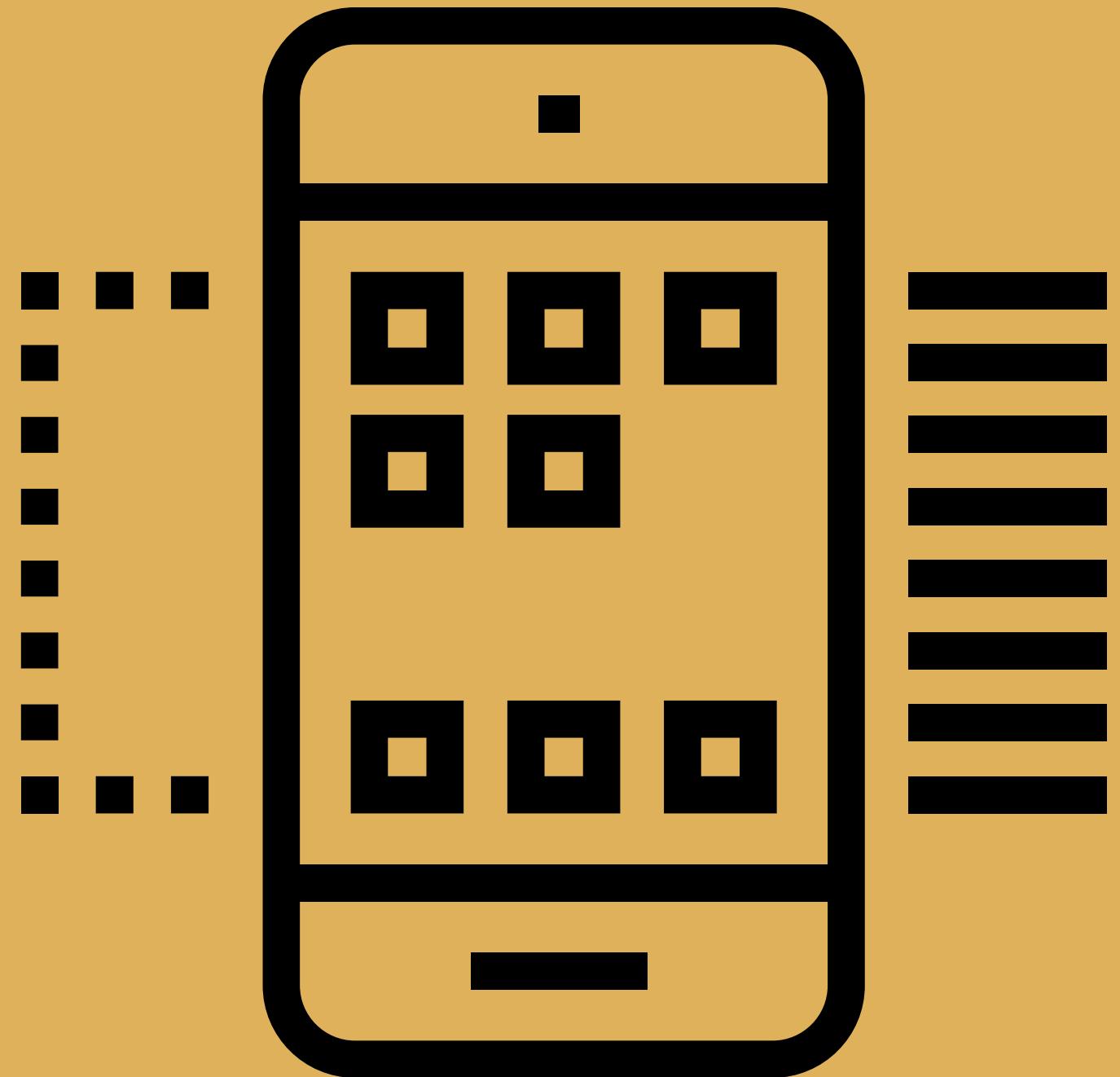


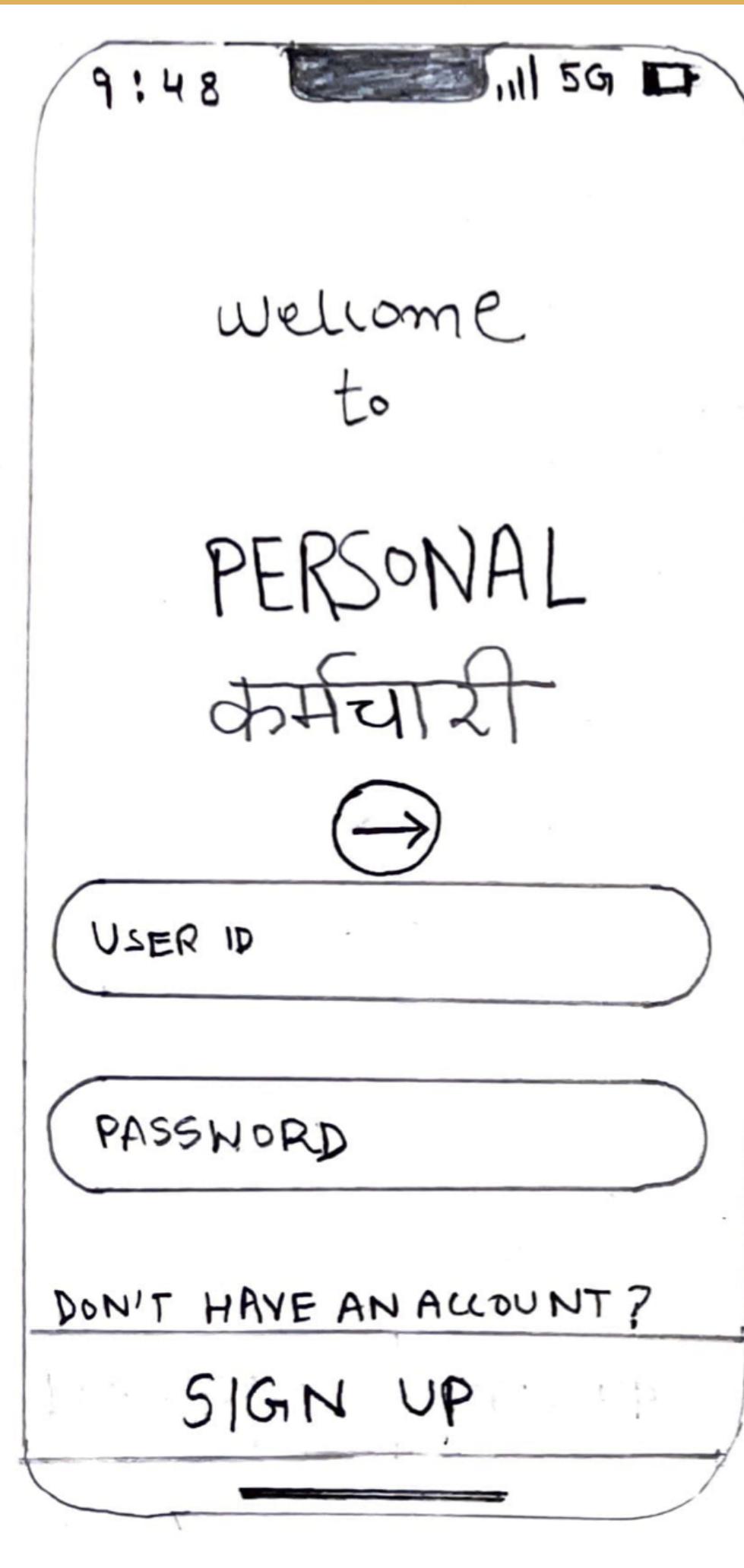
LOW FIDELITY PROTOTYPE

HCI Group 13





INDIVIDUAL UI SKETCHES

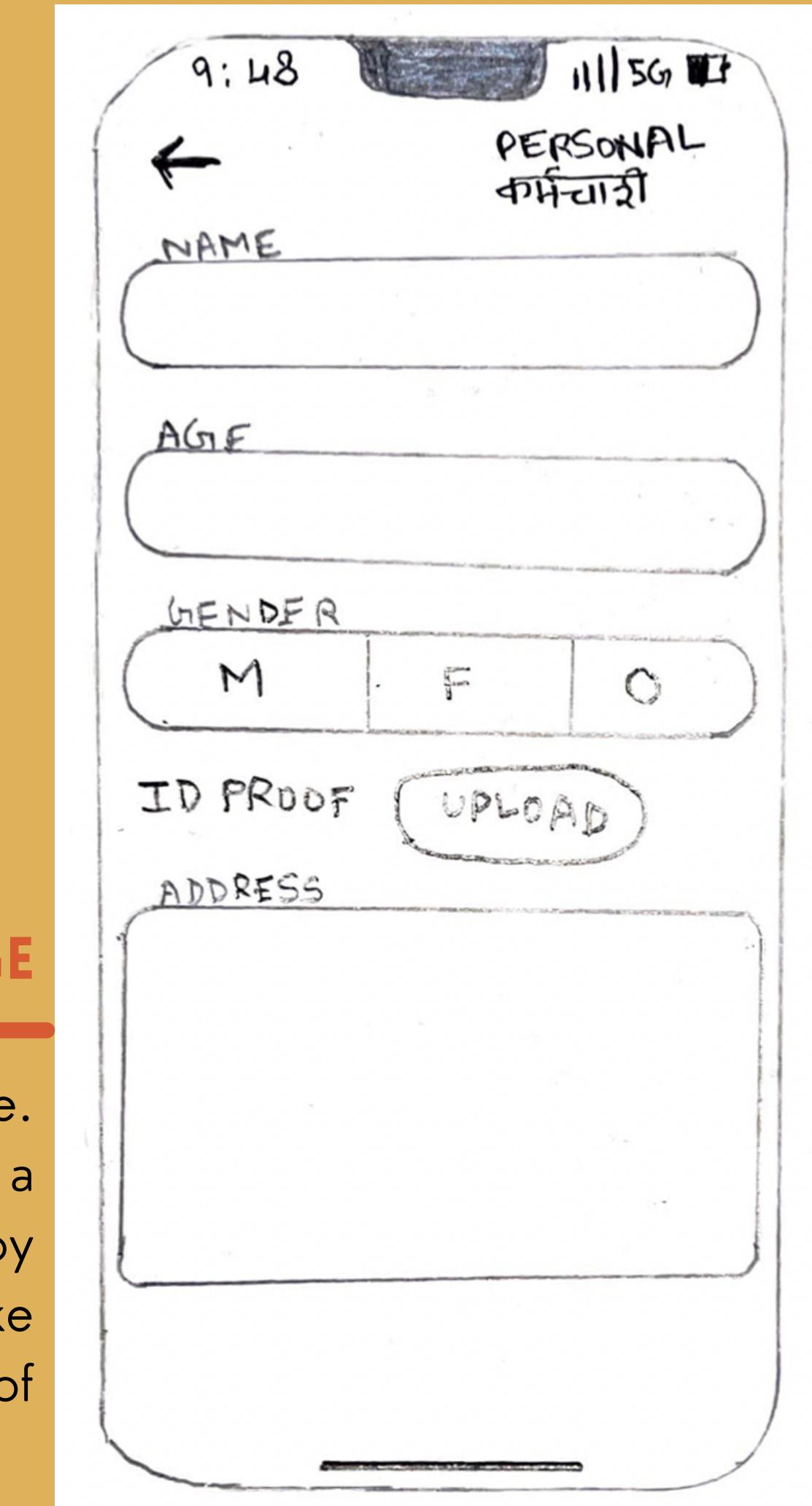


LOGIN PAGE 1

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.

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.

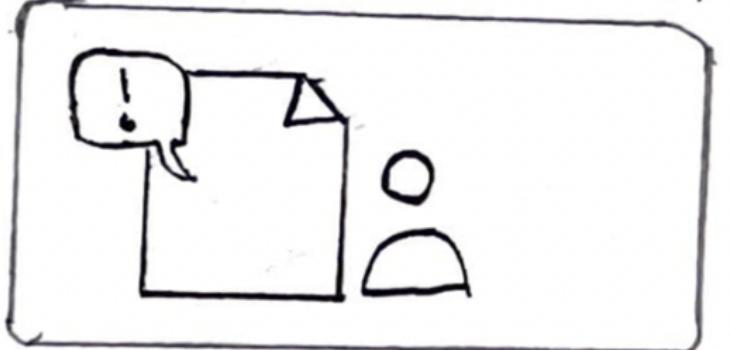


9:48

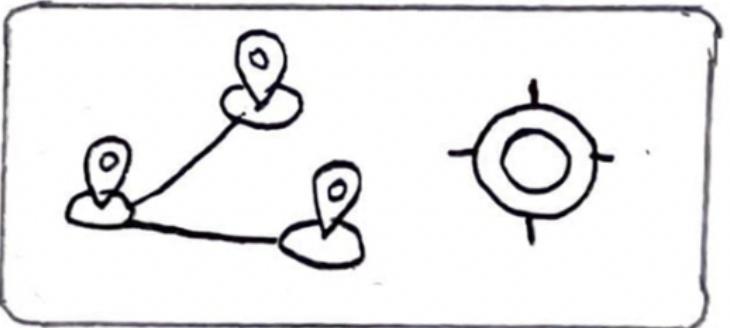
PERSONAL
कर्मचारी

SUPPORT ↗

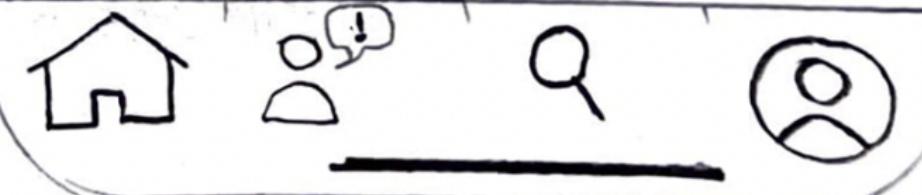
FILE A NEW COMPLAINT



TRACK AN EXISTING



