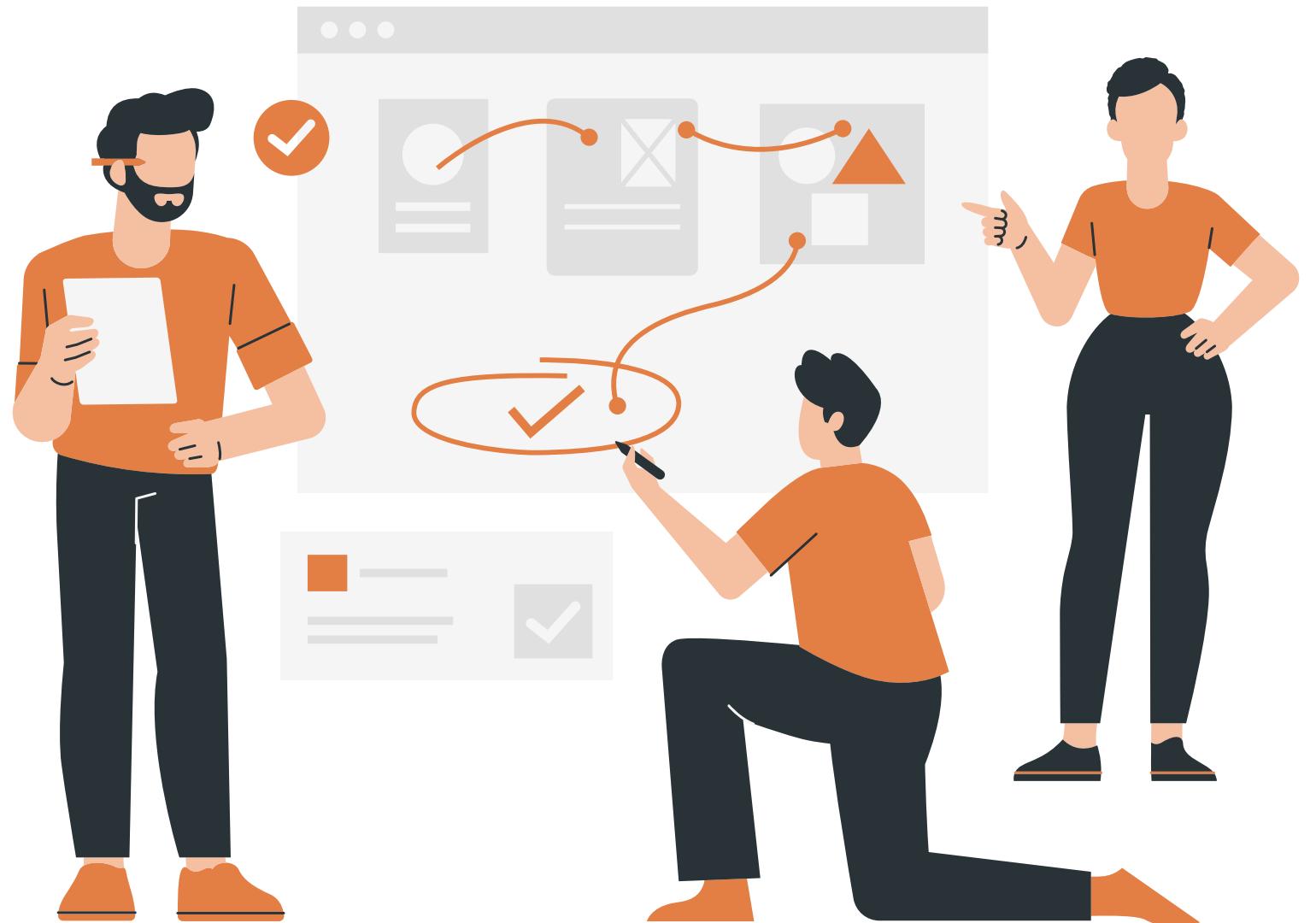


# High Fidelity Prototype

Introduction to HCI

Group 13



# Problem Statement

In our day-to-day lives, we face lots of problems in our homes, society, and locality that need the attention of a higher authority (like Municipal Corporations, etc.) or essential services (like plumbing, gardener, etc.). It is challenging for ordinary people to put forth and make them aware of the extent of their issues and get them resolved efficiently. The various problems encountered are electricity issues, plumbing issues in apartments, faulty street lights, vandalism in streets, garbage in society, poor maintenance of roads, parks, etc., but no proper and efficient fix exists.

# Scenario Steps

Sign in to the App if account already exists otherwise create a new account using the signup option.

Browse through the list of issues and select the option as required

If the issue is not present in the list shown to the user then they can create one on their own as per their requirements and the issue new issue created will be added to the given list of issues

After selecting the issue, the user is shown the list of relevant authorities as per the issue selected and if the user chooses then, they have the option to select the relevant authorities manually

Once the complaint has been tended to the user can give ratings to the personnel which will be reflected in their profiles

The user can see the progress in real time and will be notified of the estimated time of completion and if any delay arises

After successfully registering the complaint the user can view the details of the registered complaint

The user can then add proceed to register complaint by giving other details like the time and date when the issue first surfaced as well as photos of the issue

## LOGIN PAGE

1

This is the main login page of our App. Here the user can choose to log in using an existing account or signup if he doesn't have one.

New users can register on the app by clicking on the sign-up button



Already registered users can enter their registered User Id and password to login to the app

