

# **CITY COUNCIL**

## **A PROJECT REPORT**

*Submitted by*

**PARIN ZALA-92200938201**

**SNEH FALDU-92200938211**

**NIHAR TRIVEDI-92200938213**

**JAY RAMANI-92200938214**

**JYOTIN TANK-92200938241**

*In partial fulfilment for the award of the degree of*

**DIPLOMA ENGINEERING**

*in*

**Computer Engineering**



**Faculty of Diploma Studies**

**Marwadi University, Rajkot**



**Marwadi**  
University  
Marwadi Chandarana Group



**Marwadi University, Rajkot**

**Faculty of Diploma Studies**

Computer Engineering Department

**2024-25**

**CERTIFICATE**

This is to certify that the project entitled **CITY COUNCIL** has been carried out by **PARIN ZALA (92200938201)** under my guidance in partial fulfilment of the degree of Diploma Engineering in Computer Engineering (6th Semester) of Marwadi University, Rajkot during the academic year 2024-25.

Date : \_\_\_\_\_

**Internal Guide**

Prof. Miral Seladiya  
Assistant Professor

**Head of the Department**

Prof. Smit Thacker  
Computer Engineering



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University  
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This is to certify that the project entitled **CITY COUNCIL** has been carried out by **JAY RAMANI (92200938214)** under my guidance in partial fulfilment of the degree of Diploma Engineering in Computer Engineering (6th Semester) of Marwadi University, Rajkot during the academic year 2024-25.

Date : \_\_\_\_\_

**Internal Guide**

Prof. Miral Seladiya

Assistant Professor

**Head of the Department**

Prof. Smit Thacker

Computer Engineering



**Marwadi**  
University  
Marwadi Chandarana Group



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This is to certify that the project entitled **CITY COUNCIL** has been carried out by **JYOTIN TANK (92200938241)** under my guidance in partial fulfilment of the degree of Diploma Engineering in Computer Engineering (6th Semester) of Marwadi University, Rajkot during the academic year 2024-25.

Date : \_\_\_\_\_

**Internal Guide**

Prof. Miral Seladiya

Assistant Professor

**Head of the Department**

Prof. Smit Thacker

Computer Engineering

# Contents

<b>Acknowledgements</b>	<b>I</b>
<b>Abstract</b>	<b>II</b>
<b>List of Tables</b>	<b>III</b>
<b>List of Figures</b>	<b>IV</b>
<b>1. Introduction</b>	<b>16</b>
1.1. Document purpose	16
1.2. Product scope	16
1.3. Intended audience and document overview	17
1.4. Definitions and abbreviations	18
1.5. Document conventions	22
1.6. References and acknowledgments	24
<b>2. Overall description</b>	<b>26</b>
2.1. Product perspective	26
2.2. Product functionality	26
2.3. Users and characteristics	27
2.4. Operating environment	28
2.5. Design and implementation constraints	29
2.6. User documentation	30
2.7. Assumptions and dependencies	30
<b>3. Specific requirements</b>	<b>32</b>
3.1. External interface requirements	32
3.2. Functional requirements	37
3.3. Behavior requirements	39
<b>4. Other non-functional requirements</b>	<b>40</b>
4.1. Performance requirements	40
4.2. Safety and security requirements	41
4.3. Software quality attributes	42
<b>5. Other requirements</b>	<b>44</b>
<b>Appendix A – Data Dictionary</b>	<b>45</b>
<b>Appendix B – Plagiarism Report</b>	<b>53</b>
<b>Appendix C – User Manual</b>	<b>67</b>

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We also want to express our appreciation to our teammates - Parin Zala, Sneh Faldu, Nihar Trivedi, Jay Ramani, and Jyotin Tank. Working with you all has been a great experience. Each of you brought your own strengths to the team, and together we were able to achieve our goals. Your hard work and dedication played a big role in making this project successful, and We are thankful for the support and cooperation we shared.

We are also thankful to Marwadi University for providing the resources and a positive environment that made our work easier. The tools and facilities available to us were very helpful in completing our project on time and to a good standard.

With Sincere Regards,

Parin Zala

Sneh Faldu

Nihar Trivedi

Jay Ramani

Jyotin Tank

## Abstract

*The main goal of this project is to create an easy-to-use online platform that helps people access various city services more efficiently. User have to sign up on the website, and after that, they will able to report non-urgent issues, find public health services, and get information about wards, hospitals, public holidays. It also includes features for booking public function halls for events and managing important tasks like property taxes and certificate requests, upload public private partnership tender to system proposals. For further Chat-Bot is provided for uneducated people where they appear request, complaint, applications as well as tickets without going to the website manually. After that customer wants to give feedback according to their experience.*

*The employee can view a list of all incoming requests submitted by citizens, such as reports of non-emergency issues, service inquiries, complaints, tickets, and application submissions. Employees can update the status of requests whether a task is Pending, In Progress, or Completed. Employee can view the messages sent by customer and they can reply back to customer. It can add Public Private Partnership Tenders in system.*

*Admin can create, modify, delete user account for employee. Admin can view and manage all the service request of customer. It can view complaints, applications of certificates. They can also view the details of new users who have signed up. The admin can monitor how much time can consume to complete customer request. Admin can view all the feedback given by customer. In project we are going to use HTML for the basic structure, CSS for styling, Bootstrap for responsiveness, PHP for server-side processing, MySQL for database management, and JavaScript for interactivity.*

## List of Table

1	Table 1.4.1 Definition .....	18
2	Table 1.4.2 Abbreviations .....	20
3	Table 1 Customer .....	45
4	Table 2 Admin .....	45
5	Table 3 Hospital .....	45
6	Table 4 Customer service request.....	46
7	Table 5 Employee .....	46
8	Table 6 Tax Payments.....	47
9	Table 7 Wards.....	47
10	Table 8 Hall Booking.....	47
11	Table 9 Certificates .....	48
12	Table 10 Property_Detail .....	48
13	Table 11 Complaint.....	49
14	Table 12 Tender .....	49
15	Table 13 Proposal .....	49
16	Table 14 Feedback .....	50
17	Table 15 Hall .....	50
18	Table 16 Progress_tracker .....	50
19	Table 17 Tickets.....	51
20	Table 18 Ticket_Updates .....	51
21	Table 19 Progress_application .....	51
22	Table 20 Progress_complaint .....	52

## List of Figures

1	Figure 1 Use case Diagram.....	1
2	Figure 2 ER Diagram.....	2
3	Figure 3.1 Activity Diagram Customer.....	3
4	Figure 3.2 Activity Diagram Employee .....	4
5	Figure 3.3 Activity Diagram Admin .....	5
6	Figure 4.1 Sequence Diagram Admin .....	6
7	Figure 4.2 Sequence Diagram Employee.....	7
8	Figure 4.3 Sequence Diagram Customer.....	8
9	Figure 5 Data Flow Diagram(Level 0).....	9
10	Figure 6 Data Flow Diagram(Level 1).....	10
11	Figure 7 Data Flow Diagram(Level 2) .....	11
12	Figure 8 Class Diagram .....	12
13	Figure 9.1 Flowchart Customer.....	13
14	Figure 9.2 Flowchart Employee .....	14
15	Figure 9.3 Flowchart Admin.....	15

## Use case Diagram

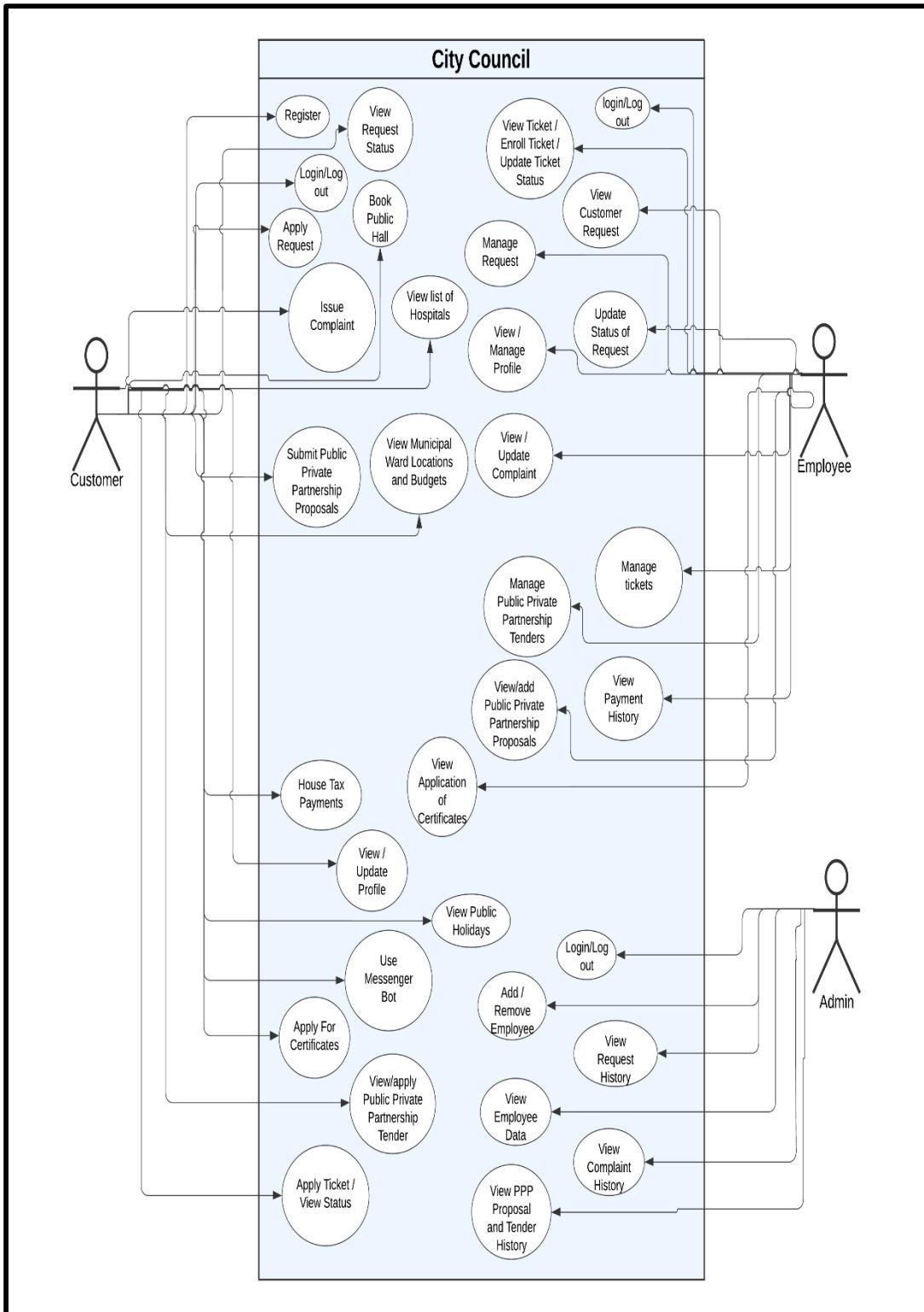


Figure. 1 Use case Diagram

## E.R Diagram

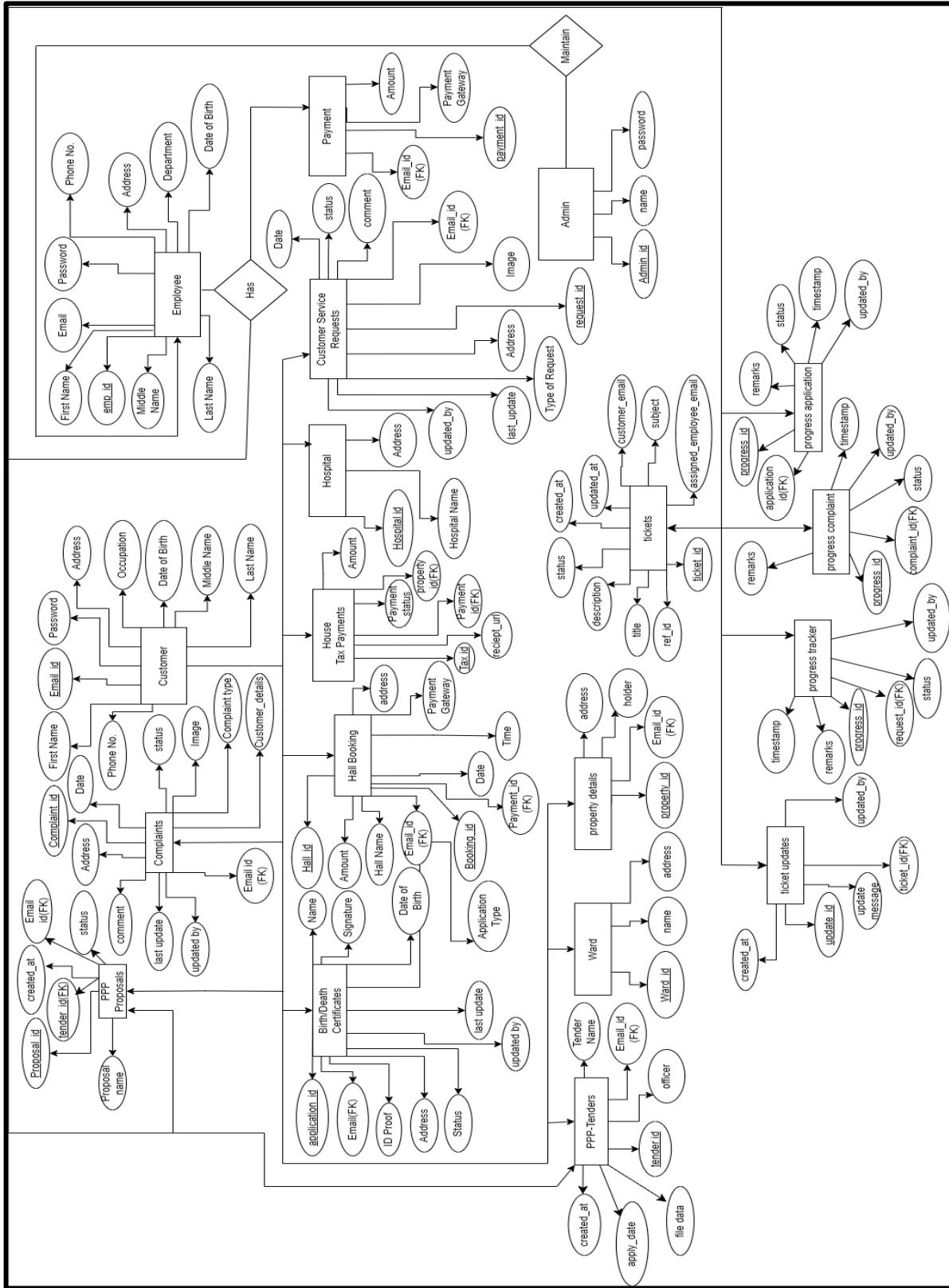


Figure. 2 E R Diagram

## Activity Diagram Customer

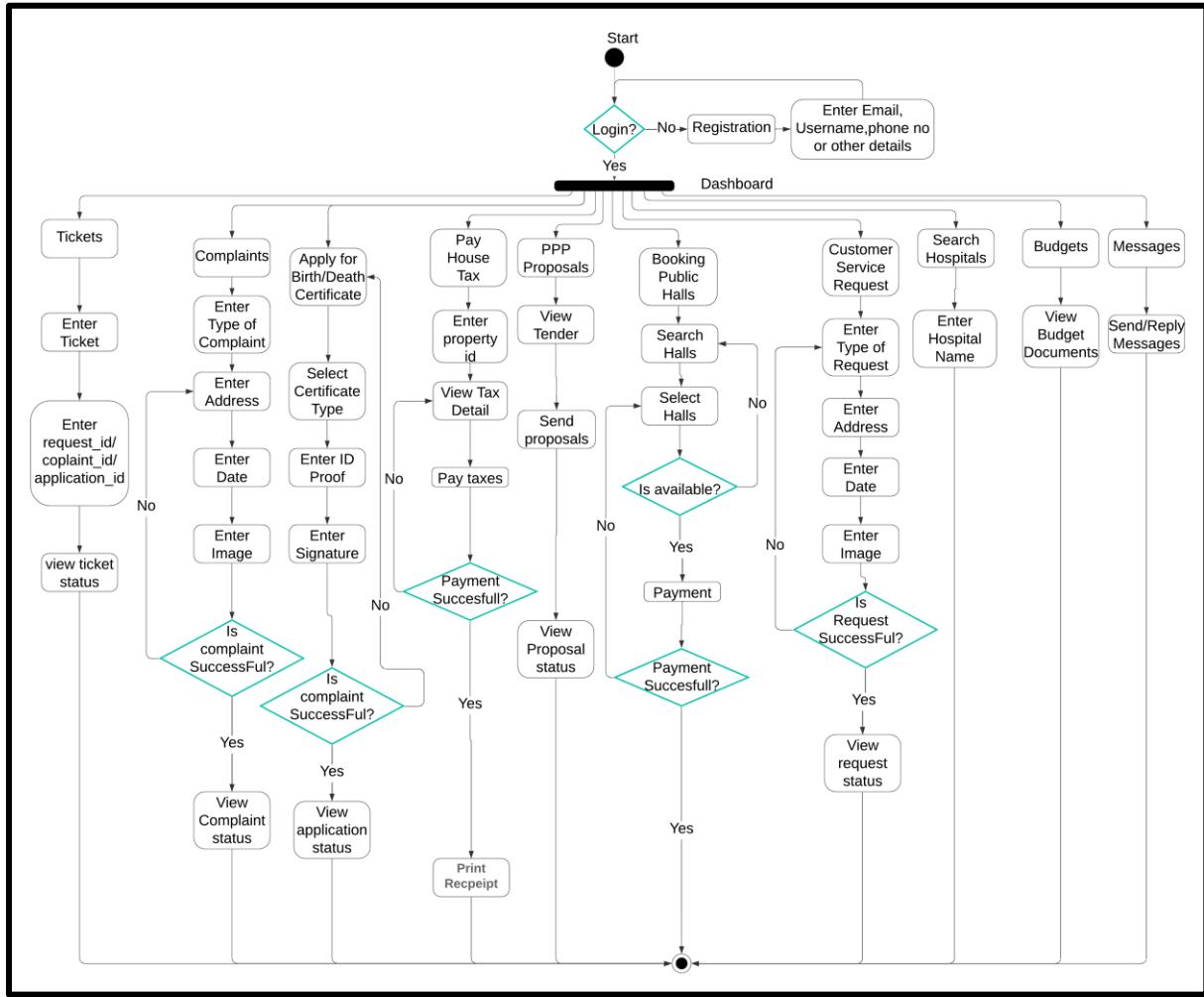


Figure. 3.1 Activity Diagram Customer

## Activity Diagram Employee

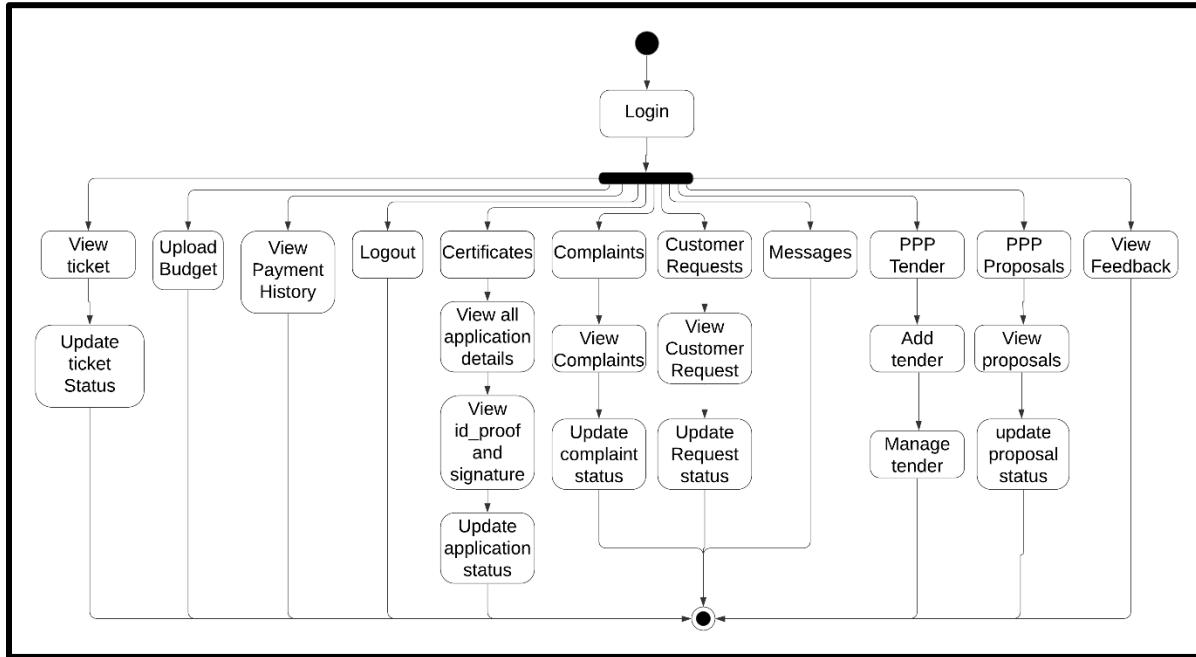


Figure. 3.2 Activity Diagram Employee

## Activity Diagram Admin

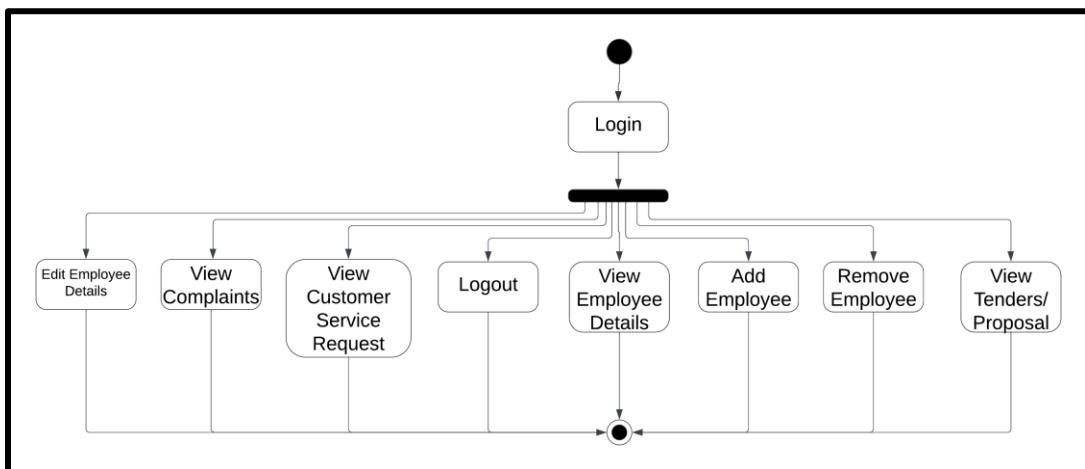


Figure. 3.3 Activity Diagram Admin

## Sequence Diagram Admin

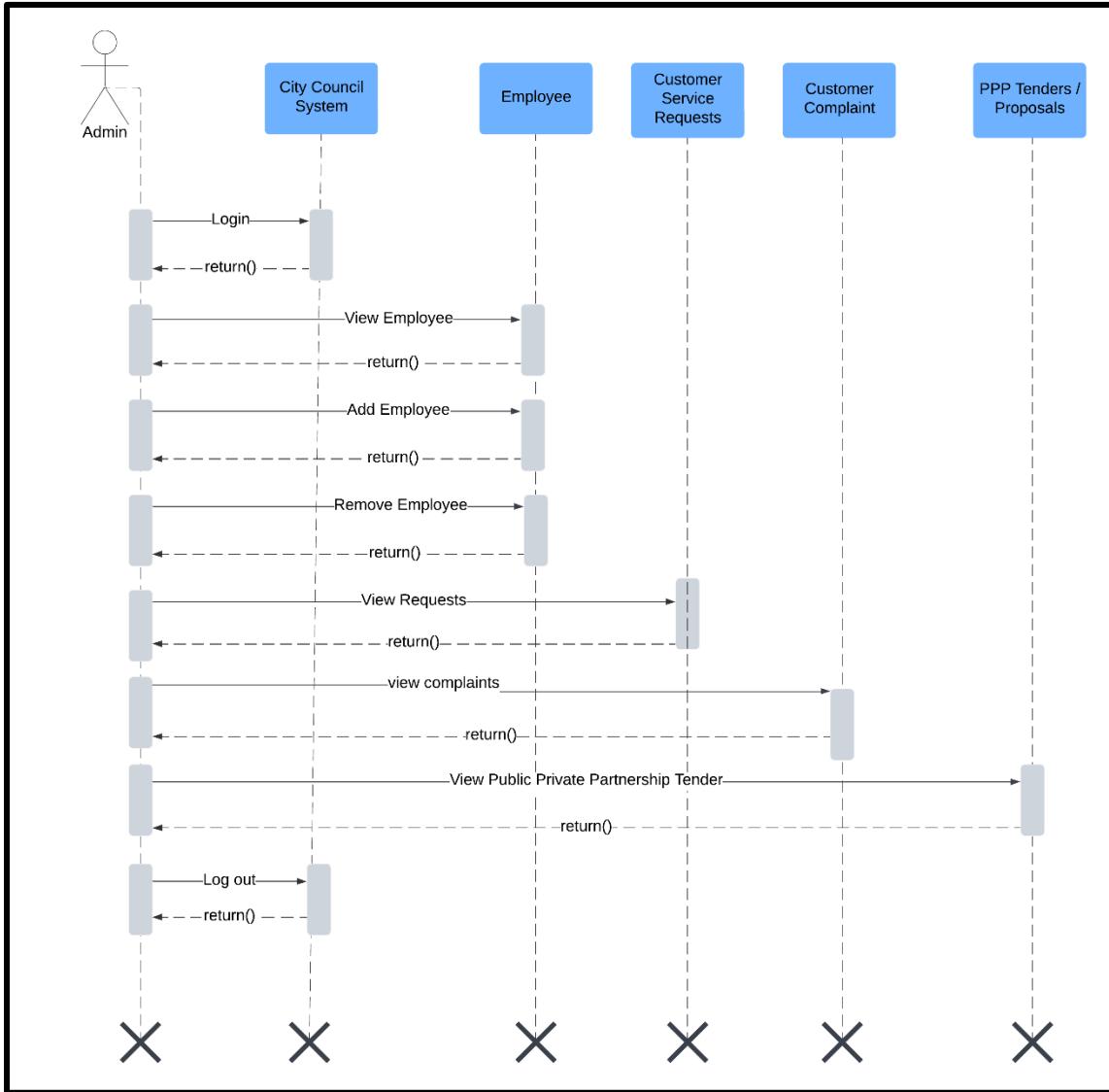


Figure. 4.1 Sequence Diagram Admin

## Sequence Diagram Employee

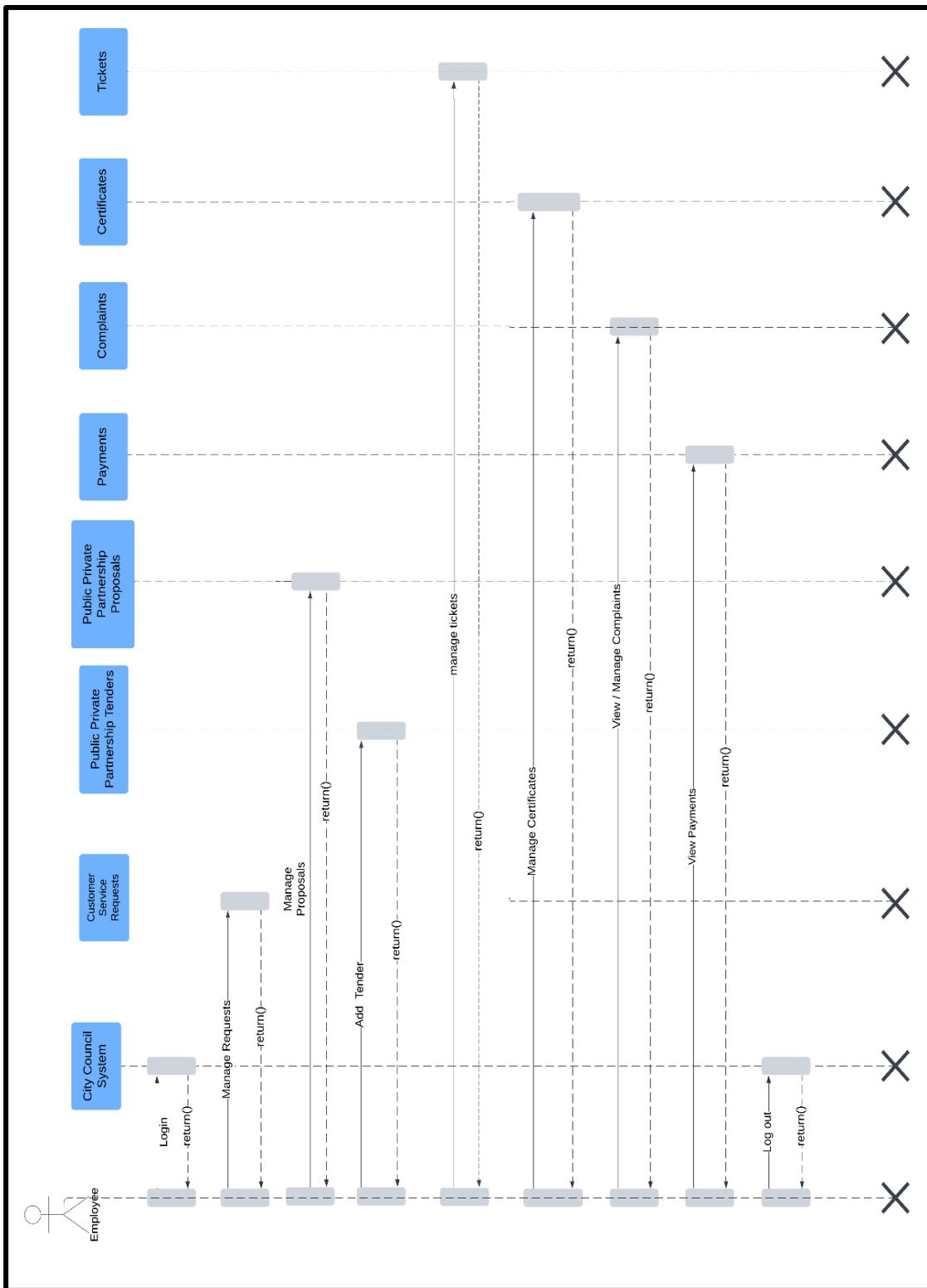


Figure. 4.2 Sequence Diagram Employee

## Sequence Diagram Customer

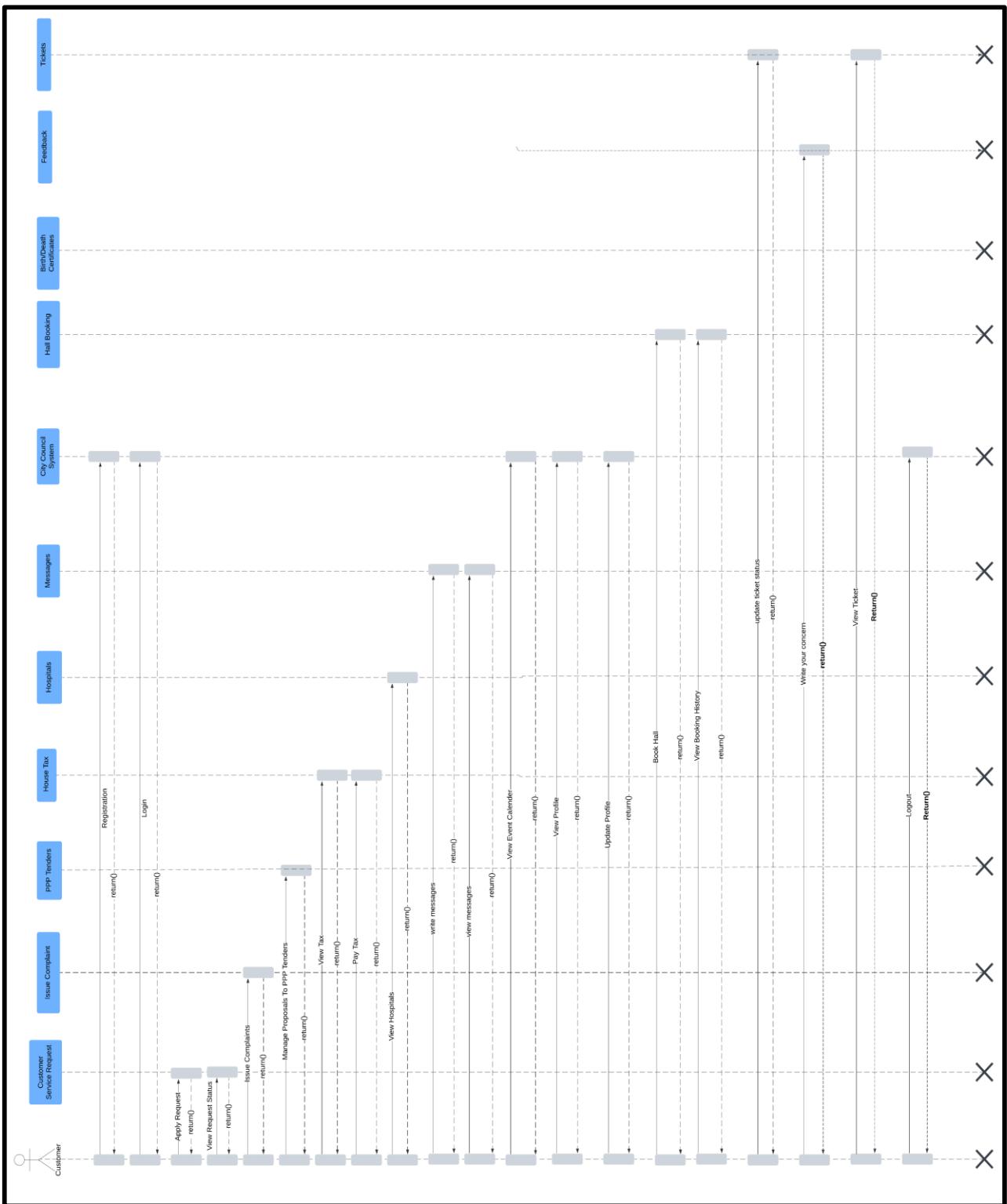


Figure. 4.3 Sequence Diagram Customer

Data Flow Diagram (Level 0)

