

CivicCRM: Smart Public Service Request Management System

Problem Statement

Municipalities and local government bodies receive thousands of public service requests daily, related to electricity outages, water supply issues, road repairs, sanitation, and waste management.

Currently, most of these complaints are handled through phone calls, emails, or in-person visits. This manual process leads to:

- Delays in complaint registration and resolution
- Lack of transparency for citizens (no visibility of complaint status)
- Difficulty for officials to track, assign, and prioritize requests
- No centralized reporting or performance monitoring

As a result, citizens lose trust in public services, and municipalities struggle to provide efficient governance.

There is a need for a **centralized CRM solution** that allows citizens to easily log service requests, enables officials to track and resolve issues efficiently, and provides dashboards for better transparency and accountability.