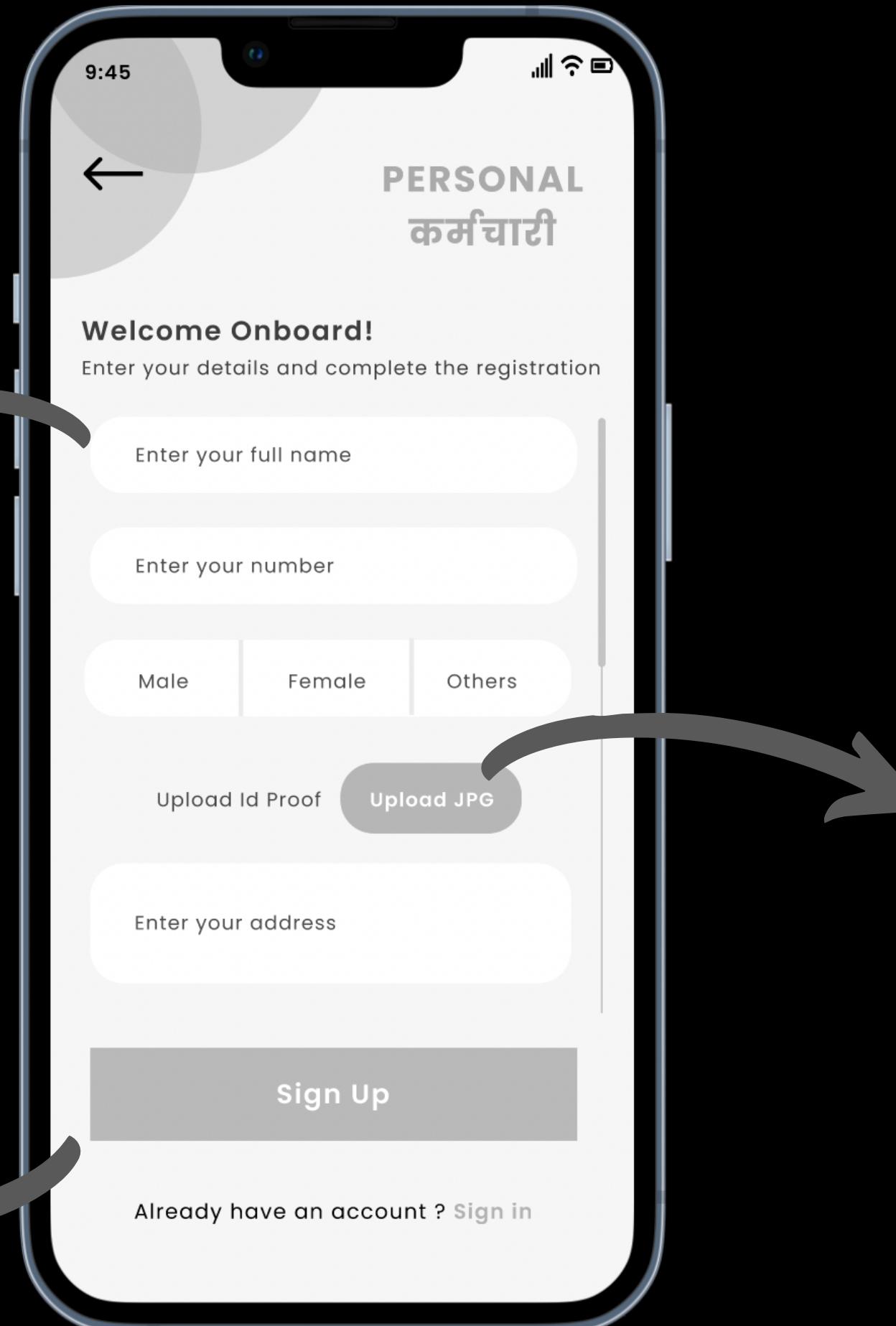
## 2

## SIGNUP PAGE

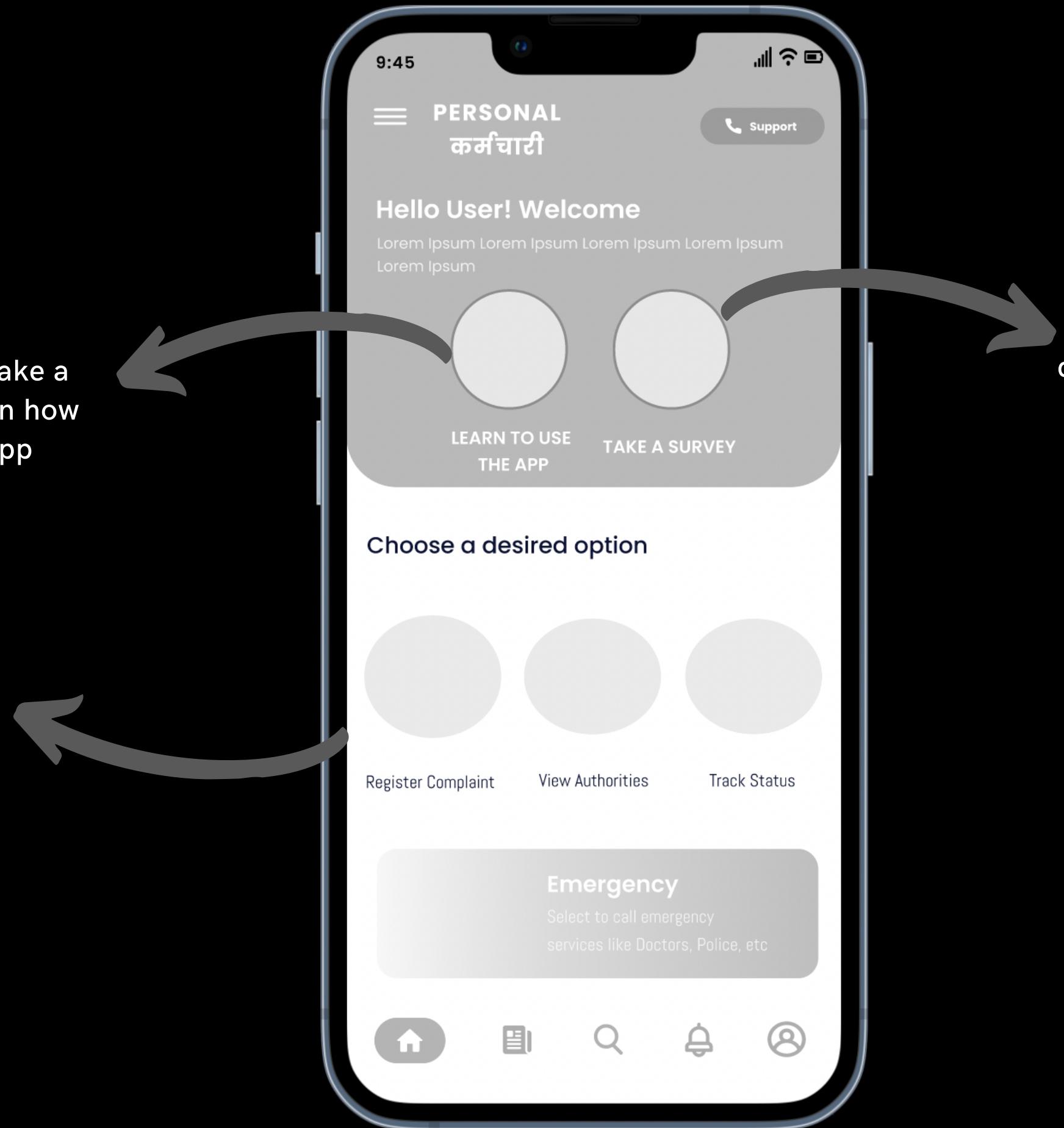
This is the signup page. Here user can create a new account by entering his details like Name, address, date of birth, etc.

