Tracking:** A personal dashboard to track the real-time status of all submitted grievances (e.g., "Pending", "In Progress", "Resolved").
- **Feedback Mechanism:** The ability to provide feedback or a satisfaction rating once a complaint has been marked as resolved by an administrator.

Admin/Authority Features

- **Management Dashboard:** A centralized dashboard to view, filter, and manage all complaints pertinent to their specific department.
- **Complaint Assignment:** Ability to assign specific complaints to relevant officers or sub-departments for investigation and resolution.
- **Status Updates:** Authority to update the status of a grievance as it moves through the resolution process, keeping the citizen informed.
- **Resolution:** Functionality to mark complaints as "Resolved" and provide a closing statement or report detailing the actions taken.

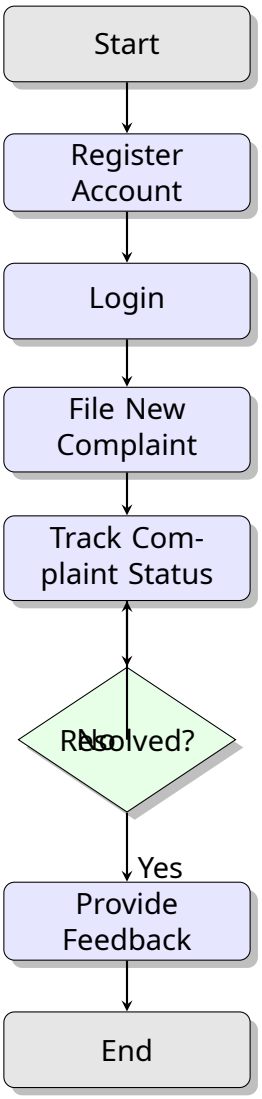
Super Admin Features

- **User Management:** Full control over all system user accounts, including the ability to create, edit, or remove Admin and Officer accounts.
- **Department Management:** Ability to create, edit, and delete the government departments that citizens can select from when filing a grievance.
- **Overall Analytics:** Access to high-level analytics, system-wide reports, and performance metrics to oversee the portal's efficiency.

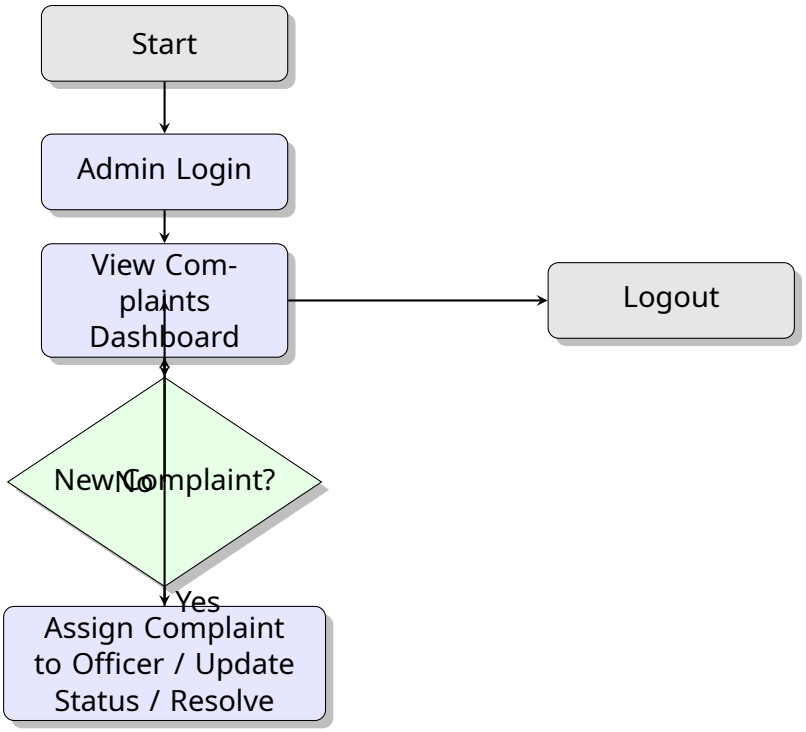
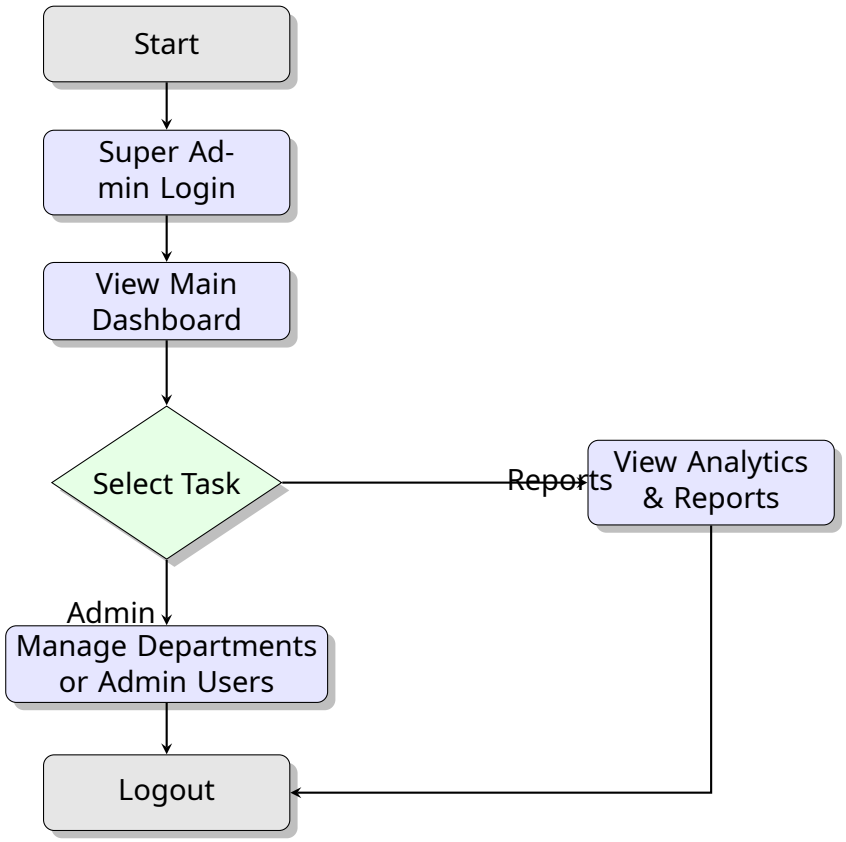
8. User Flow

The following diagrams illustrate the typical interaction flow for each user role within the portal.

Citizen User Flow



Admin/Authority User Flow



Super Admin User Flow