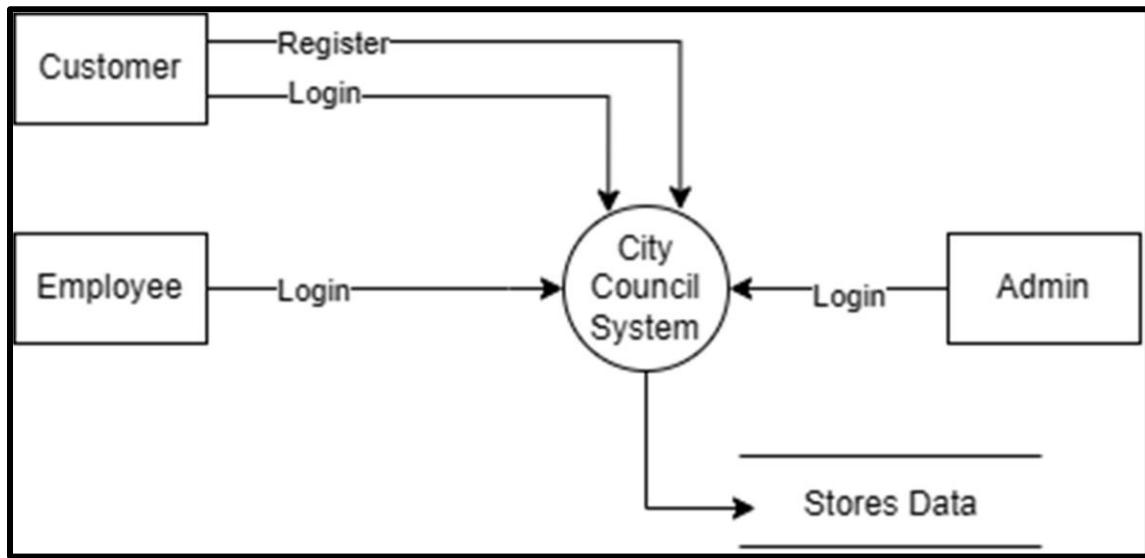


Figure. 5 Data Flow Diagram (Level 0)

Data Flow Diagram (Level 1)

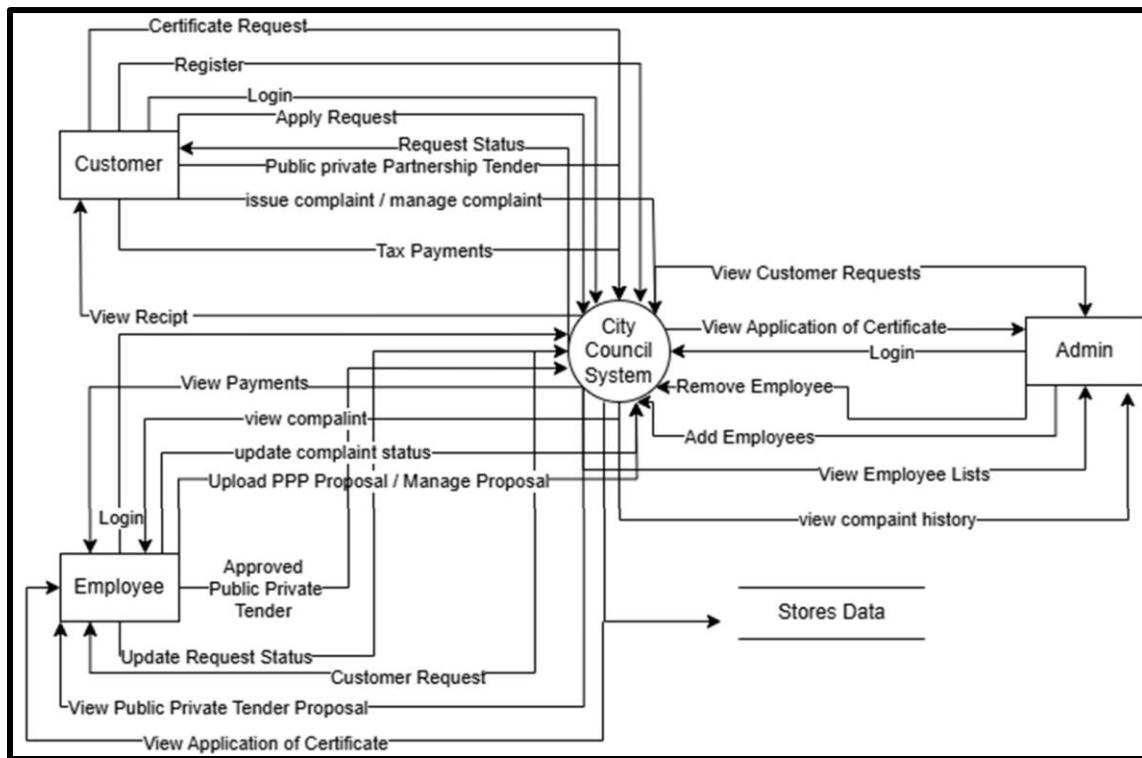


Figure 6 DFD Diagram (Level 1)

## Data Flow Diagram (Level 2)

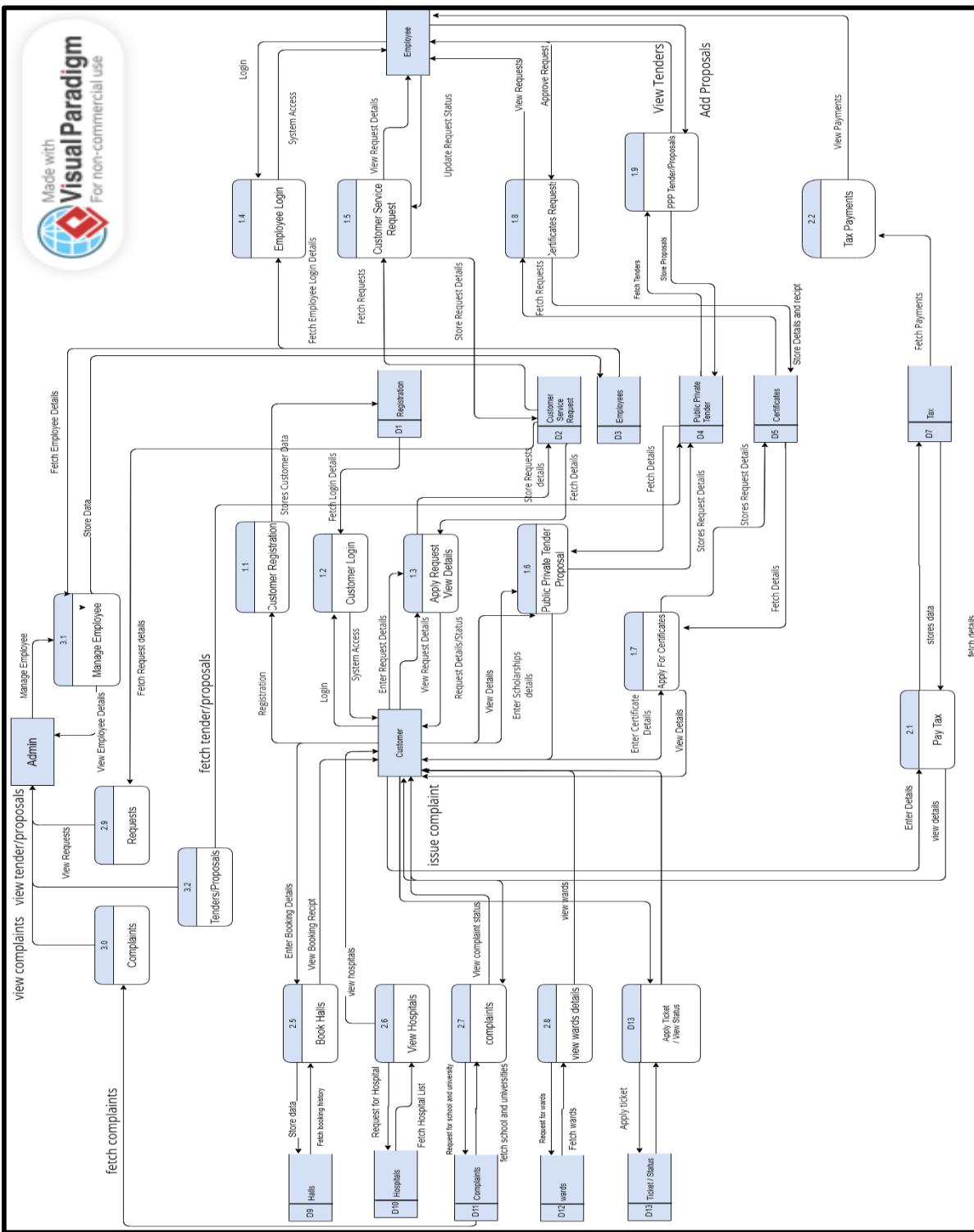


Figure. 7 Data Flow Diagram (Level 2)

## Class Diagram

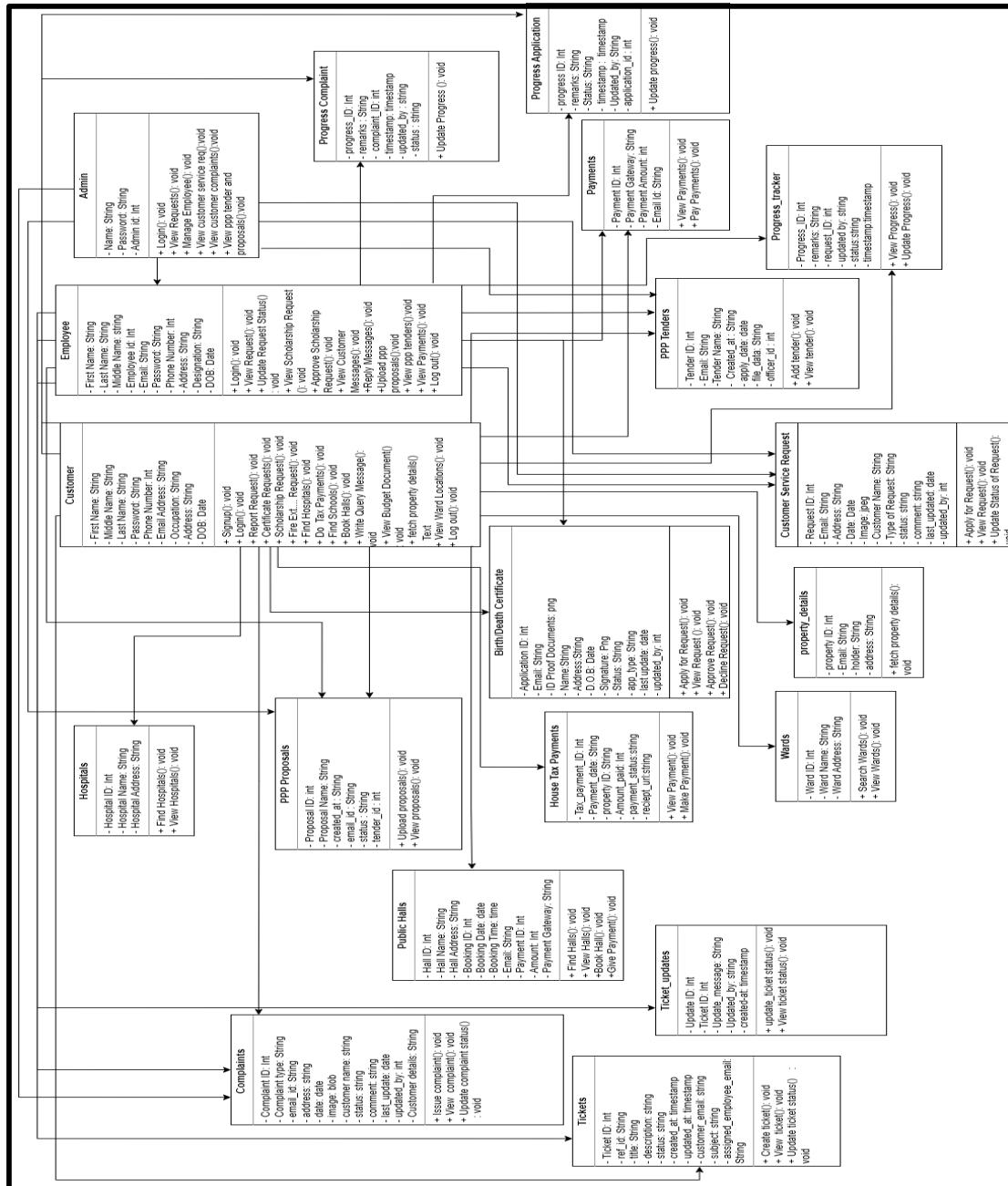


Figure. 8 Class Diagram

## Flowchart Customer

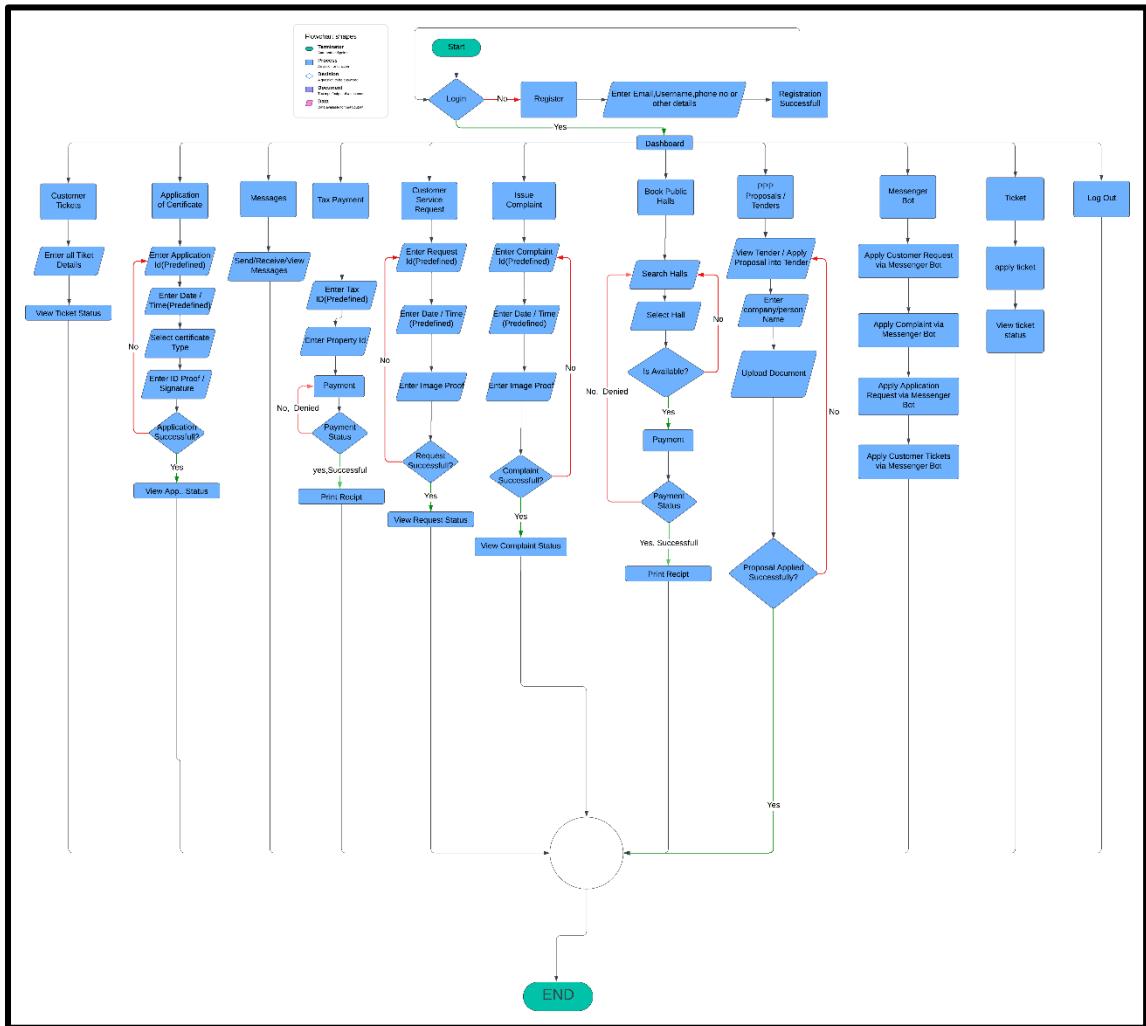


Figure. 9.1 Flowchart Customer

Flowchart Employee

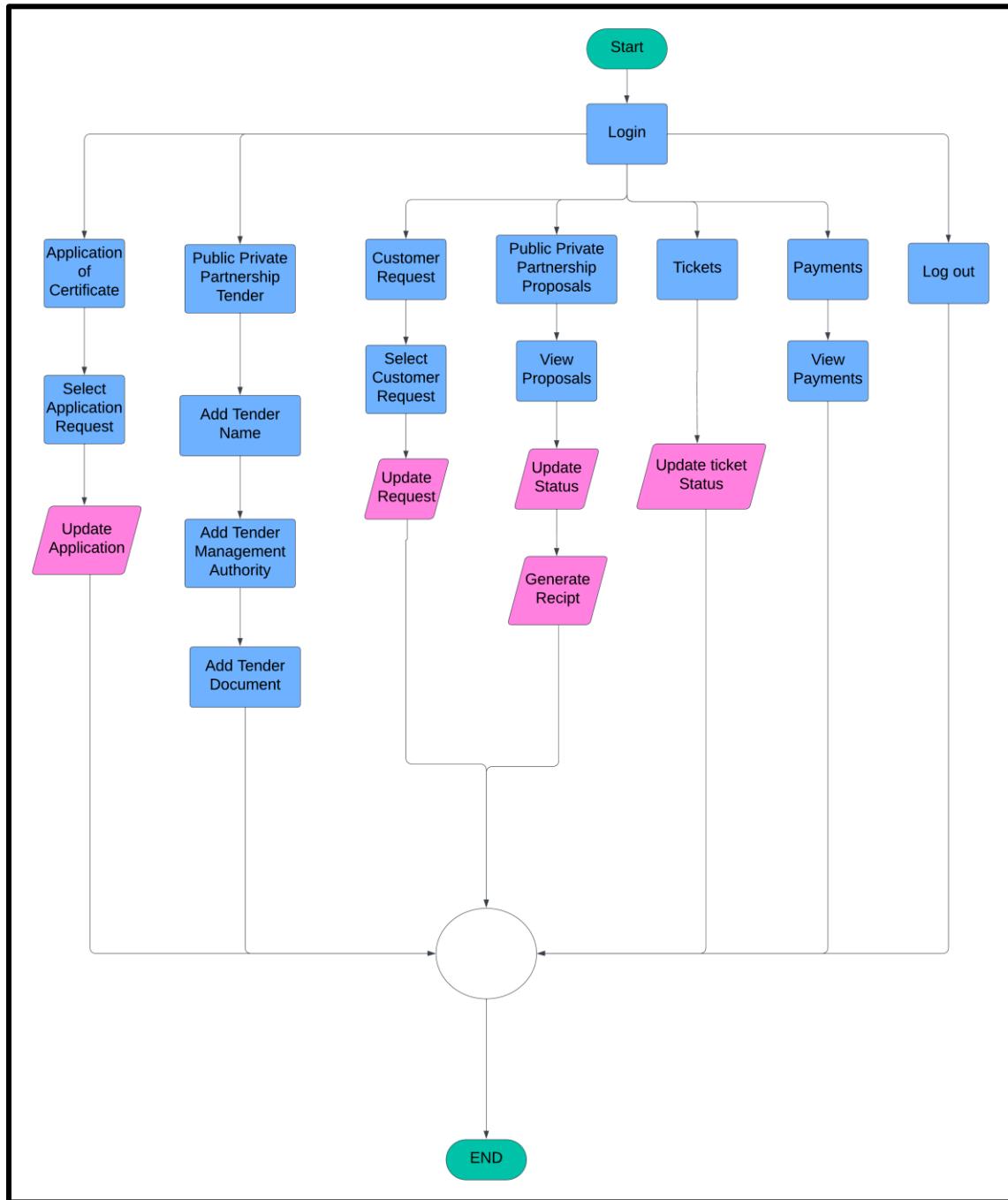


Figure. 9.2 Flowchart Employee

## Flowchart Admin

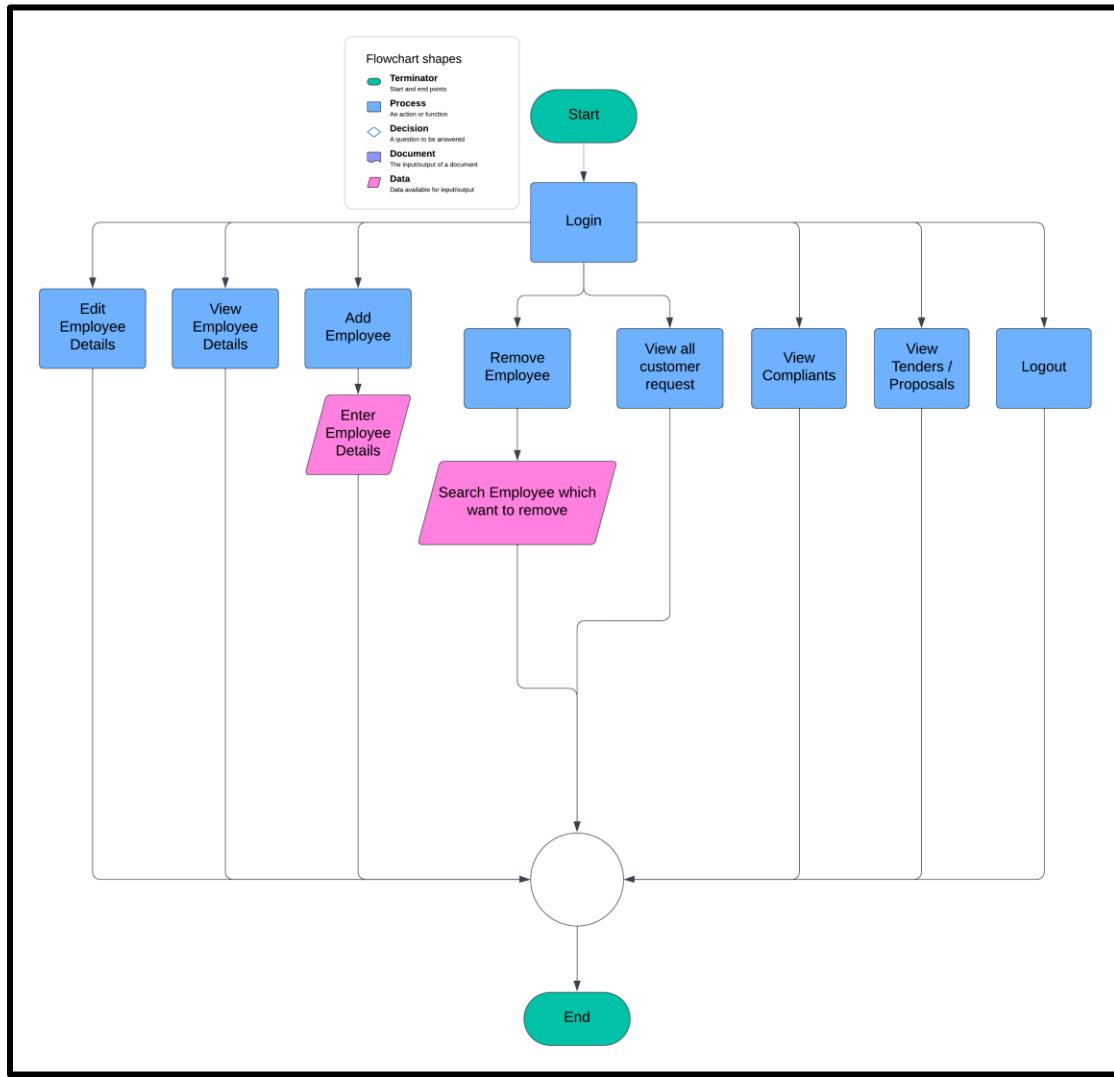


Figure. 9.3 Flowchart Admin

# **1. Introduction**

## **1.1 Document Purpose**

The purpose of this document is to describe in detail the features and requirements of the City Council's online platform. This platform is designed to make accessing city services much more convenient for citizens. By signing up on the website, users can report non-urgent issues, find information about public health services, and access details about local schools and universities. The platform also offers features like booking public function halls for events, paying property taxes, and requesting certificates. These services are all organized in one place to make them easily accessible, ensuring that citizens can interact with their local government more efficiently.

This document will cover the essential functions of the system, detailing how it will be used by different types of users—citizens, employees, and administrators. For instance, citizens can submit requests or inquiries and track their progress, while employees can monitor these requests, update their statuses (whether they are pending, in progress, or completed), and communicate directly with citizens to provide updates or seek additional information. Administrators play a crucial role in managing the platform by handling user accounts, keeping track of service records, and ensuring that requests are completed in a timely manner. They can also view feedback provided by users to continually improve the platform's efficiency. The ultimate goal is to create a user-friendly system that enhances the delivery of city services and provides a better overall experience for everyone involved.

## **1.2 Product Scope**

The City Council's online platform is designed to be a straightforward and easy-to-use website where citizens can access a variety of city services all in one place. The platform will allow users to do things like report non-urgent issues, such as potholes or broken streetlights, and find important information about public health, schools, and universities in their area. Additionally, the platform will provide a way for citizens to book public halls for events, pay their property taxes, and request official documents like birth and death certificates. By putting all these services together in one online space, the platform aims to save citizens time and effort, making it easier for them to take care of their needs without having to navigate multiple

websites or make trips to different city offices. The platform is built to be simple and accessible, so everyone can use it, regardless of their familiarity with technology.