COMPLAINT 24# IN PROGRESS



DASHBOARD

3

This is the dashboard. Here the user can select file a new complaint option or choose to track an existing complaint

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

9:48

PERSONAL
कर्मचारी

SUPPORT ↗

CHOOSE CATEGORY OF
COMPLAINT

HOUSEHOLD

CLEALINESS

INCONVENIENCE

ESSENTIAL SERVICES

OR

CREATE YOUR OWN ISSUE





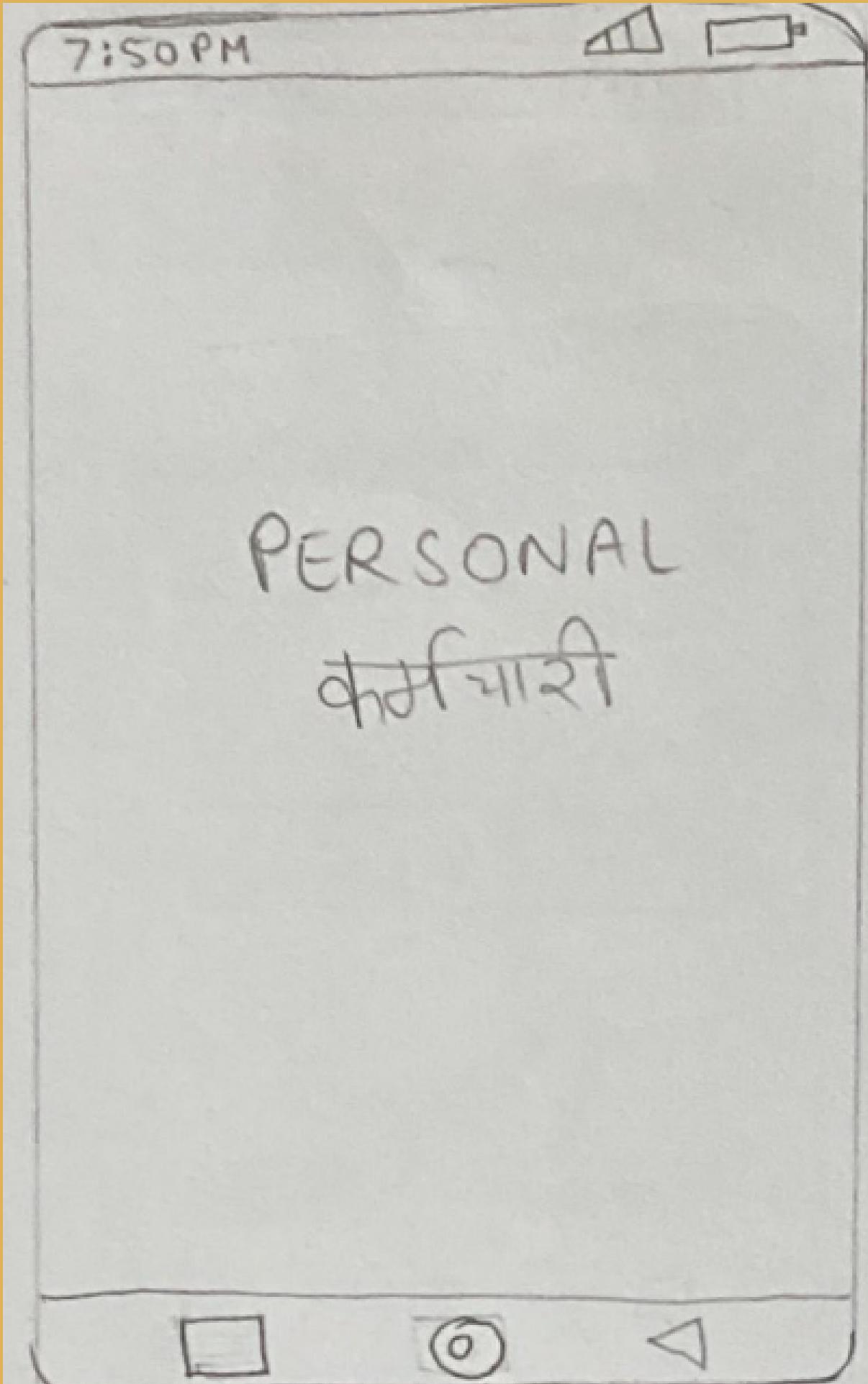
STRENGTHS & WEAKNESSES

STRENGTHS

- Minimal design
- Clear instructions
- All genders inclusivity
- Back button available

