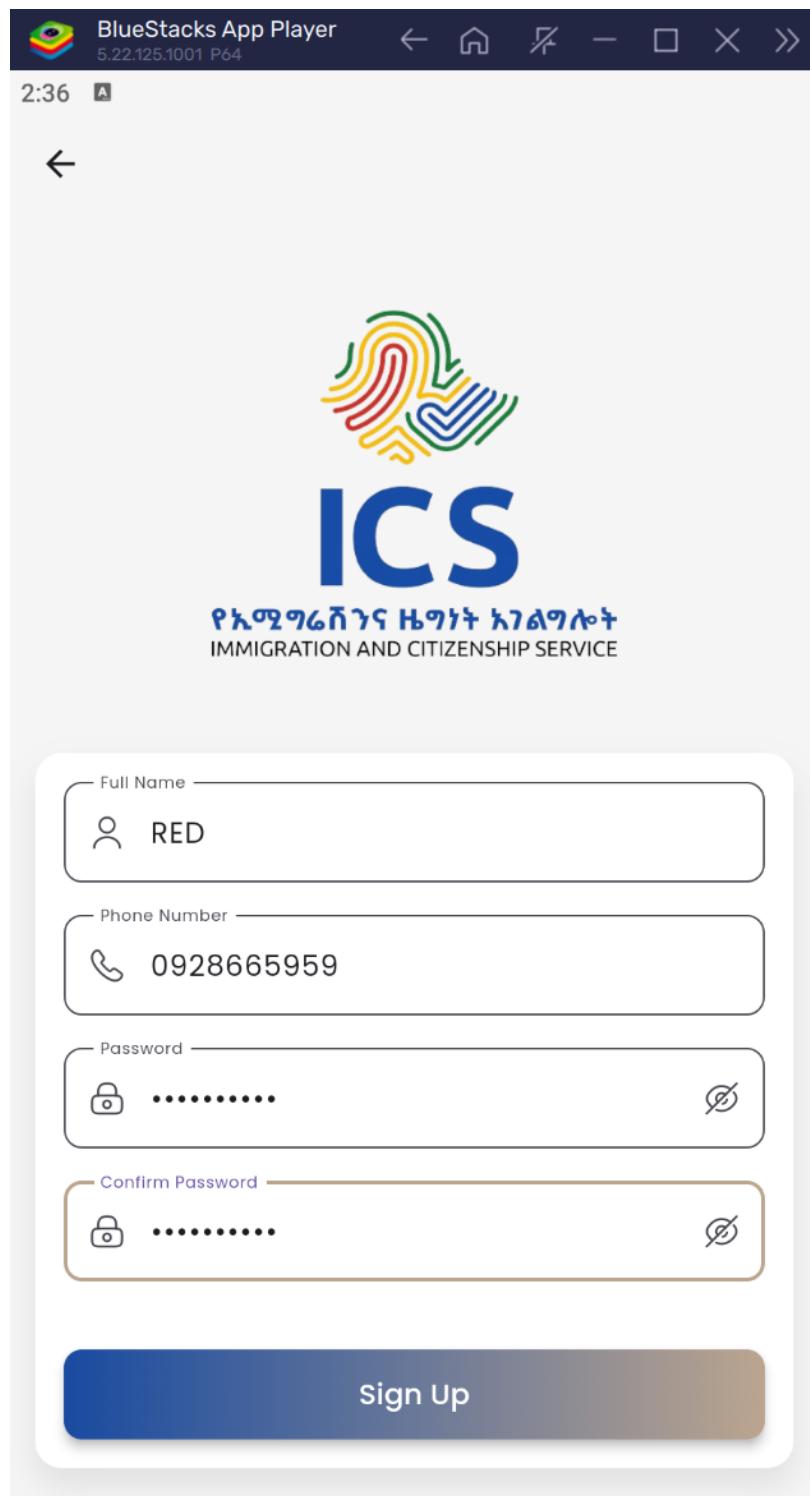


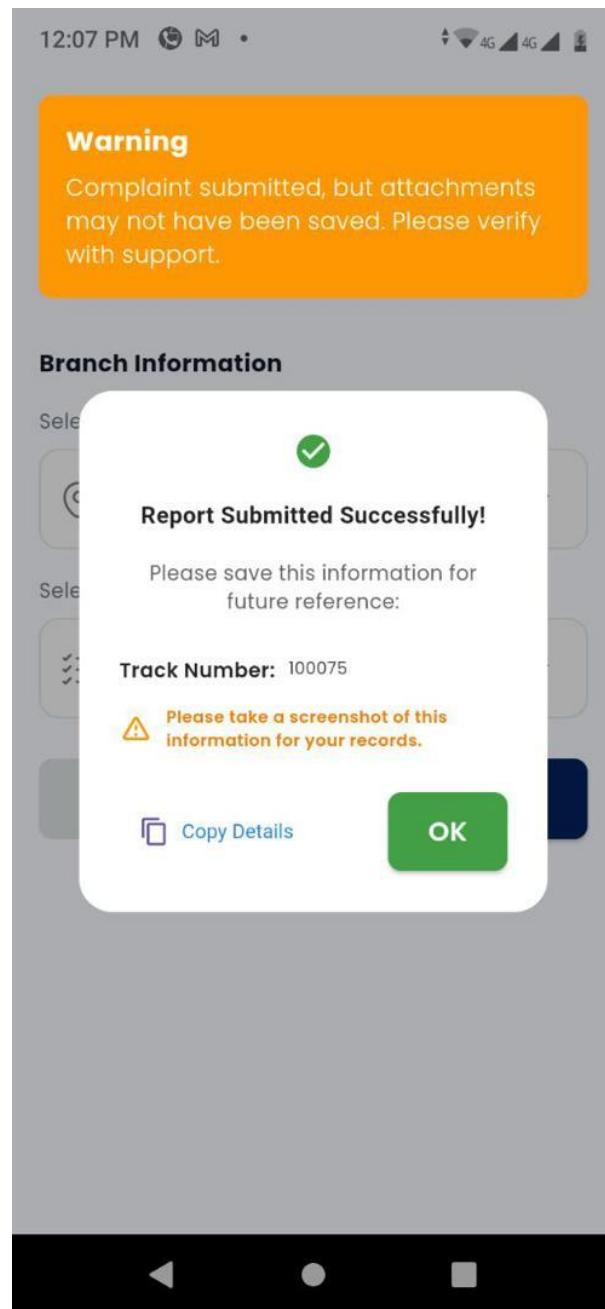
Issues observed on the CMS Mobile App and the Backend

The issues and enhancement points observed on the CMS mobile application and backend system:

1. SMS OTP verification should be implemented, and the SMS short code service will be delivered this week.



