Civic voice

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20/08/2025

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Civic voice

- Civic Voice is a **digital platform for public grievance redressal**, allowing citizens to file complaints related to government services like **education, healthcare, sanitation, transport, etc.**

- It provides a **centralized online portal** where complaints are categorized and automatically routed to the appropriate government department for action.

Civic voice

Features:

- Secure registration and login for citizens.
- Easy complaint submission with category, location, and description.
- Automatic routing to the correct department with a unique complaint ID.
- Real-time status tracking with complaint ID.
- Admin dashboard for managing, updating, and recording complaints.

OBJECTIVES

- Provide an easy-to-use interface for citizens to lodge complaints..

- Automatically route grievances to relevant department.

- Enable real-time tracking of complaint status.

- Promote transparency, accountability, and efficiency in public service delivery.

- Maintain a digital record of complaints for future reference and analysis

EXISTING SYSTEM

- Citizens currently depend on helplines, physical offices, or local complaint boxes to report issues, leading to slow responses and lack of transparency.

- There is no single unified platform; citizens must contact each department separately, making the process inconvenient.

- **CPGRAMS** – Central government's online portal for filing and tracking complaints, but mainly covers central departments.

- **mSeva** and **I Change My City** – Mobile-based platforms for registering civic issues, but limited to specific regions or service

PROPOSED SYSTEM

- Unlike CPGRAMS, mSeva, and I Change My City, <u>Civic Voice</u> offers a single unified platform for all departments with a simpler, more user-friendly interface.

- Improves on existing systems by adding an automatic routing engine that sends complaints directly to the right department without manual intervention.

- Provides better updates than current portals by offering real-time tracking with quick email/SMS alerts.

- Ensures lasting impact through complete digital complaint records that build transparency, trust, and accountability in governance

MOTIVATIONS

- Improve citizen trust in government systems.
- Reduce processing delays and manual forwarding.
- Provide data-driven insights for better planning.
- Ensure every complaint is recorded, tracked, and resolved systematically.
- Make grievance redressal accessible to all through a simple, user-friendly interface.
- Promote transparency and accountability in public service delivery.

FUNCTIONALITIES

- Allow users to register complaints under different sectors such as education, health, transport, sanitation, etc.
- Enable user account creation and secure login for complaint submission and tracking.
- Automatically route complaints to the relevant government department based on category and location.
- Provide complaint tracking using a unique complaint ID.
- Send acknowledgment and status update emails to users.
- Allow administrators to view, update, and resolve complaints through a secure admin dashboard.
- Maintain records of complaint history and actions taken for future reference.

MODULE DESCRIPTION

1. Citizen Module

- *Register & Login Securely* – Citizens create an account and log in to access the complaint services.

- *Submit Complaints* – Fill complaint form with category, location, and description of the issues.

- *Track Status in Real Time* – Check the current progress of the complaint at any time.

- *View Complaint History* – Access previous complaints and their resolution details.

- *Receive Notifications* – Get acknowledgment and status updates via email/SMS

MODULE DESCRIPTION

2. Admin Module

- ***View Assigned Complaints*** – See all complaints routed to their department with filtering and sorting options.

- ***Update Complaint Status*** – Change the status to pending, in progress, resolved, or closed, with remarks if needed.

- ***Generate Reports*** – Create analytical reports for performance monitoring and decision-making

- ***Maintain Complaint Records*** – Keep digital logs of all complaints for accountability and audit.

- **Send Feedback/Responses** – Communicate with citizens if additional information is required.

DEVELOPING ENVIRONMENT

- **Operating System**: Windows
- **Front End**: JavaScript, HTML, CSS
- **Back End**: Python(django)
- **Database**: Sqlite/Mysql
- **IDE**: Visual Studio Code
- **Version Control**: GitHub

SPRINT BACKLOG

Backlog item	Status And Completion Date	Original Estimation in Hours	Day 1 hrs	Day 2 hrs	Day 3 hrs	Day 4 hrs	Day 5 hrs	Day 6 hrs	Day 7 hrs	Day 8 hrs	Day 9 hrs	Day 10 hrs
SPRINT1												
User registration & login	18/08/2025	4	1	1	1	1	0	0	0	0	0	0
Complaint submission form	22/08/2025	5	1	1	1	1	1	0	0	0	0	0
Complaint categorization logic	26/08/2025	4	1	1	1	1	0	0	0	0	0	0
SPRINT 2												
Complaint Routing	09/09/2025	10	1	1	1	1	1	1	1	1	1	1
ID and Tracking	12/09/2025	5	1	1	1	1	1	0	0	0	0	0