WEAKNESSES

- Text-heavy UI
- No option to save the progress

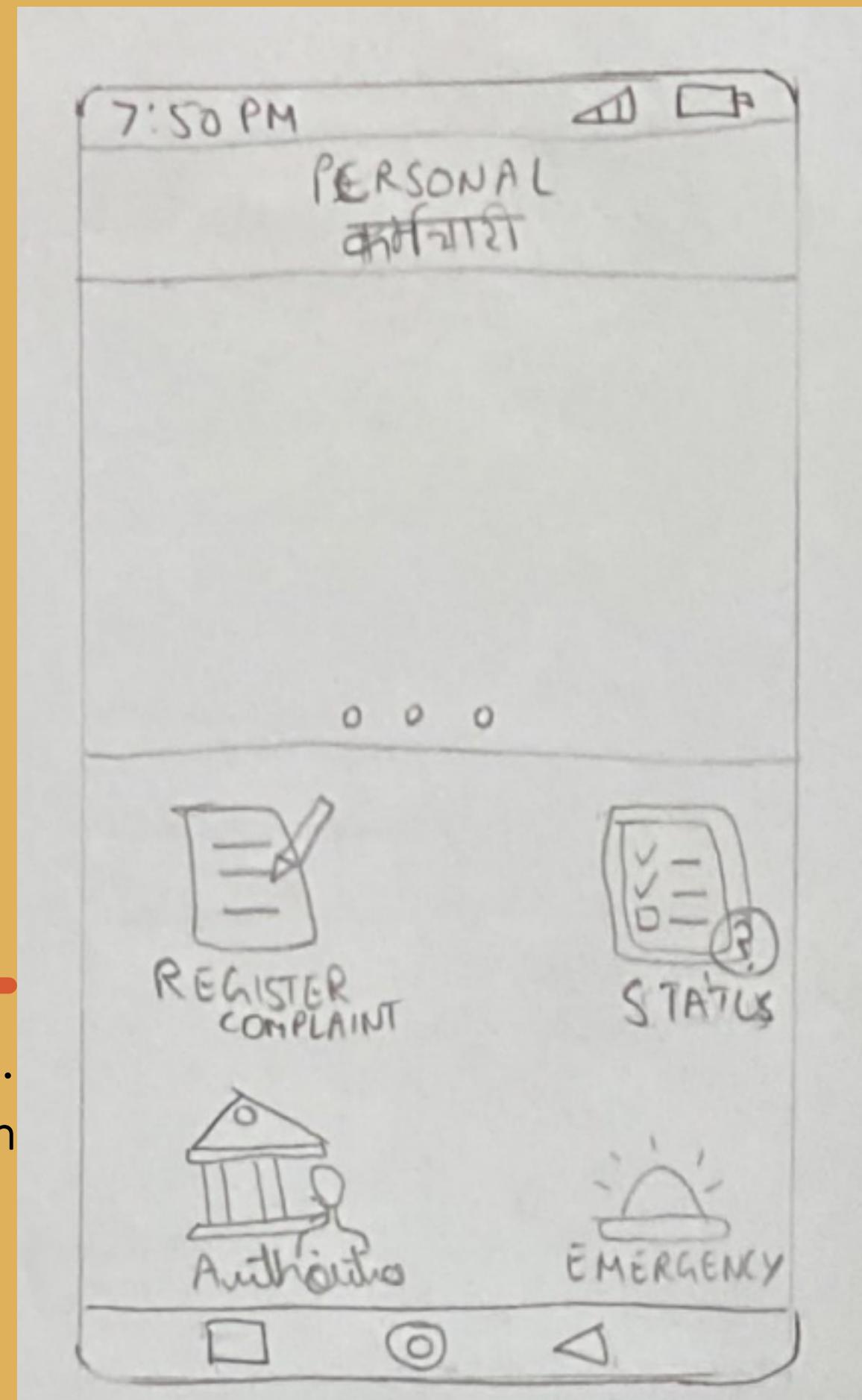


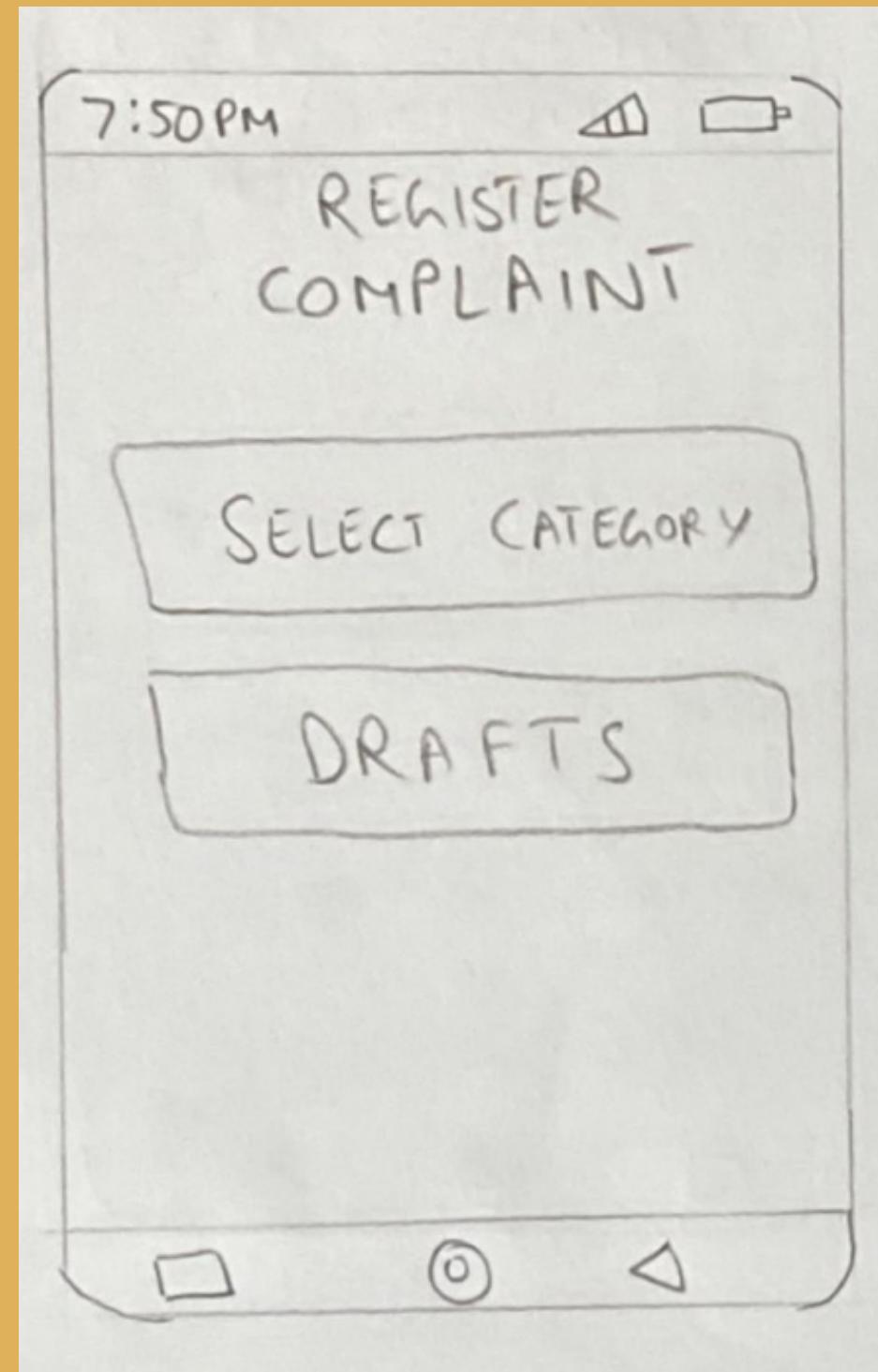
1 LOGIN PAGE

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.

2 HOMEPAGE

This is the homepage. Here the user can perform various tasks.



