

Civic voice



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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, Civic Voice 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 tem	Completion Date	Original Estimatio n 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	Sprint 1	18/08/2025	21/08/2025	20	completed
2		22/08/2025	25/08/2025		completed
3		26/08/2025	08/09/2025		completed
4	Sprint 2	09/09/2025	11/09/2025	11	Completed
5		12/09/2025	19/09/2025		Completed



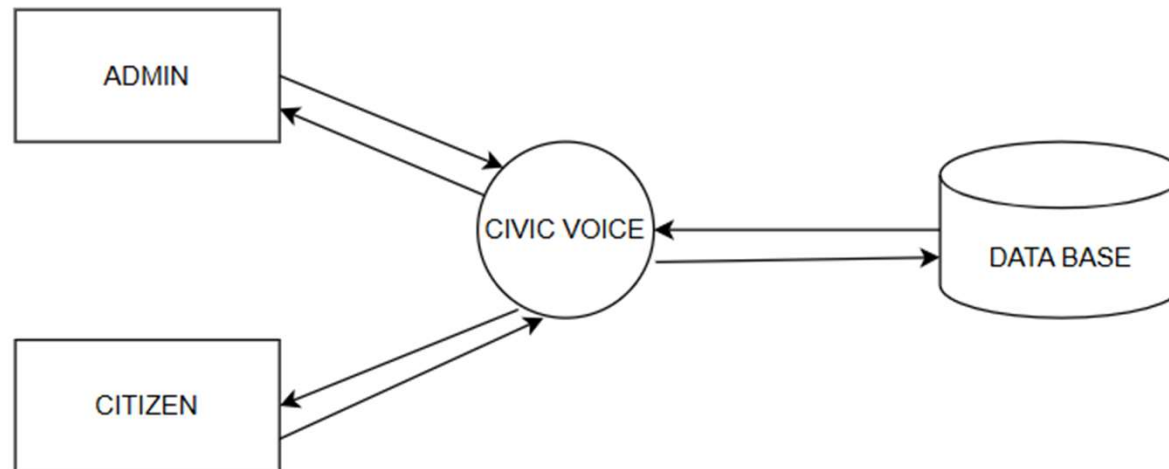
PROJECT PLAN

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



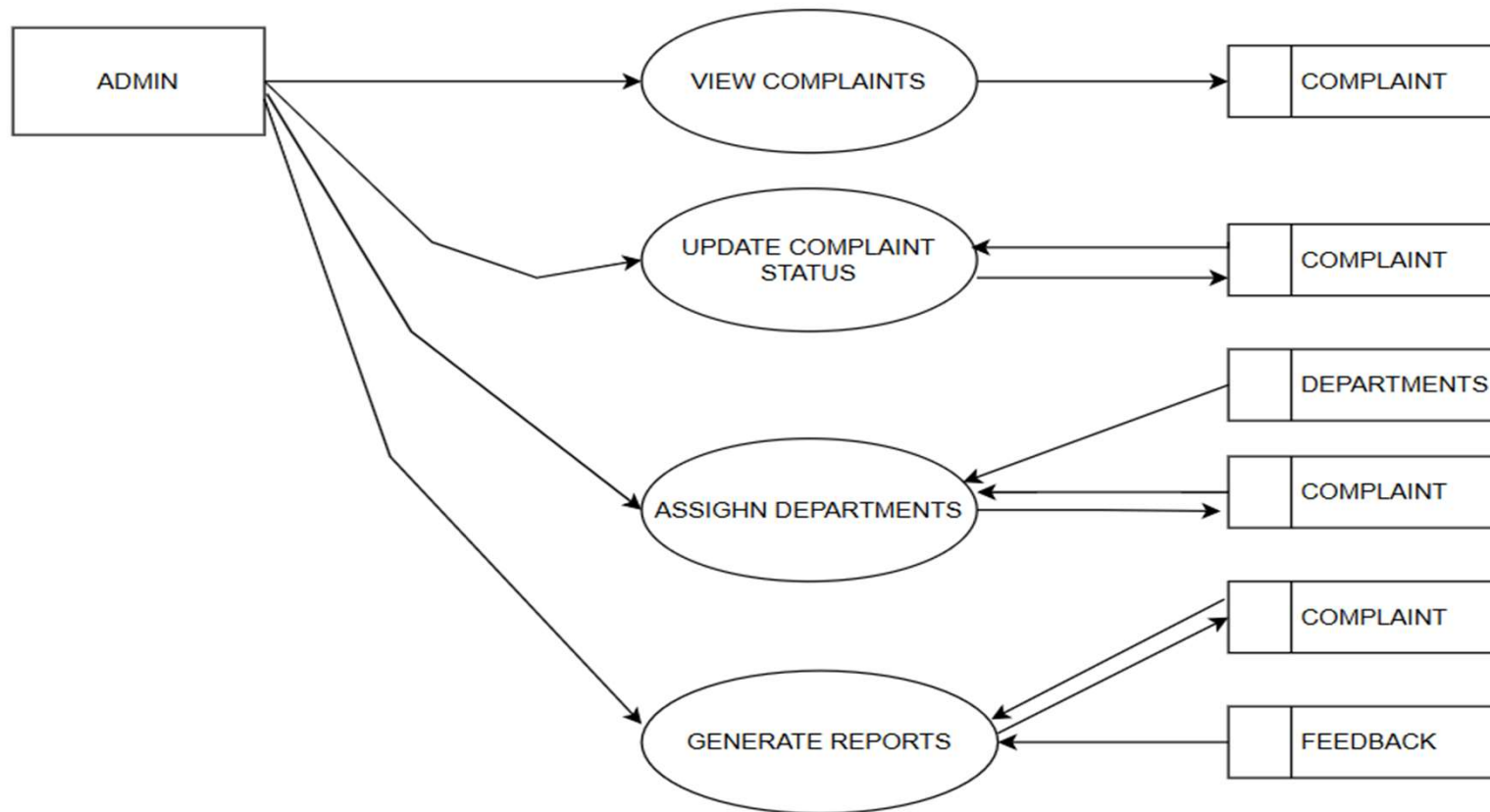
DATA FLOW DIAGRAM

- LEVEL 0



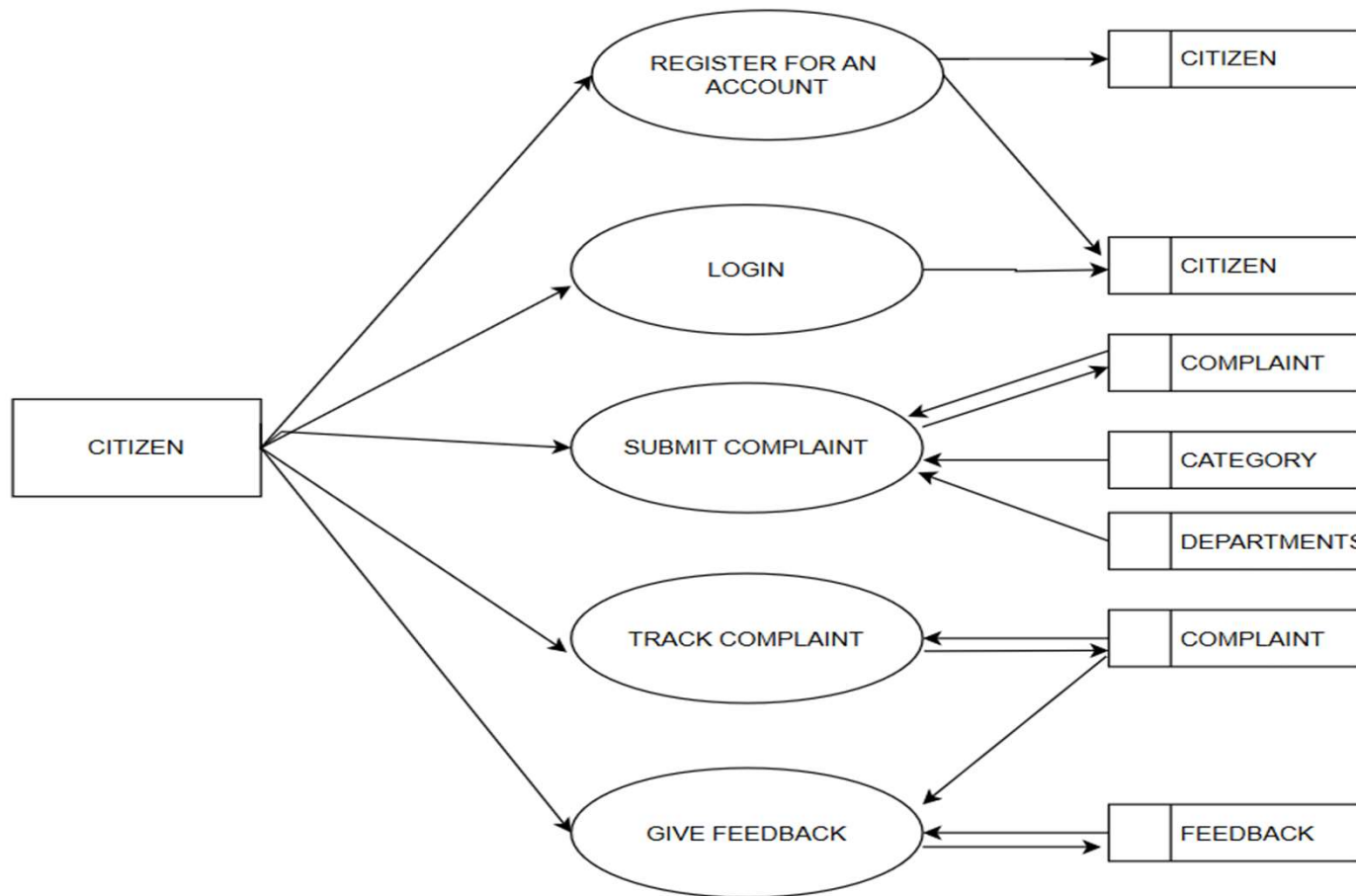
DATA FLOW DIAGRAM

