



Web and Mobile Development

Project Proposal

ARZI Community Complaint Tracker System

Group Members

Rania Siddiqui (rs07494)
Owais Aijaz (oa07610)
Owais Waheed (ow07611)
Muhammad Khubaib (mk07218)

Instructor

Amber Aftab

Date: January 25, 2025

Habib University

Dhanani School of Science & Engineering

Purpose of the Application

ARZI: the Community Complaint Tracker System is designed to empower citizens to report, track, and vote on local infrastructure or community issues. By crowdsourcing complaints and enabling prioritization based on community engagement, the platform facilitates efficient issue resolution by relevant authorities. It aims to enhance public satisfaction, accountability, and community participation in local governance.

Intended Users

- **Reporters/Users:** Citizens who report issues and upvote complaints based on their urgency or importance.
- **Moderators/Authorities:** Local government officials or stakeholders responsible for verifying and resolving complaints.
- **Admins:** Platform managers who oversee user accounts, manage data analytics, and maintain platform integrity.

Key Features

- **Complaint Reporting:** Users can submit complaints with details such as title, description, category, location, and media uploads.
- **Voting System:** Users upvote complaints to prioritize issues for resolution.
- **Progress Tracking:** Complaints are tagged with statuses such as *Pending*, *In Progress*, or *Resolved*.
- **Dashboards:** Authorities access a dashboard to filter complaints by category, urgency, and status for efficient task assignment.
- **Comment Section:** Discussions between users and authorities enable better collaboration and transparency.
- **Analytics:** Admins analyze trends and complaint patterns to inform resource allocation and future planning.

Example User Process

1. A user notices a broken streetlight in their neighborhood and logs into the platform.
2. They navigate to the *Complaint Submission Page*, fill out the form with the issue's title, description, location, and upload a photo.
3. Other users in the area upvote the complaint, increasing its priority.
4. Authorities view the complaint on their dashboard, mark it as *In Progress*, and assign it to a maintenance team.
5. Once resolved, the authority updates the status to *Resolved*, and the user receives a notification.