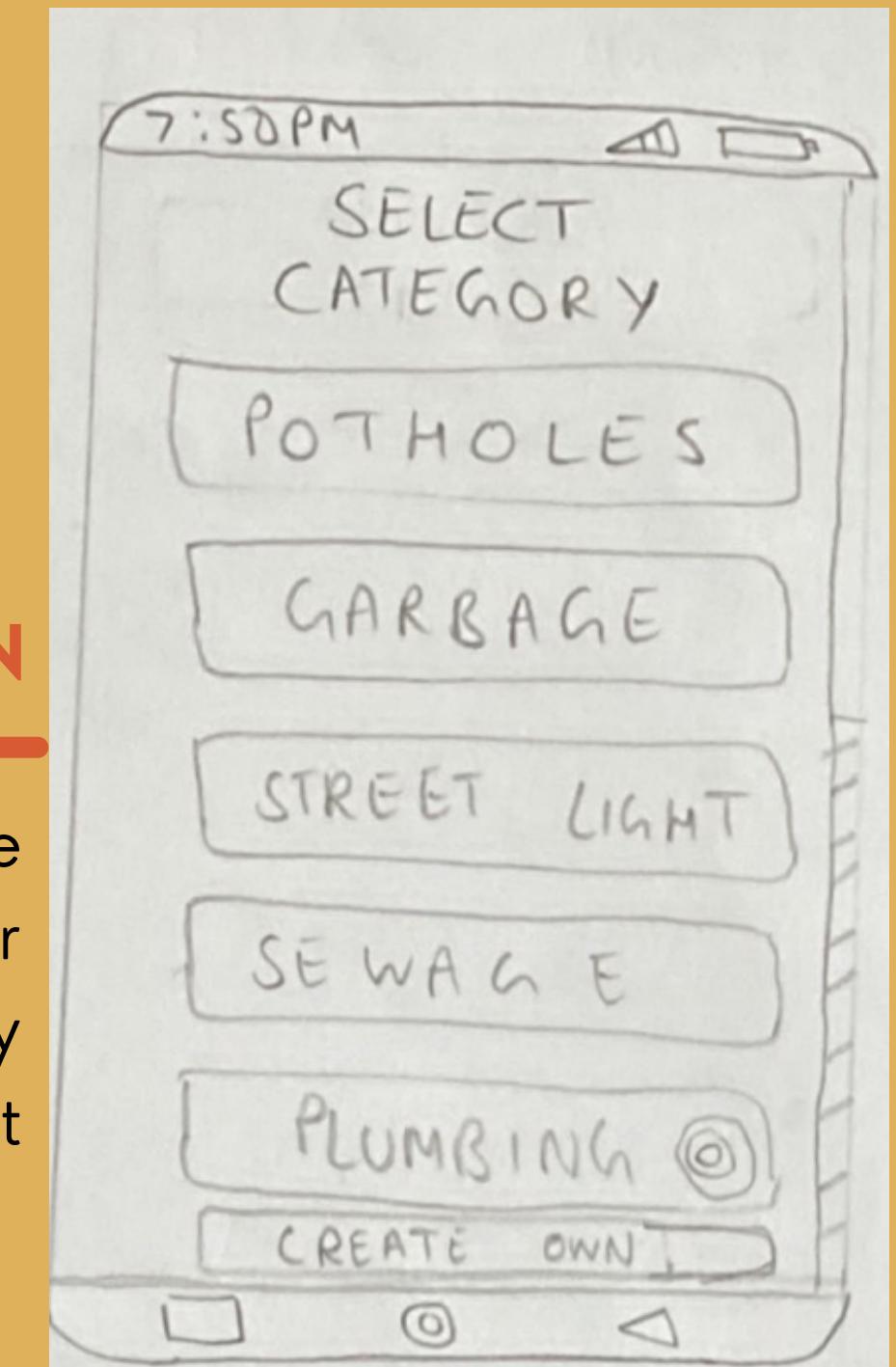


REGISTER COMPLAINT 3

This is the screen to register the complaint.

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



STRENGTHS & WEAKNESSES

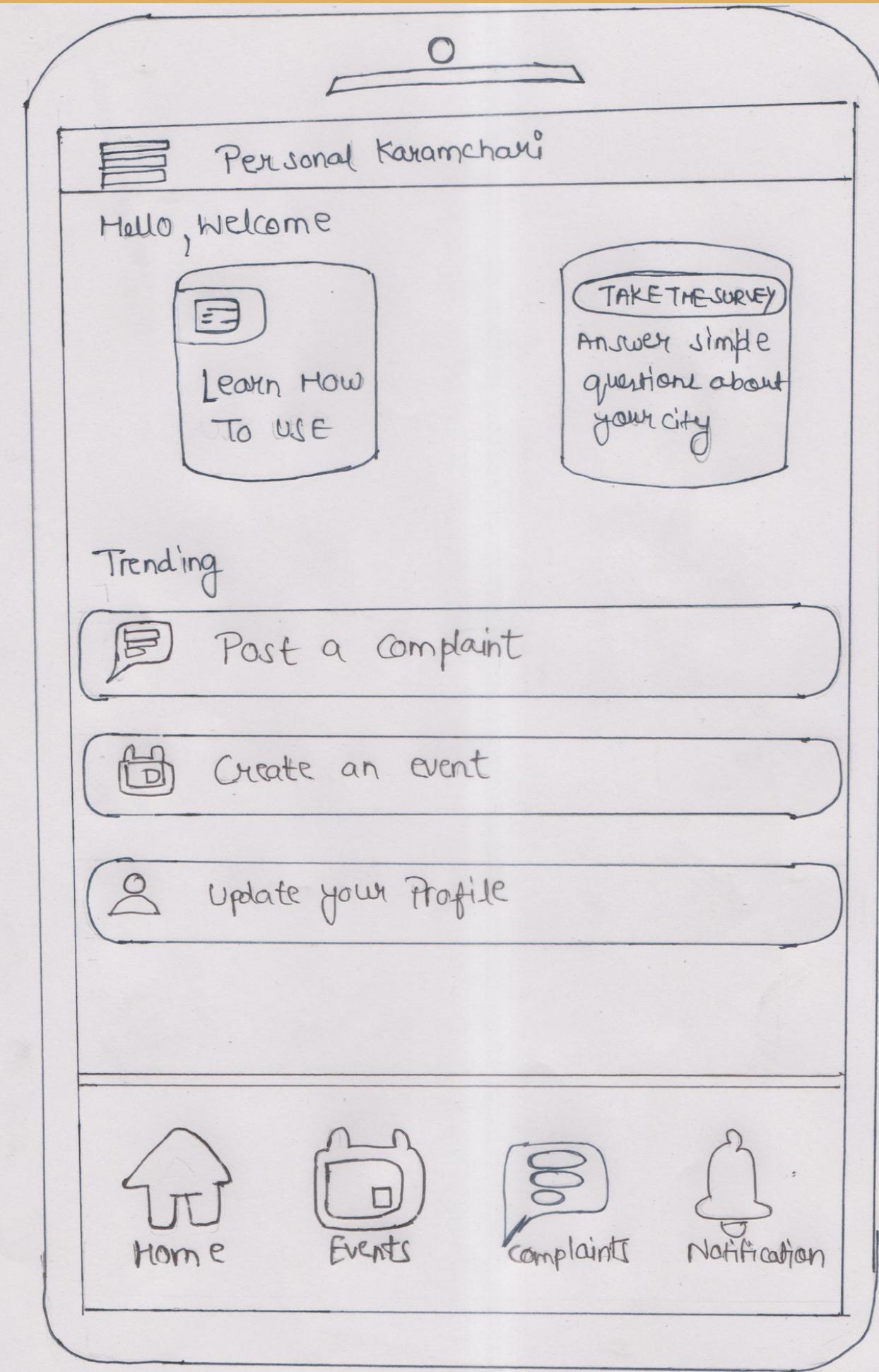


STRENGTHS

- Easy UI
- Userflow is clear
- Minimalistic

WEAKNESSES

- No login page
- No back button
- Could be more elaborate



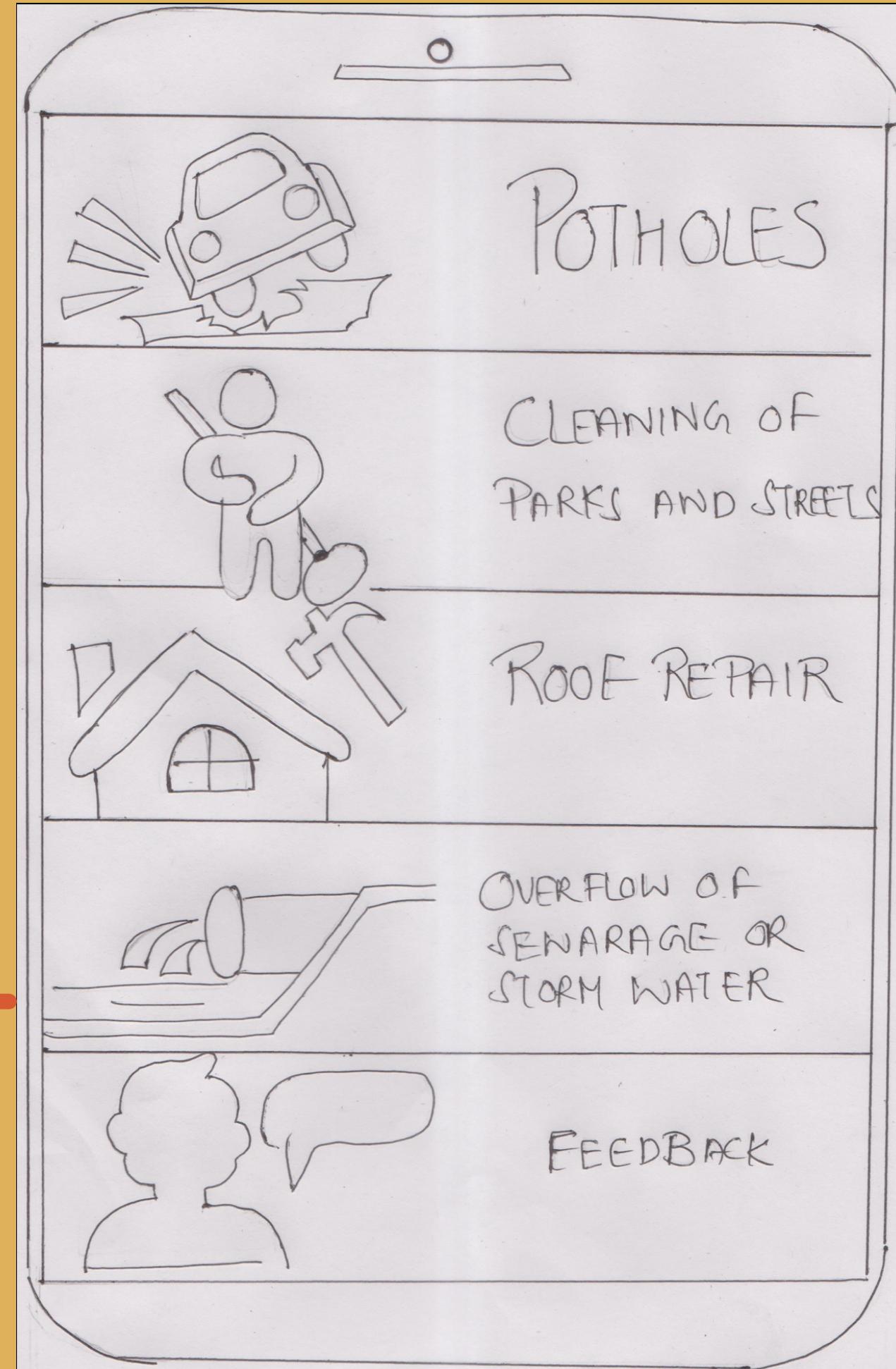
DASHBOARD

1

This is the dashboard. Here the user can register a new complaint, change their profile, get a tutorial of how to use the app, etc.