New users are required to provide basic details such as their name and phone number

Once the basic details have been entered then just with a click their profiles will be created



Users also have to upload a JPG of their ID proof



The user can take a short tutorial on how to use the app

The user can choose from the given options according to their needs

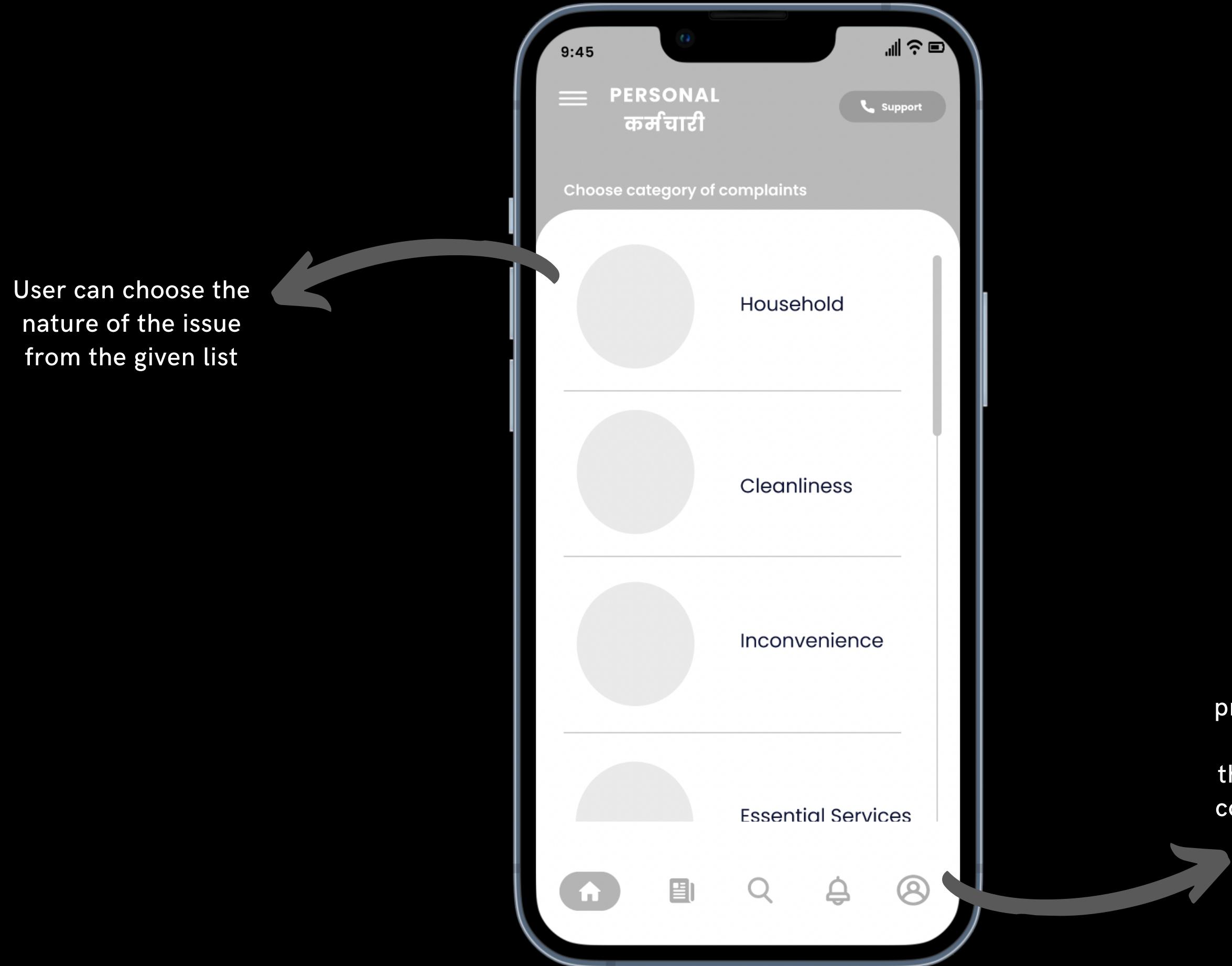
A general survey with questions regarding the problems in the neighbourhood

### 3

## Homepage

This is the homepage. Here the user can perform various tasks. The user can register complaints, view authorities, check the status and use emergency services.