Wireframes

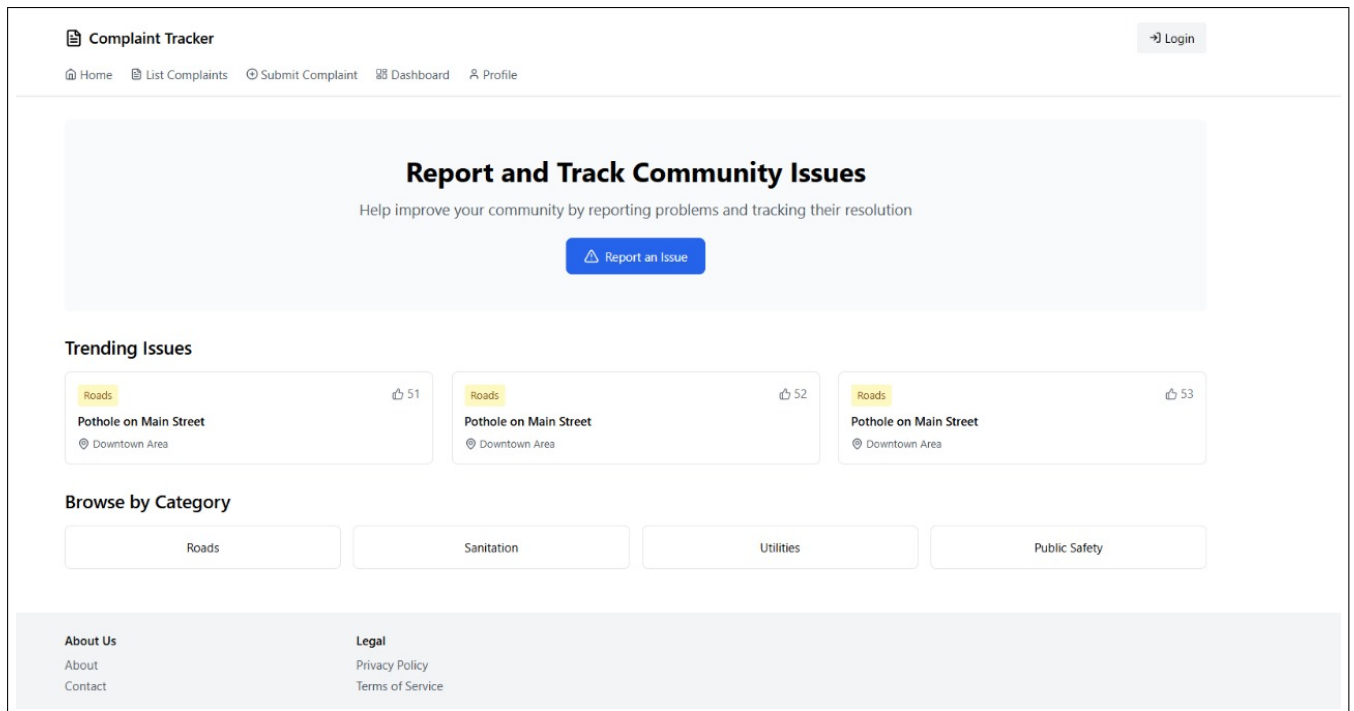


Figure 1: Homepage without the login page providing an overview of the platform showing the trending issues and highlighting key information

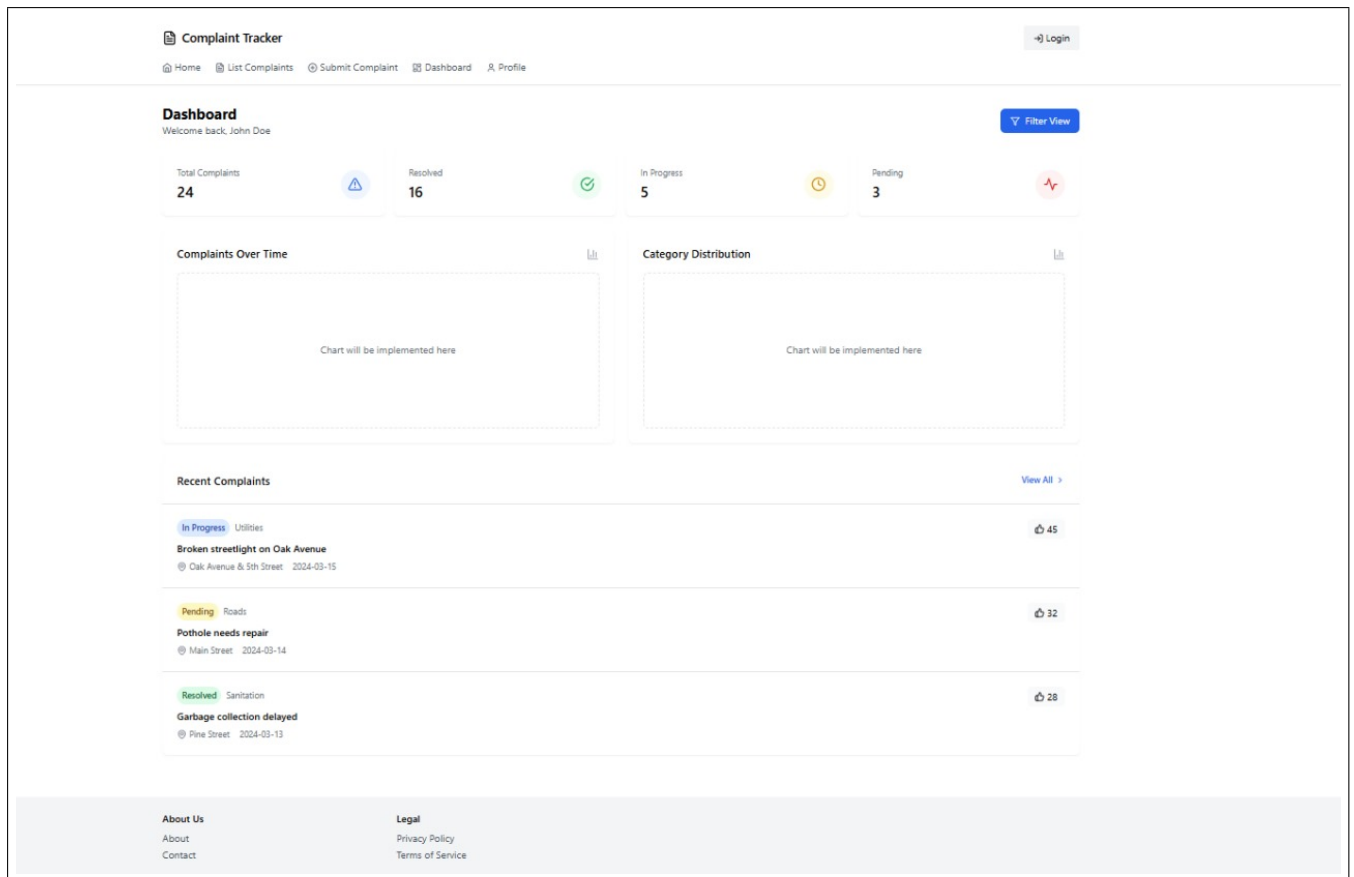


Figure 2: Dashboard screen after the login showing user's complaints overview, recent complaints, and some quick stats

Complaint Tracker

HomeList ComplaintsSubmit ComplaintDashboardProfile

Login

Submit a Complaint

Help us improve our community by reporting issues that need attention.

