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# CNI System Workflow

## Step 1: User Submits a Reclamation

1. The **User** logs into the system.
  2. They select their **department** (**Madaniya, Insaf, or Rached**).
  3. The User chooses the **type of reclamation** (**Madaniya or Insaf**).
  4. They fill in the **reclamation form** with:
    - **Reclamation details** (problem description).
    - **Supporting documents** (if needed).
    - **Preferred contact method** (email, phone, etc.).
  5. The system **stores the reclamation** and **notifies the assigned Guichetier**.
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## Step 2: Guichetier Processes the Reclamation

1. The **Guichetier** (based on the department) receives the **new reclamation**.
  2. They review the **reclamation details**.
  3. The **Guichetier** has two options:
    -  **Accept & Assign**: Forward the reclamation to an **Employee** in the same department.
    -  **Schedule a Meeting**: Arrange a discussion between the **User** and an **Employee** if more information is needed.
  4. The system updates the **status of the reclamation** (e.g., "Assigned to Employee" or "Meeting Scheduled").
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## Step 3: Employee Handles the Reclamation

1. The **Employee** receives the assigned **reclamation**.
2. They analyze the issue and:
  - Check **previous records** for similar cases.

- Contact the **User** for additional details (if necessary).
3. The **Employee** works on resolving the issue by:
    - Investigating **official records** and cross-checking data.
    - Processing the **necessary corrections or approvals**.
    - Consulting with **other departments** if required.
  4. Once the reclamation is processed, the **Employee provides feedback**.
  5. The **User receives an update** via the system (email/SMS notification).
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## Step 4: Director Monitors Reclamations

1. The **Director** accesses the **dashboard**.
  2. They can:
    - View the **list of reclamations** handled by Employees.
    - Check **pending, in-progress, and resolved cases**.
    - Monitor **Employees' workload & efficiency**.
  3. If necessary, the **Director can reassign** complex cases to a more experienced Employee.
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## Step 5: Admin Manages the System

1. The **Admin** is responsible for:
    - Managing **users, roles, and permissions**.
    - Ensuring **system security and maintenance**.
    - Updating **departmental workflows** if needed.
  2. The Admin ensures that the **system runs smoothly** without issues.
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## Final Outcome

- ✅ The **User receives feedback** on their reclamation.
  - ✅ The system **keeps a record** of all reclamations.
  - ✅ **Efficiency, transparency, and accountability** are ensured.
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