

OVERVIEW - HELPHUB

USER

- File complain
- File request
- Checks the status of complaints and requests
- Can update profile details
- Download consolidated report of complaints and requests

STATE ADMIN

- Check to complain and request particular state(depends upon role)
- Update the status of the complaint and request
- Can filter complaints and requests by type of complaint
- Can update profile details
- Download consolidated report of complaints and requests

SUPERVISOR

- Check to complain and request all states
- Update the status of the complaint and request
- Can filter complaints and requests by state and type of complain
- Can update profile details
- Download consolidated report of complaints and requests

ADMIN

- Check to complain and request all states
- Update the status of the complaint and request
- Can filter complaints and requests by state and type of complain
- Can delete any complaint or request
- Can add new SUPERVISOR and STATE ADMIN
- Can ban unwanted users from accessing the application
- Can update profile details
- Download consolidated report of complaints and requests

OVERVIEW - HELPHUB

SUPER ADMIN

- Have all privileges of admin
- Access user logs and admin logs
- Access ban and unban logs
- Access User database, Supervisor database, Admin database, State Admin database
 - Can perform adding of new data
 - Can perform deleting of data
 - Can perform modification of data
 - Download the whole data in pdf format
- Access the Super Admin database in read-only mode
- Statistics of user database
 - Total number of users
 - Total number of banned users
 - Total number of supervisors
 - Total number of admins
 - Total number of super admins
 - Total number of state admins
- Statistics of the complaint database
 - Total number of complaints
 - Total number of complaints pending
 - Total number of complaints status updated
- Statistics of the request database
 - Total number of requests
 - Total number of requests pending
 - Total number of requests status updated

OVERVIEW - HELPHUB

ROOT

- Have all privileges of admin and Super Admin
- Access Super Admin
 - Can perform adding of new data
 - Can perform deleting of data
 - Can perform modification of data
 - Download the whole data in pdf format
- Access super admin logs