COMPLAINTS

Here the user can select their complaint from a variety of listed categories





STRENGTHS & WEAKNESSES

STRENGTHS

- Easy UI
- Visually appealing
- Tutorial for App provided
- Image use is good

WEAKNESSES

- User flow not clear
- Some buttons are misplaced



Personal कर्मचारी

Register a complaint

Track the progress of the complaint

Information about various authorities

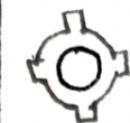
Reviews and Ratings

DASHBOARD 1

This is the main dashboard of our app. Here the user can choose to Register a new complaint, track the progress of an ongoing complaint, see information about various authorities or give a review or rating

2 REGISTER A COMPLAINT

The user can choose from two options for the nature of their complaint: Issue inside your home and Issue outside your home



Register a Complaint

Please select 'the nature of complaint'

Issue inside your home

Issue outside your home



DETAILS OF ISSUE

3

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



STRENGTHS & WEAKNESSES

STRENGTHS

- Back button is present
- More categorisation of complaints

WEAKNESSES

- Lack of visuals
- Navigation slightly difficult
- Could be more elaborate

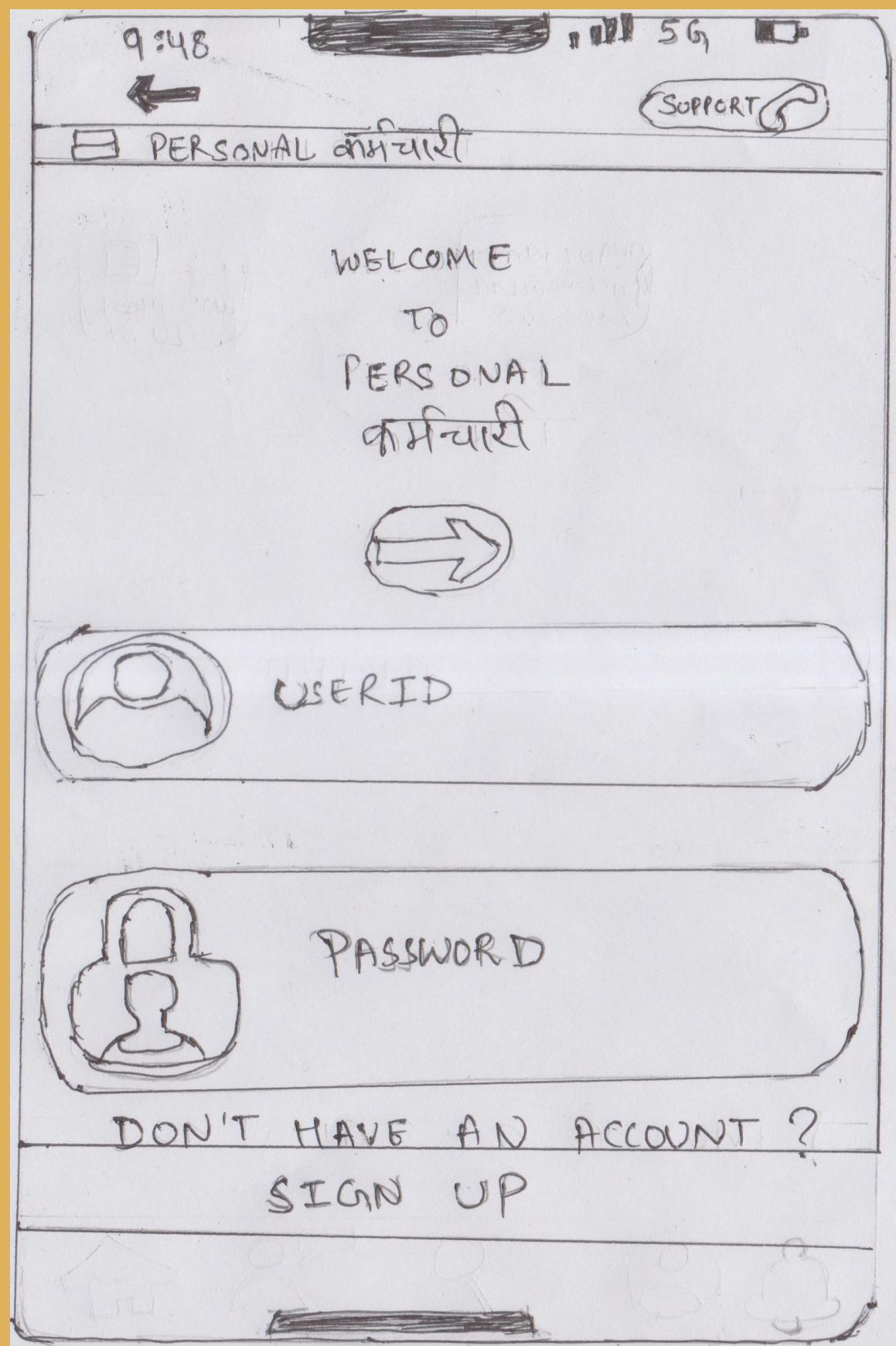


**REVISED LO-FI
PROTOTYPE**

LOGIN PAGE

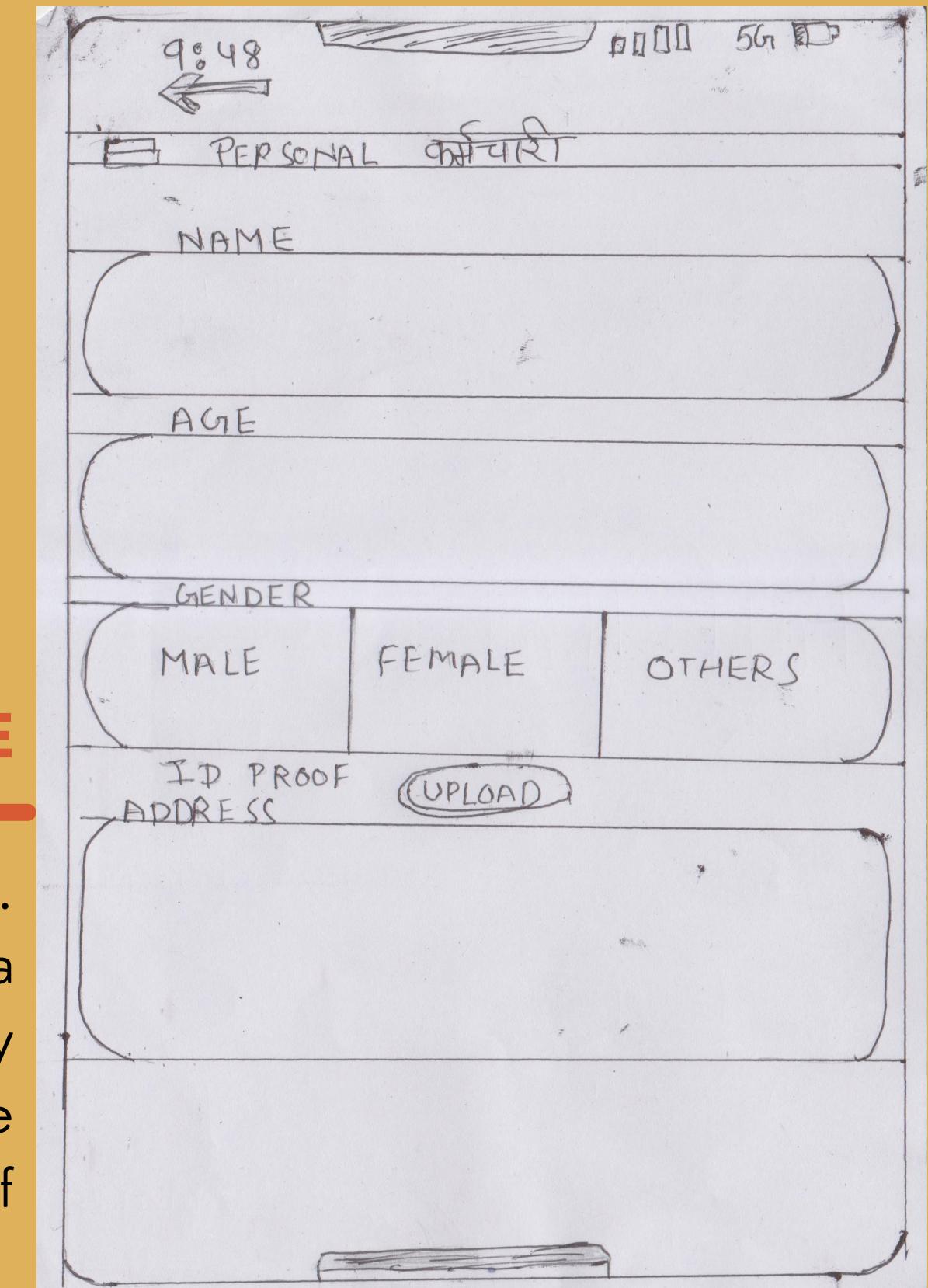
1

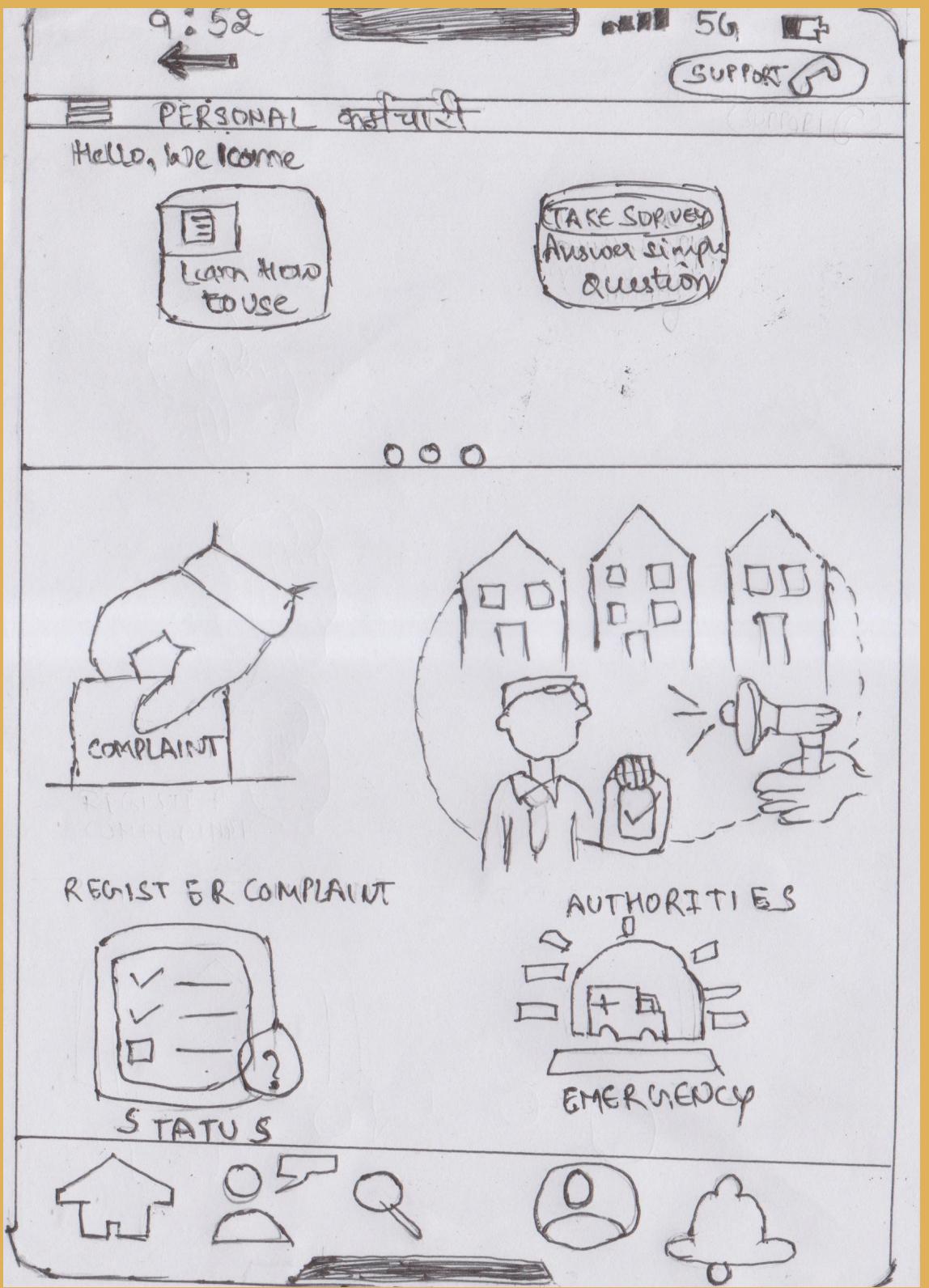
This is the main login page of our App. Here the user can choose to log in using an existing account or signup if he doesn't have one.



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.



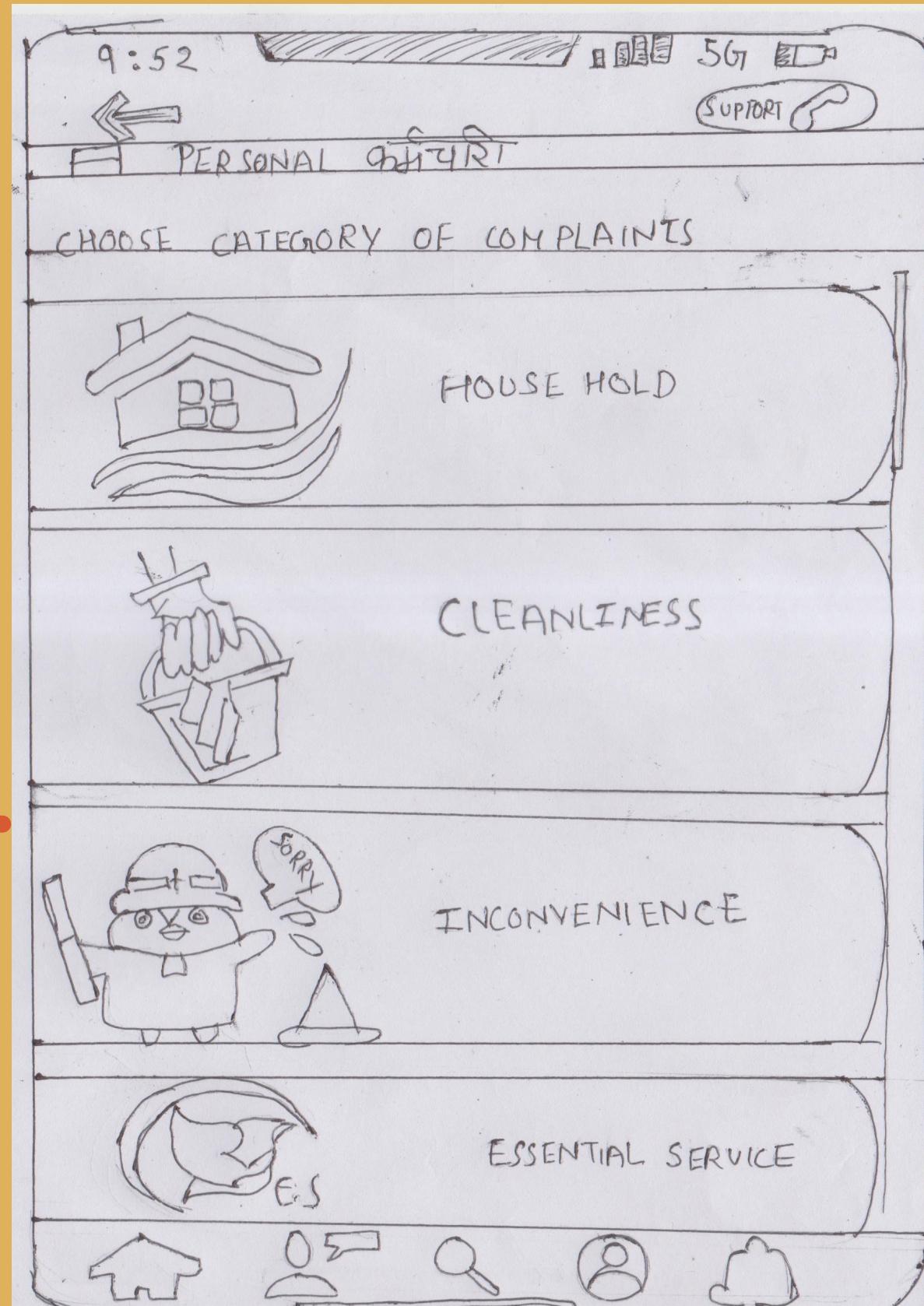


3 HOMEPAGE

This is the homepage. Here the user can perform various tasks. The user can register complaint, view authorities, check 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.



COMPLAINT DETAILS 5

9:53 ←

00/01/54 SUPPORT

PERSONAL कमीशरी

NAME _____

AGE _____

ADDRESS _____

CONTACT _____

ISSUE _____

ATTACH IMAGE

↑

SEARCH

PROFILE

BELL

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.