SPRINT BACKLOG

Backlog Item	Completion Date	Original Estimation in Hours	Day 1 hrs	Day 2 hrs	Day 3 hrs	Day 4 hrs	Day 5 hrs	Day 6 hrs	Day 7 hrs	Day 8 hrs	Day 9 hrs	Day 10 hrs
SPRINT3												
Admin Dashboard	20/09/2025	7	1	1	1	1	1	1	1	0	0	0
Complaint Status Update Module	24/09/2025	6	1	1	1	1	1	1	0	0	0	0
SPRINT 4												
Reports & Analytics	28/10/2025	5	1	1	1	1	1	0	0	0	0	0
Feedback/ Response System	09/10/2025	4	1	1	1	1	0	0	0	0	0	0
TOTAL		50	9	9	9	9	5	6	2	1		

PRODUCT BACKLOG

ID	NAME	PRIORITY	ESTIMATE (Hours)	STATUS
1	User Registration / Login	High	4	completed
2	Complaint Submission Form	High	5	completed
3	Complaint Categorization Logic	High	4	Completed
4	Complaint Routing	High	10	completed
5	Unique ID & Tracking	Medium	5	Completed

PRODUCT BACKLOG

ID	NAME	PRIORITY	ESTIMATE (Hours)	STATUS
6	Admin Dashboard	High	7	completed
7	Complaint Status Update Module	High	6	completed
8	Reports & Analytics	Medium	5	completed
9	Feedback / Response System	Medium	4	Completed

USER STORY

User Story ID	As a type of User	I want to	So that i can
1	Citizen (User)	Register	Create an account and start submitting complaints securely
2	Citizen (User)	Login	Access my account securely and track complaint history
3	Citizen (User)	Submit Complaint	Report issues related to public services easily
4	Citizen (User)	Categorize my complaint	Ensure it is sent to the correct department based on type
5	Citizen (User)	Track my complaint using a unique ID	Monitor progress and know if it is pending, in progress, or resolved

USER STORY

User Story ID	As a type of User	I want to	So that I can
7	Admin	View all complaints on Dashboard	See assigned complaints with sorting/filtering options
8	Admin	Update Complaint Status	Mark a complaint as Pending/In progress/Resolved/Closed with remarks
9	Admin	Generate Reports & Maintain Records	Analyze complaints, monitor department performance, and keep digital logs

PROJECT PLAN

User StoryID	Task Name	Start Date	End Date	Days	Status
1		18/08/2025	21/08/2025		completed
2	Sprint 1	22/08/2025	25/08/2025	20	completed
3		26/08/2025	08/09/2025		completed
4		09/09/2025	11/09/2025		Completed
5	Sprint 2	12/09/2025	19/09/2025	11	Completed

PROJECT PLAN

User StoryID	Task Name	Start Date	End Date	Days	Status
6	SPRINT 3	20/09/2025	23/09/2025	7	Completed
7		24/09/2025	27/09/2025		Completed
8	SPRINT 4	28/09/2025	08/10/2025	16	Completed
9		09/10/2025	12/10/2025		Completed