- Level 1

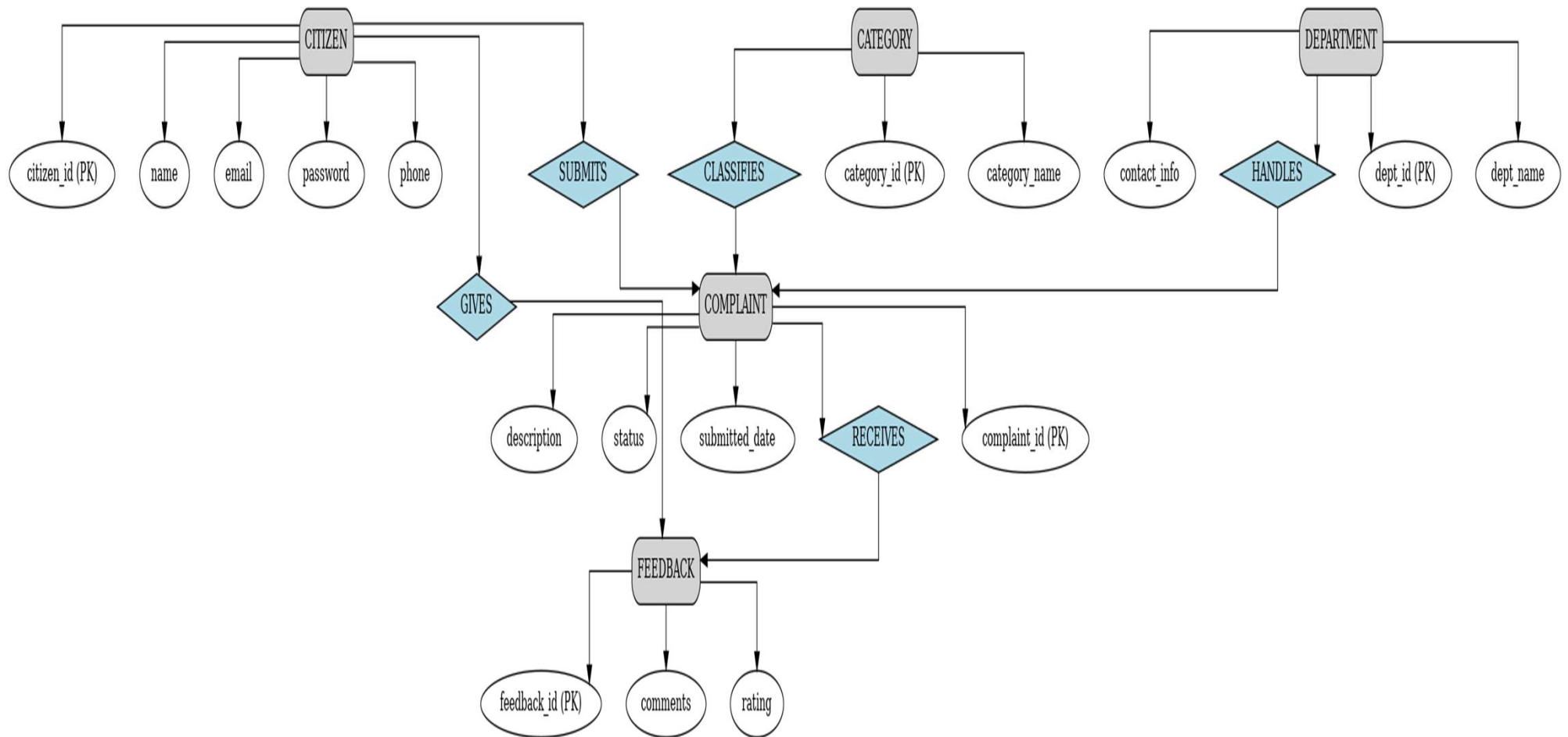


DATA FLOW DIAGRAM

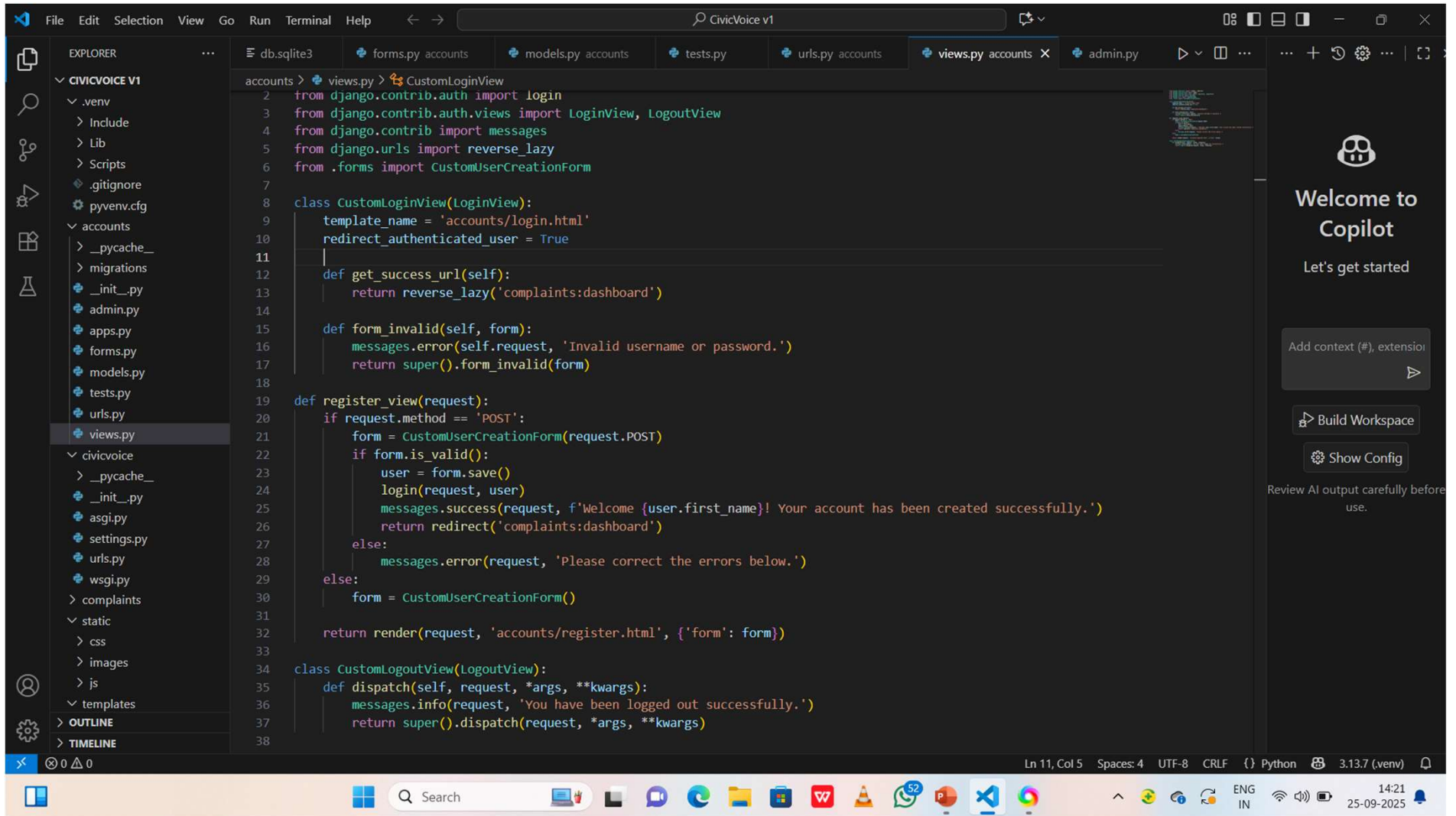
- Level 1.1



ER DIAGRAM

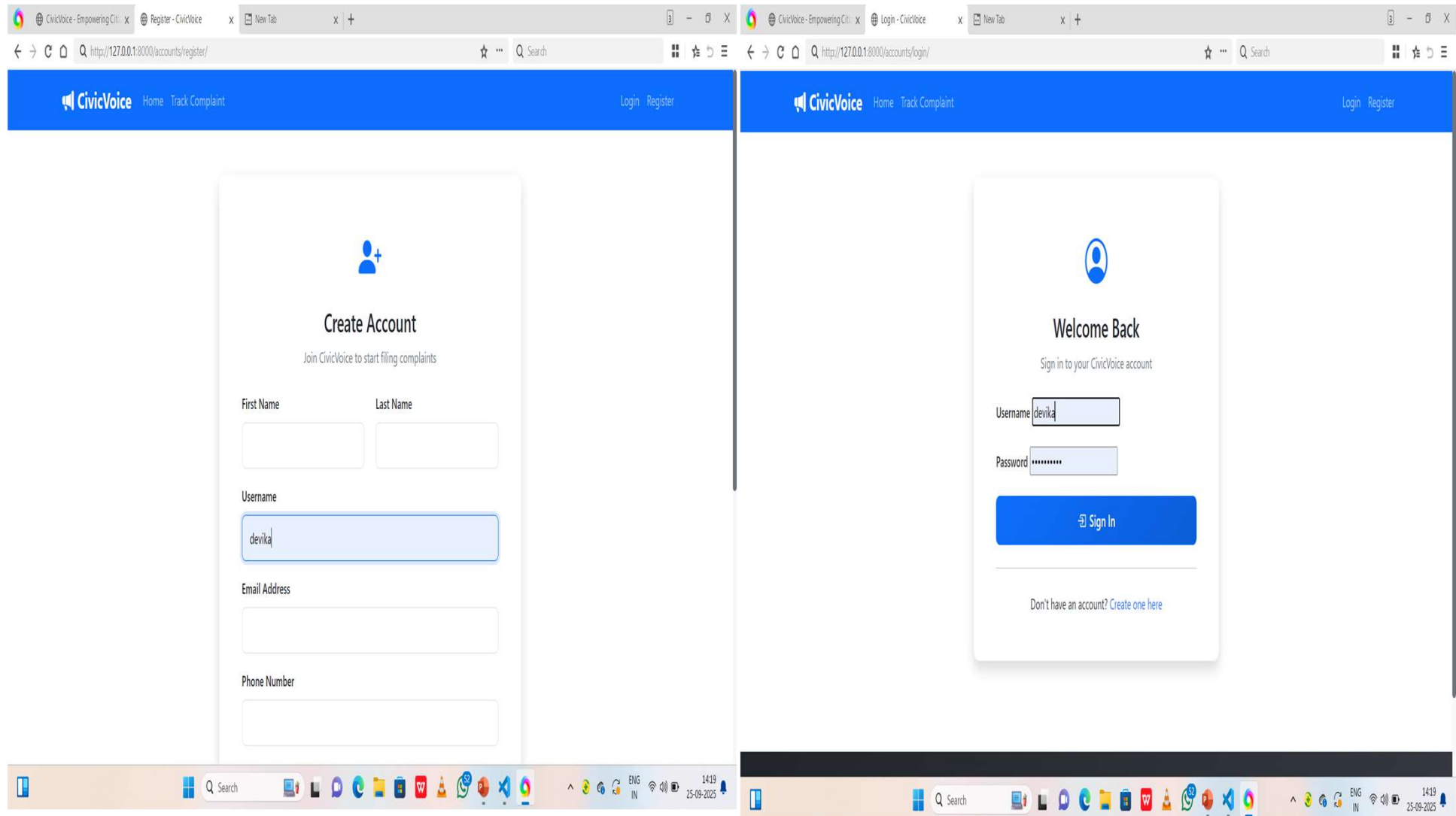


FUNCTIONALITIES :code-snippet:1



```
accounts > views.py > CustomLoginView
2 from django.contrib.auth import login
3 from django.contrib.auth.views import LoginView, LogoutView
4 from django.contrib import messages
5 from django.urls import reverse_lazy
6 from .forms import CustomUserCreationForm
7
8 class CustomLoginView(LoginView):
9     template_name = 'accounts/login.html'
10    redirect_authenticated_user = True
11
12    def get_success_url(self):
13        return reverse_lazy('complaints:dashboard')
14
15    def form_invalid(self, form):
