

# Digital Town Management System – Features

## 1. User Management & Authentication

- User registration and login
- Secure authentication using JWT
- Role-based access control (User, Service Provider, Admin)
- User profile management

## 2. News & Announcements

- Admin can post town-level news and announcements
- Users can view latest updates in real time
- Centralized information dissemination for citizens

## 3. Events Management

- Creation and listing of local events
- Event details including date, time, and description
- Community engagement through event visibility

## 4. Local Services Directory

- Listing of essential local services (e.g., plumbers, electricians, healthcare)
- Service details and contact information
- Service provider role support

## 5. Marketplace Module

- Users can browse marketplace items
- Service providers can list items for sale
- Item details including price and description
- Reviews and ratings for marketplace items

## 6. Feedback & Grievance System

- Users can submit feedback or complaints
- Admin can view, manage, and update complaint status
- Transparent grievance handling mechanism

## 7. Reviews & Ratings

- Users can rate and review services or marketplace items
- Helps improve service quality and trust

## **8. Notifications System**

- System-generated notifications for users
- Updates related to events, feedback status, or admin actions
- Improves user engagement and communication

## **9. Admin Activity Logs**

- Tracks administrative actions
- Provides accountability and audit trail
- Useful for system monitoring and transparency