2. Unable to find Video and photo from the camera, audio, and attached files are not visible at the backend?



11:28 AM  

4G 4G 

Error

The attached file is too large. Please upload a smaller file.

Branch Personal Info Report Details Attachment

Yes No

 Ph...  Vi...  Au...  File

Photo Upload

 Take Photo  Gallery

Uploaded Media & Links

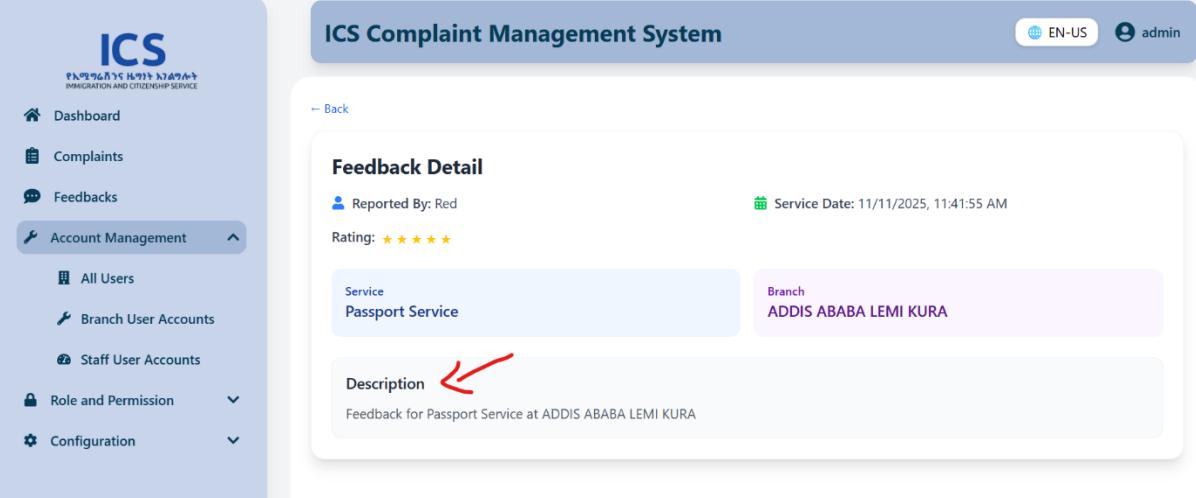
 786b4ebe-32df-4... 