16        messages.error(self.request, 'Invalid username or password.')
17        return super().form_invalid(form)
18
19    def register_view(request):
20        if request.method == 'POST':
21            form = CustomUserCreationForm(request.POST)
22            if form.is_valid():
23                user = form.save()
24                login(request, user)
25                messages.success(request, f'Welcome {user.first_name}! Your account has been created successfully.')
26                return redirect('complaints:dashboard')
27            else:
28                messages.error(request, 'Please correct the errors below.')
29        else:
30            form = CustomUserCreationForm()
31
32        return render(request, 'accounts/register.html', {'form': form})
33
34    class CustomLogoutView(LogoutView):
35        def dispatch(self, request, *args, **kwargs):
36            messages.info(request, 'You have been logged out successfully.')
37            return super().dispatch(request, *args, **kwargs)
38
```

Screenshot



Code snippet:2

```
@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.complaint_id}')
            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

The screenshot shows a web browser window with the URL `http://127.0.0.1:8000/submit/`. The browser has three tabs: 'CivicVoice - Empowering Citi...', 'Submit Complaint - CivicVoic...', and 'New Tab'. The page features a blue header with the 'CivicVoice' logo and navigation links: 'Home', 'Track Complaint', 'Dashboard', 'Submit Complaint', and 'My Complaints'. A user profile 'devika' is visible in the top right. The main content area is a 'Submit New Complaint' form with a blue header and the instruction: 'Fill out the form below to file your complaint with the relevant department'. The form contains four sections: 1. 'Category *' with a dropdown menu showing '-----' and the instruction 'Select the category that best describes your complaint'. 2. 'Complaint Title *' with a text input field containing 'Brief title for your complaint' and the instruction 'Provide a brief, descriptive title for your complaint'. 3. 'Detailed Description *' with a large text area containing 'Describe your complaint in detail' and the instruction 'Provide a detailed description of your complaint including dates, times, and relevant details'. 4. 'Location *' with a location pin icon. The Windows taskbar at the bottom shows various application icons and the system clock indicating 14:20 on 25-09-2025.

Submit New Complaint
Fill out the form below to file your complaint with the relevant department

Category *

Select the category that best describes your complaint

Complaint Title *
Brief title for your complaint
Provide a brief, descriptive title for your complaint

Detailed Description *
Describe your complaint in detail
Provide a detailed description of your complaint including dates, times, and relevant details

Location *

THANK YOU