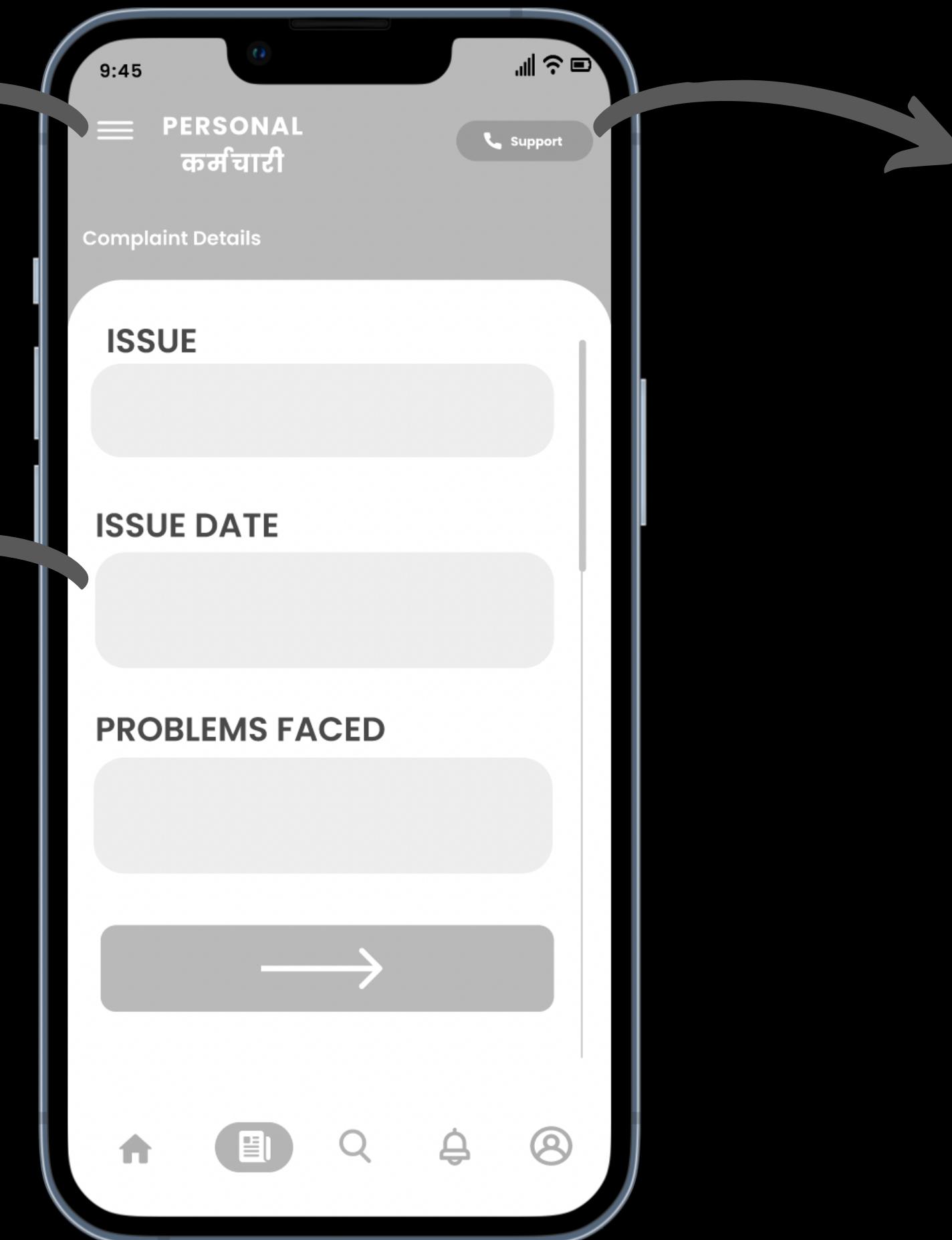
## 4 COMPLAINT SELECTION



On this page, users can select the category of their complaint or they can create a new category of their own if their issue is not listed in the premade categories

The user can access the basic settings of the app as well as see the permissions required for the app to function

The user needs to give the basic details of the issue such as the time when the issue first came to the notice of the people



If the user is facing any issue within the app or otherwise then they can use the 24/7 hotline where the support people will give proper guidance

## 5 COMPLAINT DETAILS

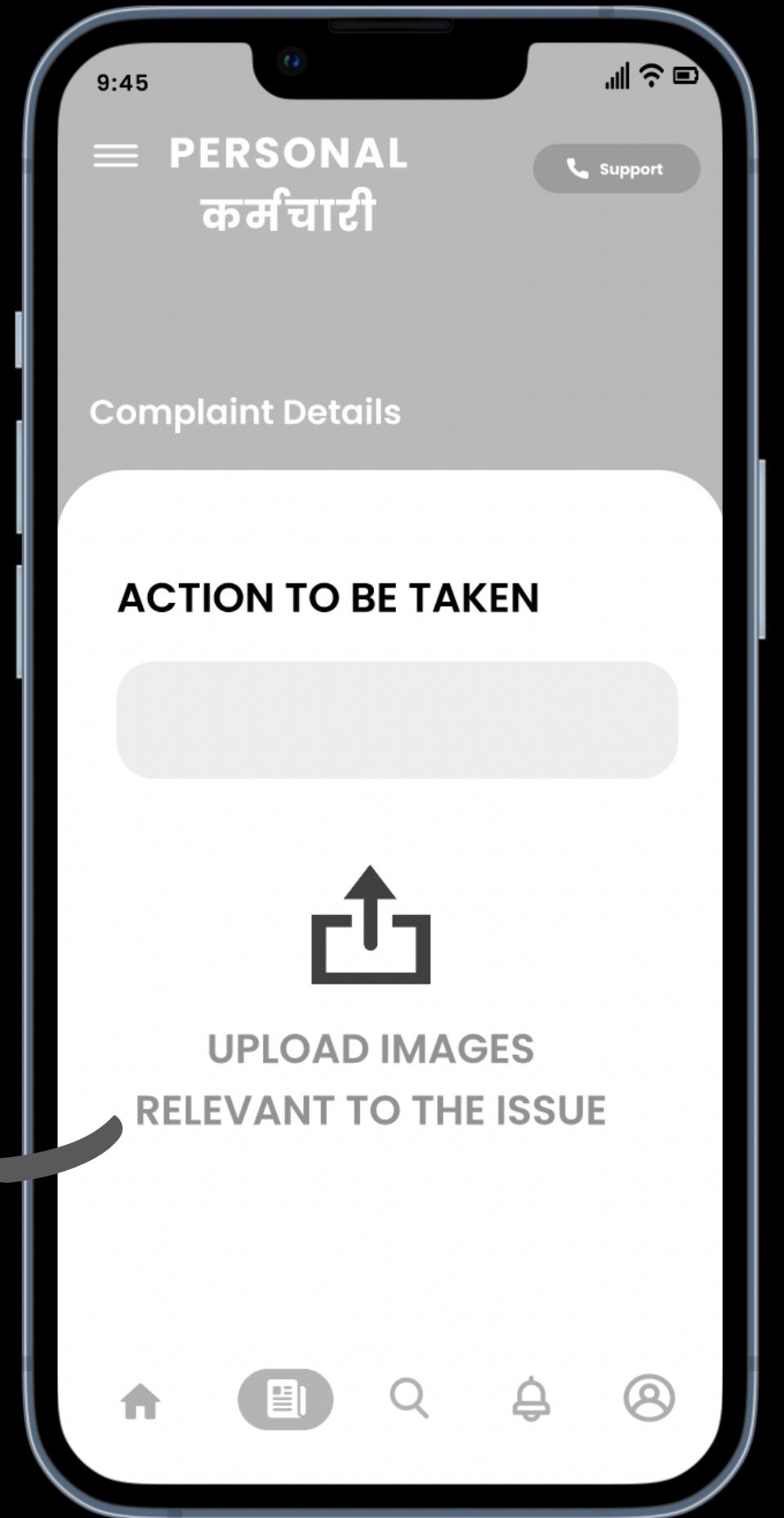
On this page, the user can specify their issue. What is the category, select the urgency, select relevant authorities, upload images related to the issue, etc

