**Topic: Smart Issue Routing Platform**

**Case of study: National police college (NPC Musanze)**

**Introduction:**

In the context of the National police college environment; efficient communication, prompt issue resolution, and streamlined collaboration are of paramount importance.

The "Online Issue Dispatch" represents a pioneering solution designed to address the unique challenges faced by students within the college. By facilitating real-time issue submission, escalation, and tracking, this digital platform is poised to revolutionize issue management, and elevate operational effectiveness in the dynamic world of National Police Collage.

**Problem Statement:**

In the realm of National police collage education, traditional methods of issue communication and resolution have proven to be inefficient.

Currently, we have 3 traditional ways of addressing an issue: waiting for a general fall-in once in a week, approaching an officer in charge through the office and by using a phone call.

1. **Weekly General fall-in:**

* Traditional approach: Relies on a weekly meeting for issue rising and discussion.
* Challenges: Slow, privacy violation, and physical presence for both students and officers in charge (staffs), not comfortable with public speaking.
* Proposed improvement: Centralized app enables real-time reporting, eliminating the need to wait for weekly meetings.

1. **Approaching officer in charge through office:**

* Traditional approach: Students approach officers manually with no systematic tracking.
* Challenges: Sometimes officers in charge are off (not physical available), communication delay, lack of tracking, and potential information loss.
* Proposed improvement: Centralized app streamlines reporting, tracking, and resolution for instant, systematic communication.

1. **Phone call or messages communication:**

* Traditional approach: Students report issues via phone calls, sms, and WhatsApp messages.
* Challenges: Communication errors, limited availability, lacking issue structure and no centralized data repository.
* Proposed improvement: Centralized app replaces calls, offering a structured, organized approach to issue reporting and resolution.

These challenges hinder the college's ability to provide a seamless learning experience and maintain a disciplined environment.

Addressing this gap, our project seeks to develop an "Online Issue Dispatch” to enhance communication, empower students and staff, and optimize the process of issue resolution within the college.