The platform is also created with the needs of city employees and administrators in mind. Employees will be able to log in to the platform to view and manage service requests that come in from citizens. They can update the status of these requests—marking them as pending, in progress, or completed—and communicate directly with citizens if more information is needed or to provide updates on the progress. For administrators, the platform will offer tools to manage employee accounts, keep track of all the service requests and records, and monitor how quickly and efficiently these requests are being handled. They can also view feedback from citizens to see where improvements can be made to the services provided. The overall goal of the platform is to make city operations more efficient, improve communication between the city and its residents, and ensure that everyone who uses the platform has a positive experience.

### **1.3 Intended Audience and Document Overview**

**Intended Audience:** This document is intended for several key groups involved in the development and use of the City Council platform. The primary audience includes the project development team, which consists of the developers and designers who will be responsible for building the platform. This document will guide them through the detailed requirements and specifications necessary to ensure the platform meets the intended objectives. City officials, who will be the main users of the system, are also a key audience. They will use the document to understand how the platform will help them manage city services more efficiently and improve communication with citizens. Additionally, the quality assurance team will refer to this document to ensure that the final product meets all the required standards and functions as expected. System administrators, who will be tasked with maintaining the platform, will also rely on this document to manage user accounts, monitor system performance, and handle any technical issues that arise.

**Document Overview:** The document provides a comprehensive overview of the City Council platform, detailing its purpose, design, and functionality. It covers everything from the project's goals and the overall system architecture to the specific features the platform must include and the performance standards it needs to meet. The document also includes sections

on how users will interact with the platform, supported by use case diagrams, and explains any assumptions and dependencies that were considered during the planning phase. By outlining these details, the SRS ensures that all stakeholders have a clear understanding of the project's objectives and the steps needed to achieve them. This shared understanding is crucial for the successful development, implementation, and maintenance of the City Council platform.

## 1.4 Definitions, and Abbreviations

### Definitions:

Table 1.4.1 Definitions

Term	Definition
Admin	A person whose responsibility is to manage and maintain the infrastructure of the system.
Class Diagram	A diagram consisting of a group of classes and interfaces reflecting important entities of the domain of the system being modeled, and the relationships between these classes and interfaces.
Data Flow Diagram	A functional model of a software system that describes how outputs are derived from inputs. A diagram contains processes, data flows, actors and data stores.
Database	A collection of data or information typically stored on a computer system and organized to facilitate retrieval and modification.
Database Management System	A software system that enables users to define, create, maintain, and control access to a database.
Key	Either a Primary Key or a Foreign Key.
Login	The process to gain access on any system.
Primary Key	A set of fields in a database table that is used to uniquely identify records in the table.

Record	A unique row in a table in a database consisting of a set of fields that describe a single occurrence of some entity described by the table.
Table	A collection of records in a relational database.
Update	The process of modifying, adding or removing existing data.
Use Case Diagram	A diagram that represents the use cases of the system, i.e., interaction among the system, external entities, and the principal users of the system.
Windows Operating System	A computer operating system by Microsoft that provides a graphical user interface (GUI), virtual memory management, multitasking, and support for many peripheral devices.
Abstract	A short piece of writing that tells you the main contents of a website, speech, etc.
Product Scope	The product scope is defined by the features and functions that characterize a product, service, or result.
Abbreviations	A shortened form of a written word or phrase used in place of the whole word or phrase.
Document Conventions	Document Conventions is part where you explain the formats used in the document. What are bold words for, what is italic used for and so on.
Intended Audience	Intended audience is defined as the group of people for which a service or product is designed.
User	An individual who accesses the platform to avail of city services, report issues, or request information.
Employee	A city worker responsible for managing and updating service requests, viewing messages, and responding to users.

Admin	An administrator with elevated permissions, responsible for overseeing employee accounts, service requests, payment history, and other administrative tasks.
Service Request	A formal submission by a user to the platform seeking assistance or service from the city.
Bootstrap	A front-end framework used for designing responsive and mobile-first websites.
PHP	A server-side scripting language used for web development.
MySQL	An open-source relational database management system used to store and manage data.
JavaScript	A programming language used to create interactive effects within web browsers.

### Abbreviations:

Table 1.4.2 Abbreviations

ACRONYMS	MEANING
DFD	Data Flow Diagram
JPEG	Joint Photographic Experts Group (Image Format)
OS	Operating System
SRS	Software Requirements Specification
e.g.	for example
i.e.	that is
UI	User Interface
UX	User Experience

DB	Database
SQL	Structure Query Language
HTML	Hyper Text Markup Language
CSS	Cascading Style Sheet
JS	JavaScript
PHP	Hypertext Preprocessor
API	Application Program Interface
HTTP	Hyper Text Transfer Protocol
HTTPS	Hyper Text Transfer Protocol Secure
QA	Quality Assurance
SMTP	Simple Mail Transfer Protocol
GUI	Graphical User Interface
CPU	Central Processing Unit
UML	Unified Modeling Language
ERD	Entity Relationship Diagram
RAM	Random Access Memory

## 1.5 Document Conventions

1. **Section Headings:** Section headings are formatted in bold and title case for clear navigation and hierarchy within the document.
2. **Subsection Headings:** Subsection headings are italicized and numbered, with appropriate indentation to distinguish them from main sections.
3. **Figures:** Figures are labeled sequentially (e.g., Figure 1) with captions placed directly below the figure. They are referenced in the text by their number.
4. **Tables:** Tables are labeled and numbered sequentially (e.g., Table 1) with titles placed above the table. They are referenced in the text by their number.
5. **Bulleted Lists:** Bulleted lists are used to present unordered items, key points, or features for quick reference and clarity.
6. **Numbered Lists:** Numbered lists are used for steps, procedures, or any ordered information that requires a clear sequence.
7. **Equations:** Equations are centered and numbered sequentially, with their reference numbers placed in parentheses to the right margin.
8. **References:** References are cited within the text by number in square brackets (e.g., [1]), and listed in numerical order at the end of the document.
9. **Citations:** Citations are placed directly in the text using numbers in square brackets, with multiple citations combined (e.g., [1, 2, 3]).
10. **Acronyms and Abbreviations:** Acronyms and abbreviations are defined at first use, with the full term followed by the acronym in parentheses. Subsequent uses only require the acronym.

11. **Font:** The primary font is a serif type, 10-point for body text, with headings in a larger or bolder version of the same font.
12. **Text Alignment:** All body text is left-aligned and justified, ensuring that the document has a clean, professional appearance without uneven spacing.
13. **Margins:** The document is formatted with 1-inch margins on all sides, ensuring that the content is well-centered and easy to read.
14. **Page Numbers:** Page numbers are placed in the bottom center of each page, providing easy reference without distracting from the content.
15. **Document Title:** The document title is centered at the top of the first page, in a larger, bold font, followed by the author's name and affiliation in a slightly smaller font.
16. **Abstract:** The abstract is a brief summary of the document, formatted in italics and justified, located after the title and author information.
17. **Keywords:** Keywords are listed immediately following the abstract, separated by commas, and introduced with a "Keywords" heading.
18. **Acknowledgments:** The acknowledgment section is included before the references, recognizing contributions and support related to the project.
19. **Footnotes:** Footnotes are used sparingly, numbered sequentially, and placed at the bottom of the page where the reference occurs.
20. **Hyperlinks:** Hyperlinks are embedded in the text, underlined, and colored, providing direct access to external resources or additional information.
21. **Consistency:** Terms, formatting, and styles are used consistently throughout the document to ensure clarity and readability.

22. **Appendices:** Appendices are labeled alphabetically (e.g., Appendix A) and included after the references, providing supplementary information without interrupting the main content.
23. **Headers and Footers:** Headers and footers include minimal information, such as page numbers or document titles, to keep the document clean and focused.
24. **Document Layout:** The main content of the document is arranged in a single column format, with consistent spacing and alignment for easy reading.
25. **Text Color:** The document primarily uses black text on a white background for maximum readability, with other colors used sparingly in figures or diagrams.

## 1.6 References and Acknowledgments

[1] Bootstrap. "Get started with Bootstrap" [Online]. Available:

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## 2. Overall Description

### 2.1 Product Perspective

The City Council platform is meant to be a key part of how the city manages its services. It will be an online portal that helps city officials and citizens communicate more easily, making it simpler for people to report issues, request services, and give feedback. This platform will work together with the city's existing systems, like those used for managing public services and other local government websites. The goal is to make city services more accessible and responsive to citizens' needs through a user-friendly interface.

Technically, the City Council platform will connect with various backend systems to gather and process information. It will be built using common web technologies like HTML, CSS, and JavaScript, along with a backend that supports databases and user login. The platform will need to support different types of users, including citizens, city employees, and administrators, each with their own set of permissions and features. The design will focus on making the system scalable, secure, and easy to use, ensuring that it can handle more users and requests as needed while keeping all data safe. Overall, this platform aims to modernize how the city serves its residents.

### 2.2 Product Functionality

The City Council platform will provide the following major functions for all user roles:

- **User Registration and Login:** Users can create accounts and log in securely based on their roles (citizens, city employees, administrators).
- **Service Request Submission:** Citizens can submit requests for city services, report issues, or request public works.
- **Request Tracking and Status Updates:** Citizens can track the status of their submitted requests. City employees can update the status of requests (Pending, In Progress, Completed).

- **Feedback and Communication:** Citizens can provide feedback on services and communicate with city officials through a chat feature. City employees can respond to citizen queries and feedback.
- **Public Information Access:** Citizens can access information about local services, and health facilities. All users can search a database of frequently asked questions (FAQs).
- **Booking Public Halls:** Citizens can book public function halls and other city-owned facilities for events.
- **PPP [ Public Private Partnership Tender/Proposals ]:** Employee and add proposals and customer can upload tender to their respective proposals.
- **Administrative Management:** Administrators can create, modify, and delete employee accounts. Administrators can view service requests, and monitor payments.
- **Data Security and Privacy:** The system implements security measures to protect user data and ensure compliance with data protection regulations. Administrators manage security protocols and ensure that all user data is securely handled.

## 2.3 Users and Characteristics

**Citizens:** Use the platform to report issues, access public services, book halls, request certificates.

Require easy navigation, efficient service access, tracking of requests, and simple feedback mechanisms.

**Employees:** Manage and update service requests, view and respond to customer messages.

Need efficient request management tools, communication features with citizens, and task tracking capabilities.

**Admins:** Create, modify, and delete employee accounts, manage service requests, oversee payment and booking records, monitor request completion times, and review customer feedback.

Require comprehensive administrative tools, detailed reporting and monitoring features, and control over user accounts and service management.

## 2.4 Operating Environment

The City Council system operates within a specific technological and software environment to ensure optimal performance and accessibility:

1. **Operating System:** The project is designed to be compatible with all major operating systems, including Windows, macOS, and Linux for desktop users, ensuring widespread accessibility across various devices.
2. **Processor:** While the system can run efficiently on dual-core processors, a quad-core processor is recommended for optimal performance, particularly when processing multiple user requests simultaneously or handling complex administrative tasks.
3. **RAM:** A minimum of 2 GB RAM is required, with higher RAM capacities (4 GB or more) recommended for better overall performance, especially when handling large volumes of data, such as customer requests and feedback.
4. **Storage:** The application itself has a lightweight footprint, requiring less than 200 MB of storage space for installation on user devices. Server-side, it is recommended to allocate at least 10 GB of free storage space to accommodate the growing database of user accounts, requests, and feedback.
5. **Graphics:** The City Council system is primarily a text-based interface with minimal graphical requirements. However, to enhance the user experience, the system supports high-resolution displays and requires a basic GPU capable of rendering responsive design elements smoothly.

The City Council system is designed to be accessible on a range of devices and operating systems while providing an optimal user experience for both citizens and administrative staff.

## 2.5 Design and Implementation Constraints

1. **Hardware Limitations:** The system must run on a variety of devices, including older phones with limited memory and processing power. This means the developers have to ensure the system works smoothly, even on devices with as little as 2 GB of RAM. The system should also respond quickly, so developers need to optimize it to work efficiently on slower devices.
2. **Integration with Other Systems:** The City Council system may need to connect with other existing city services and databases. This might force developers to use specific methods or tools that work with these systems, which could limit their choices.
3. **Required Tools and Technologies:** The developers might be required to use certain technologies like HTML for the front end and specific frameworks for the backend. They might also be restricted to using certain databases like MySQL. These requirements limit the developers' options to try other tools or technologies.
4. **Handling Multiple Operations:** The system may need to handle many tasks at once, like processing several user requests simultaneously. This requires careful planning to ensure everything runs smoothly, which can limit how the system is designed.
5. **Programming Language Restrictions:** The programming languages used might be limited to what the team is familiar with or what the City Council's existing systems support. This means developers might not be able to use newer or more efficient languages.
6. **Communication Requirements:** The system needs to use certain communication methods, like secure HTTPS, to protect user data. These required methods could limit other ways the system communicates with users or other systems.

7. **Security Measures:** Strong security features, like data encryption and user login checks, are required to protect user information. These security needs can add extra steps to the development process and limit some design choices. The system must also follow data protection laws, which could limit how data is stored and managed.
8. **Design and Coding Standards:** The system needs to follow specific design and coding rules, especially if the City Council's IT department will maintain it. This might include using a particular coding style or documentation method, which could limit the developers' flexibility.

## 2.6 User Documentation

For the City Council system, we will provide several types of user documentation to help users understand how to use the software effectively. This will include a user manual that explains how to perform key tasks, such as submitting requests or booking facilities. The manual will be available in both PDF and online formats, making it easy to access on any device. Additionally, we will include an online help section within the software for quick guidance, as well as video tutorials that demonstrate important features. An FAQ section will address common questions, and release notes will be provided with each update to keep users informed about changes. All documentation will be designed to be clear and easy to follow.

## 2.7 Assumptions and Dependencies

### Assumptions:

1. **User Base:** It is assumed that the user base of the platform will include a diverse range of individuals from various age groups and technical backgrounds. The design will consider this diversity to ensure the platform is user-friendly and accessible.
2. **Technology Stack:** The project assumes that the technology stack used (HTML, CSS, Bootstrap, PHP, MySQL, and JavaScript) will remain stable throughout the development cycle. Significant changes or updates to these technologies may impact the project.

3. **Internet Connectivity:** It is assumed that users will have stable internet access when interacting with the platform. Variations in internet speed or connectivity may affect user experience.
4. **Data Security:** The project assumes that data security and privacy regulations applicable to city services will be adhered to. Any changes in these regulations could necessitate modifications to the system's security measures.
5. **Third-Party Services:** The project assumes the availability and reliability of third-party services or APIs that might be integrated for functionalities such as payments or external data fetching. Any downtime or changes in these services could impact the platform's performance.
6. **Client Requirements:** It is assumed that the client will provide timely feedback and necessary information required for the development process. Delays in feedback or information could affect the project timeline.
7. **Browser Compatibility:** It is assumed that the platform will be used primarily on modern web browsers. Support for older or less common browsers may require additional development effort.

### **Dependencies:**

1. **Database Access:** The project depends on access to a MySQL database for storing and retrieving data. Any issues with database performance or availability could impact the system's functionality.
2. **Server Environment:** The platform's deployment depends on a server environment that supports PHP and MySQL. Changes or issues with the server environment could affect deployment and performance.
3. **Bootstrap Framework:** The project depends on the Bootstrap framework for responsive design and layout. Updates or changes to the Bootstrap framework may require adjustments in the design.
4. **External APIs:** If the project integrates with external APIs for functionalities like payment processing or location services, it depends on the stability and availability of these APIs.
5. **Client Infrastructure:** The project is dependent on the client's infrastructure for hosting and maintaining the platform. Any changes or issues with the client's infrastructure could affect the platform's operation.

### 3. Specific Requirements

#### 3.1 External Interface Requirements

##### 3.1.1 User Interfaces

This project features user interfaces (UIs) carefully designed to provide users with an intuitive and efficient experience for accessing city services. These UI elements include:

1. **Home Screen:-** The central hub where users begin their interaction with the platform. It offers options for accessing services, viewing updates, and navigating to different sections of the site.
- **Navigation Bar:** Located at the left of the screen, the navigation bar offers links to the main sections of the platform such as Home, Services, Profile, Support, Contact Us and etc.
- **Search Bar:** A prominently displayed search bar that allows users to quickly find specific services or information by typing in keywords.
- **Service Highlights:** A grid of icons representing the most frequently accessed services like "Report an Issue," "Pay Property Taxes," "Find Public Health Services," and "Book a Hall."
- **City Announcements:** A section that displays the latest news, updates, and alerts from the city, helping users stay informed about important information.
2. **Service Request Screen:** A dedicated interface where users can submit and manage their service requests. This screen includes a multi-step form for detailed submissions, a history section showing past and current requests, and buttons for actions like submitting, canceling, or saving drafts.
  - **Multi-step Request Form:** A detailed form that guides users through the process of submitting a request. Users can specify the type of service, provide necessary details, and upload supporting documents.
  - **Request History Panel:** Displays a list of all service requests the user has submitted, with current status indicators such as "Pending," "In Progress," or "Completed."

3. **Public Function Hall Booking Screen:** This screen allows users to book public function halls for events. The interface includes a calendar view for selecting available dates, a booking form for entering event details, and standard buttons for booking, canceling, or reviewing terms and conditions.
4. **Admin Dashboard:** An interface provided for administrators to manage the platform and oversee service operations. Key features include an overview section with metrics on active service requests, tools for employee management.
5. **Employee Dashboard:** Employees can view all assigned service requests, update their status, and communicate with the user if more information is needed. Employees can read and respond to messages sent by users related to their requests.
6. **Chat box Interface:** A user-friendly chat box where users can directly apply request, complaint etc. and receive immediate assistance. The chat box is integrated across all major screens, including:
7. **Feedback Screen:** After completing a service request, users are encouraged to provide feedback. The feedback screen includes:
  - **Rating System:** A star-based rating system where users can rate their experience with the service or employee assistance.
  - **Comment Section:** Users can leave detailed feedback or suggestions for improving the service.
  - **Submit Button:** Once the feedback is filled out, users can submit it, and it will be stored for review by administrators.

### 3.1.2 Hardware Interfaces

In the context of the City Council project, which primarily operates as an online platform, the interaction between the software and hardware components is minimal. However, if there are hardware interfaces involved, such as servers, client devices (like PCs, tablets, or smartphones), or any other peripheral devices, these interfaces need to be clearly defined.

#### Server Hardware Interface:-

##### 1. Logical Characteristics:

- The server hosts the application, database, and API layers. It handles all incoming requests from clients (users, employees, admins) and processes them.

- The software interacts with the server hardware to manage data storage, processing, and network communication.
- Data interactions include reading and writing user data, handling service requests, managing feedback, and processing payments.
- Control interactions involve managing user sessions, request processing workflows, and ensuring proper execution of background tasks (e.g., updating request statuses).

## **2. Physical Characteristics:**

- The server hardware may consist of physical or cloud-based infrastructure (e.g., AWS, Azure).
- Supported device types include standard server configurations, capable of running web servers (e.g., Apache, Nginx) and database management systems (e.g., MySQL, PostgreSQL).
- The server hardware should support Ethernet or Wi-Fi connections for communication over the internet.

## **3. Special Libraries:**

- If cloud services are used, libraries such as **AWS SDK for PHP** or **Azure SDK for PHP** may be utilized to interact with cloud resources.
- For data storage, libraries like **PDO (PHP Data Objects)** or **MySQLi** might be used to interact with the MySQL database on localhost.

## **Client Devices Interface:-**

### **1. Logical Characteristics:**

- Client devices (PCs, smartphones, tablets) access the platform via a web browser or possibly a mobile app.
- The software interacts with the client hardware primarily through the device's web browser or operating system to display the UI, process user inputs, and handle data transmission.
- Data interactions include sending requests to the server, receiving responses, and rendering web pages.

- Control interactions involve managing user inputs (e.g., form submissions) and ensuring secure communication with the server.

## **2. Physical Characteristics:**

- Supported devices include any internet-enabled device with a modern web browser (e.g., Chrome, Firefox, Safari).
- The client devices should have a stable internet connection (Wi-Fi, 4G/5G, Ethernet) to interact with the server.
- No special hardware is required beyond standard computing devices.

## **3. Special Libraries:**

- The front-end may utilize libraries such as React.js or Angular.js to enhance the user experience.
- If developing a mobile app, libraries like React Native or Flutter could be used to build the interface.
- For secure communication, HTTPS protocols are implemented, possibly using libraries like OpenSSL.

### **3.1.3 Software Interfaces**

The City Council platform is designed to work across various operating systems to ensure compatibility and reliability. Below is a description of how the platform interfaces with the operating system it runs on, focusing on the key aspects of process management, file handling, and network communication.

#### **1. Operating System Interface:**

Supported Operating Systems:

- Linux (e.g., Ubuntu, CentOS)
- Windows Server
- macOS (for development purposes, if necessary)

2. **Process Management:** The City Council platform relies heavily on the operating system to manage the execution of various processes. These include

the web server, database server, and any background tasks that may be necessary for the operation of the platform. The operating system's ability to schedule processes and allocate resources is crucial to maintaining optimal performance and ensuring that all tasks are carried out efficiently.

3. **File System Interaction:** Interaction with the file system is another critical aspect of the platform's operation. The software reads and writes several types of files, including configuration files, log files, and temporary data. These files are stored on the operating system's file system, and proper management of these files is essential for smooth operation. For example, log files generated by the application are crucial for tracking user activities and troubleshooting issues.
4. **Network Communication:** Network communication is handled through the operating system's network stack. This includes processing all incoming and outgoing HTTP/HTTPS requests, interacting with external APIs, and managing secure connections. The operating system manages the network interfaces and handles the transmission of data between the server and the clients, ensuring that all communication is secure and efficient.

#### **3.1.4 Communications Interfaces**

The City Council platform uses standard communication protocols to manage data exchanges between users, employees, and the system. The primary protocol for web communication is HTTPS, which ensures that all interactions between the user's browser and the server are encrypted. This encryption helps protect sensitive information like user credentials and service requests from being accessed by unauthorized parties.

In addition to web communications, the platform also handles email notifications using the SMTP protocol. To keep these email communications secure, the system uses encryption (like TLS) to ensure that emails are protected while being sent. These measures ensure that both web and email communications are secure, reliable, and in line with common industry practices. The system is also designed to handle data transfers smoothly over

typical network speeds, making sure that all necessary information is synchronized effectively between users and the platform.

## **3.2 Functional Requirements**

The City Council platform is designed to handle a wide range of tasks for different types of users, including customers, employees, and administrators. Below, the platform's functions are organized into key areas, with a straightforward explanation of what each area covers.

### **1. Customer Functions:**

The platform provides customers with easy access to city services, enabling them to manage their interactions efficiently.

#### **1.1 Account Management**

- Customers can sign up and create an account by providing basic details like their name, contact info, and address.
- Once registered, they can log in, update their personal information, or reset their password if needed.
- If a customer decides to leave the platform, they can delete their account, and all their personal data will be removed from the system.

#### **1.2 Submitting Service Requests**

- Customers can submit requests for various services, such as paying property taxes, booking public function halls, or requesting official certificates.
- The platform allows them to fill in necessary details for each request, like preferred dates, required documents, or special instructions.

#### **1.3 Tracking Requests**

- After submitting a request, customers can track its progress, which is marked as Pending, In Progress, or Completed.
- The platform automatically notifies customers via email or SMS when there's an update on their request.

#### **1.4 Providing Feedback and Asking Questions**

- Customers can share their feedback on the services they received, including ratings and comments.
- If they have questions or need further assistance, they can use the platform's chat feature to get in touch with city employees.

## **2. Employee Functions:**

Employees use the platform to manage and respond to customer requests, ensuring that city services are delivered smoothly.

### **2.1 Managing Requests**

- Employees can view all incoming service requests, organized by type, urgency, and status.
- They can update the status of these requests, assign them to other team members, or mark them as completed when done.

### **2.2 Communicating with Customers**

- Employees can respond directly to messages from customers through the platform.
- They can send updates, ask for more information, or clarify details about the customer's request.

## **3. Admin Functions:**

Administrators oversee the overall operation of the platform, including user management and system performance.

### **3.1 Managing Employee Accounts**

- Admins can create, modify, or delete accounts for employees, ensuring that everyone has the right access level.
- They can also assist customers with account-related issues, like access problems or data updates.

### **3.2 Monitoring and Maintenance**

- Admins have tools to monitor how the platform is running, including checking server status, network activity, and error logs.
- They can also schedule maintenance, back up data, and restore system functions if needed.

### **3.3 Configuring Services**

- Admins can update the details of the services offered on the platform, including descriptions, requirements, and fees.
- They also manage the booking schedule for public function halls, making sure that reservations are handled efficiently.

### **3.4 Ensuring Security**

- Admins are responsible for setting up security measures, such as password policies and access controls.
- They can also review user activity logs to detect and prevent any unauthorized access or suspicious behavior.

### **3.3 Behaviour Requirements**

**Use Case View:** A Use Case View is a fundamental component of software design and architecture. It focuses on capturing the functional requirements of a system by describing the interactions between external actors (such as users or other systems) and the system itself as per Figure 1

## 4. Other Non-functional Requirements

### 4.1 Performance Requirements

The City Council platform is expected to handle a variety of tasks efficiently, ensuring a smooth user experience and timely processing of requests. Below are the key performance requirements, designed to guide the development process and ensure the platform meets the necessary standards.

#### 1. Request Processing Time

- **Requirement:** Any customer service request, such as submitting a tax payment or booking a public function hall, should be processed within **5 seconds** after submission.
- **Rationale:** Quick processing ensures that users do not experience delays, improving overall satisfaction and system efficiency.

#### 2. System Uptime

- **Requirement:** The platform must maintain an uptime of **99.9%**, allowing for a maximum downtime of 8.76 hours per year.
- **Rationale:** High availability is crucial for a public service platform to ensure that users can access services whenever needed.

#### 3. Response Time for Customer Inquiries

- **Requirement:** The platform should generate an initial automated response to customer inquiries within **2 seconds** of submission, with a follow-up by an employee within **1 business day**.
- **Rationale:** Prompt responses enhance user engagement and trust, while ensuring that employees have sufficient time to provide thorough answers.

#### 4. Concurrent User Support

- **Requirement:** The platform must support at least **500 concurrent users** without a noticeable drop in performance, such as increased load times or errors.
- **Rationale:** This ensures that the system can handle peak usage periods, such as during tax season or major public events, without impacting user experience.

## 5. Data Retrieval Speed

- **Requirement:** Any search or retrieval of data (e.g., finding a specific request or viewing past service history) should take no longer than **3 seconds**.
- **Rationale:** Fast data retrieval is critical for both customers and employees to quickly access the information they need, ensuring efficient service and decision-making.

## 4.2 Safety and Security Requirements

For the safety and security requirement, encryption and decryption techniques must be employed to protect sensitive data. This ensures that any data transmitted between users and the system, as well as data stored within the system, is secure and cannot be accessed or tampered with by unauthorized parties.

**Data Encryption:** All sensitive data, such as personal user information, details of service requests, and payment information, must be protected through encryption using the highest industry standards. This includes using Advanced Encryption Standard (AES-256) to secure data when it's stored (data at rest) and Secure Sockets Layer (SSL) or Transport Layer Security (TLS) protocols to protect data during transmission (data in transit). These measures ensure that private information remains secure and inaccessible to unauthorized parties, both when it is being stored in the system and when it is being transferred over networks.

**Data Decryption:** Only authorized users with the appropriate decryption keys should be able to access encrypted data. Decryption must happen securely, ensuring that the data is never exposed to unauthorized users or third parties during the process.

**End-to-End Encryption:** Communication between users and the platform must be protected with end-to-end encryption to prevent interception of data while it is being transmitted, ensuring confidentiality and integrity.

### 4.3 Software Quality Attributes

1. **Reliability:** The software must be reliable, ensuring it performs consistently under specified conditions without failure. This will be achieved through comprehensive automated testing to catch and fix bugs early.
2. **Maintainability:** The software should be easy to maintain, allowing for efficient updates and modifications. This will be achieved by using a modular design to isolate different components, making it easier to update or replace parts of the system without affecting others.
3. **Usability:** The software must be user-friendly, ensuring that users can easily learn and use it effectively. This will be achieved by designing an intuitive and responsive user interface with clear navigation and feedback mechanisms.
4. **Interoperability:** The software should be able to interact with other systems and software seamlessly. This will be achieved by using standard communication protocols and data formats to facilitate integration with other systems.
5. **Portability:** The software should be portable, allowing it to run on different platforms with minimal changes. This will be achieved by writing platform-independent code using cross-platform frameworks and libraries.
6. **Adaptability:** The software should be adaptable, allowing it to accommodate changes in requirements or environments. This will be achieved by designing the system with flexible architecture and using configuration files to manage settings.
7. **Availability:** The software must be available and operational at all times, minimizing downtime. This will be achieved by implementing redundancy and failover mechanisms to ensure continuous operation even in case of hardware or software failures.

- 8. Correctness:** The software should perform its intended functions accurately and without errors. This will be achieved by thorough testing, including unit tests, integration tests, and user acceptance tests, to ensure all functionalities work as expected.
- 9. Flexibility:** The software should be flexible, allowing it to be easily modified to meet new requirements. This will be achieved by using a modular design and adhering to coding standards that promote easy modification and extension.
- 10. Reusability:** The software components should be reusable in different contexts or projects. This will be achieved by designing components with clear interfaces and minimal dependencies, allowing them to be easily integrated into other systems.
- 11. Robustness:** The software should be robust, capable of handling unexpected inputs and conditions without crashing. This will be achieved by implementing thorough error handling and validation checks throughout the code.
- 12. Testability:** The software should be easy to test, allowing for efficient identification and resolution of defects. This will be achieved by writing testable code with clear interfaces and using automated testing tools to streamline the testing process.
- 13. Scalability:** The software should be scalable, able to handle increased loads and growing user demands without performance degradation.
- 14. Security:** The software must be secure, protecting against unauthorized access and data breaches. This will be achieved by implementing strong authentication and encryption methods, conducting regular security audits, and following best practices for secure coding.
- 15. Performance:** The software should perform efficiently, providing quick response times and optimal resource usage. This will be achieved by optimizing code, using efficient algorithms, and conducting performance testing to identify and address bottlenecks.