9:55 ←

00/01/54 SUPPORT

PERSONAL कमीशरी

PREVIOUS ACTION (IF ANY) _____

DATE OF ISSUE _____

PROBLEMS FACED _____

SAVE DRAFT

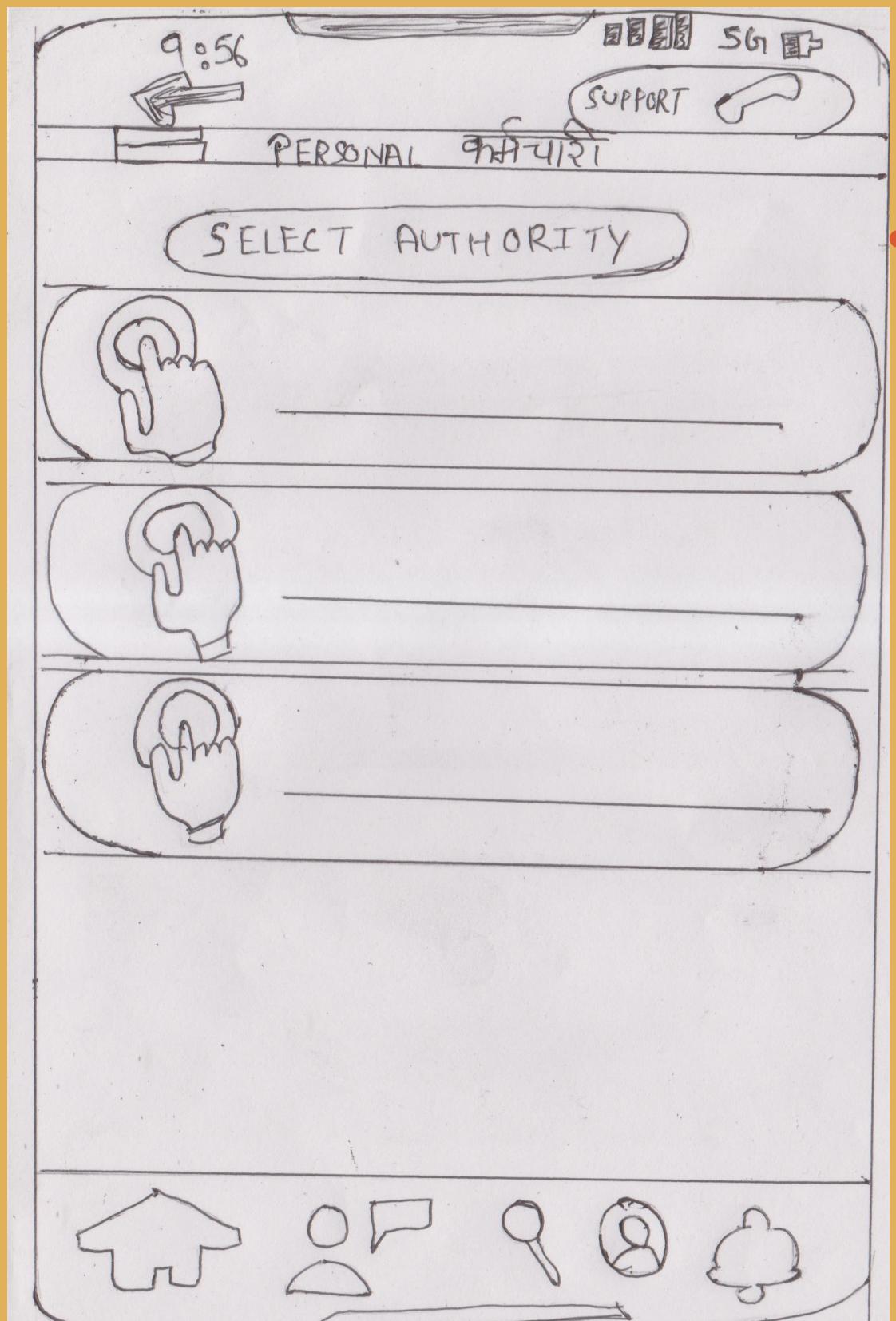
CONFIRM

↑

SEARCH

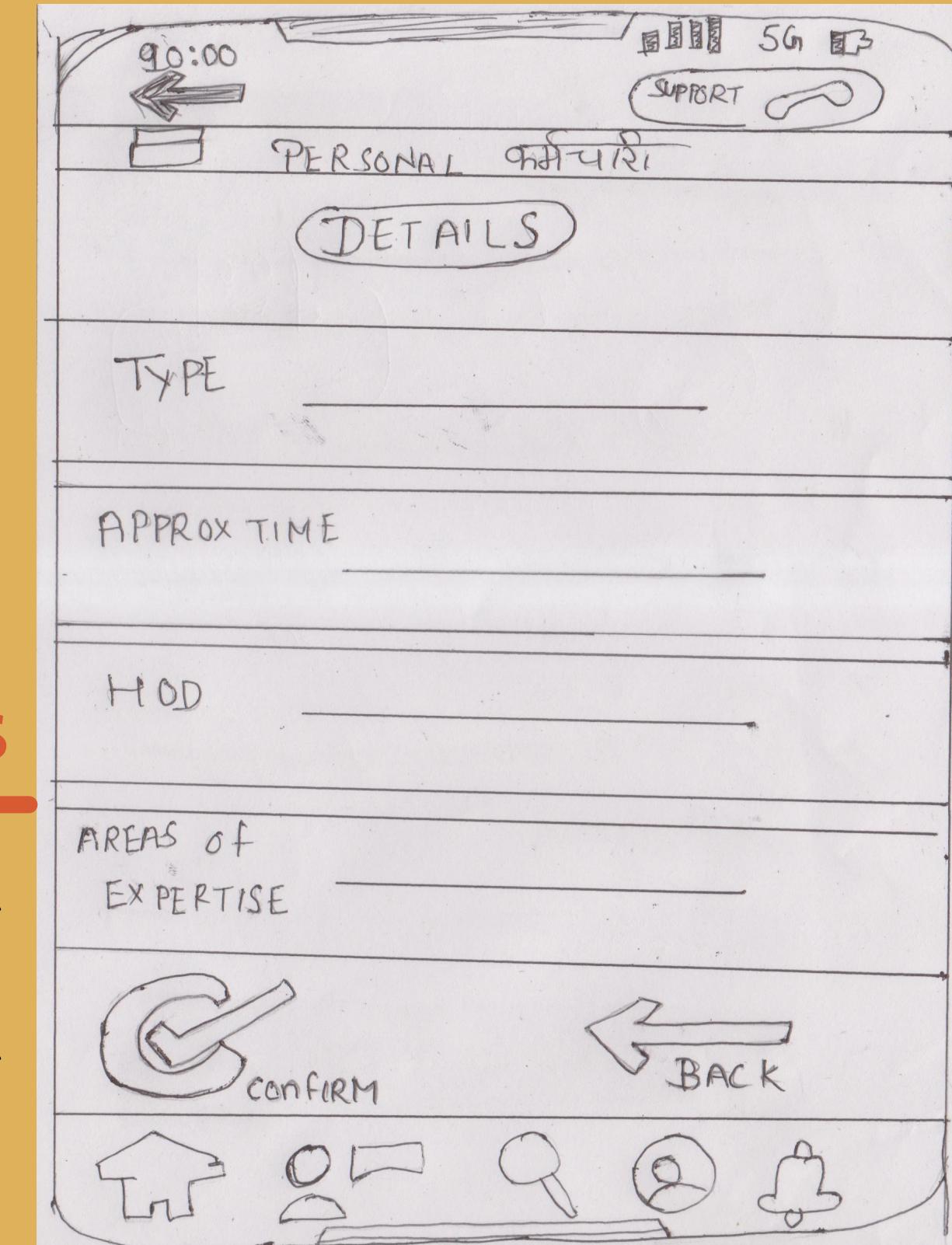
PROFILE

BELL



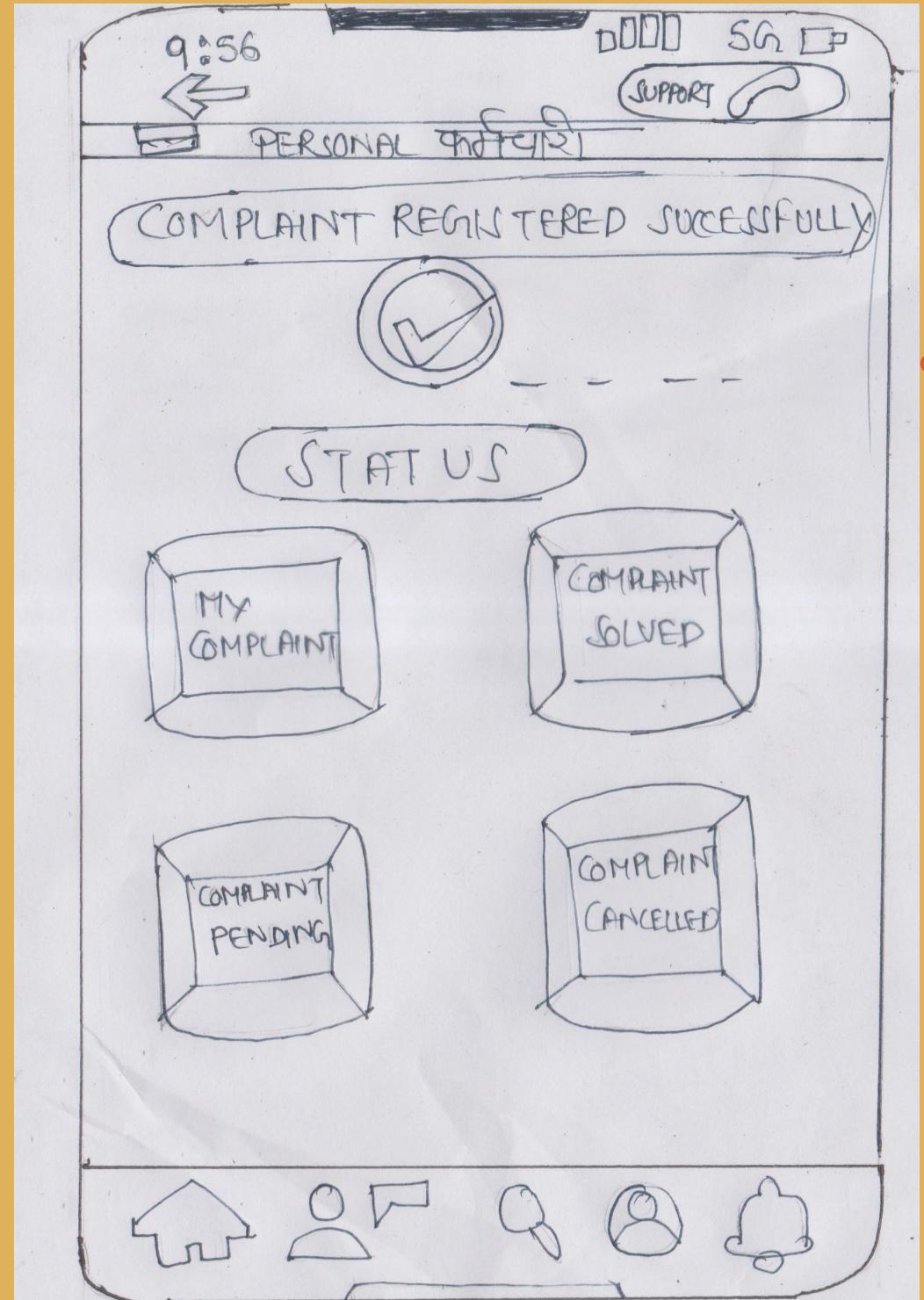
AUTHORITY SELECTION 7

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



8 FINAL DETAILS

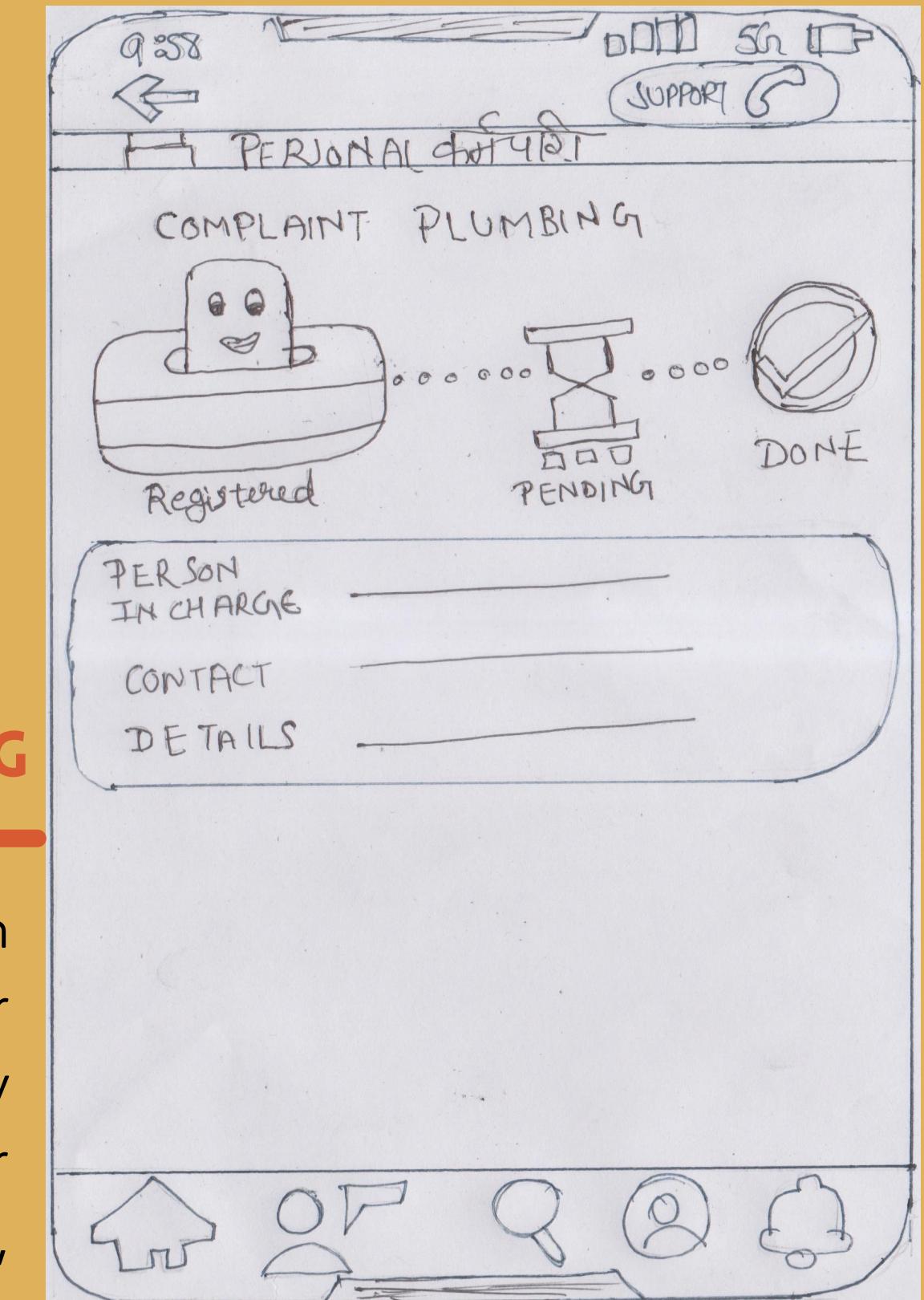
On this page, final summary is show of the complaint for approval from user



CONFIRMATION