## 6

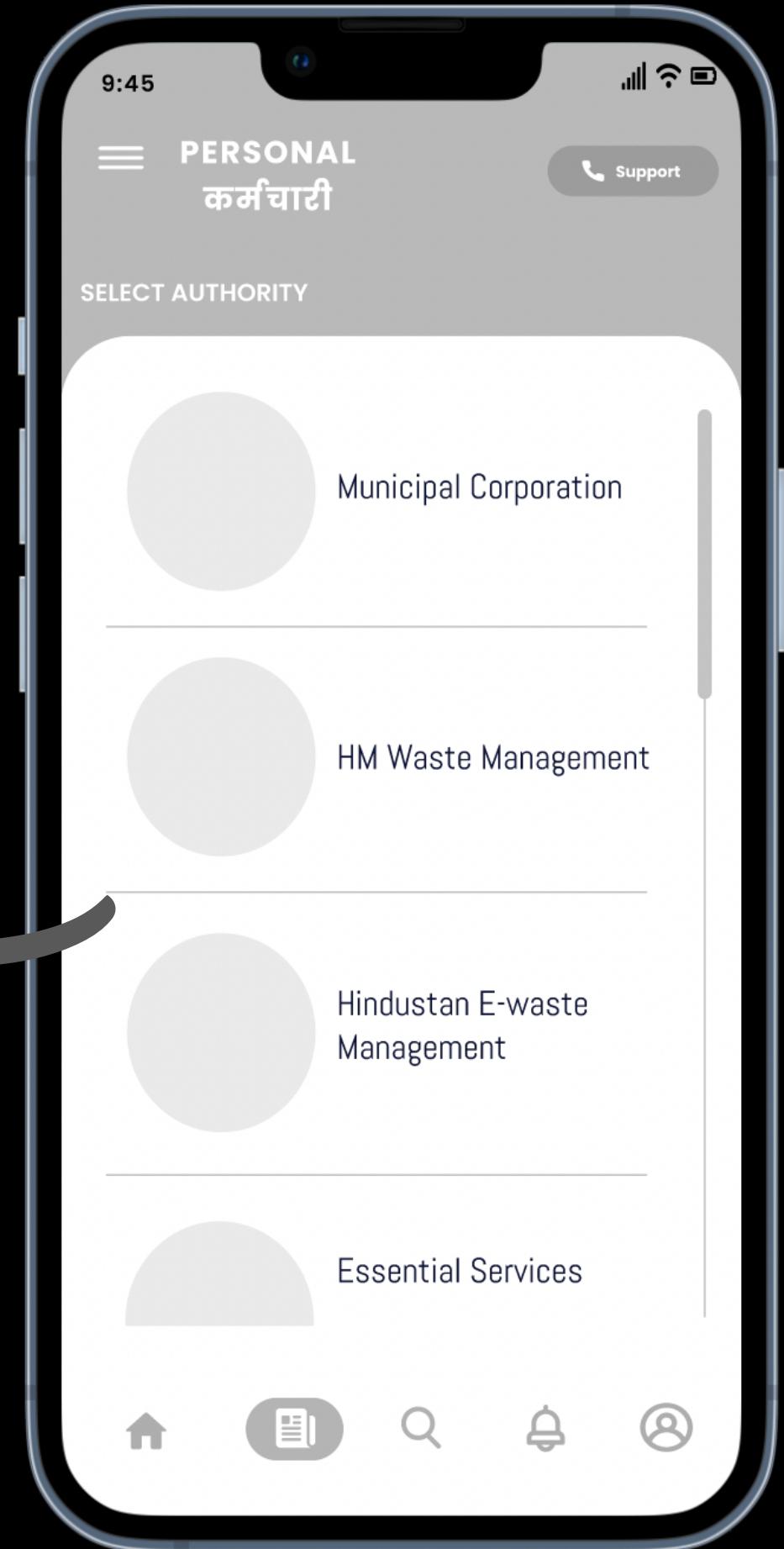
### COMPLAINT DETAILS

On this page, users have to enter other details of their issue with proper proofs. They can save or confirm their draft.

After providing the basic details of the issue the user can upload pictures regarding the same