Title

Brief title describing the issue

Category

Select a category

Location

Enter the location of the issue

Description

Provide detailed information about the issue

Images (Optional)

Upload images (max 3)

Submit Complaint

About Us

About

Contact

Legal

Privacy Policy

Terms of Service

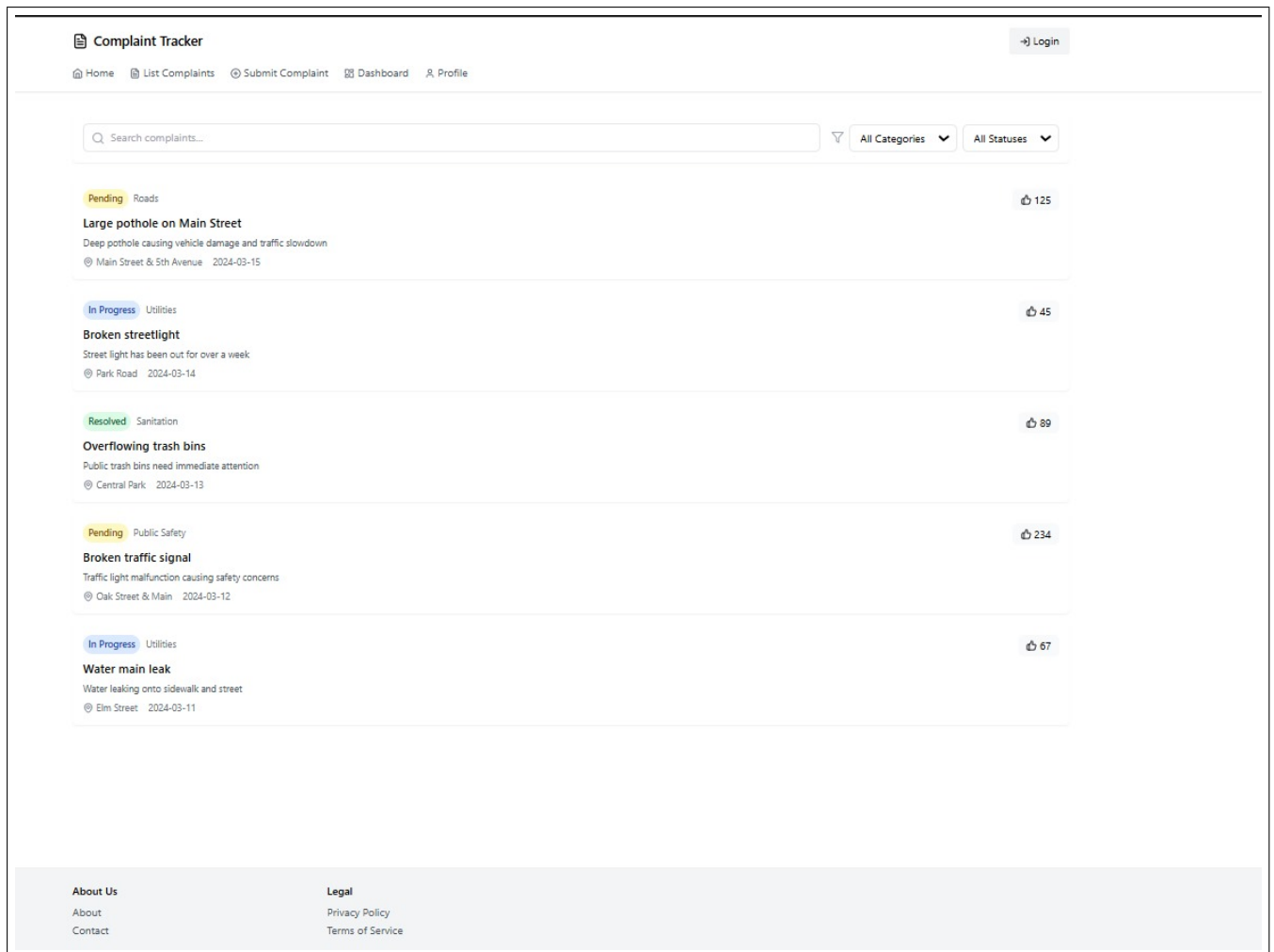


Figure 4: Listing Complains Page allowing users to browse all complains, filter them and upvote them