9

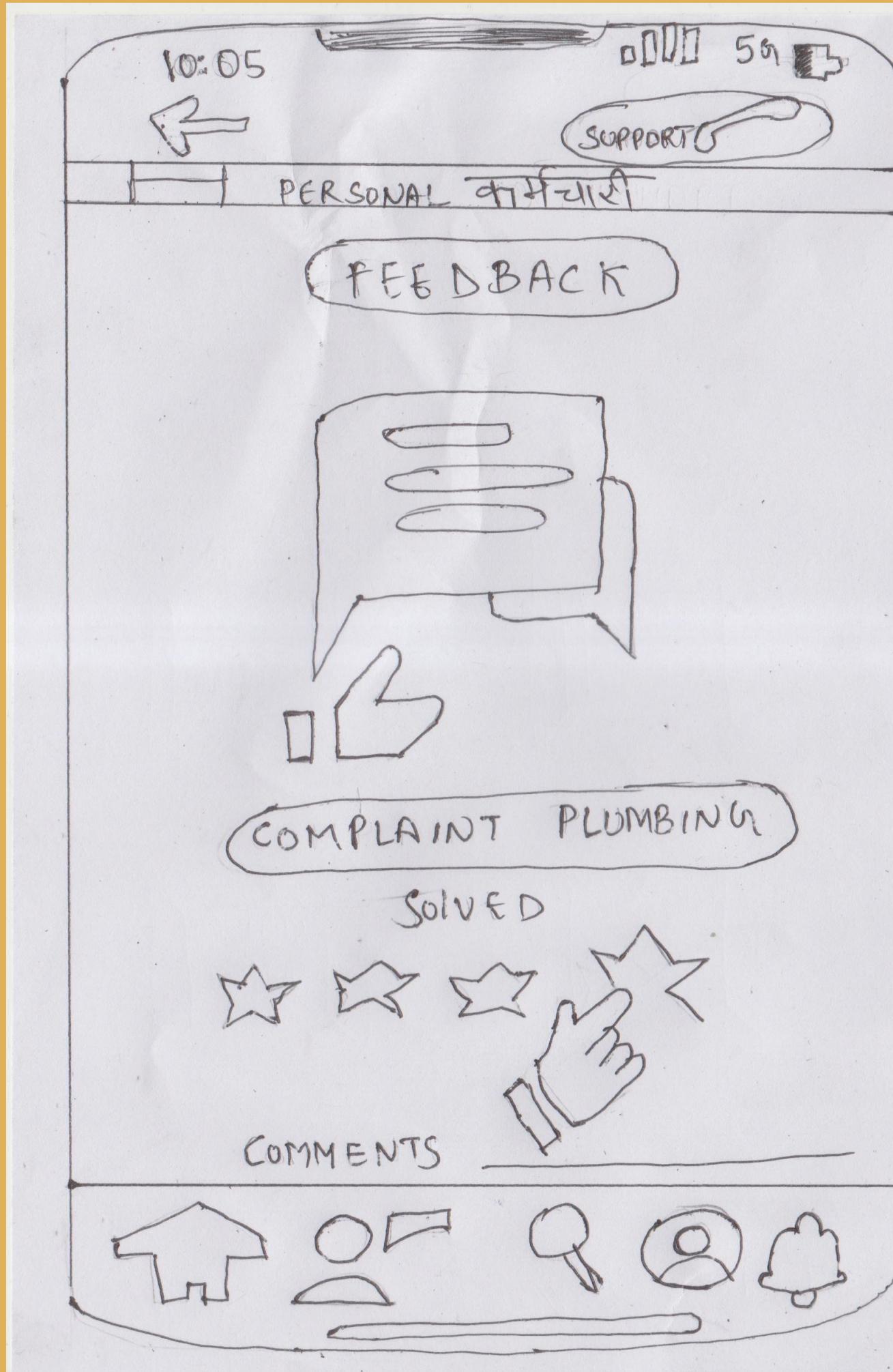
On this page, a confirmation is shown



10

TRACKING

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



FEEDBACK SCREEN

11

After the complaint has been resolved successfully the user can give feedback on his complaint solution and also rate & give review on it so that improvements can be done in the future.

Our Team

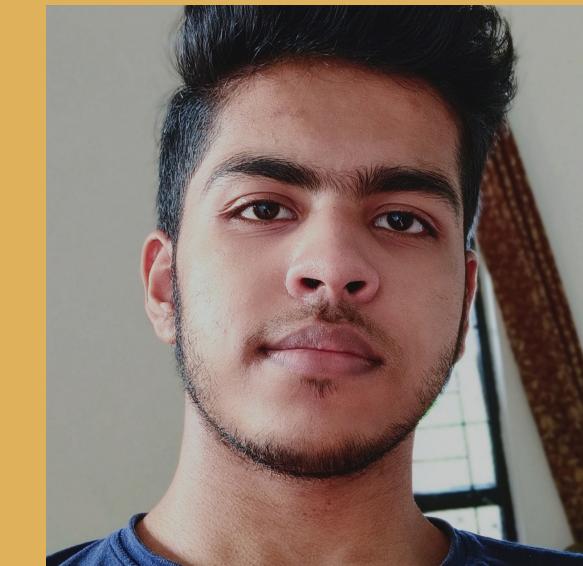
GROUP 13



Abhijay Singh
2021226



Karan Gupta
2021258



Audrik
2021242



Rohit Kumar
2021090