• Maximum 5 files
• Accepted formats: jpeg, png, mp4, mp3, wav, aac, pdf, doc, docx

Previous Submit

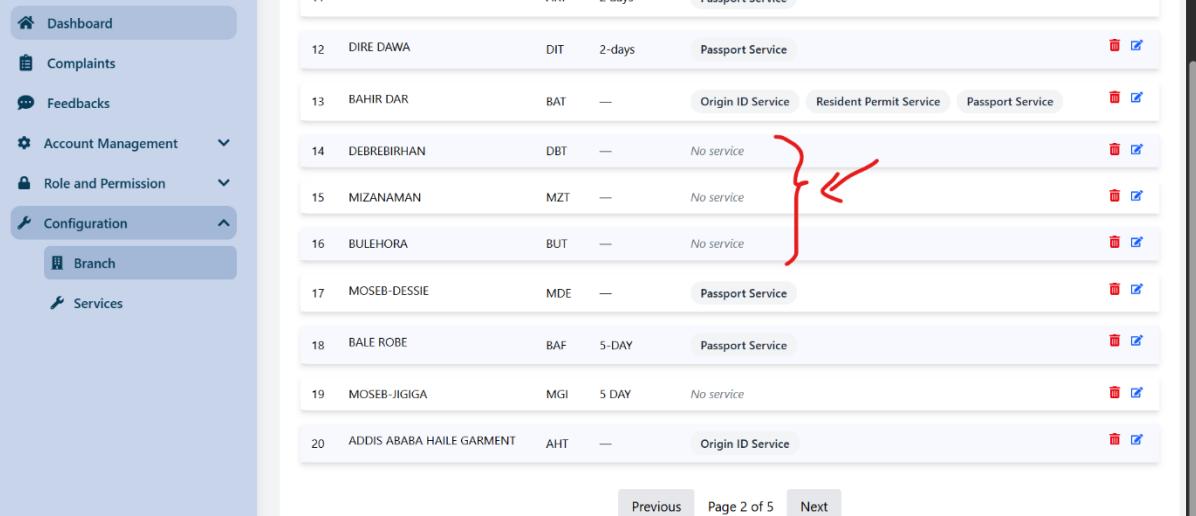


3. The feedback details content is not displayed at the backend.



The screenshot shows the 'Feedback Detail' page of the ICS Complaint Management System. The left sidebar shows navigation options like Dashboard, Complaints, Feedbacks, Account Management (selected), Role and Permission, Configuration, and Branch. The main content area shows a feedback entry with a service of 'Passport Service' and a branch of 'ADDIS ABABA LEMI KURA'. The 'Description' field contains the text 'Feedback for Passport Service at ADDIS ABABA LEMI KURA'.

4. Forget password is not working.
 5. On the backend role, tasks are not clear and should be implemented as described in the last comment delivered.
 6. When adding services to the selected branch, the service is not visible on the list.



The screenshot shows a list of services under the 'Branch' configuration section. The table includes columns for ID, Name, Duration, Days, and Services. Rows 15 and 16 both have 'No service' listed under the Services column. A red bracket and arrow point to these two rows.

ID	Name	Duration	Days	Services
11	COMPLAINTS	AHT	2 days	Passport Service
12	DIRE DAWA	DIT	2-days	Passport Service
13	BAHIR DAR	BAT	—	Origin ID Service Resident Permit Service Passport Service
14	DEBREBIRHAN	DBT	—	No service
15	MIZANAMAN	MZT	—	No service
16	BULEHORA	BUT	—	No service
17	MOSEB-DESSIE	MDE	—	Passport Service
18	BALE ROBE	BAF	5-DAY	Passport Service
19	MOSEB-JIGIGA	MGI	5 DAY	No service
20	ADDIS ABABA HAILE GARMENT	AHT	—	Origin ID Service

7. We need also to test the IOS mobile application.
 8. After the above issues are fixed possible to proceed to the next step, testing, and deployment