DATA FLOW DIAGRAM

- ## LEVEL 0
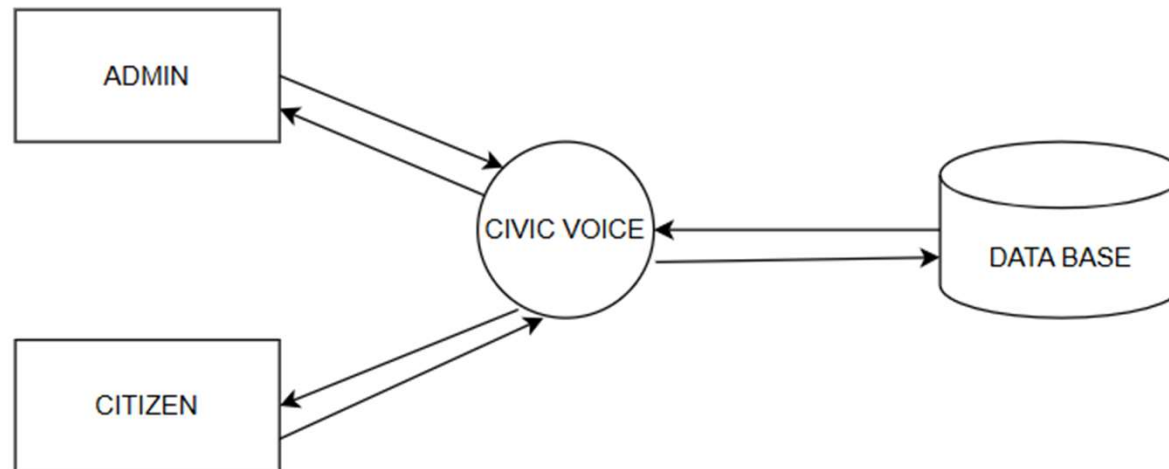
DATA FLOW DIAGRAM
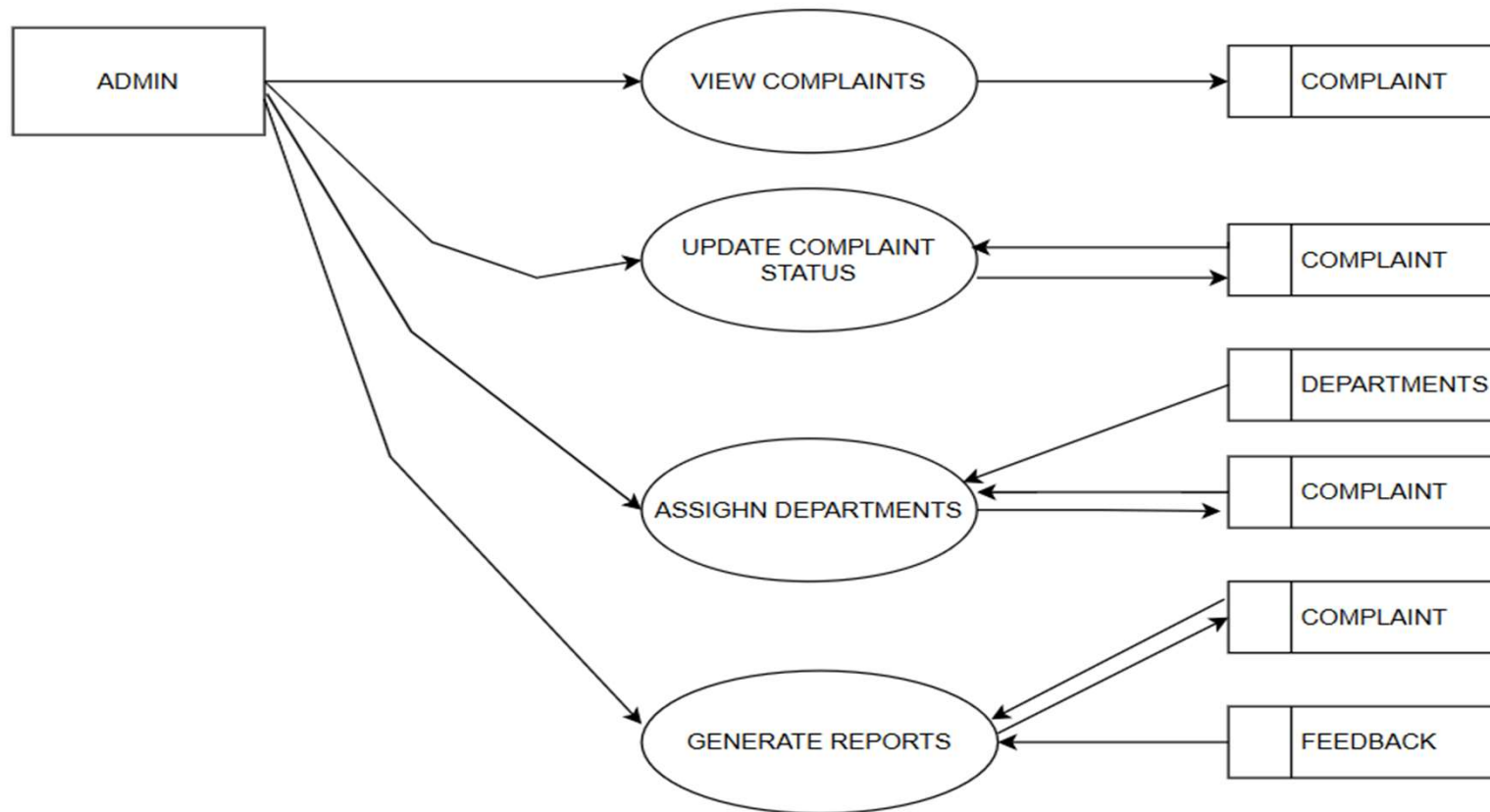
- Level 1