## 5. Other Requirements

1. **Database Requirements:** The system must use a relational database (e.g., MySQL, PostgreSQL) to store all user data, transactions, and logs.
2. **Internationalization Requirements:** The system must support multiple languages, including but not limited to English, Spanish, French, and Mandarin.
3. **Legal Requirements:** Ensure compliance with data protection regulations such as GDPR, CCPA, and other relevant laws.
4. **Reuse Objectives:** Design software components to be reusable in other projects or contexts.
5. **Performance Requirements:** The system should respond to user actions within 2 seconds under normal load conditions.
6. **Environmental Requirements:** The system must operate reliably in various environments, including different operating systems (Windows, macOS, Linux) and devices (desktops, tablets, smartphones).

## Appendix A – Data Dictionary

Table 1 Customer

#	Name	Type	Collation	Attributes	Null
1	<b>First_Name</b>	varchar(50)	utf8mb4_general_ci		No
2	<b>Middle_Name</b>	varchar(50)	utf8mb4_general_ci		No
3	<b>Last_Name</b>	varchar(50)	utf8mb4_general_ci		No
4	<b>password</b>	varchar(255)	utf8mb4_general_ci		No
5	<b>PhoneNumber</b>	text	utf8mb4_general_ci		No
6	<b>Email</b> 	varchar(50)	utf8mb4_general_ci		No
7	<b>Occupation</b>	varchar(100)	utf8mb4_general_ci		No
8	<b>Address</b>	varchar(250)	utf8mb4_general_ci		No
9	<b>DOB</b>	date			No

Table 2 Admin

#	Name	Type	Collation	Attributes	Null
1	<b>email</b> 	varchar(50)	utf8mb4_general_ci		No
2	<b>name</b>	varchar(50)	utf8mb4_general_ci		No
3	<b>password</b>	varchar(255)	utf8mb4_general_ci		No

Table 3 Hospital

#	Name	Type	Collation	Attributes	Null	Default
<input type="checkbox"/>	1 <b>hospital_id</b> 	int(10)			No	<i>None</i>
<input type="checkbox"/>	2 <b>name</b>	varchar(50)	utf8mb4_general_ci		No	<i>None</i>
<input type="checkbox"/>	3 <b>address</b>	varchar(250)	utf8mb4_general_ci		No	<i>None</i>

**Table 4 Customer Service Request**

#	Name	Type	Collation	Attributes	Null	Default
1	<b>Request_ID</b> 	bigint(10)			No	None
2	<b>Email_ID</b>	varchar(50)	utf8mb4_general_ci		No	None
3	<b>Address</b>	varchar(250)	utf8mb4_general_ci		No	None
4	<b>Date</b>	date			No	None
5	<b>Image</b>	blob Media type: image/jpeg			No	None
6	<b>Request_Type</b>	varchar(30)	utf8mb4_general_ci		No	None
7	<b>Customer_Name</b>	varchar(50)	utf8mb4_general_ci		No	None
8	<b>status</b>	varchar(20)	utf8mb4_general_ci		No	None
9	<b>comment</b>	varchar(250)	utf8mb4_general_ci		Yes	NULL
10	<b>last_update</b>	datetime			Yes	NULL
11	<b>updated_by</b>	int(5)			No	None

**Table 5 Employee**

#	Name	Type	Collation	Attributes	Null	Default
1	<b>First_Name</b>	varchar(50)	utf8mb4_general_ci		No	None
2	<b>Middle_Name</b>	varchar(50)	utf8mb4_general_ci		No	None
3	<b>Last_Name</b>	varchar(50)	utf8mb4_general_ci		No	None
4	<b>email</b> 	varchar(50)	utf8mb4_general_ci		No	None
5	<b>password</b>	varchar(255)	utf8mb4_general_ci		No	None
6	<b>phone_number</b>	bigint(10)			No	None
7	<b>address</b>	varchar(250)	utf8mb4_general_ci		No	None
8	<b>designation</b>	varchar(250)	utf8mb4_general_ci		No	None
9	<b>DOB</b>	date			No	None
10	<b>employee_id</b> 	int(10)	UNSIGNED		No	None

**Table 6 Tax Payments**

#	Name	Type	Collation	Attributes	Null	Default
1	<b>tax_payment_id</b> 	varchar(200)	utf8mb4_general_ci		No	None
2	<b>property_id</b> 	int(11)			Yes	NULL
3	<b>payment_date</b>	date			Yes	curdate()
4	<b>amount_paid</b>	decimal(10,2)			No	None
5	<b>payment_status</b>	enum('Successful', 'Failed')	utf8mb4_general_ci		Yes	Successful
6	<b>receipt_url</b>	text	utf8mb4_general_ci		Yes	NULL

**Table 7 Wards**

#	Name	Type	Collation	Attributes	Null
1	<b>ward_id</b> 	int(10)			No
2	<b>name</b>	varchar(50)	utf8mb4_general_ci		No
3	<b>address</b>	varchar(250)	utf8mb4_general_ci		No

**Table 8 Hall Booking**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>booking_id</b> 	int(11)			No	None		AUTO_INCREMENT
2	<b>hall_id</b> 	int(11)			No	None		
3	<b>booking_from_date</b>	date			No	None		
4	<b>booking_to_date</b>	date			No	None		
5	<b>no_of_people</b>	int(11)			No	None		
6	<b>payment_id</b>	varchar(200)	utf8mb4_general_ci		No	None		
7	<b>total_price</b>	float			No	None		
8	<b>name</b>	varchar(200)	utf8mb4_general_ci		No	None		
9	<b>email</b>	varchar(200)	utf8mb4_general_ci		No	None		
10	<b>age</b>	int(100)			No	None		
11	<b>phno</b>	text	utf8mb4_general_ci		No	None		
12	<b>address</b>	text	utf8mb4_general_ci		No	None		

**Table 9 Certificates**

#	Name	Type	Collation	Attributes	Null	Default
1	<b>application_id</b> 	bigint(10)			No	None
2	<b>email</b>	varchar(50)	utf8mb4_general_ci		No	None
3	<b>id_proof</b>	blob Media type: image/jpeg			No	None
4	<b>name</b>	varchar(50)	utf8mb4_general_ci		No	None
5	<b>address</b>	varchar(250)	utf8mb4_general_ci		No	None
6	<b>DOB</b>	date			No	None
7	<b>signature</b>	blob Media type: image/jpeg			No	None
8	<b>status</b>	varchar(20)	utf8mb4_general_ci		No	None
9	<b>app_type</b>	varchar(20)	utf8mb4_general_ci		No	None
10	<b>last_update</b>	datetime			Yes	NULL
11	<b>updated_by</b>	int(5)			No	None

**Table 10 property\_detail**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>property_id</b> 	int(11)			No	None	AUTO_INCREMENT	
2	<b>tenement_no</b>	text	utf8mb4_general_ci		No	None		
3	<b>name</b>	text	utf8mb4_general_ci		No	None		
4	<b>owner_email</b> 	varchar(255)	utf8mb4_general_ci		Yes	NULL		
5	<b>address</b>	text	utf8mb4_general_ci		No	None		
6	<b>property_type</b>	varchar(50)	utf8mb4_general_ci		No	None		
7	<b>area_size</b>	decimal(10,2)			No	None		
8	<b>registration_date</b>	date			Yes	curdate()		
9	<b>status</b>	enum('Active', 'Inactive')	utf8mb4_general_ci		Yes	Active		

**Table 11 Complaint**

#	Name	Type	Collation	Attributes	Null	Default
1	<b>complaint_id</b>	bigint(10)			No	None
2	<b>email_id</b>	varchar(50)	utf8mb4_general_ci		No	None
3	<b>address</b>	varchar(250)	utf8mb4_general_ci		No	None
4	<b>date</b>	date			No	None
5	<b>image</b>	longblob Media type: image/jpeg			No	None
6	<b>complaint_type</b>	varchar(30)	utf8mb4_general_ci		No	None
7	<b>customer_name</b>	varchar(50)	utf8mb4_general_ci		No	None
8	<b>status</b>	varchar(20)	utf8mb4_general_ci		No	None
9	<b>comment</b>	varchar(250)	utf8mb4_general_ci		Yes	NULL
10	<b>last_update</b>	datetime			Yes	NULL
11	<b>updated_by</b>	int(5)			No	None

**Table 12 Tender**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>tender_id</b>	int(10)			No	None		AUTO_INCREMENT
2	<b>name</b>	varchar(255)	utf8mb4_general_ci		No	None		
3	<b>officer</b>	varchar(255)	utf8mb4_general_ci		No	None		
4	<b>created_at</b>	timestamp			No	current_timestamp()		
5	<b>file_data</b>	longblob			No	None		
6	<b>apply_Date</b>	date			No	None		

**Table 13 Proposal**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>proposal_id</b>	int(10)			No	None		AUTO_INCREMENT
2	<b>tender_id</b>	int(11)			No	None		
3	<b>name</b>	varchar(255)	utf8mb4_general_ci		No	None		
4	<b>email</b>	varchar(255)	utf8mb4_general_ci		No	None		
5	<b>created_at</b>	timestamp			No	current_timestamp()		
6	<b>file_data</b>	longblob			No	None		
7	<b>status</b>	varchar(255)	utf8mb4_general_ci		No	None		
8	<b>is_applied</b>	text	utf8mb4_general_ci		No	None		

**Table 14 Feedback**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>id</b> 	int(11)			No	None		AUTO_INCREMENT
2	<b>name</b>	varchar(255)	utf8mb4_general_ci		No	None		
3	<b>email</b>	varchar(255)	utf8mb4_general_ci		No	None		
4	<b>rating</b>	text	utf8mb4_general_ci		No	None		
5	<b>feedback_text</b>	text	utf8mb4_general_ci		No	None		
6	<b>submitted_at</b>	timestamp			No	current_timestamp()		
7	<b>star</b>	text	utf8mb4_general_ci		No	None		

**Table 15 Hall**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>hall_id</b> 	int(11)			No	None		AUTO_INCREMENT
2	<b>hall_name</b> 	varchar(100)	utf8mb4_general_ci		No	None		
3	<b>address</b>	varchar(255)	utf8mb4_general_ci		No	None		
4	<b>type</b>	varchar(50)	utf8mb4_general_ci		No	None		
5	<b>capacity</b>	int(11)			No	None		
6	<b>price</b>	int(200)			No	None		

**Table 16 Progress\_Tracker**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>progress_id</b> 	int(11)			No	None		AUTO_INCREMENT
2	<b>request_id</b> 	bigint(10)			No	None		
3	<b>status</b>	varchar(50)	utf8mb4_general_ci		No	None		
4	<b>remarks</b>	text	utf8mb4_general_ci		No	None		
5	<b>updated_by</b>	varchar(100)	utf8mb4_general_ci		No	None		
6	<b>timestamp</b>	datetime			Yes	current_timestamp()		

**Table 17 Tickets**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>ticket_id</b> 🔑	int(11)		No	None		AUTO_INCREMENT	
2	<b>ref_id</b>	text	utf8mb4_general_ci	Yes	NULL			
3	<b>title</b>	varchar(200)	utf8mb4_general_ci	No	None			
4	<b>description</b>	text	utf8mb4_general_ci	Yes	NULL			
5	<b>status</b>	enum('Open', 'In Progress', 'Resolved', 'Closed')	utf8mb4_general_ci	Yes	Open			
6	<b>created_at</b>	timestamp		No	current_timestamp()			
7	<b>updated_at</b>	timestamp		No	current_timestamp()		ON UPDATE CURRENT_TIMESTAMP()	
8	<b>customer_email</b>	varchar(255)	utf8mb4_general_ci	No	None			
9	<b>subject</b>	varchar(255)	utf8mb4_general_ci	No	None			
10	<b>assigned_employee_email</b>	varchar(255)	utf8mb4_general_ci	Yes	NULL			

**Table 18 Ticket\_Updates**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>update_id</b> 🔑	int(11)		No	None		AUTO_INCREMENT	
2	<b>ticket_id</b> 🔑	int(11)		Yes	NULL			
3	<b>update_message</b>	text	utf8mb4_general_ci	Yes	NULL			
4	<b>updated_by</b>	text	utf8mb4_general_ci	Yes	NULL			
5	<b>created_at</b>	timestamp		No	current_timestamp()			

**Table 19 Progress\_application**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>progress_id</b> 🔑	int(11)		No	None		AUTO_INCREMENT	
2	<b>application_id</b> 🔑	bigint(10)		No	None			
3	<b>status</b>	varchar(50)	utf8mb4_general_ci	No	None			
4	<b>remarks</b>	text	utf8mb4_general_ci	No	None			
5	<b>updated_by</b>	varchar(100)	utf8mb4_general_ci	No	None			
6	<b>timestamp</b>	datetime		Yes	current_timestamp()			

**Table 20 Progress\_Complaint**

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>progress_id</b> 	int(11)			No	None		AUTO_INCREMENT
2	<b>complaint_id</b> 	bigint(10)			No	None		
3	<b>status</b>	varchar(50)	utf8mb4_general_ci		No	None		
4	<b>remarks</b>	text	utf8mb4_general_ci		No	None		
5	<b>updated_by</b>	varchar(100)	utf8mb4_general_ci		No	None		
6	<b>timestamp</b>	datetime			Yes	current_timestamp()		

## Appendix B – Plagiarism Report

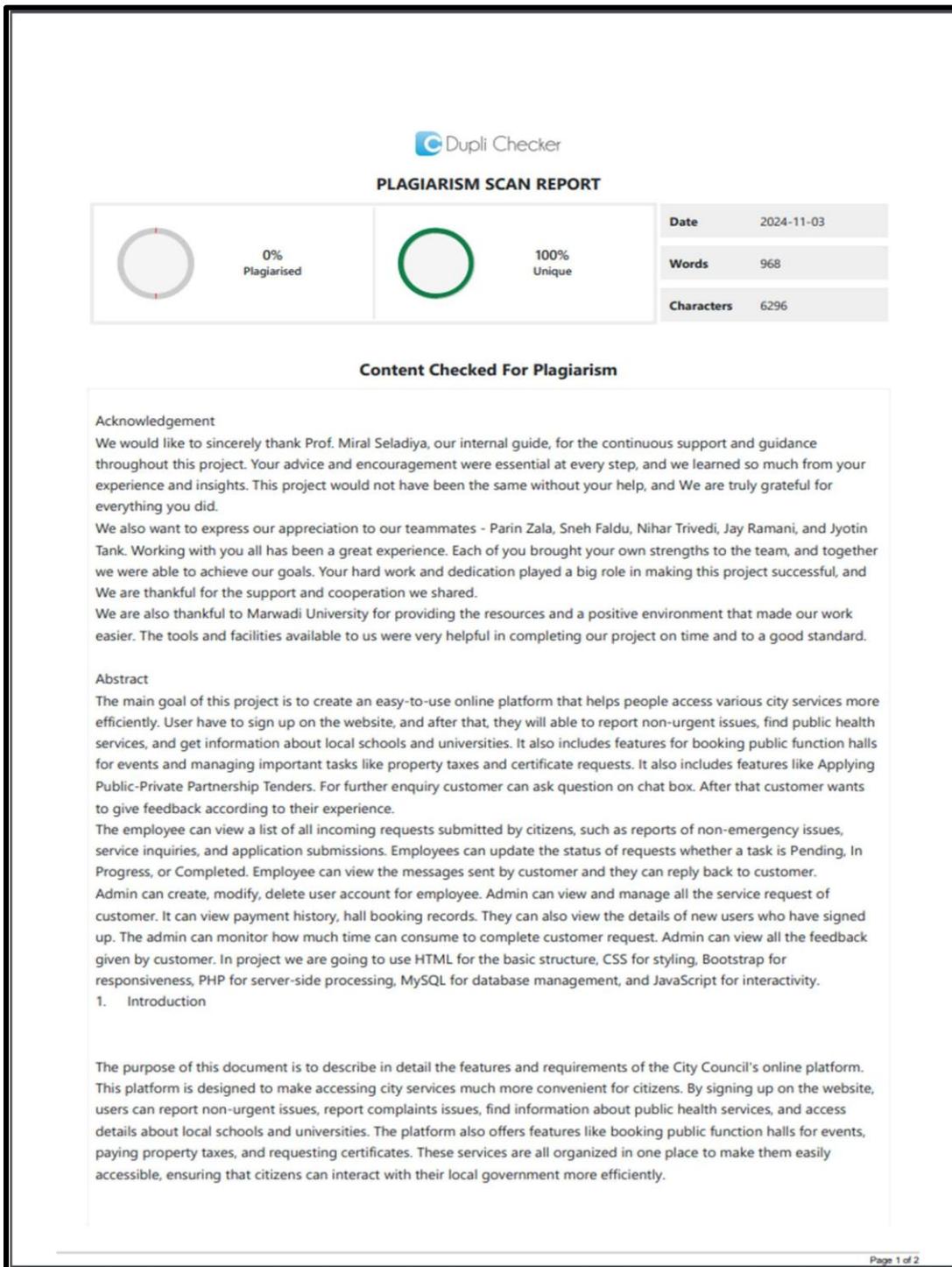


Figure 10.1 Plagiarism Report 1

This document will cover the essential functions of the system, detailing how it will be used by different types of users—citizens, employees, and administrators. For instance, citizens can submit requests or inquiries and track their progress, while employees can monitor these requests, update their statuses (whether they are pending, in progress, or completed), and communicate directly with citizens to provide updates or seek additional information. Administrators play a crucial role in managing the platform by handling user accounts, keeping track of service records, and ensuring that requests are completed in a timely manner. They can also view feedback provided by users to continually improve the platform's efficiency. The ultimate goal is to create a user-friendly system that enhances the delivery of city services and provides a better overall experience for everyone involved.

## 1.2 Product Scope

The City Council's online platform is designed to be a straightforward and easy-to-use website where citizens can access a variety of city services all in one place. The platform will allow users to do things like report non-urgent issues, such as potholes or broken streetlights, and find important information about public health, schools, and universities in their area. Additionally, the platform will provide a way for citizens to book public halls for events, pay their property taxes, and request official documents like birth and death certificates. By putting all these services together in one online space, the platform aims to save citizens time and effort, making it easier for them to take care of their needs without having to navigate multiple

websites or make trips to different city offices. The platform is built to be simple and accessible, so everyone can use it, regardless of their familiarity with technology.

The platform is also created with the needs of city employees and administrators in mind. Employees will be able to log in to the platform to view and manage service requests that come in from citizens. They can update the status of these requests—marking them as pending, in progress, or completed—and communicate directly with citizens if more information is needed or to provide updates on the progress. For administrators, the platform will offer tools to manage employee accounts, keep track of all the service requests and records, and monitor how quickly and efficiently these requests are being handled. They can also view feedback from citizens to see where improvements can be made to the services provided. The overall goal of the platform is to make city operations more efficient, improve communication between the city and its residents, and ensure that everyone who uses the platform has a positive experience.

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Page 2 of 2

Figure 10.2 Plagiarism Report 1

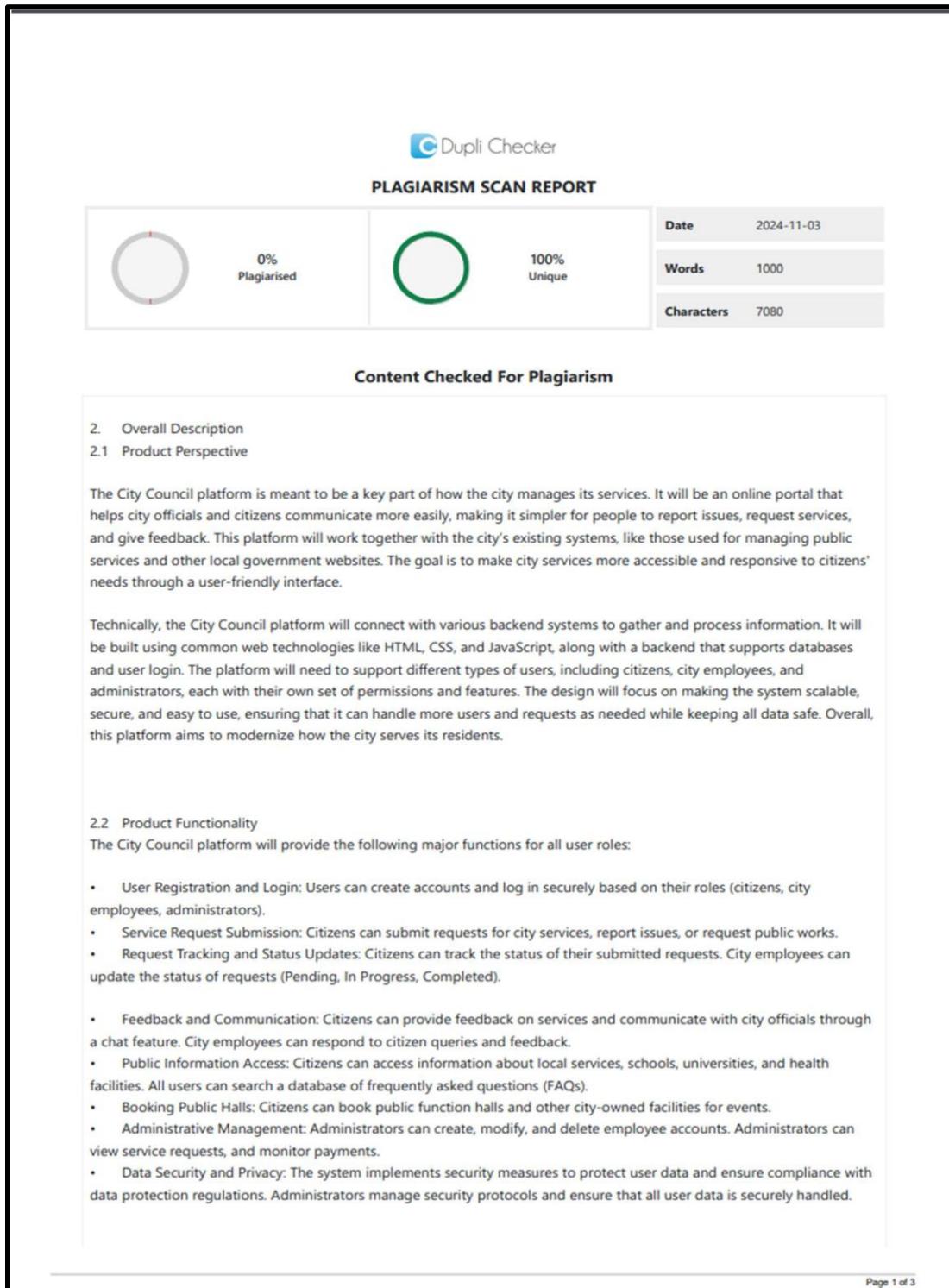


Figure 11.1 Plagiarism Report 2

### 2.3 Users and Characteristics

Citizens: Use the platform to report issues, access public services, book halls, manage tasks, request certificates, and provide feedback.

Require easy navigation, efficient service access, tracking of requests, and simple feedback mechanisms.

Employees: Manage and update service requests, view and respond to customer messages.

Need efficient request management tools, communication features with citizens, and task tracking capabilities.

Admins: Create, modify, and delete employee accounts, manage service requests, oversee payment and booking records, monitor request completion times, and review customer feedback.

Require comprehensive administrative tools, detailed reporting and monitoring features, and control over user accounts and service management.

### 2.4 Operating Environment

The City Council system operates within a specific technological and software environment to ensure optimal performance and accessibility:

1. Operating System: The project is designed to be compatible with all major operating systems, including Windows, macOS, and Linux for desktop users, ensuring widespread accessibility across various devices.

2. Processor: While the system can run efficiently on dual-core processors, a quad-core processor is recommended for optimal performance, particularly when processing multiple user requests simultaneously or handling complex administrative tasks.

3. RAM: A minimum of 2 GB RAM is required, with higher RAM capacities (4 GB or more) recommended for better overall performance, especially when handling large volumes of data, such as customer requests and feedback.

4. Storage: The application itself has a lightweight footprint, requiring less than 200 MB of storage space for installation on user devices. Server-side, it is recommended to allocate at least 10 GB of free storage space to accommodate the growing database of user accounts, requests, and feedback.

5. Graphics: The City Council system is primarily a text-based interface with minimal graphical requirements. However, to enhance the user experience, the system supports high-resolution displays and requires a basic GPU capable of rendering responsive design elements smoothly.

The City Council system is designed to be accessible on a range of devices and operating systems while providing an optimal user experience for both citizens and administrative staff.

### 2.5 Design and Implementation Constraints

1. Hardware Limitations: The system must run on a variety of devices, including older phones with limited memory and processing power. This means the developers have to ensure the system works smoothly, even on devices with as little as 2 GB of RAM. The system should also respond quickly, so developers need to optimize it to work efficiently on slower devices.

2. Integration with Other Systems: The City Council system may need to connect with other existing city services and databases. This might force developers to use specific methods or tools that work with these systems, which could limit their choices.

3. Required Tools and Technologies: The developers might be required to use certain technologies like HTML for the front end and specific frameworks for the backend. They might also be restricted to using certain databases like MySQL. These requirements limit the developers' options to try other tools or technologies.

4. Handling Multiple Operations: The system may need to handle many tasks at once, like processing several user requests simultaneously. This requires careful planning to ensure everything runs smoothly, which can limit how the system is designed.

5. Programming Language Restrictions: The programming languages used might be limited to what the team is familiar with or what the City Council's existing systems support. This means developers might not be able to use newer or more efficient languages.

Figure 11.2 Plagiarism Report 2

6. Communication Requirements: The system needs to use certain communication methods, like secure HTTPS, to protect user data. These required methods could limit other ways the system communicates with users other system.

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Figure 11.3 Plagiarism Report 2

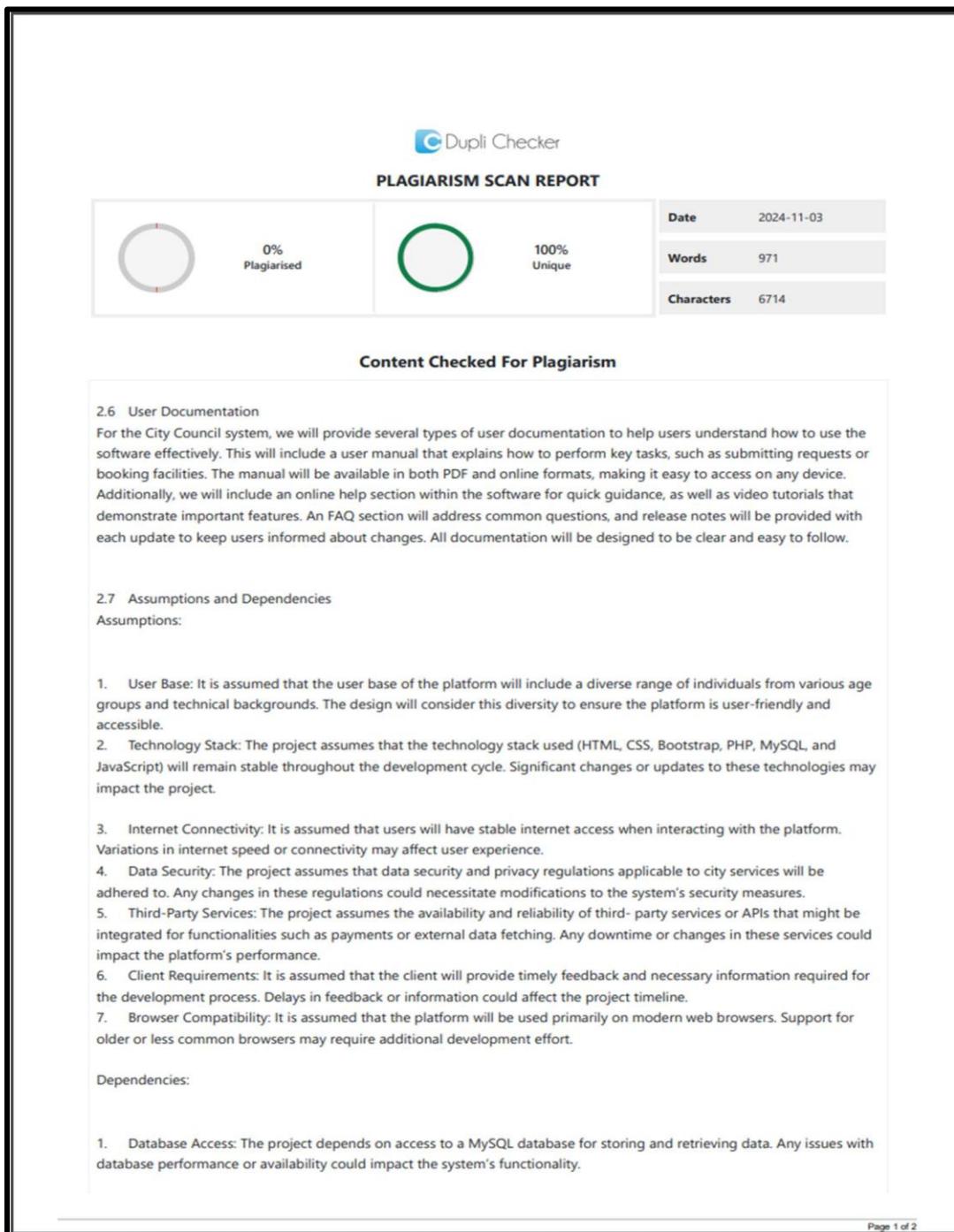


Figure 12.1 Plagiarism Report 3

2. Server Environment: The platform's deployment depends on a server environment that supports PHP and MySQL. Changes or issues with the server environment could affect deployment and performance.
  3. Bootstrap Framework: The project depends on the Bootstrap framework for responsive design and layout. Updates or changes to the Bootstrap framework may require adjustments in the design.
  4. External APIs: If the project integrates with external APIs for functionalities like payment processing or location services, it depends on the stability and availability of these APIs.
  5. Client Infrastructure: The project is dependent on the client's infrastructure for hosting and maintaining the platform. Any changes or issues with the client's infrastructure could affect the platform's operation.
3. Specific Requirements
- 3.1 External Interface Requirements
- 3.1.1 User Interfaces
- This project features user interfaces (UIs) carefully designed to provide users with an intuitive and efficient experience for accessing city services. These UI elements include:
1. Home Screen:- The central hub where users begin their interaction with the platform. It offers options for accessing services, viewing updates, and navigating to different sections of the site.
    - Navigation Bar: Located at the left of the screen, the navigation bar offers links to the main sections of the platform such as Home, Services, Profile, Support, Contact Us and etc.
    - Search Bar: A prominently displayed search bar that allows users to quickly find specific services or information by typing in keywords.
    - Service Highlights: A grid of icons representing the most frequently accessed services like "Report an Issue," "Pay Property Taxes," "Find Public Health Services," and "Book a Hall."
    - City Announcements: A section that displays the latest news, updates, and alerts from the city, helping users stay informed about important information.
  2. Service Request Screen: A dedicated interface where users can submit and manage their service requests. This screen includes a multi-step form for detailed submissions, a history section showing past and current requests, and buttons for actions like submitting, canceling, or saving drafts.
    - Multi-step Request Form: A detailed form that guides users through the process of submitting a request. Users can specify the type of service, provide necessary details, and upload supporting documents.
    - Request History Panel: Displays a list of all service requests the user has submitted, with current status indicators such as "Pending," "In Progress," or "Completed."
  3. Public Function Hall Booking Screen: This screen allows users to book public function halls for events. The interface includes a calendar view for selecting available dates, a booking form for entering event details, and standard buttons for booking, canceling, or reviewing terms and conditions.
  4. Admin Dashboard: An interface provided for administrators to manage the platform and oversee service operations. Key features include an overview section with metrics on active service requests, tools for employee management.
  5. Employee Dashboard: Employees can view all assigned service requests, update their status, and communicate with the user if more information is needed. Employees can read and respond to messages sent by users related to their requests.
  6. Chat box Interface: A user-friendly chat box where users can ask questions and receive immediate assistance. The chat box is integrated across all major screens, including:
    - Chat Window: A pop-up chat window that appears in the corner of the screen, allowing users to type their questions and receive answers from either automated responses or live support.
    - Quick Links: Frequently asked questions or popular service links are provided within the chat box for easy access.

