**Public complaint system**

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

* Public
  + Register
  + Login
  + View public complaints
  + View departments
    - View activities
  + Post a complaint
    - Private & public
    - Check status
    - Image uploading
  + View Message from admin
  + View rules & regulations
  + Rate a service by rating a dept. & review
* Department (Web)
  + Login
  + View complaint
    - Provide reply
  + Manage activities
  + View message from admin
  + View reviews & rating

**Tables**

* login
  + login\_id
  + username
  + password
  + usertype
* 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