Dashboard Requirements Documentation

Mount Abu Municipal Council

Unified Dashboard (Admin + Authorities)

360° Functional & Data-Level Specification

---

1. DASHBOARD ROLE IN SYSTEM

The Unified Dashboard is the central operational system for:

- Complaint processing & closure

- Construction / renovation application processing

- Digital construction token generation

- Authority performance & delay tracking

- Vehicle entry monitoring (read-only)

- Advanced analytics & reporting

- Website content management

The dashboard does not perform public-facing actions.

---

2. LOGIN & AUTHENTICATION (FINAL)

2.1 Single Login Page Logic

- One common login page for citizens & authorities

- Default mode: Citizen Login

    - Mobile Number + OTP

- Toggle button: "Login as Authority"

    - Shows Username + Password fields

    - Citizens may see but cannot proceed

2.2 Authority Authentication Rules

Item	Managed / Filled By	Editable
Username	Admin	❌
Initial Password	Admin	❌
Mobile Number (OTP)	Admin mapped	❌
Password Reset	Authority (via OTP only)	✅

---

3. ROLES, POWERS & VISIBILITY (FINAL)

3.1 Roles

Admin

- Super control

- Configuration & monitoring only

Nodal Officer

- Processing + Oversight

- Visibility: ULB + UIT (All files)

Commissioner

- Processing + Oversight

- Visibility: Only own department

JEN

- Processing authority

- Field authority

- Complaint resolution authority

ATP / Land / Legal

- Processing authorities

Naka Incharge

- Field authority (vehicle entry)

4. DASHBOARD STRUCTURE (MODULES)

1. Dashboard Home

2. Applications

3. Complaints

4. Token Management

5. Vehicle Entry Records

6. Reports & Analytics

7. Content Management (Website)

8. Master Data

9. User & Role Management (Admin)

10. Audit & Logs

5. APPLICATION MANAGEMENT

5.1 Application Types

- New Construction

- Renovation

Selected by: Applicant

Editable later: ❌ Never

5.2 Applicant-Filled Data (Fixed Always)

Field	Filled By	Editable
Applicant Name	Applicant	✗
Mobile Number	Applicant	✗
Department (ULB / UIT)	Applicant	✗
Property Address	Applicant	✗
Ward / Zone	Applicant	✗
Ownership Docs (PDF)	Applicant	✗
Renovation Application (PDF)	Applicant	✗
Agreement Acceptance	Applicant	✗
Payment Confirmation	System	✗

5.3 System-Generated Data

- Application Number

- Submission Date & Time

- Authority Assignment

- Status & Delay Timers

5.4 Authority Actions

Action	Filled By	Editable
Approve / Reject	Authority	✗
Comment	Authority	✗
Action Date	System	✗

---

6. JEN MODULE (PROCESS + FIELD)

6.1 Site Inspection

- Geo-tagged photos → JEN (via app)

- Timestamp & location → System

6.2 Estimate Upload (Excel – Fixed Format)

Based on "Material Permitted & Entry"

Column	Filled By	Nature
Material Name	JEN	Editable
Material Category	JEN	Editable
Permitted Quantity	JEN	Editable
Phase	JEN	Editable
Unit	System	Fixed
Remarks	JEN	Optional

Applicant cannot view/edit Excel.

---

7. TOKEN MANAGEMENT (CRITICAL)

7.1 Token Nature

- Generated by System
- Issued by:
  - JEN
  - Commissioner

- ○ Nodal Officer

- Format: PDF only

- Never editable

7.2 Token Data Ownership

Token Field	Source
Token Number	System
Applicant Details	Application
Property Details	Application
Material & Quantity	JEN Excel
Validity	System
QR Code	System
Issuing Authority	System

---

8. NAKA / VEHICLE ENTRY (VIEW IN DASHBOARD)

8.1 Vehicle Entry Logic

- Token allows large total quantity

- Each vehicle brings partial quantity

- Multiple vehicles allowed until quantity exhausted

8.2 Data Filled by Naka Incharge (via App)

Field	Filled By
Vehicle Number	Naka Incharge
Vehicle Number Plate Photo	Naka Incharge
OCR Match / Unmatch	System
Material Selection	Naka Incharge
Quantity (≤ balance)	Naka Incharge
Geo-tagged Material Photo (per material)	Naka Incharge
Date & Time	System

Dashboard:

- Read-only view

- Auto quantity deduction

---

9. COMPLAINT MANAGEMENT (FINAL)

9.1 Category → JEN Mapping

- Admin maps JENs to complaint categories

- All categories must be mapped

- One JEN can handle:

    - Multiple categories

    - Multiple departments

9.2 Automatic Assignment

- Complaint auto-assigned by system

- Based on:

    - Complaint category

    - Department

- No manual assignment

9.3 Complaint Actions

Citizen

- Category

- Description

- Geo-tagged photo

JEN

- Geo-tagged site photo

- Resolution comment

- Marks Resolved

Admin

- Calls citizen

- Adds confirmation comment

- Marks Closed

9.4 Complaint Status Lifecycle (FIXED)

1. Submitted

2. Resolved

3. Closed

❌ No "In Progress" status

---

10. REPORTS & ANALYTICS (ADVANCED)

KPIs & Insights

- Material type & quantity usage

- Date range analysis

- Ward / area-wise construction

- Applicant-wise usage

- Contractor-wise usage

- Token vs vehicle entry comparison

- Authority delay performance

- ULB vs UIT trends

Filters

- Date range

- Department

- Authority

- Ward

- Material type

- Application type

Output

- Dashboard view

- PDF download only

---

11. CONTENT MANAGEMENT (WEBSITE)

Content	Filled By
Notices	Admin
Tenders	Admin
Events	Admin
Leaders Board	Admin
Contact Diary	Admin
City Profile	Admin
Downloads	Admin

---

12. MASTER DATA

Item	Nature
Complaint Categories	Editable
Wards / Zones	Editable
Departments	Fixed
Roles	Fixed

13. IMMUTABLE RULES (FINAL)

- Applicant data → never editable

- Authority actions → never editable

- Token → never editable

- Admin → cannot change decisions

- Dashboard → no QR scan / no geo capture

ONE-LINE SUMMARY

"Dashboard is the decision-making, approval, token, analytics and monitoring backbone of the entire system."