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Page 2 of 2

Figure 12.2 Plagiarism Report 3

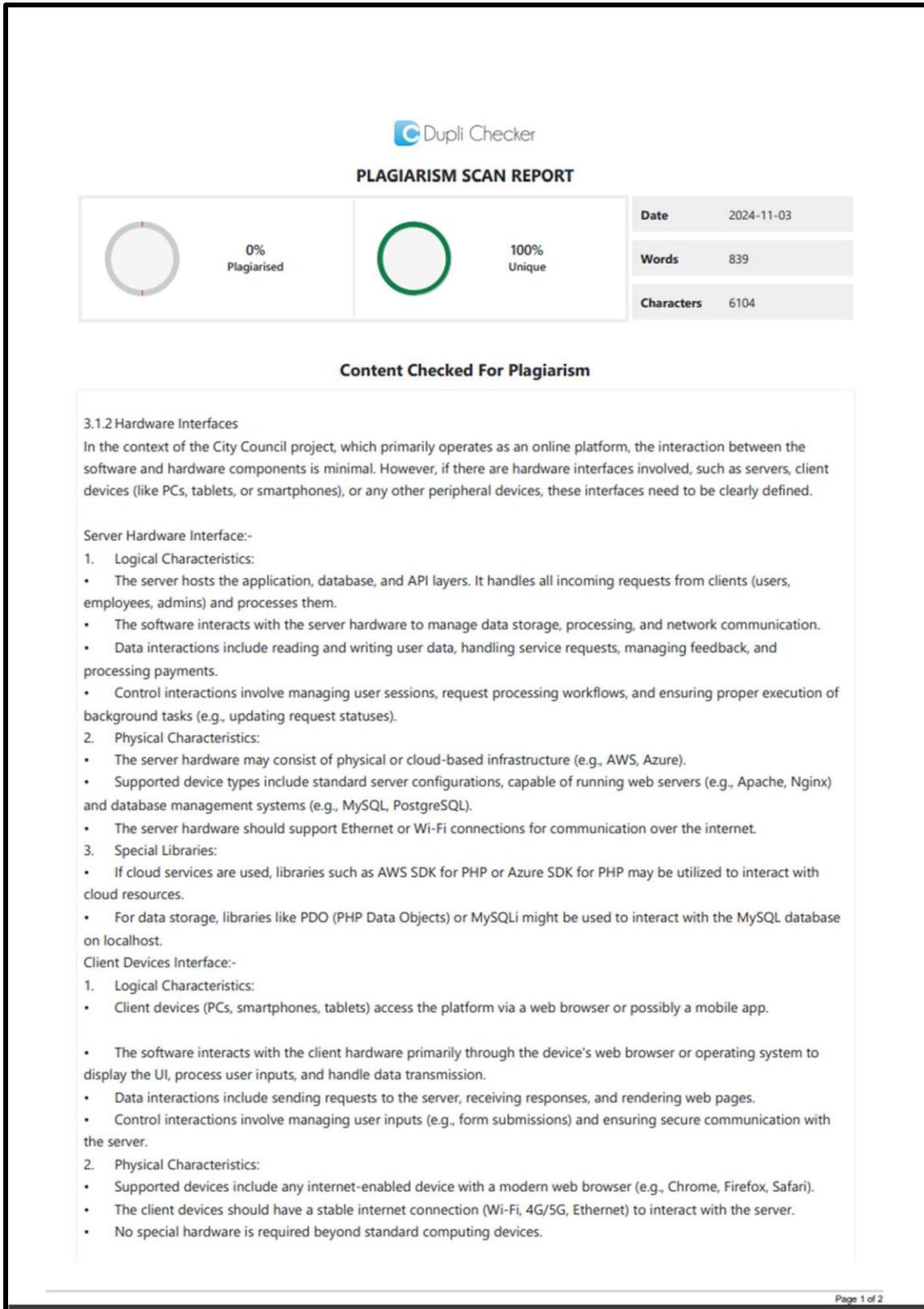


Figure 13.1 Plagiarism Report 4

3. Special Libraries:
  - The front-end may utilize libraries such as React.js or Angular.js to enhance the user experience.
  - If developing a mobile app, libraries like React Native or Flutter could be used to build the interface.
  - For secure communication, HTTPS protocols are implemented, possibly using libraries like OpenSSL.

#### 3.1.3 Software Interfaces

The City Council platform is designed to work across various operating systems to ensure compatibility and reliability.

Below is a description of how the platform interfaces with the operating system it runs on, focusing on the key aspects of process management, file handling, and network communication.

1. Operating System Interface:

Supported Operating Systems:

- Linux (e.g., Ubuntu, CentOS)
- Windows Server
- macOS (for development purposes, if necessary)

2. Process Management: The City Council platform relies heavily on the operating system to manage the execution of various processes. These include the web server, database server, and any background tasks that may be necessary for the operation of the platform. The operating system's ability to schedule processes and allocate resources is crucial to maintaining optimal performance and ensuring that all tasks are carried out efficiently.

3. File System Interaction: Interaction with the file system is another critical aspect of the platform's operation. The software reads and writes several types of files, including configuration files, log files, and temporary data. These files are stored on the operating system's file system, and proper management of these files is essential for smooth operation. For example, log files generated by the application are crucial for tracking user activities and troubleshooting issues.

4. Network Communication: Network communication is handled through the operating system's network stack. This includes processing all incoming and outgoing HTTP/HTTPS requests, interacting with external APIs, and managing secure connections. The operating system manages the network interfaces and handles the transmission of data between the server and the clients, ensuring that all communication is secure and efficient.

#### 3.1.4 Communications Interfaces

The City Council platform uses standard communication protocols to manage data exchanges between users, employees, and the system. The primary protocol for web communication is HTTPS, which ensures that all interactions between the user's browser and the server are encrypted. This encryption helps

protect sensitive information like user credentials and service requests from being accessed by unauthorized parties.

In addition to web communications, the platform also handles email notifications using the SMTP protocol. To keep these email communications secure, the system uses encryption (like TLS) to ensure that emails are protected while being sent. These measures ensure that both web and email communications are secure, reliable, and in line with common industry practices. The system is also designed to handle data transfers smoothly over typical network speeds, making sure that all necessary information is synchronized effectively between users and the platform.

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Figure 13.2 Plagiarism Report 4

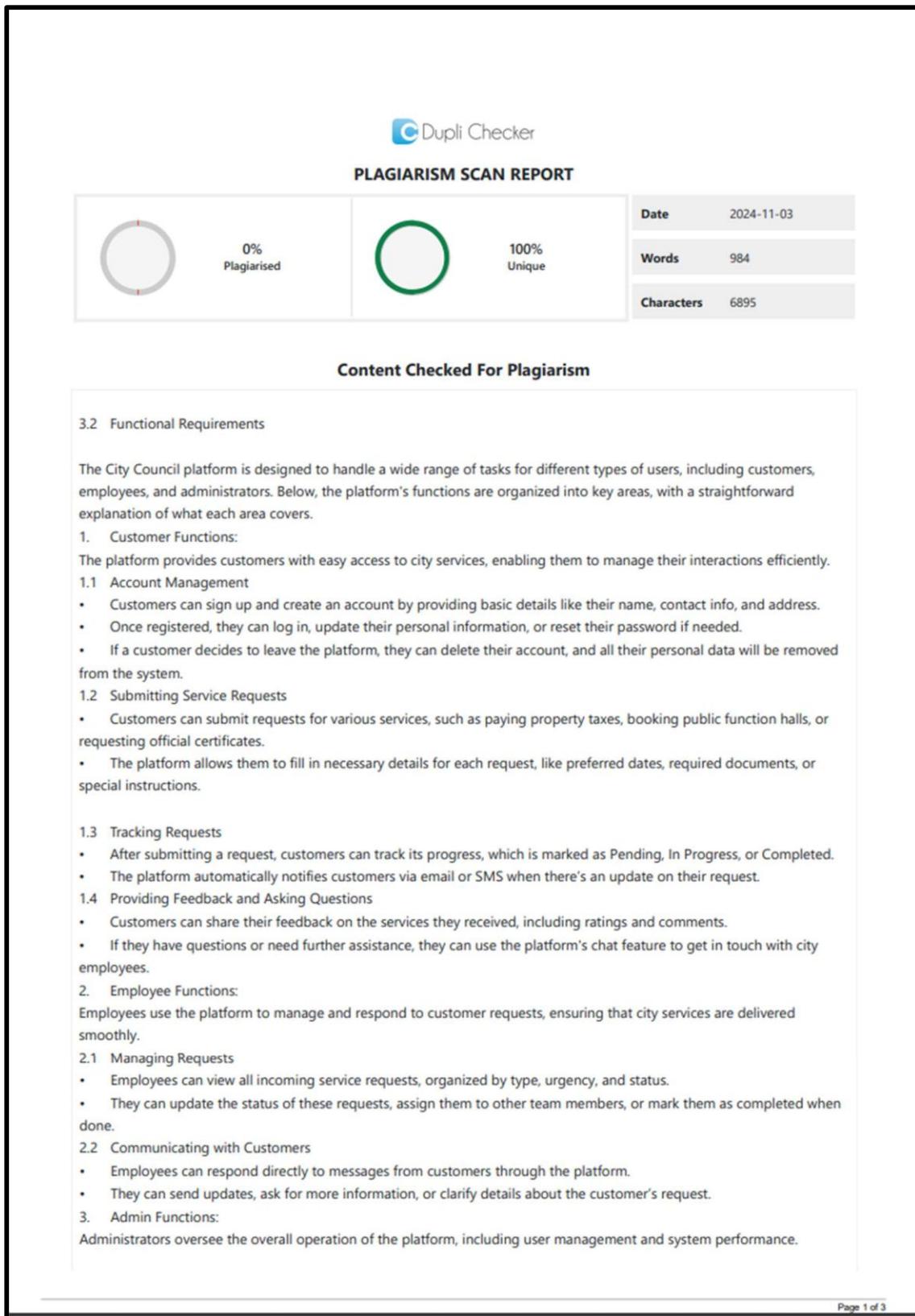


Figure 14.1 Plagiarism Report 5

- 3.1 Managing Employee Accounts
  - Admins can create, modify, or delete accounts for employees, ensuring that everyone has the right access level.
  - They can also assist customers with account-related issues, like access problems or data updates.
- 3.2 Monitoring and Maintenance
  - Admins have tools to monitor how the platform is running, including checking server status, network activity, and error logs.
  - They can also schedule maintenance, back up data, and restore system functions if needed.
- 3.3 Configuring Services
  - Admins can update the details of the services offered on the platform, including descriptions, requirements, and fees.
  - They also manage the booking schedule for public function halls, making sure that reservations are handled efficiently.
- 3.4 Ensuring Security
  - Admins are responsible for setting up security measures, such as password policies and access controls.
  - They can also review user activity logs to detect and prevent any unauthorized access or suspicious behavior.

### 3.3 Behaviour Requirements

**Use Case View:** A Use Case View is a fundamental component of software design and architecture. It focuses on capturing the functional requirements of a system by describing the interactions between external actors (such as users or other systems) and the system itself as per Figure 1

### 4. Other Non-functional Requirements

#### 4.1 Performance Requirements

The City Council platform is expected to handle a variety of tasks efficiently, ensuring a smooth user experience and timely processing of requests. Below are the key performance requirements, designed to guide the development process and ensure the platform meets the necessary standards.

##### 1. Request Processing Time

- Requirement: Any customer service request, such as submitting a tax payment or booking a public function hall, should be processed within 5 seconds after submission.
- Rationale: Quick processing ensures that users do not experience delays, improving overall satisfaction and system efficiency.

##### 2. System Uptime

- Requirement: The platform must maintain an uptime of 99.9%, allowing for a maximum downtime of 8.76 hours per year.
- Rationale: High availability is crucial for a public service platform to ensure that users can access services whenever needed.

##### 3. Response Time for Customer Inquiries

- Requirement: The platform should generate an initial automated response to customer inquiries within 2 seconds of submission, with a follow-up by an employee within 1 business day.
- Rationale: Prompt responses enhance user engagement and trust, while ensuring that employees have sufficient time to provide thorough answers.

##### 4. Concurrent User Support

- Requirement: The platform must support at least 500 concurrent users without a noticeable drop in performance, such as increased load times or errors.
- Rationale: This ensures that the system can handle peak usage periods, such as during tax season or major public events, without impacting user experience.

##### 5. Data Retrieval Speed

- Requirement: Any search or retrieval of data (e.g., finding a specific request or viewing past service history) should take no longer than 3 seconds.
- Rationale: Fast data retrieval is critical for both customers and employees to quickly access the information they need, ensuring efficient service and decision-making.

Page 2 of 3

Figure 14.2 Plagiarism Report 5

#### 4.2 Safety and Security Requirements

For the safety and security requirement, encryption and decryption techniques must be employed to protect sensitive data. This ensures that any data transmitted between users and the system, as well as data stored within the system, is secure and cannot be accessed or tampered with by unauthorized parties.

Data Encryption: All sensitive data, such as personal user information, details of service requests, and payment information, must be protected through encryption using the highest industry standards. This includes using Advanced Encryption Standard (AES-256) to secure data when it's stored (data at rest) and Secure Sockets Layer (SSL) or Transport Layer Security (TLS) protocols to protect data during transmission (data in transit).

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Figure 14.3 Plagiarism Report 5

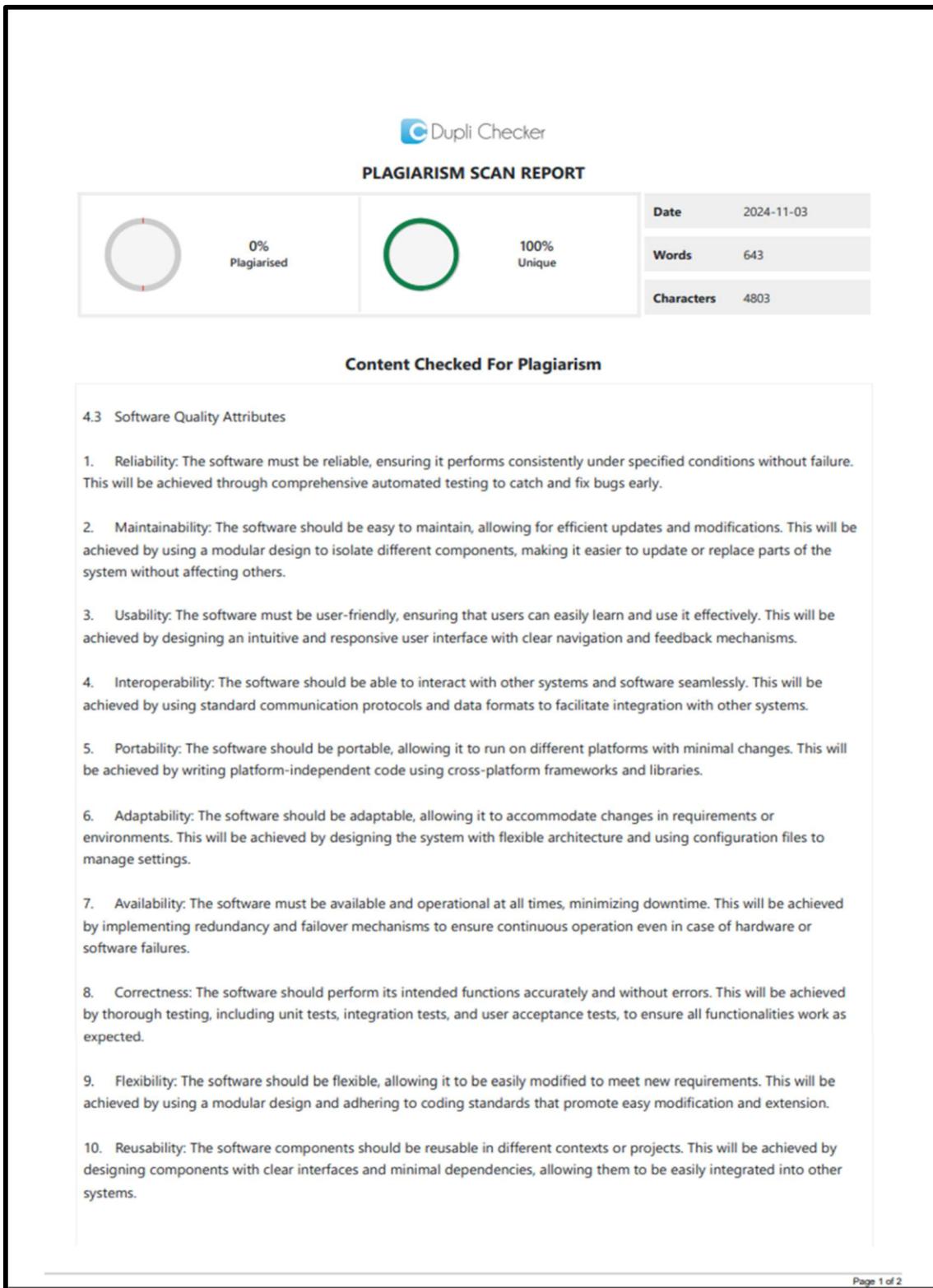


Figure 15.1 Plagiarism Report 6

11. Robustness: The software should be robust, capable of handling unexpected inputs and conditions without crashing. This will be achieved by implementing thorough error handling and validation checks throughout the code.
  12. Testability: The software should be easy to test, allowing for efficient identification and resolution of defects. This will be achieved by writing testable code with clear interfaces and using automated testing tools to streamline the testing process.
  13. Scalability: The software should be scalable, able to handle increased loads and growing user demands without performance degradation. This will be achieved by designing the system with scalable architecture and using load balancing and distributed computing techniques.
  14. Security: The software must be secure, protecting against unauthorized access and data breaches. This will be achieved by implementing strong authentication and encryption methods, conducting regular security audits, and following best practices for secure coding.
  15. Performance: The software should perform efficiently, providing quick response times and optimal resource usage. This will be achieved by optimizing code, using efficient algorithms, and conducting performance testing to identify and address bottlenecks.
5. Other Requirements
1. Database Requirements: The system must use a relational database (e.g., MySQL, PostgreSQL) to store all user data, transactions, and logs.
  2. Internationalization Requirements: The system must support multiple languages, including but not limited to English, Spanish, French, and Mandarin.
  3. Legal Requirements: Ensure compliance with data protection regulations such as GDPR, CCPA, and other relevant laws.
  4. Reuse Objectives: Design software components to be reusable in other projects or contexts.
  5. Performance Requirements: The system should respond to user actions within 2 seconds under normal load conditions.
  6. Environmental Requirements: The system must operate reliably in various environments, including different operating systems (Windows, macOS, Linux) and devices (desktops, tablets, smartphones).

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Figure 15.2 Plagiarism Report 6

# Appendix C – User Manual

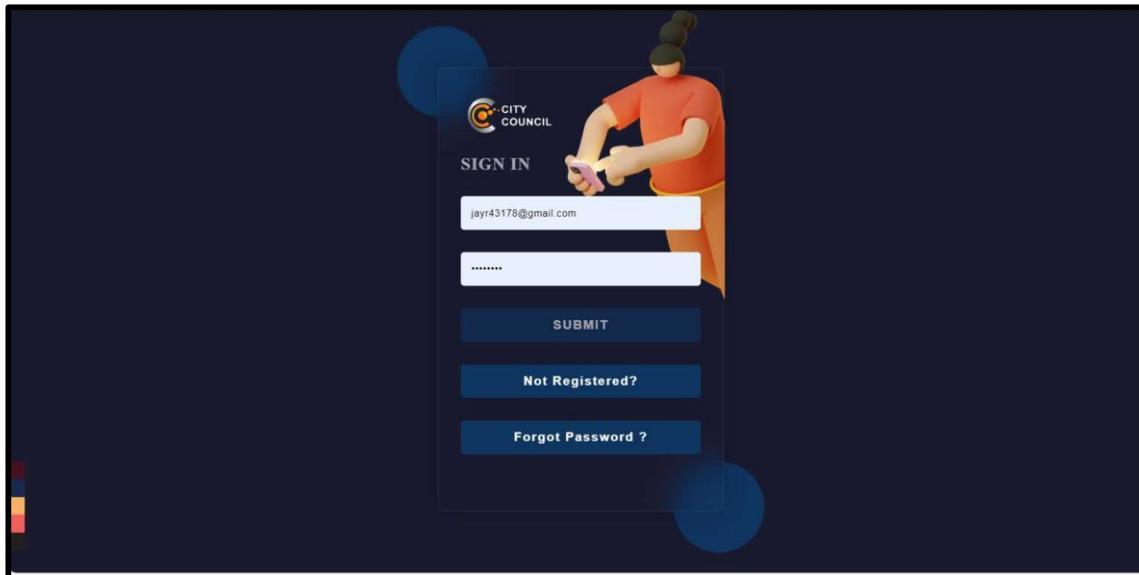
## Public Section

### 1. Public Home Page



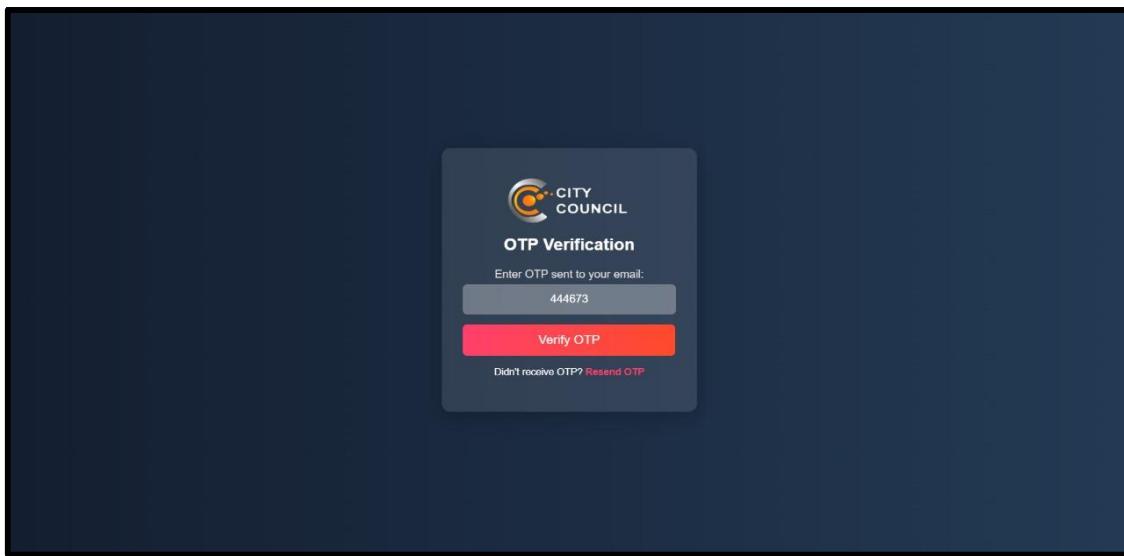
This is a public home dashboard in which any user can view without requiring any registration or login, any user can do registration/login via this page and in this page user can view features and fetch details about city council.

### 2. Login Page



This is the Login Page in which user want to enter email-id and password to get logged in to the website and if any user yet not registered then He/She can go for registration by clicking a button given in bottom [Not Registered?].

### 3. OTP Verification



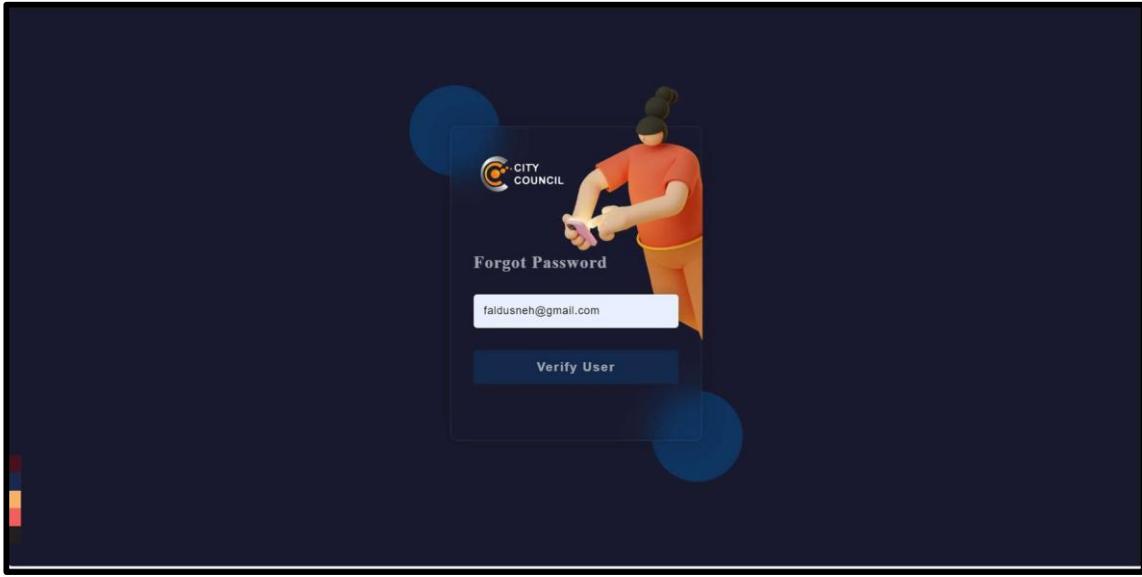
If Email and Password was verified successfully to the database record then an 6 digit OTP was sent to the respective email, but either 30 seconds an OTP was not received yet then user can request to resend OTP to there email and If Entered OTP matches[=] to the Received OTP then only User can access dashboard.

### 4. Registration Page

A screenshot of a registration form titled "Sign Up". The form is part of a three-step process, with "Intro" (step 1) highlighted in blue and "Contact" and "ID" (steps 2 and 3) shown in grey. The "Sign Up" section contains six input fields: "Your First Name", "Your MiddleName", "Your Last Name", "Your Email", "Password", and "Confirm Password". Each field has a small icon indicating its purpose (e.g., person icon for first name). Below the input fields is a large, colorful illustration of the New York City skyline, featuring the Statue of Liberty, the Twin Towers, and other recognizable landmarks. A blue "Next" button is located at the bottom of the form.

Customer Registration System allows customer to enter relevant data and get registered to the system.

## 5. Forgot Password



If any user forgot their password then they can change their password by here!

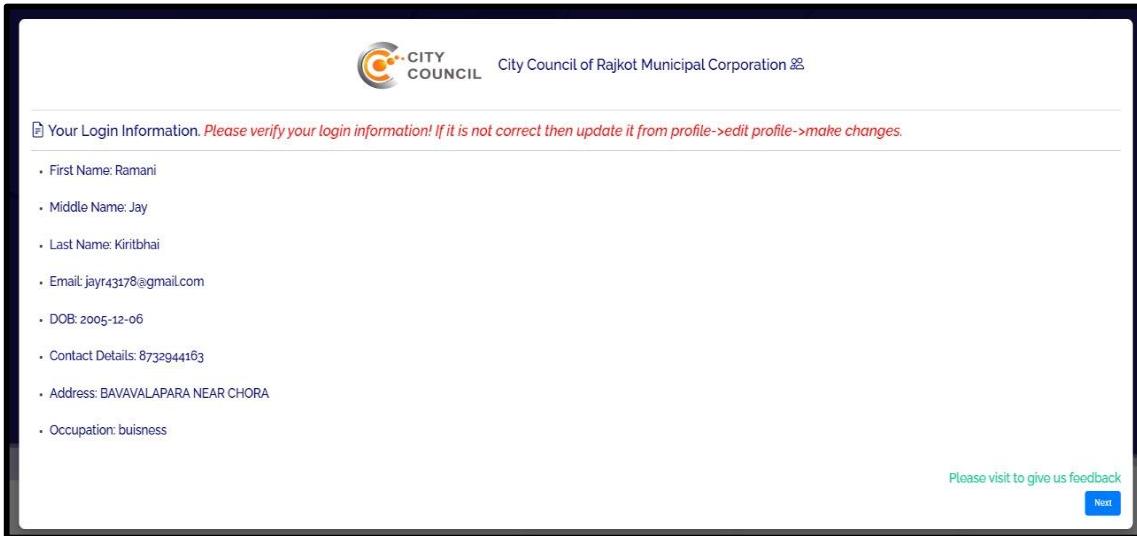
## 6. Change Password



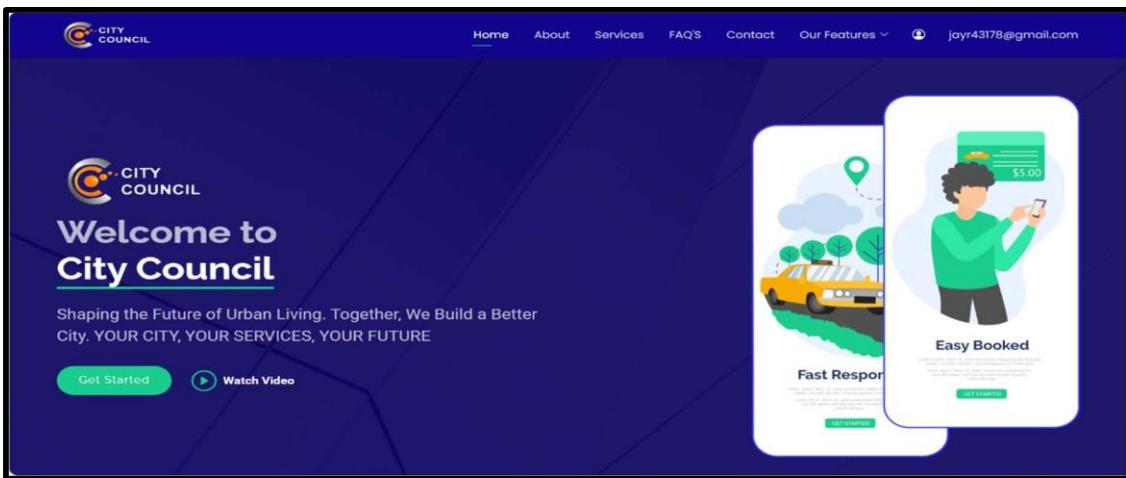
After verification of OTP user access to change their password.

