# Software Development Technologies
## Spring 2019
## Take Home Mid Term Exam

**Submission Deadline:** Wednesday April 24, 2019

**Submission Mode:** Demo on specified time

Newly elected Prime Minister of Pakistan decided to launch an application called "Citizen Portal Pakistan" to provide a platform for the citizens of Pakistan where they can report their complaints and keep track their progress.

Your services are hired to implement a portal with the following scope:

There would be two type of users.

  i)   Public user
  ii)  Administrator

### 1. Public user

**Registration**

- A user should be able to register himself by CNIC number.
- After registration, a confirmation email will be send to user with a randomly generated password.
- Upon first login, system will force user to change his password

**Complaint**

In complaint module there would be several options available for the user.

- **New complaint**

  Add complaint details i.e. department, images

- View previous complaints
- Check status of his complaints
- Provide feedback about his complaints

### 2. Administrator
**Complaints Management**
- View complaints
  By department, city etc
- Change status of complaint
- View feedback about the complaints
- Blacklist a user

**Bonus Part:**

A frequency based report for administrator:

- By department and city