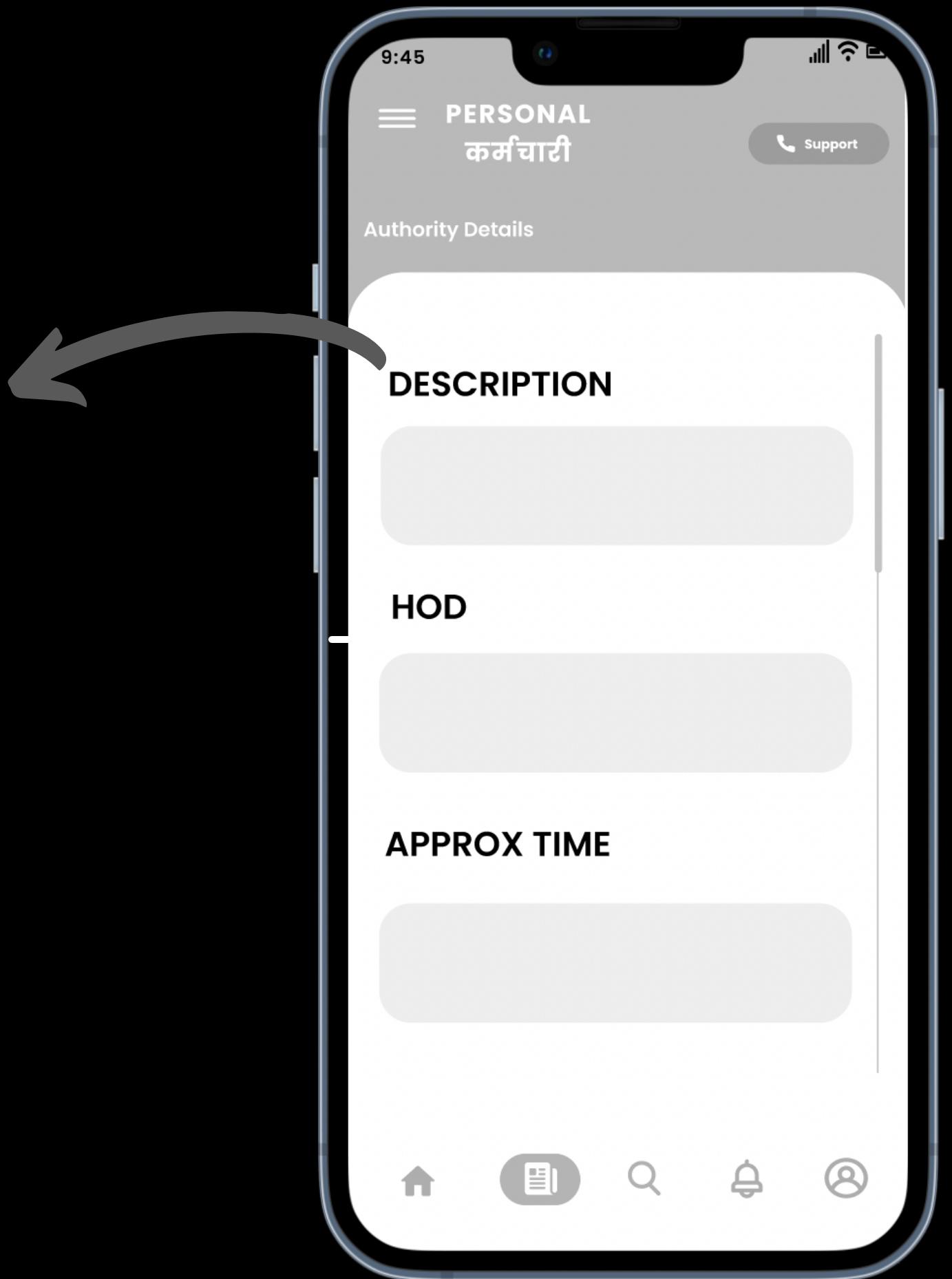
Once the basic details of the issue have been registered, then based on the issue the app will automatically select the authority and if the user wants then they can manually select the authorities they see fit



## 7 AUTHORITY SELECTION

On this page, users have to select the authority which they want to solve their issue

The details of the authority selected by the user such as the issues they resolved previously and the average time they will take to resolve an issue will be displayed here

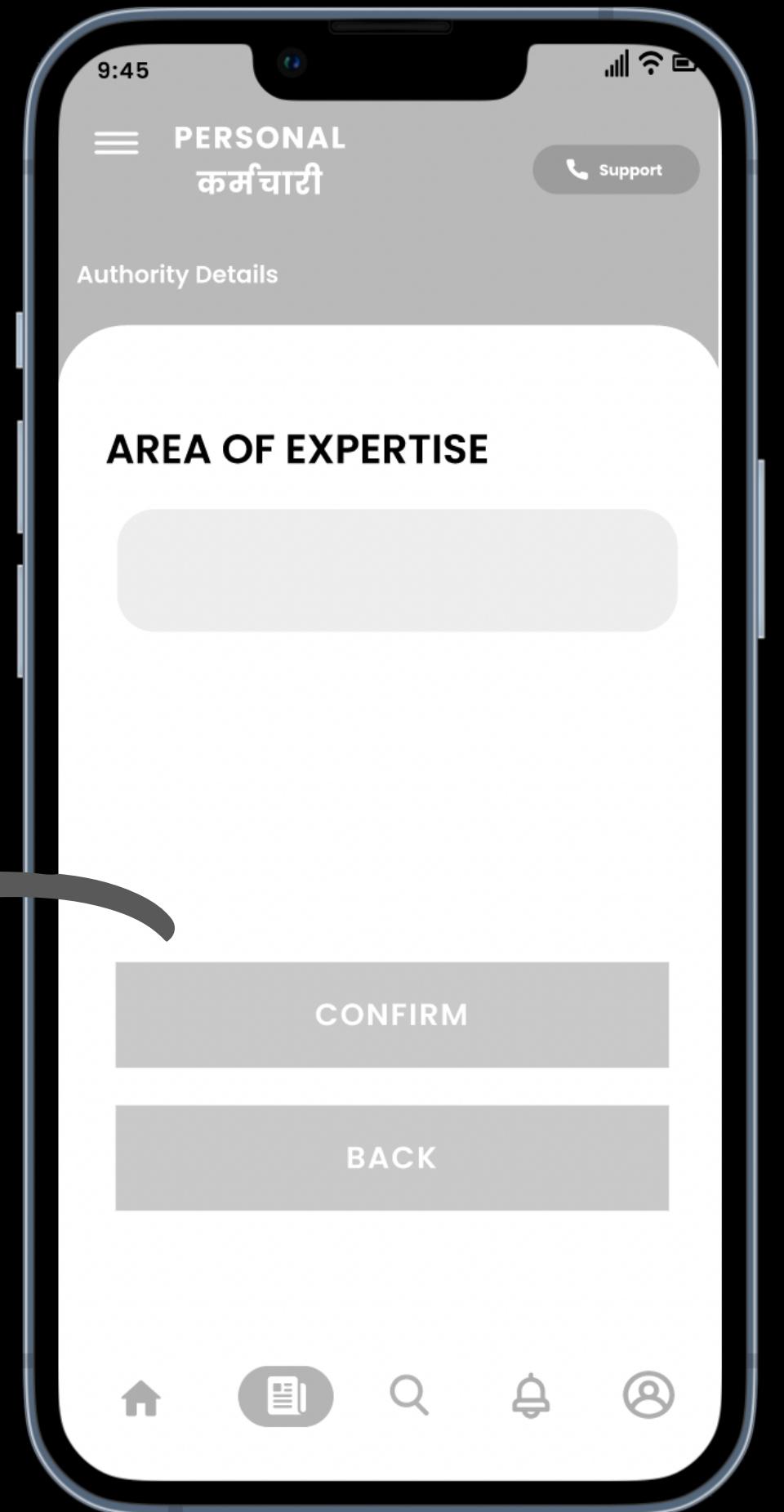


## 8 FINAL DETAILS

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On this page, final summary is show of the complaint for approval from user