## Customer Section

### 7. Customer Login Info/ Dashboard



User Login Information.



While Login if user is a customer then customer dashboard will open in which user can view features, services, apply request, complaint, application, submit tender to proposals, view complaint/request/application status or details, customer can view their profile.

## 8. Customer Service Request

The screenshot shows a web page titled "REQUEST SECTION" with a sub-section titled "UPLOAD YOUR DETAILS". The page includes fields for "Your Name", "Your Email", "Address", "Choose File" (with "No file chosen"), "Select Request Type" (with "No file chosen"), and "Write Comments (Optional)". A "Submit" button is at the bottom. To the right of the form is a decorative graphic featuring a smartphone displaying a service request interface, surrounded by social media icons like a megaphone, thumbs up, and gears.

Customer Service Request Section allows user to apply request by selecting request type or entering other details.

## 9. Service Request Types

The screenshot shows a list of service request types under the heading "Select Request Type". The listed items are: Abandoned Bicycle, Alley Cleaning, Container Removal, Park Maintenance, Dead Animal Collection, and Lost and Found Claims. Below this list is a section titled "Overflow Recycling Can Issues". At the bottom of the page is a footer with the "CITY COUNCIL" logo and the text "Customer Service Requests". The footer also includes a "Home / CSR" link and a success message: "Your request has been successfully submitted! Check your Mail or MyRequest where Request ID is: 1703321563".

There are 18 service requests provided by RMC's City Council.

## 10. Request Details

Jay K Ramani

jayr43178@gmail.com

BAVALAPARA NEAR CHORA  
'ASHRIVAD'  
JETPUR-RAJKOT.DIST (360370)

Choose File City\_Council Use case (1).png

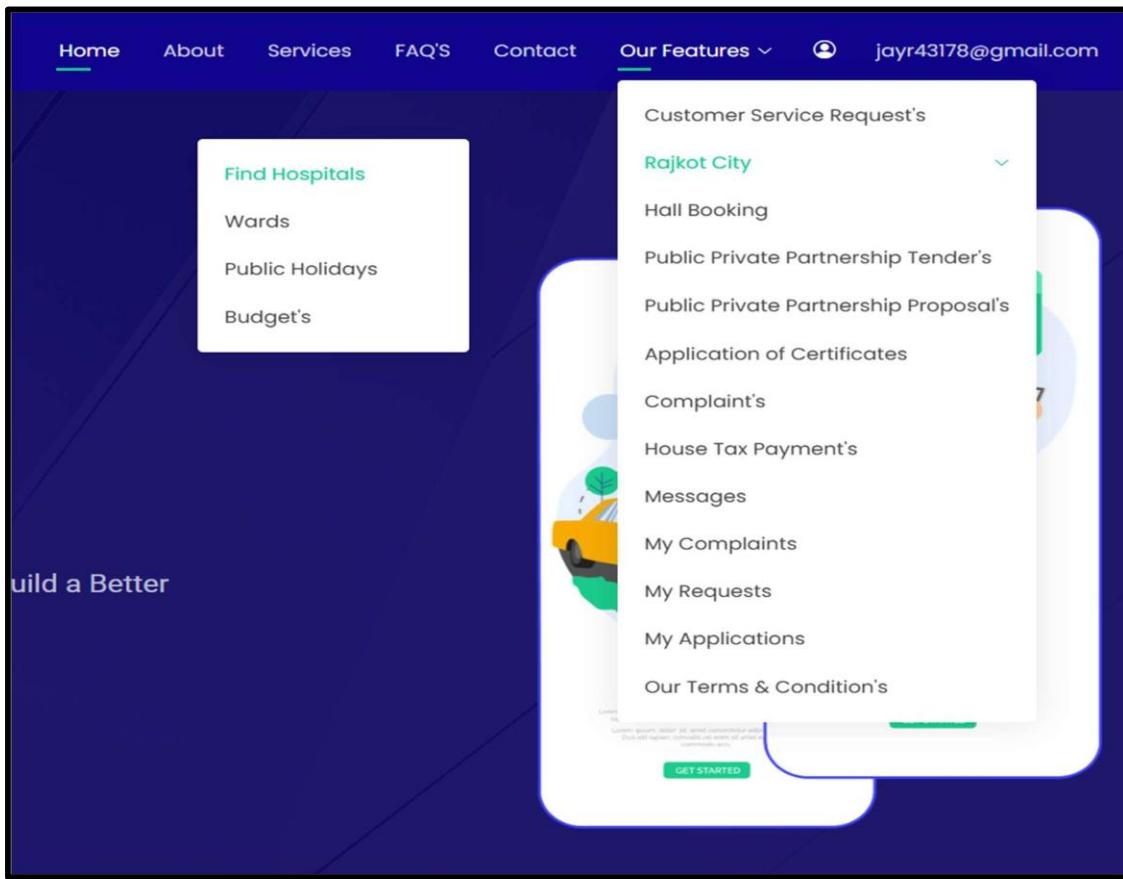
Water Supply Problems

It's very dirty...

Submit

After entering all details customer need to submit request If request was successfully submitted then a Mail was sent by the city council in which there was clearly mentioned all the details of request including request ID.

## 11. System's Navigation



Well developed Navigation System for user to easily access or move from one page to another page, to give good flow of website.

## 12. Customer's Complaint

The screenshot shows a 'Customer Complaints' section of a website. The header includes the 'CITY COUNCIL' logo, a navigation bar with Home, About, Services, FAQ'S, Contact, Our Features, and a user account icon with the email address jayr43178@gmail.com. Below the header, the page title is 'Customer Complaints'. The main content area features a 'COMPLAINT SECTION' with a heading 'UPLOAD YOUR DETAILS'. It includes fields for 'Your Name' and 'Your Email', an 'Address' input, a file upload field ('Choose File - No file chosen'), a 'Select Complaint Type' dropdown, and a 'Write Comments (Optional)' text area. To the right of the form is a decorative illustration of three people interacting with a clipboard and a clock, symbolizing timely complaint handling. At the bottom right of the form area is a small green plus sign icon.

Complaint section allows user to apply complaint by selecting complaint type or other details.

### 13. Complaint Types

Select Complaint Type
Sewage Blockage
Installation of Public Benches & Dustbins
Illegal Shops/Functions in street
Speed Bumps Issue
unused Broken vehicles in Highway's
System Downtime
Receipt Issue
Service Request or other system issues
Missed Garbage Pickup
Dangerous Animals
Illegal Parking

There are 11 complaint types provided by RMC's City Council.

### 14. Complaint Details

The screenshot shows a web application interface for customer complaints. At the top, there are input fields for 'Name' (Jay K Ramani) and 'Email' (jayr43178@gmail.com). Below these is a text area with the address 'SG-Highway, S2 Street Ahmedabad'. There is also a file upload field labeled 'Choose File' with the placeholder 'OIP-removebg-preview.png'. To the right of the form, there is a decorative graphic featuring a clipboard with a checklist, a stopwatch, and clouds. The main body of the page has a dark blue background with the 'CITY COUNCIL' logo at the top. Below the logo, the text 'Customer Complaint's' is displayed. At the bottom of the page, a navigation bar includes 'Home / Customer Complaints'. A success message 'Your complaint has been successfully submitted! Check your Mail or My Complaint where Complaint ID is: 3419569851' is shown in green text at the very bottom.

After entering all details customer need to submit complaint If complaint was successfully submitted then a Mail was sent by the city council in which there was clearly mentioned all the details of complaint including complaint ID.

## 15. My Complaint

The screenshot shows a web page titled 'My Complaint's' under a dark blue header. The header includes a logo, navigation links for Home, About, Services, FAQ'S, Contact, Our Features, and a user email 'jayr4378@gmail.com'. Below the header, the main title 'My Complaint's' is centered, with a subtitle 'View your registered complaint with city council.' A breadcrumb navigation 'Home > My Complaint's' is visible. A search bar at the top right contains the placeholder 'Search by ID, Name or Status for easy search...'. Below the search bar is a table with the following data:

Request ID	Customer Name	Complaint_Type	Last Update	Last Modified By	Status	Actions
9015417556	Jay K Ramani	Sewage Blockage	2024-11-03 13:10:05	10002	Pending	<button>Get More Details</button>

My Complaint section allows to view their complaints. It can view status, last modified time and employee id. It can view more details by clicking get more details button.

## 16. Complaint Details

The screenshot shows a web application interface for managing complaints. At the top, there's a navigation bar with links for Home, About, Services, FAQ'S, Contact, Our Features, and a user account section showing 'jayr43178@gmail.com'. The main title is 'My Complaint Details For' with the subtitle 'Complaint ID: 9015417556'. Below this, a breadcrumb navigation shows 'Home / My Complaint Details'. A 'COMPLAINT OVERVIEW' section contains a table with the following data:

Request Id	9015417556
Customer Name	Jay K Ramani
Email ID	jayr43178@gmail.com
Request Type	Sewage Blockage
Status	Pending
Address	Jetpur
Date	2024-10-26
Comment	It's very dirty

Below the table, there's a placeholder for an 'Image' with a blue background, and a small thumbnail image of a sewage blockage. A blue button labeled 'View Image' is positioned next to the thumbnail.

Complaint Details of complaint ID.

## 17. My Requests

The screenshot shows a 'My Request's' page with a header 'View your registered request with city council.' Below the header, a breadcrumb navigation shows 'Home / My Request's'. A 'ALL REQUESTS DETAILS' section contains instructions about request status and a search bar. A table displays a list of requests:

Request ID	Customer Name	Request Type	Status	Last Updated At	last_modified_by	Actions
1895194936	Jay K Ramani	Abandoned Bicycle	Completed	2024-11-03 12:36:18	10002	<button>Get More Details</button>
2054346077	Jay K Ramani	Abandoned Bicycle	Pending	2024-11-03 00:00:00	10002	<button>Get More Details</button>
2670331228	Jay K Ramani	Abandoned Bicycle	In Progress	2024-11-03 00:00:00	10002	<button>Get More Details</button>
5288531986	Jay K Ramani	Park Maintenance	Cancelled	2024-11-03 00:00:00	10002	<button>Get More Details</button>

My Request section allows to view their requests. It can view status, last modified time and employee id. It can view more details by clicking get more details button.

## 18. Request Details

The screenshot shows a web application interface for managing requests. At the top, there's a navigation bar with links for Home, About, Services, FAQ'S, Contact, Our Features, and a user account section. The main title is "My Request Details For" with the Request ID "1895194936". Below the title, there's a "REQUEST OVERVIEW" section containing a table with the following data:

Request Id	1895194936
Customer Name	Jay K Ramani
Email ID	jayr43178@gmail.com
Request Type	Abandoned Bicycle
Status	Completed
Address	BAVALAPARA NEAR CHORA "ASHRIVAD" JETPUR-RAJKOT.DIST (360370)
Date	2024-11-01
Comment	(empty)

Below the table, there's a thumbnail image of a blue bicycle leaning against a stone wall, with a "View Image" button next to it.

Request Details for Request Id.

## 19. Hospitals

The screenshot shows a list of hospitals. The heading is "Hospitals" with a sub-instruction "Find out Relevant hospitals in the given below list." Below the heading, there's a breadcrumb navigation "Home / Hospitals". The table lists the following hospitals:

Hospital_ID	Name	Address
1111122222	ESIC Hospital	Dudh Sagar Main Road, Near Gopal Dairy, Opp. H.J Steel, Bhavnagar Road, Rajkot, 360003
1111222233	Atharva Multispeciality Ayurved Hospital & Cancer	Opposite Physiotherapy College, Paras Society, Nirmala Convent Road, Rajkot, 360001
1212121212	Wockhardt Hospital	Near St. Mary's School, Kalawad Road, Rajkot, 360001
1231231231	Spanidan Children Hospital	Mota Mava, Rajkot, 360001
1234123412	Atharva Multispeciality Ayurved Hospital & Cancer	Opposite Physiotherapy College, Paras Society, Nirmala Convent Road, Rajkot, 360001
1313131313	Sterling Cancer Hospital	Rajya, Rajkot, 360001
1515151515	Krishna Multispeciality Hospital	Morbi Road, Rajkot, 360001
4141414141	Civil Hospital	Jamnagar Road, Hospital Chowk, Opp. SBI, Rajkot, 360001

Hospital Page contains list of hospitals available any user easily find their hospitals and address.

## 20. Wards

Ward_ID	Name	Address
1010101010	Ward Office - S-C	Near Sardar Patel Park, Rajkot, Gujarat
1111111111	Ward Office - 2-C	Near Iscon Mall, Kalavad Road, Rajkot, Gujarat
1111222233	Ward Office - 2-B	B-4, Rameshwar Complex, Near Mangal Pandey Hall, Rajkot, Gujarat
1111222244	Ward Office - 5-B	Opp. Rameshwar Temple, Rajkot, Gujarat
1112222323	Ward Office - 5-A	Near Gurudwara, Rajkot, Gujarat
1112223334	Ward Office - 2-A	H.O. Mangal Pandey Hall, Near Railway Crossing, Rajkot, Gujarat
1122334455	Ward Office - 1	1st Floor, Zonal Office, Rajkot, Gujarat
1212121212	Ward Office - 6-C	Near Sangam Hotel, Rajkot, Gujarat
1313131313	Ward Office -	Near Panchayat Samiti, Rajkot, Gujarat

Hospital Section allows us to view all hospitals.

## 21. Public Holidays

Date	Day	Holiday
January 1	Monday	New Year
January 14	Sunday	Makar Sankranti
January 26	Friday	Republic Day
February 14	Wednesday	Vasant Panchami
March 8	Friday	Maha Shivratri
March 25	Monday	Dhuleti
April 10	Wednesday	Eid-ul-Fitar
April 14	Sunday	Dr Ambedkar Jayanti
April 17	Wednesday	Ram Navami
April 10	Thursday	Cheti Chand
June 17	Saturday	Bakrid
July 17	Wednesday	Muharram

Public Holidays Section, user can view list of public holiday

## 22. Customer Application of Certificates

APPLICATION SECTION  
UPLOAD YOUR DETAILS

Add DOB, image of ID Proof and Signature in sequence in below give 2 file boxes.

Your Name \_\_\_\_\_ Your Email \_\_\_\_\_

Address \_\_\_\_\_

dd-mm-yyyy \_\_\_\_\_

Choose File No file chosen

Choose File No file chosen

Select Application Type \_\_\_\_\_

Submit

Application of Certificates section allows us to give application by entering details in applications of birth/death certificates.

## 23. Application Details

Jay K Ramani jayr43178@gmail.com

SG-Highway, S2 Street Ahmedabad

01-11-2024

Choose File WhatsApp Image 2024-10-21 at 09.34.54\_1961a37f.jpg

Choose File DALL-E 2024-10-19 17.42.12 - A modern flat il... or tablet. The employee appears focused.jpg

Application of Birth Certificate

Submit



If Application was submitted successfully then a receipt mail was sent including all details and application ID.

## 24. My Applications

A screenshot of the "My Application" portal. The title "My Application" is centered at the top, with a subtitle "View your registered application with city council." Below this, a breadcrumb navigation shows "Home / My Application". A section titled "ALL REQUESTS DETAILS" is shown, with a note about request status instructions: "# Instructions: Request Status- Open[registered successfully], Pending[Still not assigned to workers], InProgress[Request Work was started], Cancelled[Request is cancelled], Completed[Request is Completed].". A search bar allows users to "Search by ID, Name or Status for easy search...". A table lists submitted applications with columns: Application ID, Customer Name, Application Type, Status, Last Updated At, last\_modified\_by, and Actions. One row is visible, showing Application ID 8601701769, Customer Name Jay K Ramani, Application Type Birth Certificate, Status In Progress, Last Updated At 2024-11-04 12:28:28, last\_modified\_by 10004, and Actions "Get More Details".

My Application Portal is to view your submitted applications, also get details about last updated time and which employee was updated last.

## 25. Application Details

My Application / Application Details

APPLICATION OVERVIEW

Request Id	8601701769
Customer Name	Jay K. Ramani
Email ID	jayr43178@gmail.com
Request Type	Birth Certificate
Status	In Progress
Address	BAVAWALAPARA NEAR CHORA "ASHRIVAD" JETPUR-RAJKOT.DIST (360370)
Date	2022-01-20

ID Proof

View Image

Signature

View Image

Application Details of n Application ID.

## 26. Contact US

The screenshot shows the 'CONTACT' section of the 'CITY COUNCIL' website. At the top right, there is a user profile icon and the email 'jayr43178@gmail.com'. The main heading is 'CHECK OUR CONTACT'. Below it, there are three contact methods: 'Address' (Marwadi University, Morbi Highway Gujarat 360001), 'Call Us' (+91 8732944163), and 'Email Us' (citycouncil.official@gmail.com). To the right, there are input fields for 'Your Name' and 'Your Email', a 'Subject' field, a large 'Message' area, and a 'Send Message' button.

Contact Us Section allows us to get contact with city council.

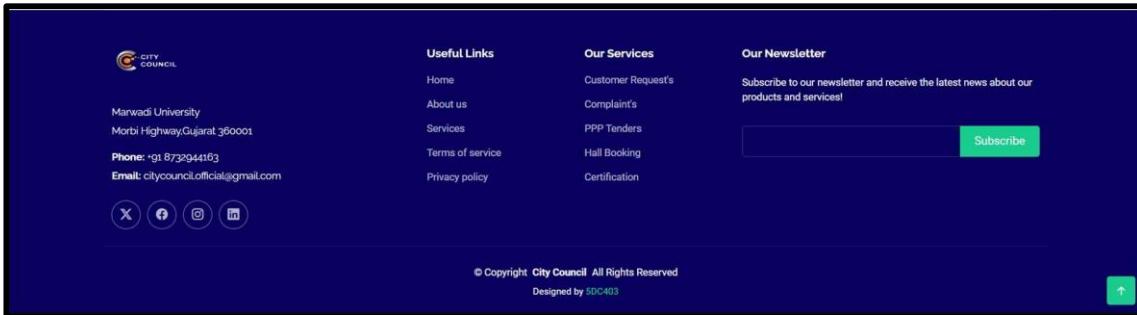
## 27. Contact form details

This screenshot shows the same contact page as above, but with data entered into the fields. The 'Address' field contains 'Jay K Ramani' and 'jayr43178@gmail.com'. The 'Request Issue' field contains 'I not able to apply my request in portal'. The 'Send Message' button is visible at the bottom.

This screenshot shows the contact page after a message has been sent. The 'Address' field still contains 'Jay K Ramani' and 'jayr43178@gmail.com'. A green success message 'Message Sent Successfully, you will be get soon by City Council' is displayed above the contact details. The 'Call Us' and 'Email Us' fields remain the same as in the previous screenshots.

After Entering all details in contact box this message will display.

## 28. Footer



Footer of Website City Council

## 29. Budgets

The screenshot shows a page titled 'Rajkot Municipal Corporation Annual Year Budget's'. It features a table with five rows, each representing a financial year from 2020-2021 to 2024-2025. The table has three columns: 'Annual Year', 'File', and 'Document'. Each row contains a file link (PDF 1 through PDF 5) and a 'Download Budget Document' button. A 'Return to Home' button is located in the top right corner of the page.

Annual Year	File	Document
2020-2021	PDF 1	<a href="#">Download Budget Document</a>
2021-2022	PDF 2	<a href="#">Download Budget Document</a>
2022-2023	PDF 3	<a href="#">Download Budget Document</a>
2023-2024	PDF 4	<a href="#">Download Budget Document</a>
2024-2025	PDF 5	<a href="#">Download Budget Document</a>

Annual RMC Budget Document's, user can view/download this budget doc..

## 30. My Profile

The screenshot shows a web application interface for a "CITY COUNCIL". At the top, there is a dark blue header bar with the "CITY COUNCIL" logo on the left. To the right of the logo are navigation links: Home (underlined), About, Services, FAQ'S, Contact, Our Features (with a dropdown arrow), and a user icon with the email "jayr43178@gmail.com". Below the header, the main content area has a white background. In the center, it says "Hello, Jay K Ramani!" in a large, bold, dark blue font. Below this, a smaller link "View your profile" is visible. A horizontal grey bar spans across the middle of the page, containing the text "Home / My Profile". The main content area below this bar features a large blue rectangular background with the "CITY COUNCIL" logo centered on it. At the bottom of this blue area is a horizontal navigation bar with five buttons: "Details" (highlighted in blue), "Edit Profile", "Change Password", and "Logout". Below this bar is a white content area titled "Profile Details". It lists several personal details in bold black text: "Full Name: Jay K Ramani", "Email: jayr43178@gmail.com", "Phone: 08238444163", "Occupation: job", "Date of Birth: 2024-11-20", and "Address: BAVAVALAPARA NEAR CHORA".

Profile Section to view their profile

### 31. Edit Profile

The screenshot shows a web application interface for editing a user profile. At the top, there is a navigation bar with links for Home, About, Services, FAQ'S, Contact, Our Features, and a user account icon with the email address jayr43178@gmail.com. Below the navigation bar is a large blue header area featuring the "CITY COUNCIL" logo, which consists of a stylized orange and grey 'C' icon followed by the words "CITY COUNCIL". The main content area is a form for editing profile details. The form has several input fields: First Name (Jay), Middle Name (K), Last Name (Ramani), Phone (08238444163), Occupation (job), Date of Birth (20-11-2024), and Address (BAVALAPARA NEAR CHORA). At the bottom of the form is a blue "Save Changes" button.

Details	Edit Profile	Change Password	Logout	
First Name	<input type="text" value="Jay"/>			
Middle Name	<input type="text" value="K"/>			
Last Name	<input type="text" value="Ramani"/>			
Phone	<input type="text" value="08238444163"/>			
Occupation	<input type="text" value="job"/>			
Date of Birth	<input type="text" value="20-11-2024"/> <span style="font-size: small;">(Edit)</span>			
Address	<input type="text" value="BAVALAPARA NEAR CHORA"/>			
<input type="button" value="Save Changes"/>				

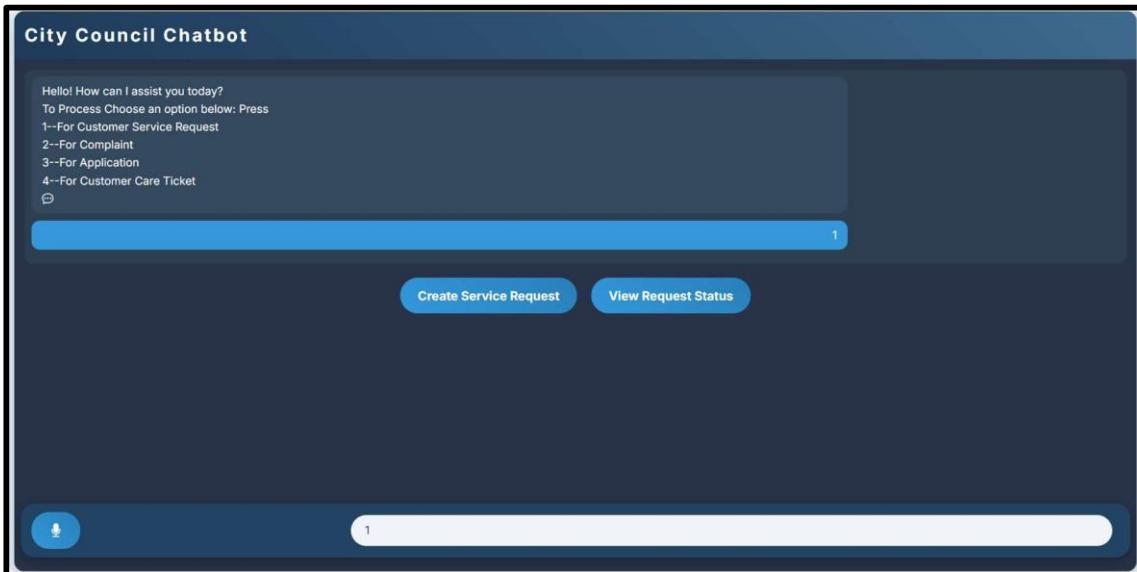
Edit Profile for edit their details.

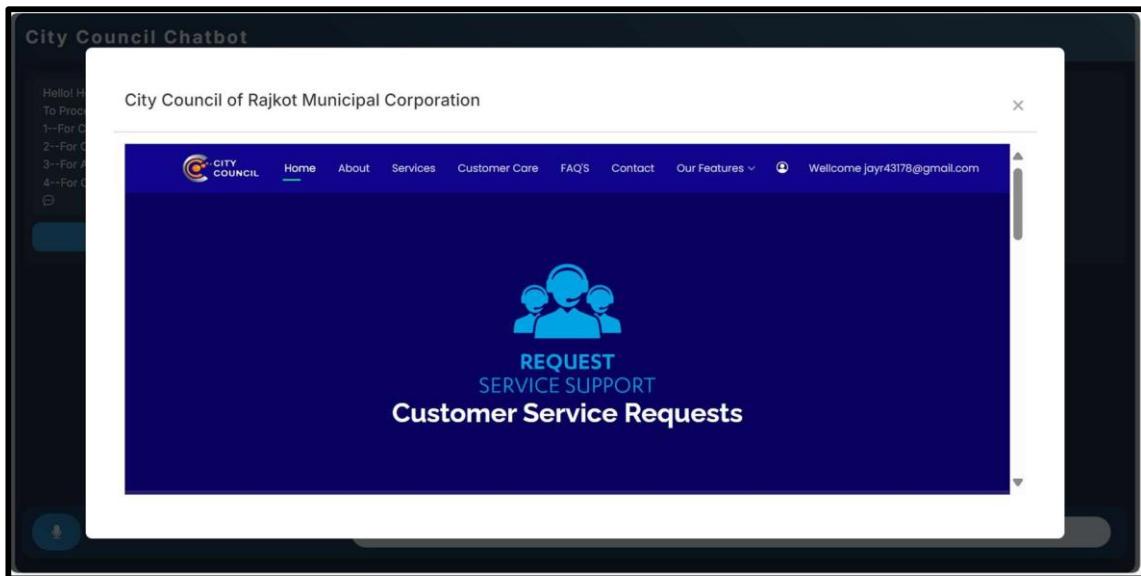
### 32. Change Password

The screenshot shows a web-based password change interface. At the top, there is a dark blue header with the "CITY COUNCIL" logo, which features a stylized 'CC' icon. Below the header is a navigation bar with five items: "Details", "Edit Profile", "Change Password" (which is highlighted in blue), and "Logout". The main content area contains three input fields: "Current Password", "New Password", and "Confirm New Password", each with a corresponding text input box. At the bottom of the form is a blue "Change Password" button.

User able to change password by entering current password/new password.

### 33. Chat Bot





City Council Chatbot

Hello! How can I assist you today?

