

**Use Case :** Complaint record

**Purpose:** - To record complaints.

**Prerequisite:-** Execute login use case

**Basic flow: -**

1. Click on complaint tab
2. Open complaint registration form
3. Enter Unit name(prefilled)
4. Location of work
5. ( Top level selection)Select complaint type from the drop down list.(if not available in dropdown “other” option is available to enter the complaint type)
6. Subtype (Other)
7. Select priority of complaint.
8. (Name and contact details of complaint registered unit will be implicitly available to the vastu admin)
9. Click on Submit button
10. Complaint will be recorded and ticket number will be generated automatically by the system for future reference(tracking). Email
11. Redirect the complaint to Complaint Incharge

Use Case —