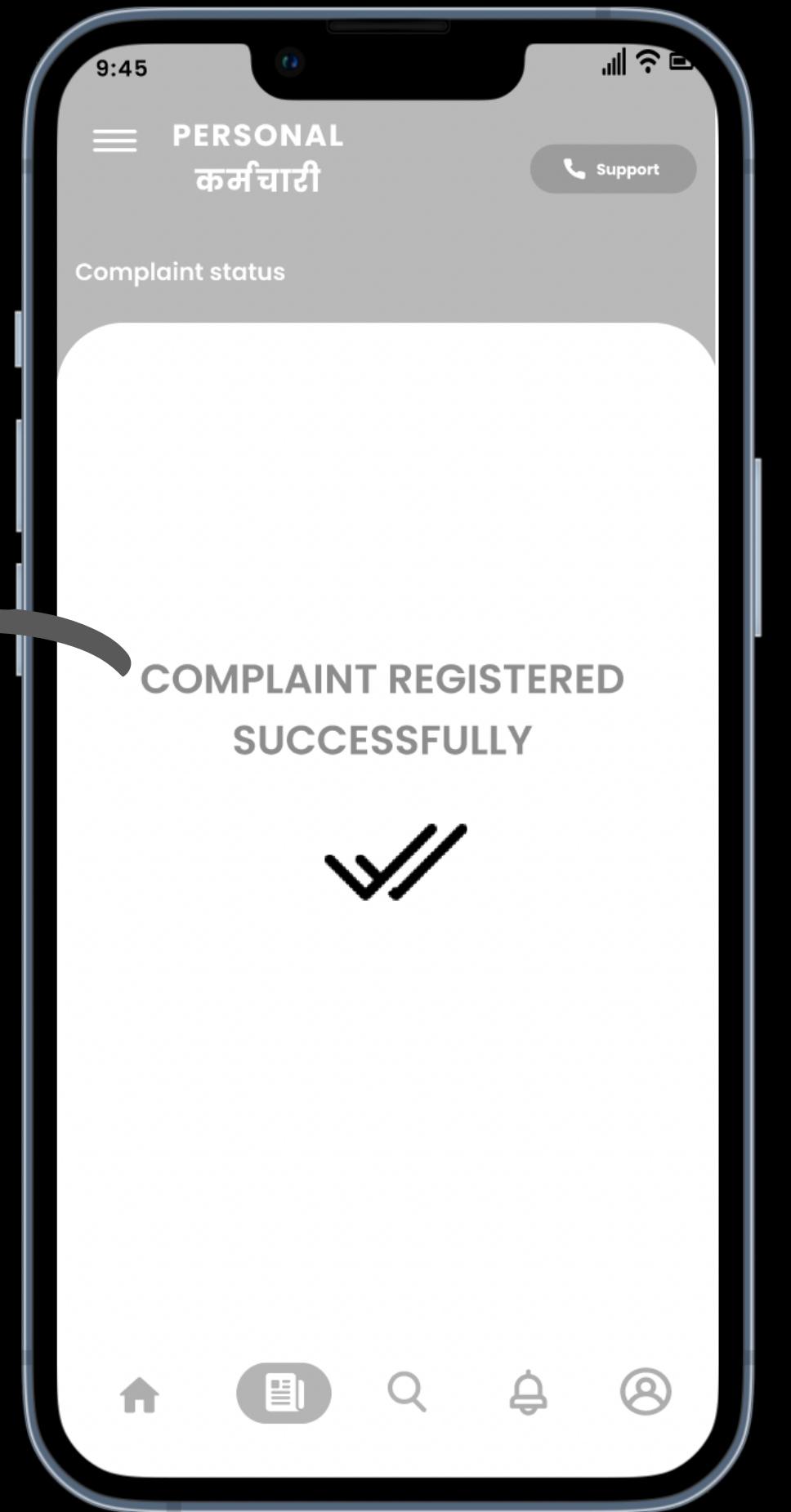
Once the user has finished writing the details of the complaint then they can select "confirm" to register the complaint or "back" to edit any detail of the complaint