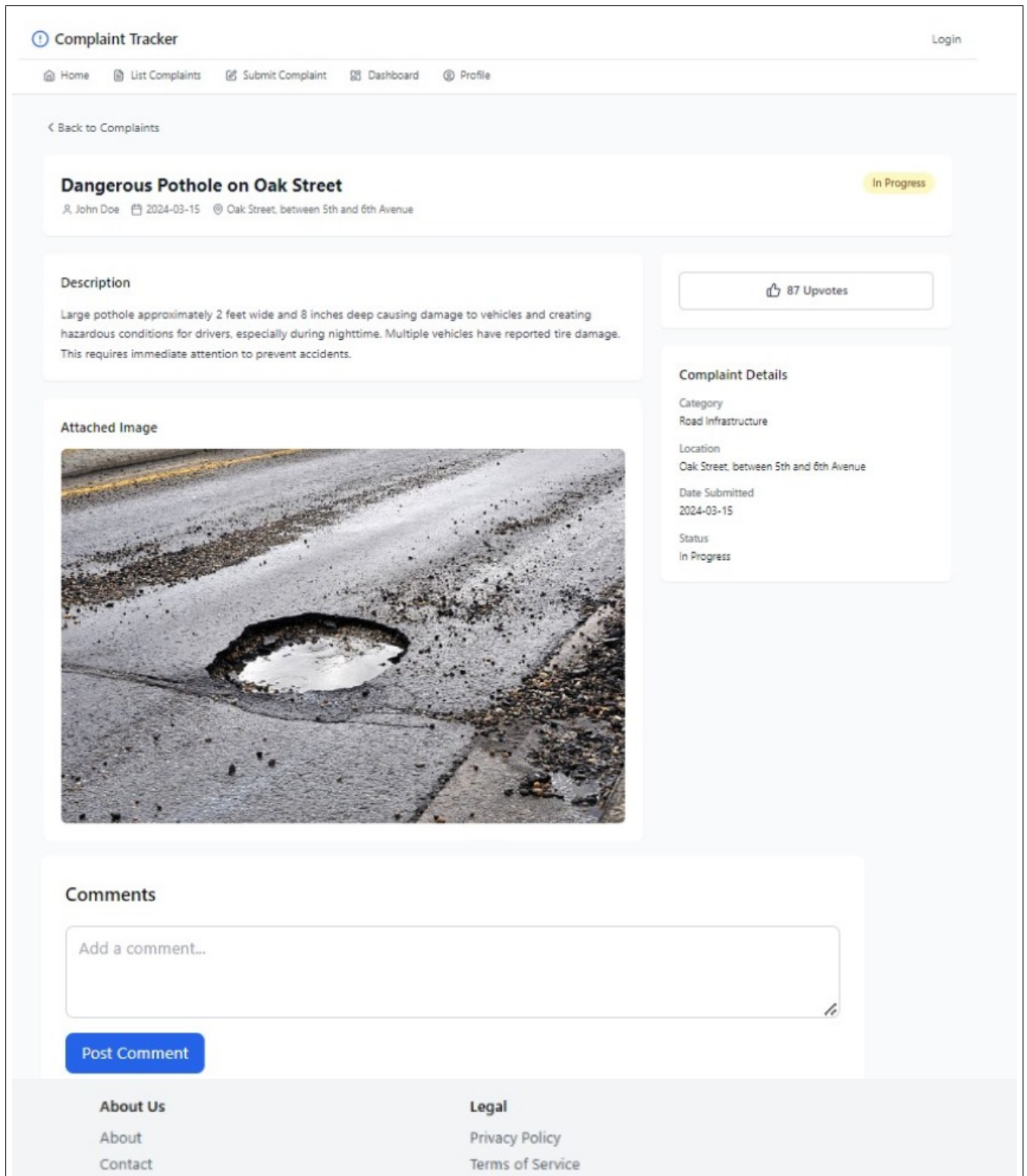


Figure 5: Complain details page providing detailed information about a specific complaint.