To Proceed, Please Select One Of The Following Options:

1--For Councillor  
2--For Councillor  
3--For Councillor  
4--For Councillor

 CITY COUNCIL

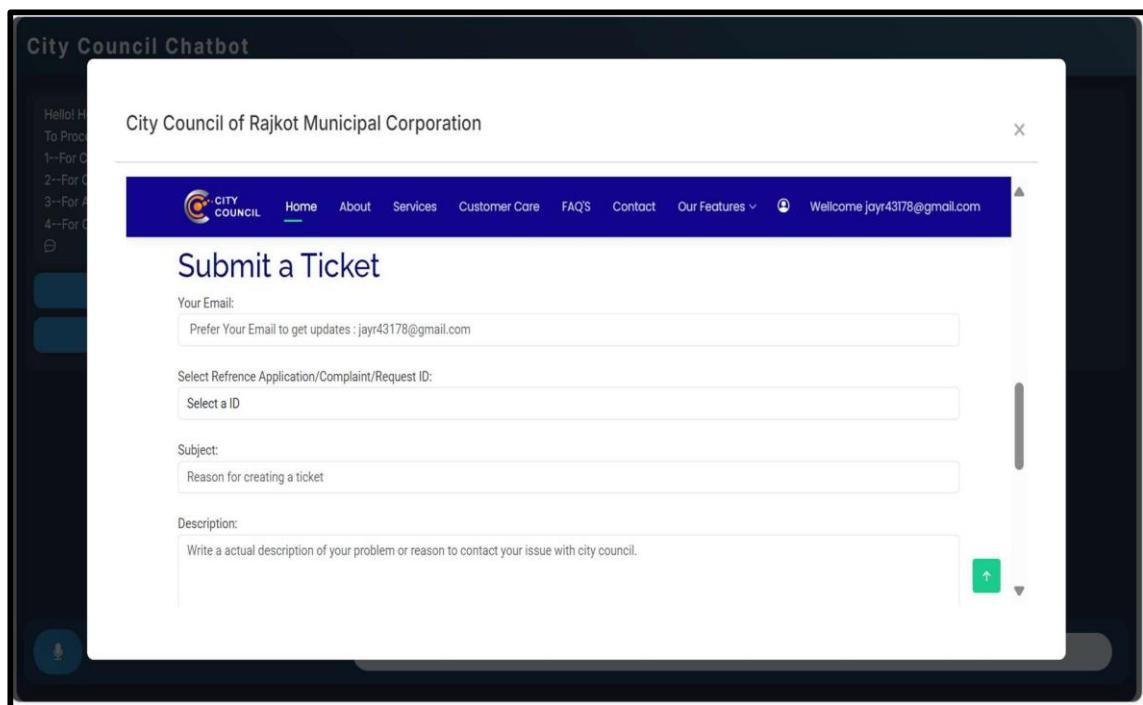
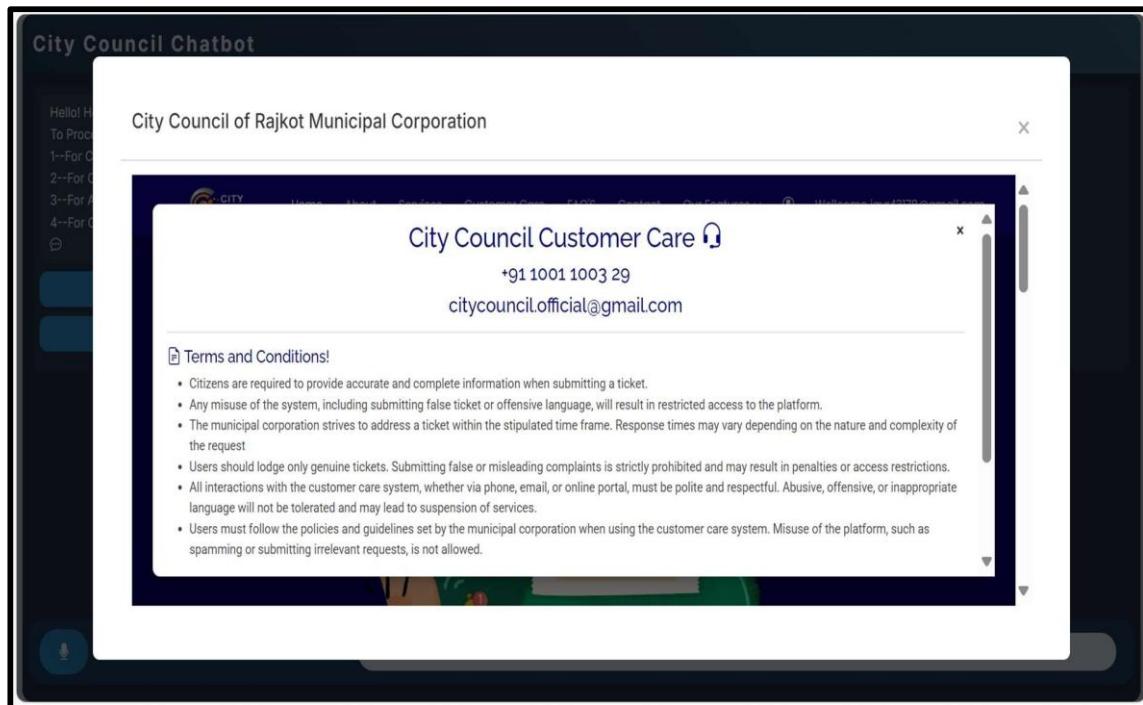
City Council of Rajkot Municipal Corporation

Home About Services FAQ'S Contact Our Features Wellcome jayr43178@gmail.com

ID	Requester Name	Description	Status	Date Created	Last Update	Assignee	Action
2670331228	Jay K Ramani	Abandoned Bicycle	Completed	2024-11-28 20:10:24		Shubham Nitinbhai zala - 10010	<button>Get More Details</button>
4425378562	Sneh Sanjay Bhai Faldu	Demand for Traffic Calming Mea	Completed	2024-11-28 12:45:05		Shubham Nitinbhai zala - 10010	<button>Get More Details</button>
5288531986	Jay K Ramani	Park Maintenance	Cancelled	2024-11-15 20:17:28		Shubham Nitinbhai zala - 10010	<button>Get More Details</button>
8920620792	Rachit Korat	Electricity Problems	In Progress	2024-11-15 20:48:28		Shubham Nitinbhai zala - 10010	<button>Get More Details</button>

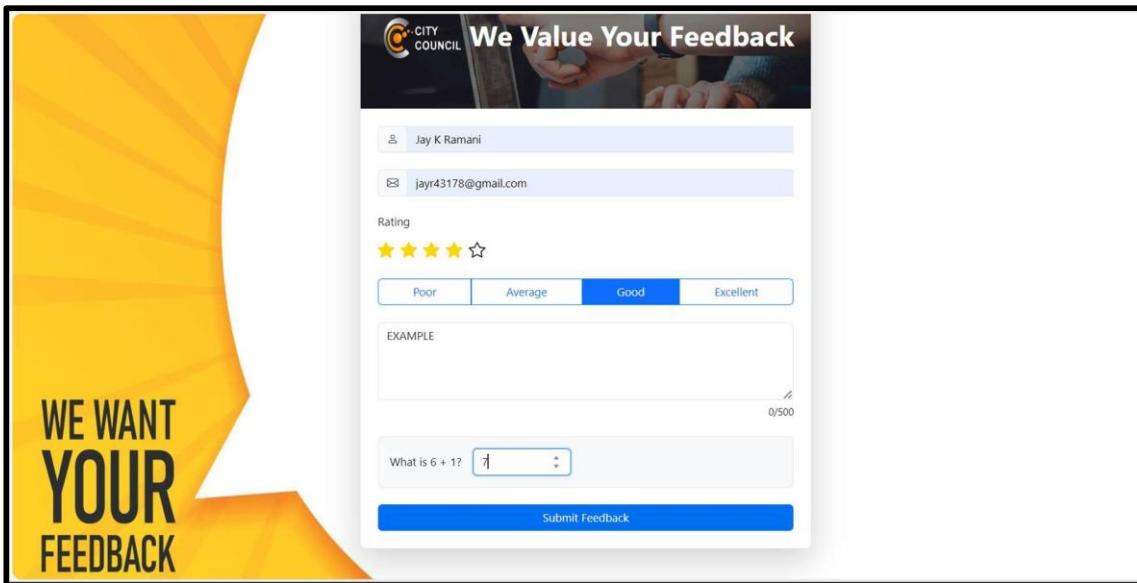
1 2 Next >





Customer Chat Bot helps user to directly apply request, complaint, tickets and applications.

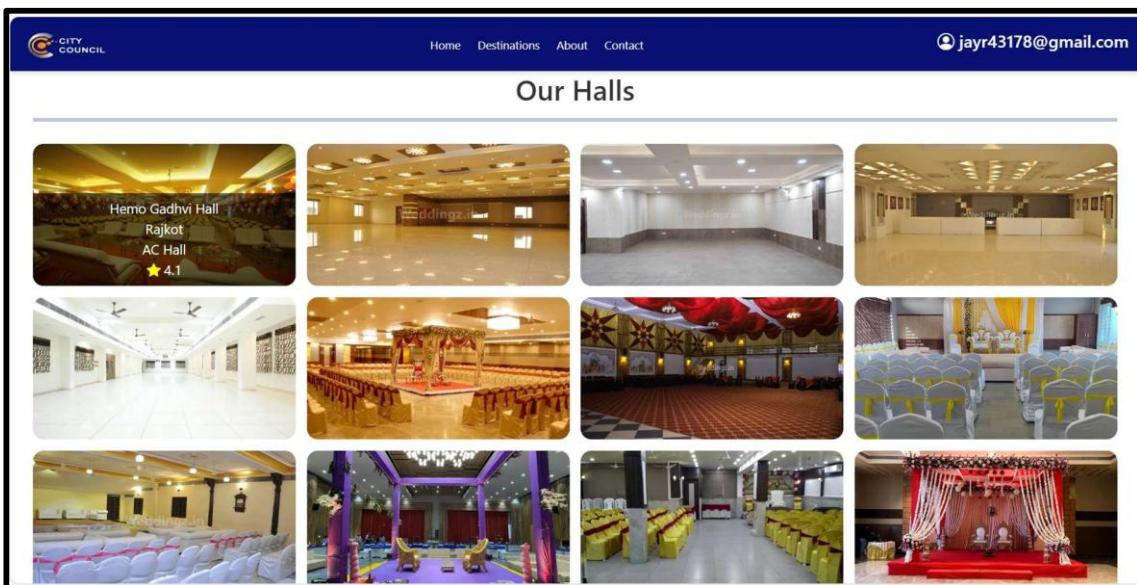
### 34. Feedback



The image shows a feedback form titled "We Value Your Feedback" from a "CITY COUNCIL" website. On the left, there is a large yellow graphic with the text "WE WANT YOUR FEEDBACK". The form includes fields for name ("Jay K Ramani") and email ("jayr43178@gmail.com"). A rating scale from 1 to 5 is shown, with 4 stars selected. Below the rating is a text area labeled "EXAMPLE" with a character limit of 500. A CAPTCHA field asks "What is 6 + 1?" with options for 7 and 8. A blue "Submit Feedback" button is at the bottom.

User can give appropriate feedback to city council.

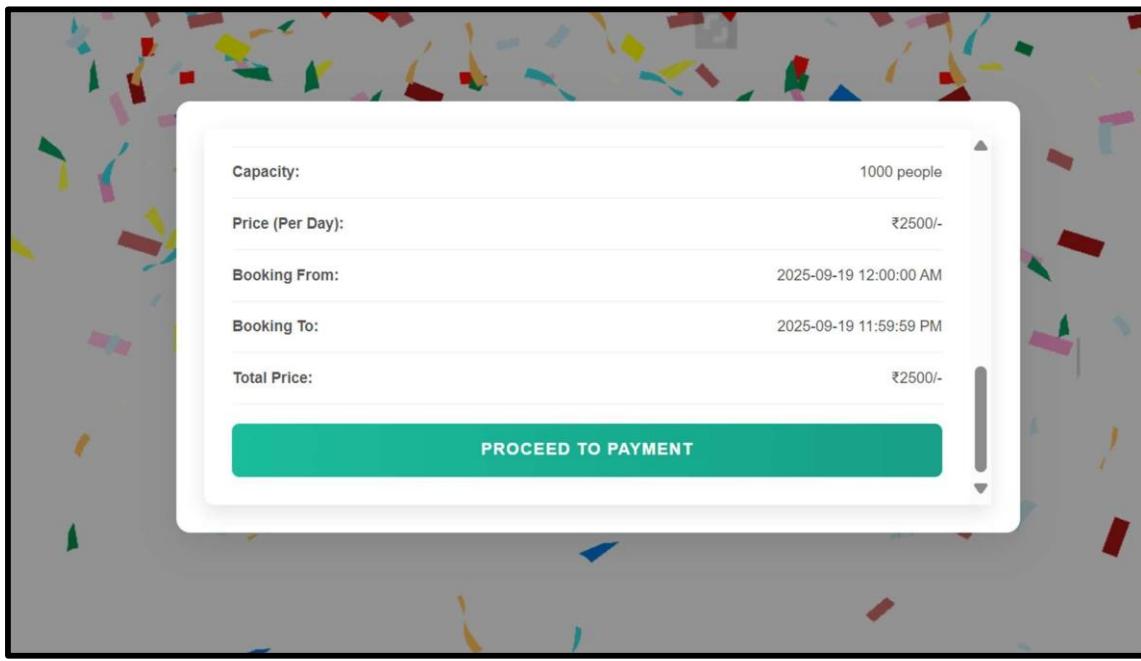
### 35. Hall Booking



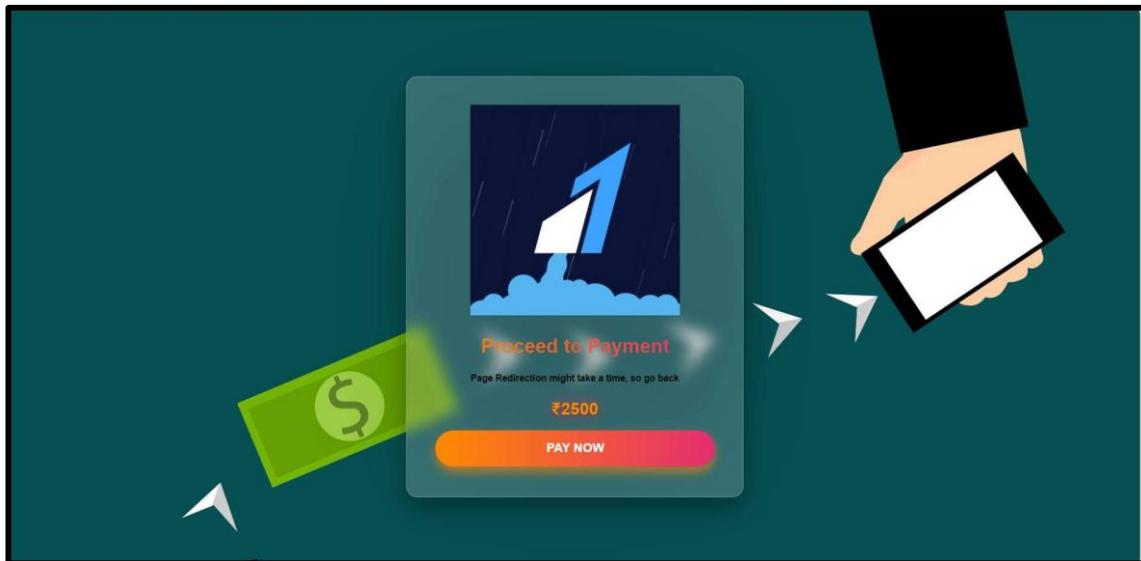
The screenshot shows the homepage of the City Council website. At the top, there is a dark blue header bar with the logo 'CITY COUNCIL' on the left, and navigation links for 'Home', 'Destinations', 'About', and 'Contact' on the right. On the far right of the header, there is an email address: [jayr43178@gmail.com](mailto:jayr43178@gmail.com). Below the header, there is a large banner image of a modern hall with wooden paneling. Overlaid on the banner is the main heading 'Discover Your Next Booking' in a large, bold, white font. Below this, a subtext reads: 'Explore top Halls, enjoy unique experiences, and make memories that will last a lifetime.' Underneath the banner, there is a search form with the following fields: 'Hemo Gadvi Hall' (selected location), 'From Date: 21-02-2025' (selected date), 'To Date: 28-02-2025' (selected date), 'Jay K Ramani' (selected contact person), and a phone number '08732944163'. To the right of the search form are two buttons: 'BAVALAPARA NEAR CHC' and a green button labeled 'Search Availability for Booking'.

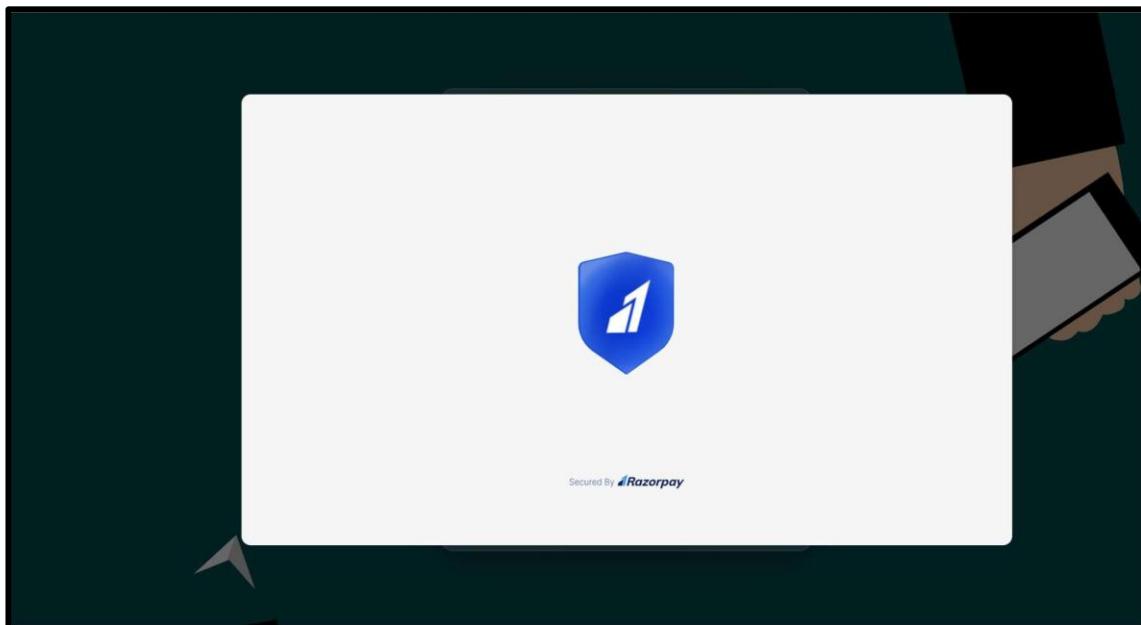
## Our Halls

This screenshot shows a modal window centered over a background of falling confetti. The modal has a white background and features the 'CITY COUNCIL' logo at the top. Below the logo, the text 'Hall is Available' is displayed in a bold, black font. Underneath this, there is a section titled 'User Details' with a small user icon. The modal contains three data entries: 'Full Name: Jay K Ramani', 'Phone Number: +91-08732944163', and 'Email: jayr43178@gmail.com'. The entire modal is set against a background of colorful confetti falling from above.



User can book hall by this webpages and give payment via **Razorpay Payment Gateway**.





C City Council

Price Summary  
₹2,500

Using as +91 87329 44163 >

Secured by Razorpay

Payment Options

Cards

Add a new card

Netbanking

Wallet

Pay Later

4456 7536 5778 4656 VISA

07 / 27

John Doe

Please enter a valid card number

Save this card as per RBI guidelines

Continue

Booking_ID	Hall_ID	Booking_from_date	Booking_to_date	payment_id	Amount	Name	Contact No
33	1	2024-12-29	2024-12-31	pay_PcYlHeQHuiXyg2	5000	Jay K Ramani	8238444163
34	1	2025-01-05	2025-01-07	pay_Pcbc9OqQFgrKBB	5000	Jay K Ramani	8238444163
36	1	2025-01-16	2025-01-17	pay_PcdmuAmWodibX4d	2500	Jay K Ramani	8238444163
38	1	2025-02-14	2025-02-15	pay_PdNlZBOmxlpmlP	2500	Jay K Ramani	8238444163
39	1	2025-02-27	2025-02-28	pay_PdNlUpccG8t7iQv	2500	Jay K Ramani	8238444163

### 36. Tax Payment

**Rajkot Municipal Corporation**

Full Name: Ramani Jay Kiritbhai  
Email: jayr43178@gmail.com

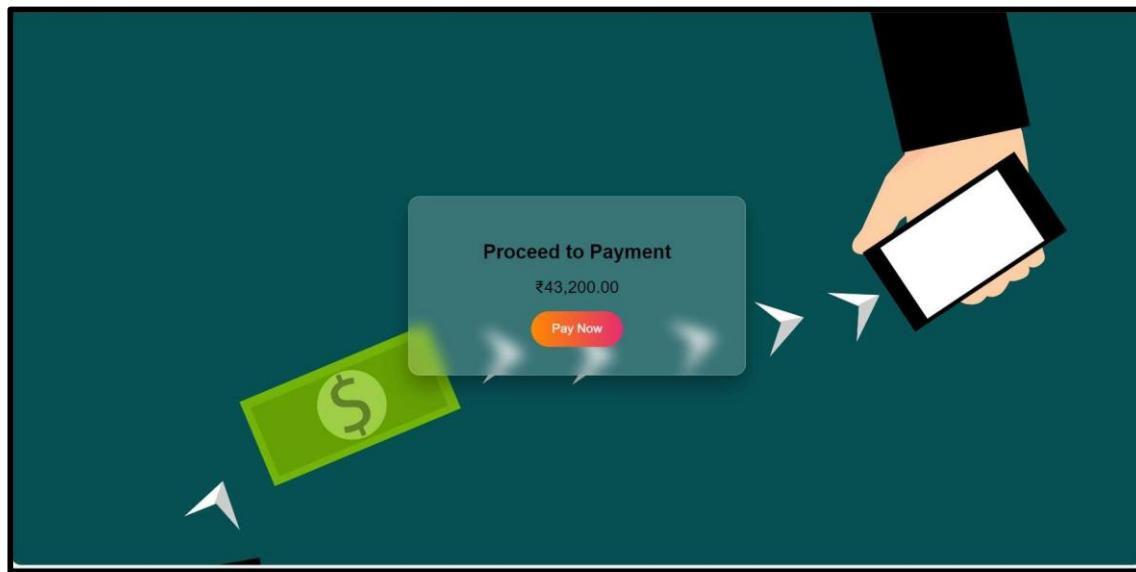
City as India's Best City to Live-in, in Terms of Infrastructure

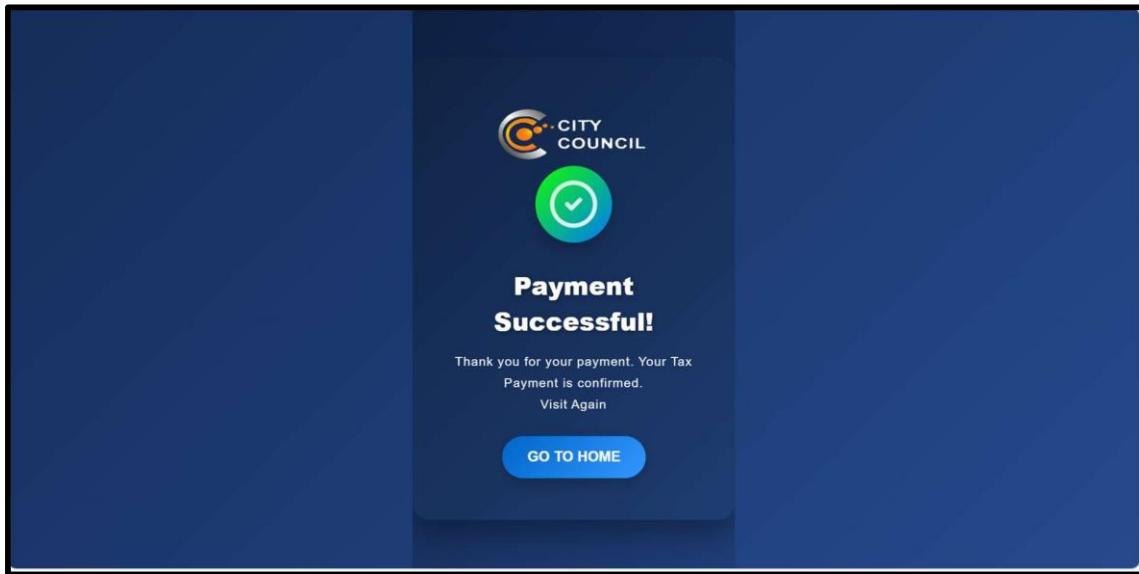
**TENEMENT DETAILS**

Search Your Tenement

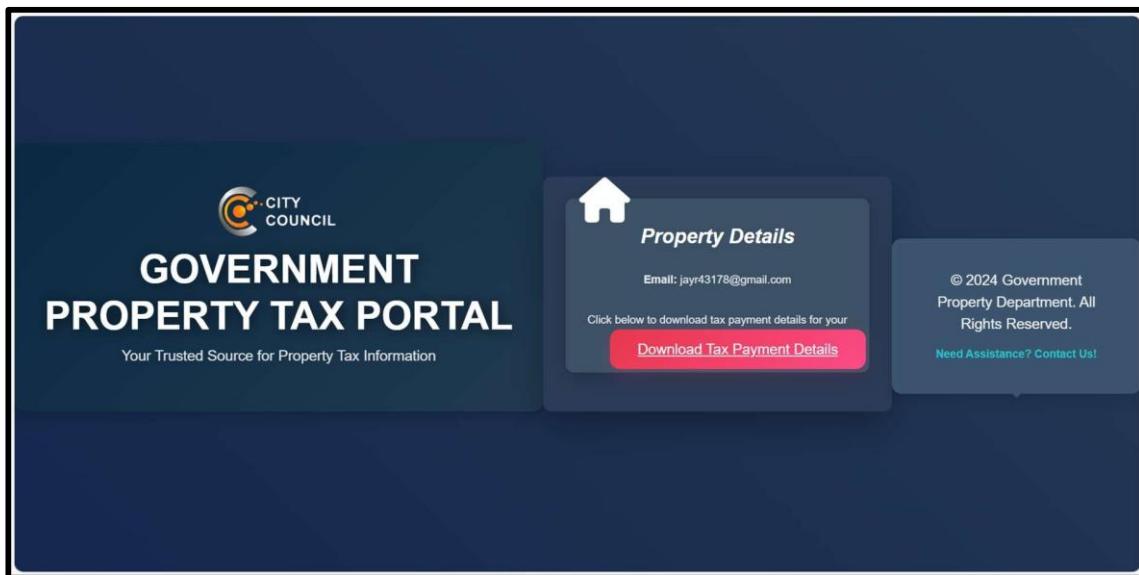
Tenement Number: HCRP154.

The screenshot shows the homepage of the Government Property Tax Portal. At the top left is the logo for 'CITY COUNCIL'. Below it is the main title 'GOVERNMENT PROPERTY TAX PORTAL' in large, bold, white letters. Underneath the title is the subtitle 'Your Trusted Source for Property Tax Information'. To the right of the subtitle are three small icons: a building, two people, and a gear. On the right side of the page is a 'Property Details for Tenement #HCRP154J' card. The card includes the owner's name 'Jay Kirithbai Ramani', property ID '1', location 'Jetpur', and email 'jayr43178@gmail.com'. A red button labeled 'Pay Property Tax' is located at the bottom right of the card. Below the card is a table with four rows: 'Registration Date' (2024-12-11), 'Property Type' (Commercial), 'Area (in sq. ft)' (1200.00), and 'Status' (Active). In the bottom right corner of the page, there is a copyright notice: '© 2024 Government Property Department. All Rights Reserved.' and a link 'Need Assistance? Contact Us!'





User can easily pay their property tax.



User can download property detail.

The screenshot shows the City Council Customer Portal interface. At the top, there is a logo for 'CITY COUNCIL' with a stylized orange 'C'. Below the logo, the title 'City Council Customer Portal' is displayed in white, followed by the subtitle 'Your one-stop solution for managing city taxes and services'. A navigation bar at the top includes links for 'Home', 'Pay Tax', 'Download Tax Details', and 'Logout'. The main content area is titled 'Transaction Details' and contains a table with two rows of transaction information. The columns are labeled 'Transaction ID', 'Transaction Date', 'Amount Paid', 'Status', 'Property ID', and 'Email'. The first row shows a transaction ID of 'pay\_PwJ3qjZ0w0DMKG' from 2025-02-16 for 43200.00, status 'Successful', property ID 1, and email 'jayr43178@gmail.com'. The second row shows a transaction ID of 'pay\_PcyQaD1wu9m047' from 2024-12-29 for 43200.00, status 'Successful', property ID 1, and email 'jayr43178@gmail.com'.

Transaction ID	Transaction Date	Amount Paid	Status	Property ID	Email
pay_PwJ3qjZ0w0DMKG	2025-02-16	43200.00	Successful	1	jayr43178@gmail.com
pay_PcyQaD1wu9m047	2024-12-29	43200.00	Successful	1	jayr43178@gmail.com

User can view their transaction of tax payment.

### 37. Customer Care Ticket

The screenshot shows the City Council Customer Care ticket submission page. At the top, there is a logo for 'CITY COUNCIL' and a navigation bar with links for 'Home', 'About', 'Services', 'Customer Care', 'FAQ'S', 'Contact', 'Our Features', and a welcome message 'Welcome jayr43178@gmail.com'. The main content area is titled 'City Council Customer Care' with a phone icon. It displays a phone number '+91 1001 1003 29' and an email address 'citycouncil.official@gmail.com'. Below this, there is a section titled 'Terms and Conditions!' with a list of rules. The list includes: Citizens are required to provide accurate and complete information when submitting a ticket; Any misuse of the system, including submitting false ticket or offensive language, will result in restricted access to the platform; The municipal corporation strives to address a ticket within the stipulated time frame. Response times may vary depending on the nature and complexity of the request; Users should lodge only genuine tickets. Submitting false or misleading complaints is strictly prohibited and may result in penalties or access restrictions; All interactions with the customer care system, whether via phone, email, or online portal, must be polite and respectful. Abusive, offensive, or inappropriate language will not be tolerated and may lead to suspension of services; Users must follow the policies and guidelines set by the municipal corporation when using the customer care system. Misuse of the platform, such as spamming or submitting irrelevant requests, is not allowed. At the bottom, there is a 'Thank You' message and the 'CITY COUNCIL' logo.

Ticket ID	Subject	Description	Your Reference ID	Created At	Progress Updates
20	System not working in my device	hfgyhdtdfx	8920620792	2024-12-26 14:45:36	<a href="#">View Updates</a>
17	System not working in my device	<p>I would like to report an issue with recurring system downtime that has severely impacted our operations. The system has been experiencing frequent outages over the past week, often during peak working hours, making it impossible to access critical tools and services.</p> <p>This downtime has resulted in significant delays in completing tasks, communication disruptions, and frustration among team members. The lack of a stable system affects productivity and leads to missed deadlines.</p> <p>We request immediate investigation into the root cause of these downtimes and a swift resolution. Additionally, we would appreciate proactive communication regarding the issue, including updates on its status and any preventative measures being implemented to ensure system reliability moving forward.</p>	7096229689	2024-12-24 14:32:15	<a href="#">View Updates</a>

Updated By	Update Message	Update Time
Shubham Nitinbhai zala - 10010 (Email: employeecitycouncil@gmail.com)	Status updated to 'completed'.	2024-12-24 14:57:59
Shubham Nitinbhai zala - 10010 (Email: employeecitycouncil@gmail.com)	Status updated to 'in-progress'.	2024-12-24 14:57:55
Shubham Nitinbhai zala - 10010 (Email: employeecitycouncil@gmail.com)	Status updated to 'pending'.	2024-12-24 14:57:52
Shubham Nitinbhai zala - 10010 (Email: employeecitycouncil@gmail.com)	Status updated to 'open'.	2024-12-24 14:57:48

User can submit ticket from here and view ticket updates!

