**CGA Call Center Tasks Done**

* Implement Pensioner api either NID or Phone No.
* Complaint Log Panel
* Complaint List Panel & Assignment
* Complaint Category & Other Categories Panel & list
* Individual Report
* Date range wise report
* User management & User group Management
* Dashboard

**New Requirements**

* Pensioner Division wise Automatic assignment to Auditor. If One complain is assigned to first Auditor,2nd complain will be assigned to 2nd Auditor of that division & so on.
* Categorywise Complain assignment restriction. Some Category complains will not be assigned.
* Division wise Individual report with total resolving time
* Some other changes regarding Compain ID generation pattern, Complain Log fields.