9

## CONFIRMATION

On this page, a confirmation is shown

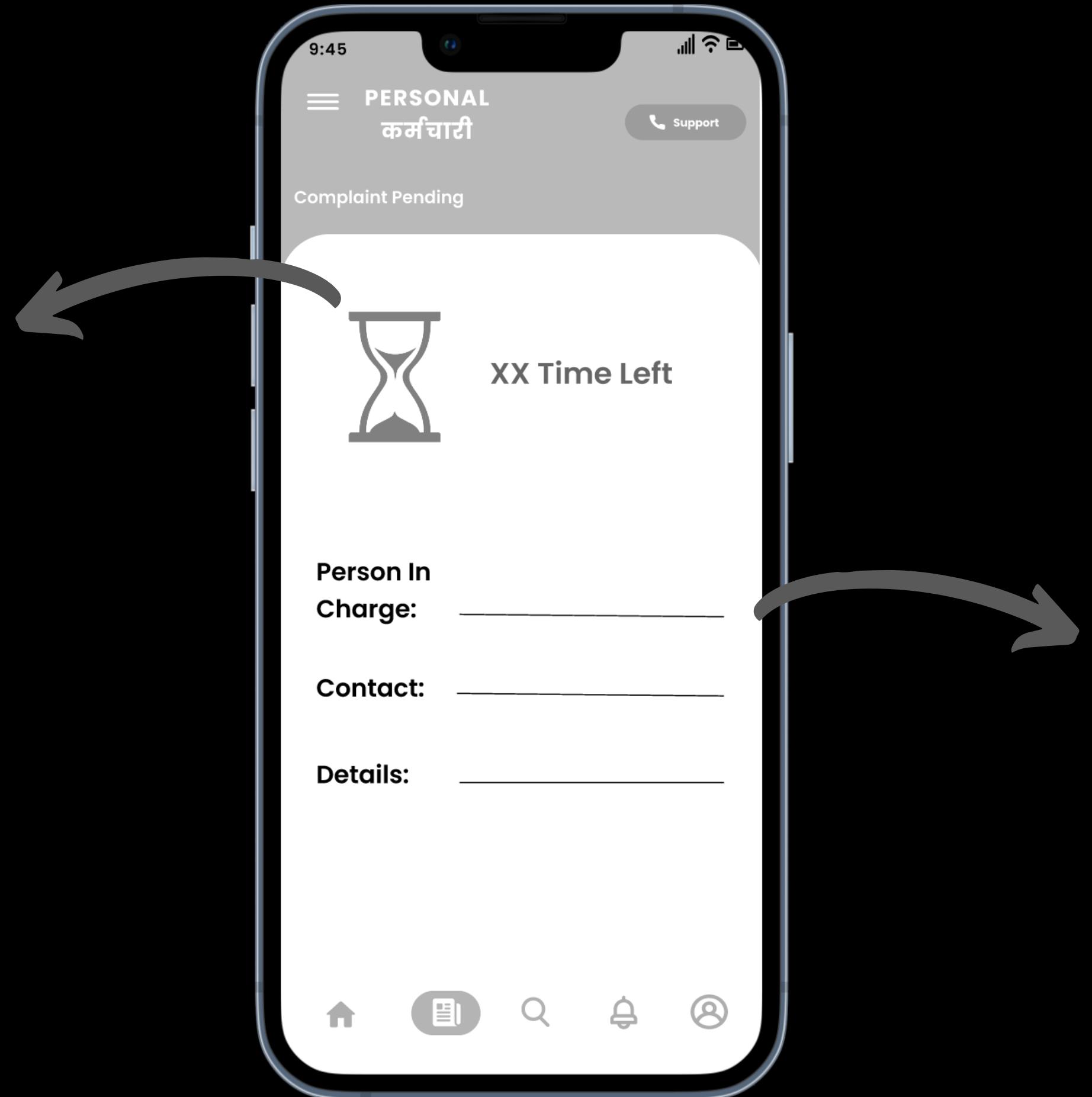


Upon registering the complaint successfully, the user will be notified of the same through a prompt as shown



## 10 TRACKING

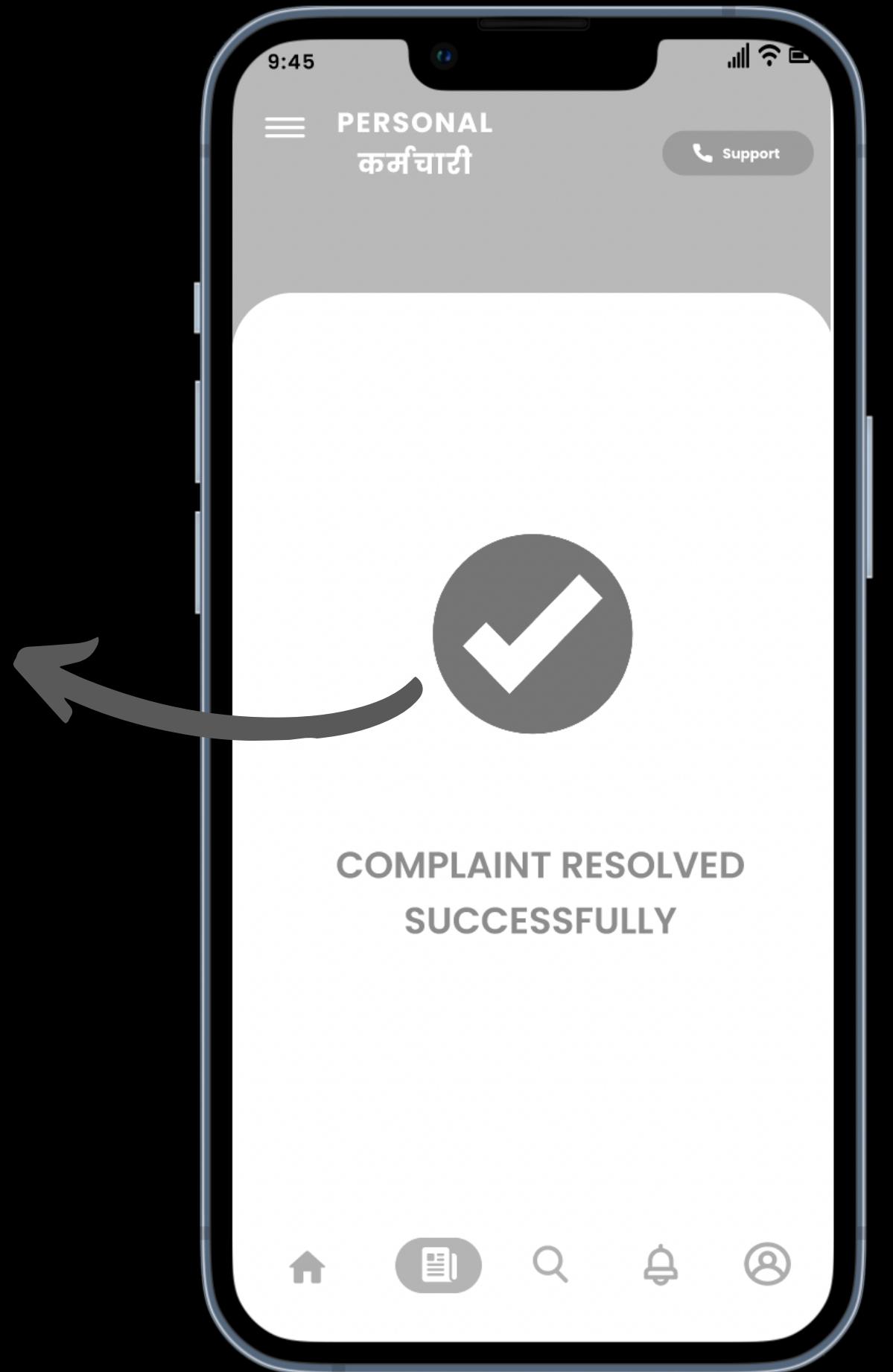
The user will be shown the estimated time remaining for the issue to be resolved



On this page, users can track the status of their complaints. It will show them the time left for their complaint to get resolved, etc

The details of the person undertaking the work are show here

The issue has been  
successfully resolved as it  
is shown on the screen



# Solution to Problem Statement

The app helps the complaints from people reach the proper authorities with all the details and stats so that action can be taken to resolve them. The app first collects the user details like name, age, address. Then they can register their complaint with details about the issue, starting of the issue, problems they are facing etc. This data is collected and processed for the authorities so that they can pinpoint the critical areas where immediate action is needed and also can be used to optimize existing services so that they can benefit the majority of the people living in the neighbourhood leading to better inclusiveness. The authorities then create a priority for the complaints and can initiate the process to resolve them. The progress and status of complaints are available to the user. The user can track every step of his/her issue. After the issue is resolved the feedback is collected to further improve the services provided by the authorities.

Hence the solution to our problem statement was reached.



# Our Team

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