DATA FLOW DIAGRAM
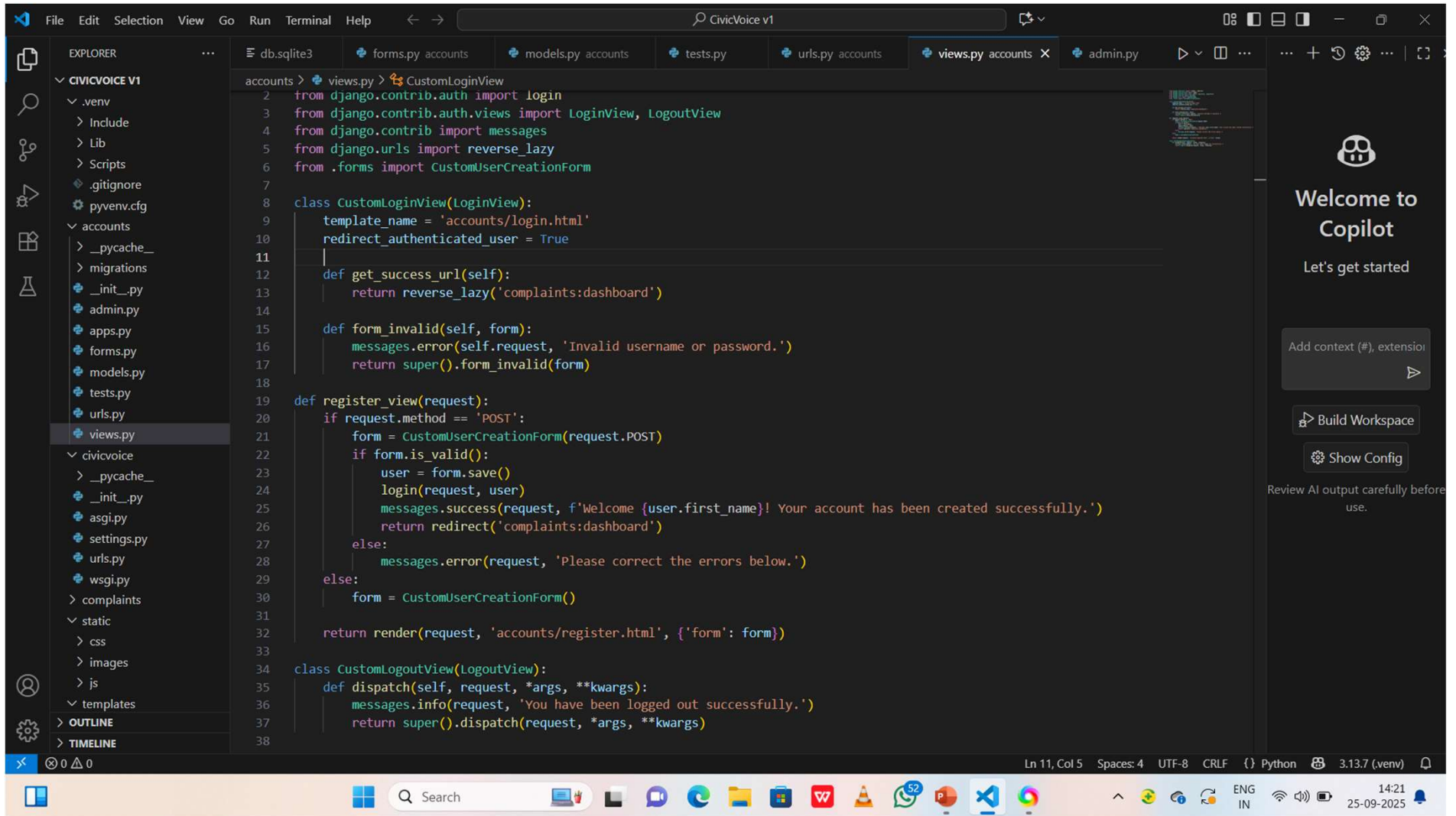
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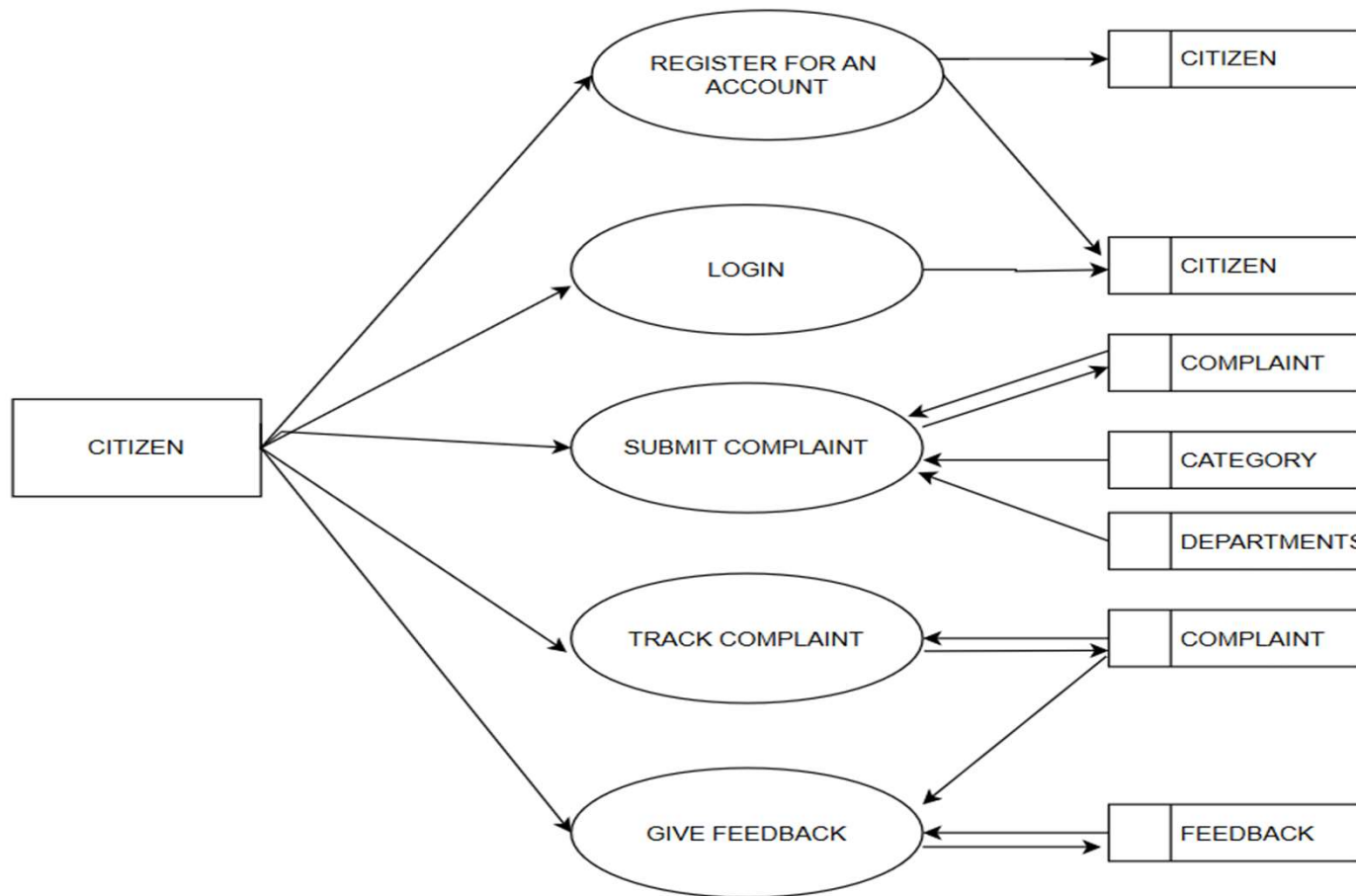
ER DIAGRAM
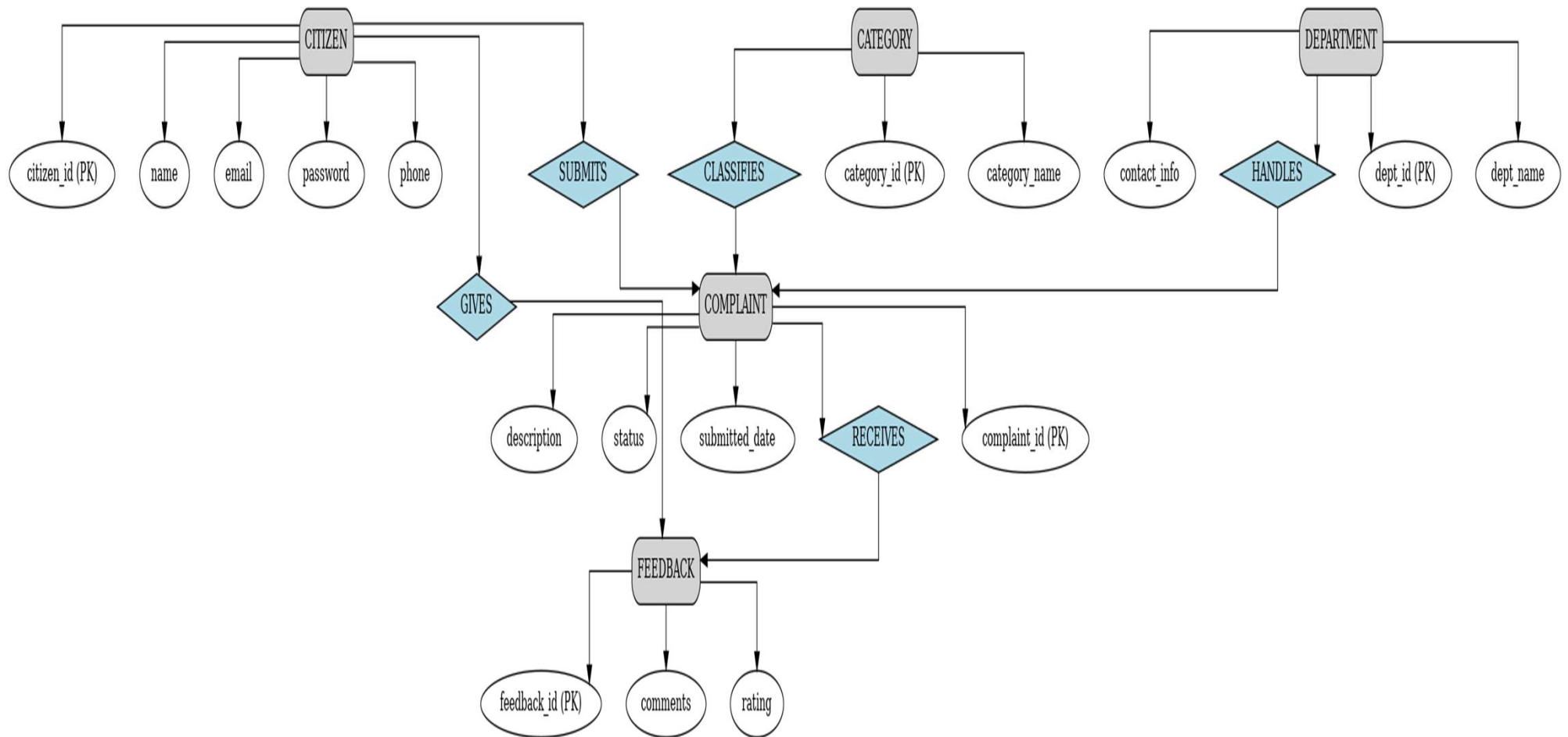
FUNCTIONALITIES :code-snippet:1

Screenshot

Code snippet:2

```python
@login_required
def submit_complaint(request):
    """Submit a new complaint"""
    if request.method == 'POST':
        form = ComplaintForm(request.POST)
        if form.is_valid():
            complaint = form.save(commit=False)
            complaint.user = request.user
            complaint.save()

            # Send email notification to user
            send_complaint_email(complaint)

            messages.success(request, f'Your complaint has been submitted successfully! Complaint ID: {complaint.complai
            return redirect('complaints:complaint_detail', complaint_id=complaint.complaint_id)
        else:
            messages.error(request, 'Please correct the errors below.')
    else:
        form = ComplaintForm()

    return render(request, 'complaints/submit_complaint.html', {'form': form})
```

screenshot

THANK YOU