## 38. PPP Proposals

The screenshot shows the 'Tender Listings' page of a website. At the top, there is a navigation bar with links for Home, About, Services, Customer Care, FAQ'S, Contact, Our Features, and a user profile with the email 'Wellcome jayr43178@gmail.com'. Below the navigation bar, the title 'Tender Listings' is displayed. A search bar labeled 'Search for Tenders' is present. The page displays four tender listings in a grid:

- WDWD**  
Tender Officer: AJSA  
Apply Tender Up To Date: 2025-02-03  
[View Document](#) [document icon]
- Rajkot Gondal Highway**  
Tender Officer: RMC-WARD2344-JAYRAMANI  
Apply Tender Up To Date: 2025-02-05  
[View Document](#) [document icon]
- Re-construction of Gondal Road 2025-2032 By RMC-GOV**  
Tender Officer: SDC403  
Apply Tender Up To Date: 2025-02-07  
[View Document](#) [document icon]
- Re-Construction of Building**  
Tender Officer: Chief Civil Engineer, RMC  
Apply Tender Up To Date: 2025-01-23  
[View Document](#) [document icon]

Below the grid, there is a pagination control with buttons for '1', '2', and 'Next'.

The screenshot shows the 'Applied Tenders' page of the website. At the top, there is a navigation bar with links for Home, About, Services, Customer Care, FAQ'S, Contact, Our Features, and a user profile with the email 'Wellcome jayr43178@gmail.com'. Below the navigation bar, the title 'Applied Tenders' is displayed. A search bar labeled 'Search for tenders, proposals' is present. The page displays five applied tenders in a grid:

- Re-Construction of Bridge**  
Chief Civil Engineer, RMC  
Apply Tender Up To Date: 2025-01-20  
Status: Accepted [document icon]
- Construction of Under Bridge**  
Civil Engineer, RMC  
Apply Tender Up To Date: 2025-01-29  
Status: Pending [document icon]
- Re-Construction of Building**  
Chief Civil Engineer, RMC  
Apply Tender Up To Date: 2025-01-23  
Status: Accepted [document icon]
- Re-construction of Gondal Road 2025-2032 By RMC-GOV**  
5DC403  
Apply Tender Up To Date: 2025-02-07  
Status: Pending [document icon]
- Rajkot Gondal Highway**  
RMC-WARD2344-JAYRAMANI  
Apply Tender Up To Date: 2025-02-05  
Status: Accepted [document icon]

User can apply proposal into tender and view their proposals and status.

## 39. T&C

## TERMS & CONDITION

Click "Learn More" to read the complete Terms and Conditions.

[Learn More](#)

- Users must log in to the system to access the status of their requests, complaints, applications, or tickets.
- All submitted data must be accurate and consistent.
- Submission of fraudulent or harmful data will result in actions by higher authorities.
- A valid email address is required during registration.
- Users must verify their login using an OTP sent to their registered email address.
- Avoid misuse of the messenger bot to ensure system efficiency.
- Submit tenders only if you are capable of completing the task on time with high quality.

User can view T&C by these webpages.

## 40. Progress Tracker for Customer Service Request

The screenshot shows a 'Request Tracking' page for Request ID: 4425378562. The top navigation bar includes links for Home, About, Services, Customer Care, FAQ'S, Contact, Our Features, and a user welcome message. The main content area displays a vertical timeline of the request's status changes:

- Status: open**  
Updated By: Customer - Sneh Sanjay Bhai Faldu  
Time: 2024-11-28 12:42  
Remarks: Request has been submitted and is currently open.
- Status: Pending**  
Updated By: Shubham Nitinbhai zala - 10010  
Time: 2024-11-28 12:43  
Remarks: The request is submitted and awaiting action.
- Status: In Progress**  
Updated By: Shubham Nitinbhai zala - 10010  
Time: 2024-11-28 12:43  
Remarks: The request is currently being processed.
- Status: Cancelled**  
Updated By: Shubham Nitinbhai zala - 10010  
Time: 2024-11-28 12:44  
Remarks: The request was cancelled by the employee.
- Status: In Progress**  
Updated By: Shubham Nitinbhai zala - 10010  
Time: 2024-11-28 12:45  
Remarks: The request is currently being processed.
- Status: Completed**  
Updated By: Shubham Nitinbhai zala - 10010

## 41. Tax Penalty

The screenshot shows a digital communication from the 'TAX PAYMENT DEPARTMENT, CITY COUNCIL OF RAJKOT MUNICIPAL CORPORATION'. At the top, it says 'URGENT: PENDING TAX PAYMENT' and 'STRICT NOTICE: IMMEDIATE ACTION REQUIRED!'. It informs the recipient that their property tax payment is 'OVERDUE' and failure to pay within 30 days will result in 'LEGAL ACTION'. The property tenement number is listed as HCRP154J. The notice details pending taxes for three years:

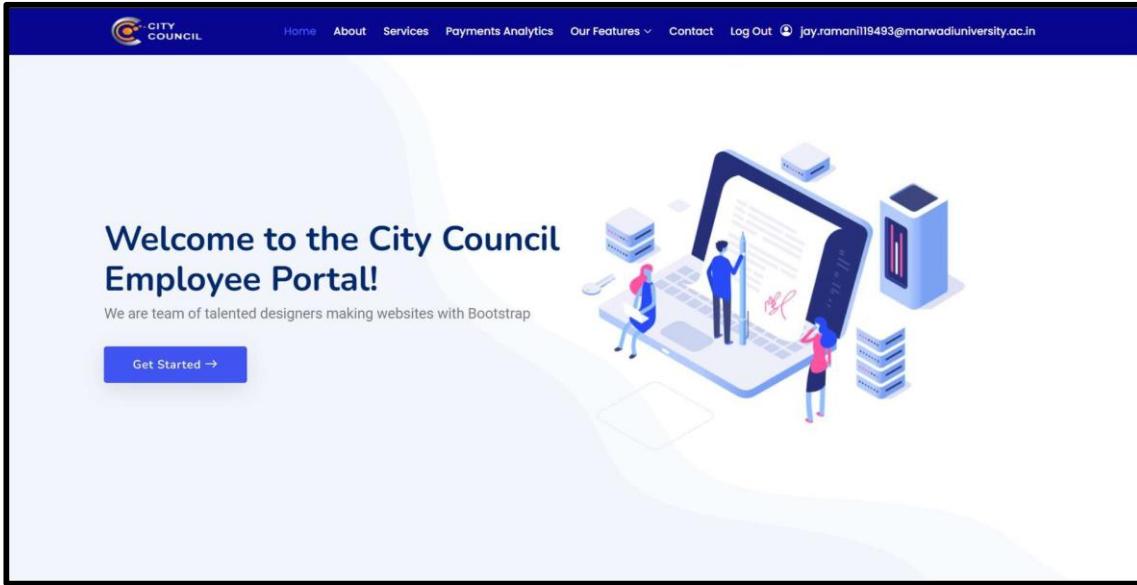
- Year 2024 (Pending)
- Year 2024 (Pending)
- Year 2025 (Current Year - Pending)
  - You can pay this online via the portal until "December 2025".
- Year 2024 (Pending)
- Year 2025 (Current Year - Pending)
  - You can pay this online via the portal until "December 2025".

It also includes a section titled 'NOTICE PAY YOUR TAX WITHIN 30 DAYS OR FACE CONSEQUENCES!' which lists penalties for late payment (e.g., 1% extra charge, additional fine) and states that water supply may be disconnected if taxes remain unpaid for 11 years. A note at the bottom indicates that previous years' pending taxes must be paid offline, while current year's tax can be paid online until December 2025.

If citizen forgot to pay tax, in this case penalty applied.

## Employee Section

### 42. Employee's Dashboard



Employee Dashboard allow to manage request, complaint, tender, proposals etc.

### 43. Customer's Request

A screenshot of the Customer Service Request section. The top navigation bar is identical to the Employee Portal. The main title is "Customer Service Request" with a subtitle explaining status colors: Open (blue), Cancelled (red), In Progress (orange), Pending (yellow), and Completed (green). Below this is a breadcrumb trail "Home / Customer Service Request". A search bar is followed by a table titled "SERVICE REQUESTS". The table has columns: Request ID, Customer Name, Request Type, Status, and Actions. It lists three requests: one completed (1895194936, Jay K Ramani, Abandoned Bicycle, Completed), one pending (2054346077, Jay K Ramani, Abandoned Bicycle, Pending), and one in progress (2670331228, Jay K Ramani, Abandoned Bicycle, In Progress). Each row has a "Get More Details" button.

Employee Customer Service Request Section allow to view modify the status to customer requests.

**CITY COUNCIL**

Home About Services Payments Analytics Our Features Contact Log Out [joy.ramani19493@marwadiuniversity.ac.in](mailto:joy.ramani19493@marwadiuniversity.ac.in)

## Customer Service Request

Manage Request by updating status as open, pending, in progress, completed and cancelled. Open indicates blue, cancell indicates red, in progress indicates orange, pending indicates yellow and completed indicates green.

Home / Customer Service Request

REQUEST OVERVIEW

Request Id	1805194938
Customer Name	Jay K Ramani
Email ID	jayr43178@gmail.com
Request Type	Abandoned Bicycle
Status	Completed
Address	BAVALAPARA NEAR CHORA "ASHRIVAD" JETPUR-RAJKOT.DIST (360370)
Date	2024-11-01
Comment	
Image	 View Image
Update Status	Pending <input type="button" value="Update"/>

Update status to requests.

#### 44. Customer's Complaints

**CITY COUNCIL**

Home About Services Payments Analytics Our Features Contact Log Out [joy.ramani19493@marwadiuniversity.ac.in](mailto:joy.ramani19493@marwadiuniversity.ac.in)

## Customer Complaint's

Manage Request by updating status as open, pending, in progress, completed and cancelled. Open indicates blue, cancell indicates red, in progress indicates orange, pending indicates yellow and completed indicates green.

Home / Customer Complaint's

ALL COMPLAINT'S DETAILS

Search by ID, Name or Status for easy search...

Complaint ID	Customer Name	Complaint Type	Status	Actions
9015417556	Jay K Ramani	Sewage Blockage	Pending	<input type="button" value="Get More Details"/>

Employee Customer Complaint Section allow to view modify the status to customer complaints

**COMPLAINT OVERVIEW**

<b>Request Id</b>	9015417556
<b>Customer Name</b>	Jay K Ramani
<b>Email ID</b>	jayr43178@gmail.com
<b>Request Type</b>	Sewage Blockage
<b>Status</b>	Pending
<b>Address</b>	Jetpur
<b>Date</b>	2024-10-26
<b>Comment</b>	It's very dirty
<b>Image</b>	 <span style="border: 1px solid blue; padding: 2px;">View Image</span>
<b>Update Status</b>	<input style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;" type="button" value="Pending"/> <input style="border: 1px solid #007bff; background-color: #007bff; color: white; padding: 2px 10px;" type="button" value="Update"/>

Complaint overview and modify status of complaint.

#### 45. Customer's Applications

**Application of Certificate's**

Manage Application by updating status as open, pending, in progress, completed and cancelled. Open indicates blue, cancell indicates red, in progress indicates orange, pending indicates yellow and completed indicates green.

[Home](#) / Application

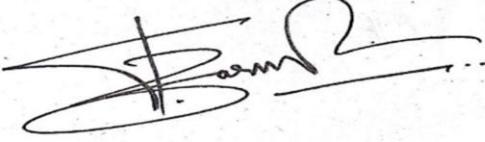
**APPLICATIONS**

Complaint ID	Customer Name	Status	Actions
8601701769	Jay K Ramani	Completed	<a href="#">Get More Details</a>

Employee Customer Applications section view modify applications.

CITY COUNCIL

Home About Services Payments Analytics Our Features Contact Log Out employeecitycouncil@gmail.com

Customer Name	Jay K Ramani
Email ID	jayr43178@gmail.com
Request Type	Birth Certificate
Status	In Progress
Address	BAVAVALAPARA NEAR CHORA "ASHRIVAD" JETPUR-RAJKOT.DIST (360370)
Date	2022-01-20
ID Proof	 <a href="#">View Image</a>
Signature	 <a href="#">View Image</a>
Update Status	Pending <a href="#">Update</a>

Application Overview and modify status.

#### 46. Payment Analytics

CITY COUNCIL

### Payment Analytics

[Download Report](#)

#### Hall Booking Payments

Booking ID	Hall ID	Booking Dates	Total Price	Name	Email
33	1	2024-12-29 to 2024-12-31	5,000.00	Jay K Ramani	jayr43178@gmail.com
34	1	2025-01-05 to 2025-01-07	5,000.00	Jay K Ramani	jayr43178@gmail.com
36	1	2025-01-16 to 2025-01-17	2,500.00	Jay K Ramani	jayr43178@gmail.com
38	1	2025-02-14 to 2025-02-15	2,500.00	Jay K Ramani	jayr43178@gmail.com
39	1	2025-02-27 to 2025-02-28	2,500.00	Jay K Ramani	jayr43178@gmail.com

Previous 1 2 Next

[Tax Details](#)

Employee can view all success payments of customers.

#### 47. Add PPP Tenders

The screenshot shows a web application for adding tenders. At the top, there's a navigation bar with links for Home, About, Services, Payments Analytics, Our Features, Contact, Log Out, and an email address (employeecitycouncil@gmail.com). Below the navigation is a title 'Add Tenders'. A central form titled 'Add New Tender' contains fields for 'Tender Name' (with placeholder 'Enter tender name'), 'Tender Officer' (placeholder 'Enter tender officer'), 'Apply Tender Up To Date' (placeholder 'dd-mm-yyyy'), 'Upload Tender Document (PDF only)' (placeholder 'Choose File'), and a green 'Add Tender' button. At the bottom of the page are links for Useful Links, Our Services, and Connect Us With.

Employee can add tenders into system by entering all details.

#### 48. Customer Proposals

The screenshot shows a list of customer proposals. At the top, there's a navigation bar with links for Home, About, Services, Payments Analytics, Our Features, Contact, Log Out, and an email address (employeecitycouncil@gmail.com). Below the navigation is a title 'Customer's Proposals' and a search bar with placeholder 'Search for tenders, proposals'. A table lists four proposals:

Name	Email	Tender Name	Date/Time	Action	Status
TATA-GROUP OF CONSTRUCTIONS LIMT	jayr43178@gmail.com	Rajkot Gondal Highway	2025-02-04 20:32:57	<button>View Proposal</button>	Accepted
ORACLE CONSTRUCTION	jayr43178@gmail.com	Re-construction of Gondal Road 2025-2032 By RMC-GOV	2025-01-20 22:37:03	<button>View Proposal</button>	Pending
Jay K Ramani	jayr43178@gmail.com	Re-Construction of Bridge	2025-01-19 22:14:35	<button>View Proposal</button>	Accepted
Jay K Ramani	jayr43178@gmail.com	Construction of Under Bridge	2025-01-19 22:14:21	<button>View Proposal</button>	Pending

**Proposal for Tender: Rajkot Gondal Highway**

Name: TATA-GROUP OF CONSTRUCTIONS LIMT  
Email: jayr43178@gmail.com

Uploaded Document:

The document content includes:

**4. General Tips**

- Work as a Team:  
Make sure everyone participates equally if anyone is not working on the project, he/she might be penalized/get less marks in the project.
- Keep it Simple:  
Use simple words to explain your ideas.
- Manage Time:  
Divide time between presenting and demonstrating effectively and be punctual for review.

**5. Evaluation and Guidance**

- Individual Contributions:  
Evaluation will be based on individual contributions.
- Regular Meetings:  
Teams should meet with their guide regularly, preferably every week or as recommended by the guide, to discuss progress and receive guidance for the next steps.
- Consequences of Irregularity:  
If a team is consistently irregular and fails to meet with the guide, the guide may refuse to provide assistance or sign reports, which could result in course failure.

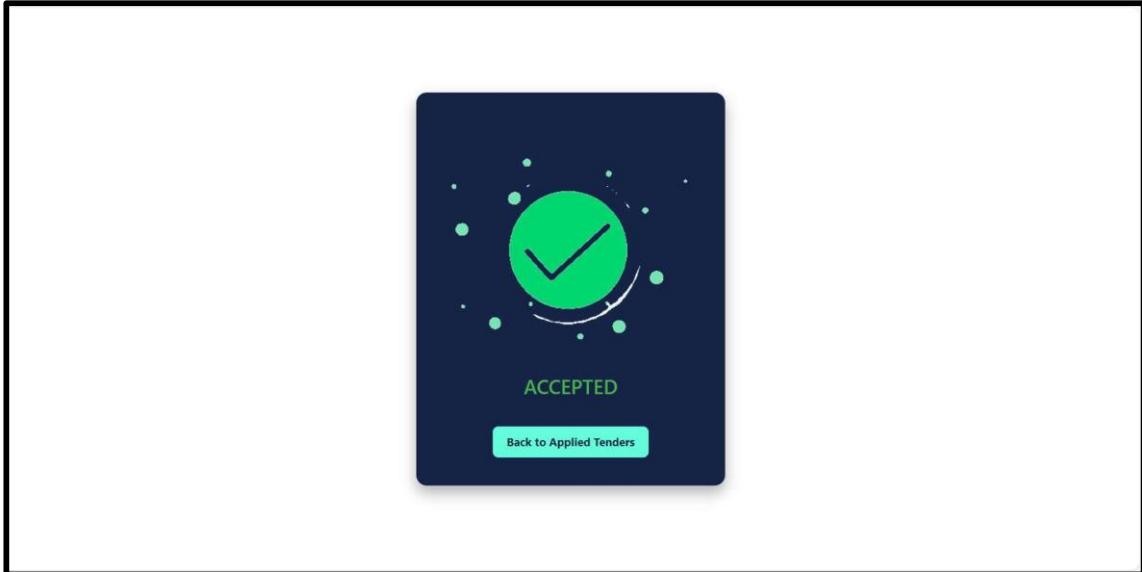
**Important Note:** If you are absent on the day of the review, your review will not be rescheduled.

Email: jayr43178@gmail.com

Uploaded Document:

Buttons at the bottom:

- Back to Applied Tenders
- Accept
- Reject



Employee can view customer proposals and view doc. And update status.

## 49. Tickets

CITY COUNCIL							
<a href="#">Home</a> <a href="#">About</a> <a href="#">Services</a> <a href="#">Payments Analytics</a> <a href="#">Our Features</a> <a href="#">Contact</a> <a href="#">Log Out</a> <a href="#">employeecitycouncil@gmail.com</a>							
<input type="text" value="Search by ID, Name or Status for easy search..."/>							
Ticket ID	Customer Email	Subject	Description	Refrence ID	Created At	Actions	
21	harshadsoyallya3@gmail.com	System not working in my device	hiiiiii	NILL	2025-01-02 13:39:55	<a href="#">Open</a>	<a href="#">Update</a>
20	jayr43178@gmail.com	System not working in my device	hfgyhdtdx	8920620792	2024-12-26 14:45:36	<a href="#">Open</a>	<a href="#">Update</a>
17	jayr43178@gmail.com	System not working in my device	I would like to report an issue with recurring system downtime that has severely impacted our operations. The system has been experiencing frequent outages over the past week, often during peak working hours, making it impossible to access critical tools and services. This downtime has resulted in significant delays in completing tasks, communication disruptions, and frustration among team members. The lack of a stable system affects productivity and leads to missed deadlines. We request immediate investigation into the root cause of these downtimes and a swift resolution. Additionally, we would appreciate proactive communication regarding the issue, including updates on its status and any preventative measures being implemented to ensure system reliability moving forward.	7096229689	2024-12-24 14:32:15	<a href="#">Open</a>	<a href="#">Update</a>

Employee can view customer tickets and update status.

Request_ID	Email_ID	Address	Date	Image	Request_Type	Customer_Name	status	comment	last_update	updated_by
8920620792	jayr43178@gmail.com	Gauridad, Near Gram Panchayat Street no 12	2024-11-15		Electricity Problems	Rachit Korat	In Progress	Aya mari seri ma shock circuit bov thai che ane light av jav kare che to please aa solve kari dyo	2024-11-15 20:48:28	Shubham Nitinbhai zala - 10010

Reference ID found in table: customer service request

Employee can view reference id given by customer.

## 50. Pending Tasks



### Pending Tasks

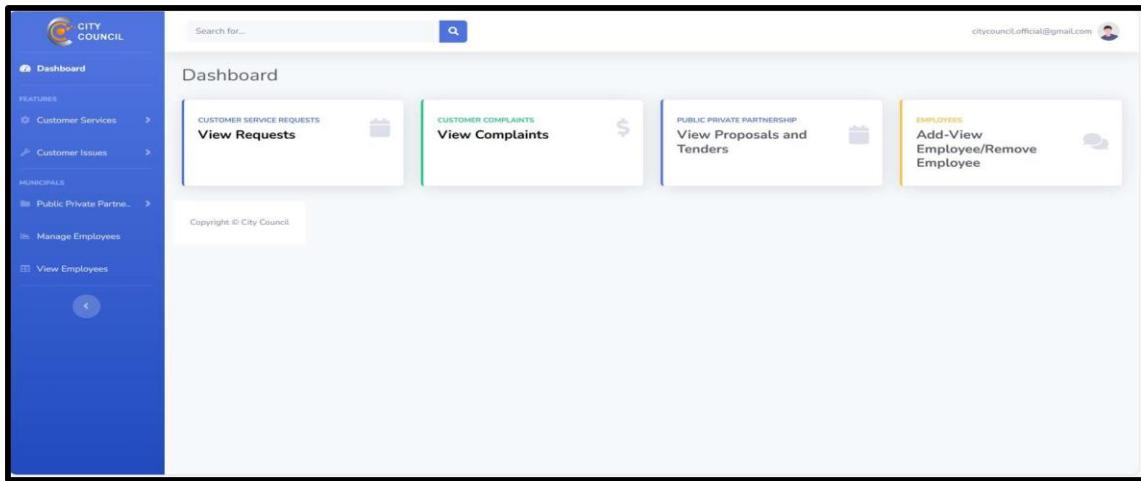
Pending Requests (4)

ID: 3285068421 Type: Electricity Problems Status: Pending Date: 2024-11-16	
ID: 5288531986 Type: Park Maintenance Status: Cancelled Date: 2024-10-28	
ID: 7609127765 Type: Alley Cleaning Status: open Date: 2025-01-03	

Remind employee about pending tasks

## Admin Section

### 51. Admin Dashboard



Admin Dashboard to view all activities.

### 52. Customer's Requests

The screenshot shows the 'Customer Service Requests' page with a sidebar on the left. The main area has a search bar at the top. A table lists four customer service requests: Request ID 1895194936 (Cancelled), Request ID 2054346077 (Completed), Request ID 2670331228 (In Progress), and Request ID 5288531986 (Pending). Each row includes a 'Get More Details' button. The table has columns for Request ID, Customer Name, Status, and Actions.

Customer Service Request Records to view for Admin.

The screenshot shows the 'Request Details' page of a web application. The left sidebar has a blue background with navigation items: Dashboard, FEATURES (Customer Services, Customer Issues), MUNICIPALS (Public Private Partne...), Manage Employees, and View Employees. The main content area has a white background with a title 'Request Details'. It contains a table with the following data:

Request Id	1895194936
Customer Name	Jay K Ramani
Email ID	jayr43178@gmail.com
Request Type	Abandoned Bicycle
Status	Cancelled
Address	BAVALAPARA NEAR CHORA "ASHRIVAD" JETPUR-RAJKOT.DIST (360370)
Date	2024-11-01
Comment	

Below the table, there is a placeholder 'Image' and a thumbnail image of a blue bicycle leaning against a stone wall. A 'View Image' button is located next to the thumbnail.

Request Details for Admin to monitoring.

### 53. Customer's Complaints

The screenshot shows the 'Customer Complaint's' section of the web application. The left sidebar is identical to the previous screenshot. The main content area has a white background with a title 'Customer Complaint's'. It contains a table with the following data:

Complaint ID	Customer Name	Status	Actions
9015417556	Jay K Ramani	Pending	<a href="#">Get More Details</a>

Complaint Section for Admin to view customer complaints.

**Complaint Details**

Request Id	9015417556
Customer Name	Jay K Ramani
Email ID	jayr43178@gmail.com
Request Type	Sewage Blockage
Status	Pending
Address	Jetpur
Date	2024-10-26
Comment	It's very dirty
Image	View Image

Copyright © Your Website 2020

Complaint details for Admin to monitor.

#### 54. Manage Employees

**Manage Employees**

Employee ID	First Name	Middle Name	Last Name	Email	Date of Birth	Phone	Address	Designation	Action
10010	Shubham	Nitinbhai	zala	employee@citycouncil@gmail.com	2024-10-28	9978342313	Dhebar Road, near gurukul, Rajkot	Office Assistant	<a href="#">Edit</a> <a href="#">Delete</a>

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## 55. Manage Employees

The screenshot shows the 'Manage Employees' page of a web application. On the left, there is a vertical sidebar with a blue header 'CITY COUNCIL' and several menu items: 'Dashboard', 'Customer Services', 'Customer Issues', 'Public Private Partner..', 'Add Employees', and 'View Employees'. The main content area has a search bar at the top with placeholder 'Search Employees' and a magnifying glass icon. To the right of the search bar is the user's email 'citycouncil.official@gmail.com' and a small profile picture. Below the search bar, the title 'Manage Employees' is displayed. A green button labeled '+ Add New Employee' is visible. The central part of the screen is a table showing employee details:

Employee ID	First Name	Middle Name	Last Name	Email	Date of Birth	Phone	Address	Designation	Action
10010	Shubham	Nitinbhai	zala	employee@citycouncil.com	2024-10-28	9978342313	Dhebar Road, near gurukul, Rajkot	Office Assistant	<button>Edit</button> <button>Delete</button>

At the bottom of the page, there is a copyright notice 'Copyright © Your Website 2020'.

Admin can view the registered employee in their portal

## 56. Edit Employee

The screenshot shows the 'Edit Shubham Nitinbhai zala' form. The form fields are as follows:

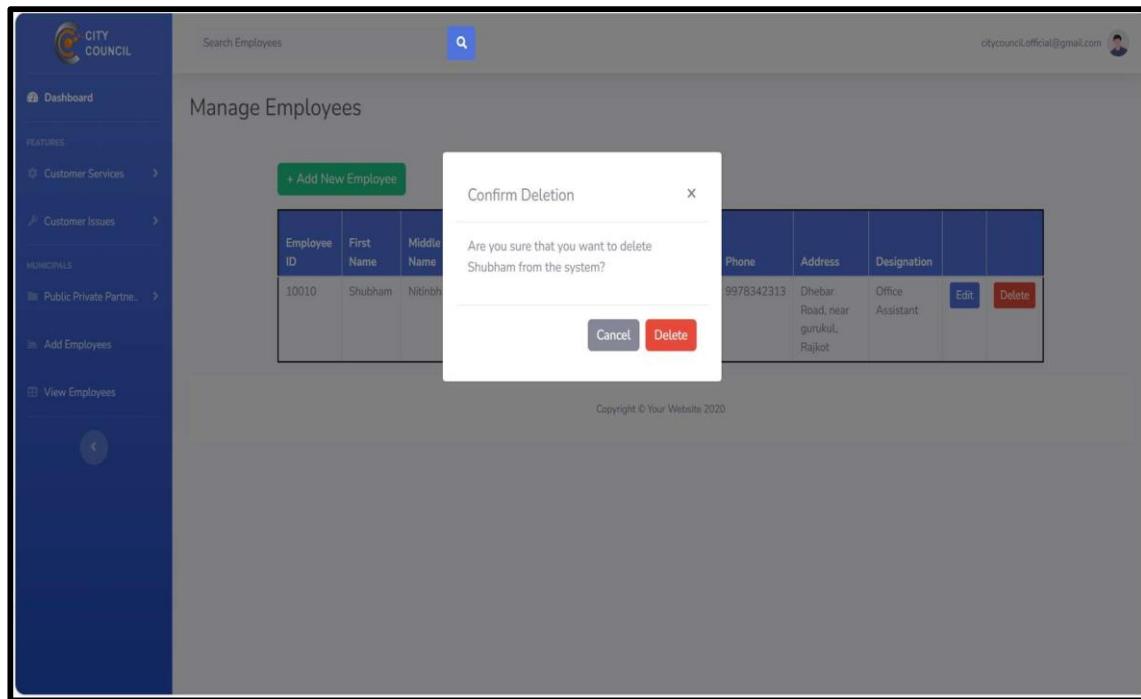
- First Name: Shubham
- Middle Name: Nitinbhai
- Last Name: zala
- Email: employee@citycouncil.com
- Date of Birth: 28-10-2024
- Phone: 9978342313
- Address: Dhebar Road, near gurukul, Rajkot
- Department: Request's Section (dropdown menu labeled 'Select Department')

At the bottom of the form, there are two buttons: 'Save Changes' (blue) and 'Cancel' (grey).

At the very bottom of the page, there is a copyright notice 'Copyright © Your Website 2020'.

Admin can edit employee details through their portal.

## 57. Delete Employee



## 58. Add Employee's

The screenshot shows the 'Add Employees Here' form. It includes fields for First Name, Middle Name, Last Name, Email Id, Date of Birth, Phone Number, and Address. A dropdown menu titled 'Select Department' is open, listing several sections: Request's Section, Complaint Section, Application Section, Ticket Section, Contact Us Section, and Tax Equipment Section. At the bottom of the form is a 'Department:' field with a dropdown menu showing 'Select Department'. A green 'Add Employee' button is located at the bottom left of the form area.

Admin Can add employee by entering details.

#### **59. View PPP Tenders/Proposals**

Admin can view submitted tenders and proposals in the system.

