**Public complaint system**

* **Admin(Web)**
  + **Done - Login**
  + **Done - Manage places**
  + **Done - Manage departments**
  + **Done - View user/public**
  + **Done - View unsolved complaint**
  + **Done - Message**
    - **To department**
    - **To public**
  + **Done - Manage rules & regulations**
  + **Done - View reviews**

* **Public(Web)**
  + **Done - Register**
  + **Done - Login**
  + **Done - View public complaints**
  + **Done - View departments** 
    - **View activities**
  + **Post a complaint**
    - **Private & public**
    - **Check status**
    - **Image uploading**
  + **Done - View Message from admin**
  + **Done - View rules & regulations**
  + **Done - Rate a service by rating a dept. & review**
* **Staff (Web)**
  + **Login**
  + **View complaint**
    - **Provide reply**
  + **View activities**
  + **View reviews & rating**
  + **View Works**
    - **Upload the work**
* **Departments(Web)**
  + **Done - Login**
  + **Manage Staff**
  + **View Complaints and Provided Reply**
  + **Manage activities**
  + **Add Works to Staff**
    - **View Uploaded work**
  + **View reviews & rating**
  + **View message from admin**

**Tables**

* login
  + login\_id
  + username
  + password
  + usertype
* Staff
  + Staff\_id
  + Login\_id
  + Dept\_id
  + Firstname
  + Lastname
  + Place
  + Phone
  + Email
* places
  + place\_id
  + place\_name
  + place\_description
  + pincode
* public\_user
  + user\_id
  + login\_id
  + place\_id
  + first\_name
  + last\_name
  + house\_name
  + phone
  + email
* departments
  + dept\_id
  + login\_id
  + place\_id
  + dept\_name
  + phone
  + email
  + description
* complaints
  + complaint\_id
  + user\_id
  + complaint\_type [public/private]
  + title
  + description
  + reply
  + dept\_id
  + date\_time
* complaint\_images
  + image\_id
  + complaint\_id
  + path
  + date\_time
* message
  + message\_id
  + receiver\_id
  + receiver\_type [public/dept]
  + message
  + date
* department\_activities
  + activity\_id
  + dept\_id
  + title
  + description
  + activity\_date
* rule\_regulations
  + rule\_id
  + title
  + description
* rating
  + rating\_id
  + user\_id
  + dept\_id
  + review\_description
  + rated\_value [0-5]
  + rating\_date
* Works
  + Work\_id
  + Staff\_id
  + Work
  + Description
  + Date
* Uploadwork
  + Uploaded\_id
  + Work\_id
  + Filepath
  + Date