

# Shikayat App - Report

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## 1. Introduction

Shikayat is a user-friendly mobile and web application designed to provide a platform for individuals to register and track complaints. It simplifies the process of raising issues, ensuring that problems are communicated effectively to the concerned authorities.

## 2. Problem Statement

In many communities, people face difficulties in reporting their grievances or complaints. The existing systems are often outdated, slow, or inaccessible, leaving many issues unresolved. There is a need for a streamlined and transparent platform where users can raise complaints and track their resolution status in real time.

## 3. About Shikayat App

The Shikayat app provides a simple and effective complaint management system. It enables users to lodge complaints, attach relevant details, and monitor progress. The app bridges the gap between citizens and authorities by offering a transparent, digital solution.

## 4. Features

- Easy complaint submission with details and attachments.
- Real-time tracking of complaint status.
- User-friendly interface for smooth navigation.
- Categorization of complaints for better organization.
- Notifications and updates on progress of complaints.
- Accessibility across devices (mobile and web).

## 5. User Roles

The Shikayat app is designed for multiple types of users:

- Citizens/Users: Can register and track their complaints.
- Administrators: Manage and monitor complaints.
- Authorities: Address and resolve the reported issues.

## 6. Why This App

The Shikayat app was developed to address the lack of effective grievance redressal platforms. It ensures transparency, accountability, and convenience by digitizing the

complaint process. Users can save time and effort, while authorities can manage complaints more efficiently.

## **7. Conclusion**

Shikayat is a step forward in bridging the gap between citizens and authorities. With its simple design and effective features, it empowers users to voice their issues and track them to resolution. This app has the potential to improve community engagement and ensure timely grievance redressal.