

# Society Issue Tracker

1.	Project Title	Society Issue Tracker
2.	Project Category	Real-Time Website
3.	Name of Institute	CMPICA
4.	Front-end	React.js, Html, Css
5.	Back-end	Node.js , Express.js
6.	Database	MySQL
7.	Team Member	1
8.	Objective	Society Issue tracker is a website that tracks issue
9.	Guide By	Mr. Ravi Nimavat
10.	Submitted To	CMPICA
11.	Submitted By	1.Parekh Manav

## ➔ Admin Modules (Full Access):

### 1. Dashboard

- Overview of all society issues by status, category, priority, and date.
- Quick stats: Open issues, issues resolved this month, overdue issues.

### 2. Issue Reporting

- Can report issues on behalf of users or staff.

- Used when receiving complaints via phone, email, or verbally.

### 3. Issue Management

- View, edit, and delete all issues.
- Update descriptions, reassign categories, or reassign to other staff.

### 4. Status Management

- Change status to Open, In Progress, Resolved, or Closed.
- Final authority to close an issue.

### 5. Comments/Discussions

- Communicate with users or secretaries directly on each issue thread.
- Use notes to update the community on resolution steps.

### 6. Attachments/Media

- Add or remove images, documents, or videos related to the issue.

### 7. Notifications

- Configure and send manual alerts.
- Users are notified on key actions like status changes or new comments.

### 8. Reports & Export

- Generate and export issue reports in PDF or CSV format.
- Analyse issue patterns, resolution timelines, and staff performance.

### 9. User Management

- Create and manage all user roles: Admin, Secretary, User.
  - Deactivate or delete inactive users.
10. Category
- Define issue categories (e.g., plumbing, electrical).
  - Set system rules for auto-escalation or reminders.
- 

## ➔ **Secretary Modules (Limited Admin Rights):**

### 1. Dashboard

- View filtered statistics: only assigned or category-specific issues.
- Helps track department-specific responsibilities.

### 2. Issue Reporting

- Log issues received directly from residents or observed personally.

### 3. Issue Management

- Edit issue details, assign to staff, and update status (excluding final closure).
- Cannot delete or archive issues.

### 4. Status Management

- Change issue status from Open to In Progress or Resolved.
- Cannot mark an issue as "Closed".

### 5. Issue Assignment

- Assign issues to appropriate staff/team for resolution.

### 6. Comments/Discussions

- Engage with users through issue comments.
- Keep users informed on resolution progress.

## 7. Attachments/Media

- Add media files as progress evidence (e.g., repair completed photo).

## 8. Notifications

- Receive alerts when new issues are assigned or commented on.
- Cannot send custom notifications.

## 9. Reports & Export

- Export issue data related to their own area of responsibility.
- 

# ➔ **User (Resident) Modules:**

## 1. Dashboard

- Personal dashboard showing only the user's own reported issues.
- View current status and history of each issue.

## 2. Issue Reporting

- Create new issue reports with details and image attachments.
- Choose category, location, and add comments.

## 3. Status Tracking

- Track the lifecycle of their own issues.
- Status automatically updated by Secretary/Admin.

#### 4. Comments/Discussions

- Comment on their reported issues.
- Ask questions, provide clarification, or confirm resolution.

#### 5. Attachments/Media

- Upload files or images when creating an issue.
- Useful for explaining problems visually.

#### 6. Notifications

- Receive automatic alerts when:
  - Status changes (e.g., from Open to Resolved)
  - Comments are added
  - Issue is closed

#### 7. View Issue Logs

- -View the history and updates of their own reported issues

#### References :

<https://www.societynotebook.com/>

<https://adda.io/blog/2018/05/introducing-budgeting-module-in-adda-the-society-management-system/>

<https://issuetracker.google.com/>