

Mobile App for Complaint Registration

(AJV-MOB-MCR-001)

Introduction

Ajeevi Mobile App for Complaint registration is an platform available to the citizens 24*7 to register their complains to public authorities on any subject related to service delivery.

The main objective of Mobile App for Complaint is to speedy redress through effective & efficient monitoring of complains by various Ministries/ Departments/ Governments Organizations.

it's also fast and user-friendly interface has been provided for registering and tracking of complains through mobile phones.

Mobile App For Complaint Dashboard displays the Summary of:

Complaint Summary

- Total number of complaint
- Raise Complaint
- Open Complaint
- Closed Complaint

Service Summary

- Total number of Services
- Closed Services
- Pending Services

Feedback Summary

- Total Feedback
- Total Excellent
- Total Satisfied
- Total Unsatisfied

Uses

- Citizen can raise a request to solve service issues, know the schedule of the service providers, raise complaints related to waste management services as well as rate the

service providers.

- The app will also assist people's to locate the nearest Material Recovery Facility and Community Composting Facilities set up by the Corporation.
- People's can report cases of unauthorized services via a facility provided in the app.
- Everyone can raise special service requests and also make use of the self-service option for any fields available at the Dashboard portal.
- Citizen can use this reference number to track progress of grievances, send reminder & also for giving feedback.

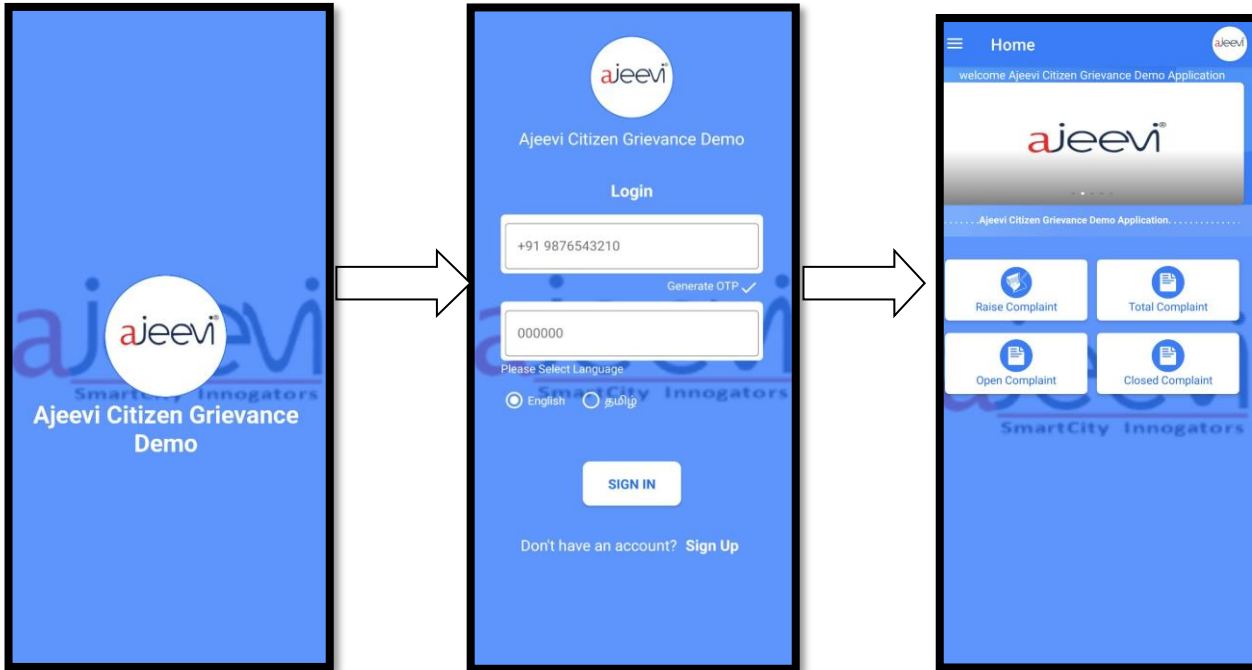
The Industries which can takes the benefits from Citizen Mobile App Software include:

- Local Government.
- Transport
- Education
- Franchise
- Healthcare
- Hospitality etc.

Features

Mobile App for complaint is an online application that facilitates / Provides the following:

- Sign in: One time sign in is required to get User Login.
- Dashboard: A Dashboard for lodging and monitoring after login.
- Complaints lodged by the user is available under categories like Total, Pending and Disposed.
- User can Track his/her Complaint in real time mode.
- Facility to send reminder to Registered complaints
- Online lodging and status-tracking of complains by Citizen's.
- Database of user's complaints.



Technical Specifications:

S.no.	Parameter	Remarks
A	GENERAL	
1	Centralized and Integrated Solution	Ajeevi Mobile App for Complaint Registration
2	Technology Used	Java, core java, xml, android, android studio Technology
3	Access Features	GPS, audio, gallery, camera, camera, map, message
4	Architecture	MVVM, MVC, Material design
5	Framework	Java framework APIs
6	Database	SQL, API
7	Operating System	Windows, Mac
8	Front end	Xml
9	IOT Hub Integration	NFC, Bluetooth
10	Application Availability	Yes
11	Single-Sign On facility	Developer console, fcm
12	Interoperability Standards	Syntactic, structural, and semantic
13	Security Features	User authentication and registration
14	External Communication	Mail, Message, chat
15	Cloud Deployment	Https
16	Information Security	Authentication, token
17	Operations	ISO 9001 Certified

B	FUNCTIONAL FEATURES	
<p>➤</p>	<p>General Features</p>	<p>Mobile App for Complaint Registration Platform is Easy to Access, Easy to register & UserFriendly.</p>
		<p>User can easily Sign in & Sign up, enter the Location & Purpose of Raise complaint , they can also find the exact reaction about complaint.</p>
		<p>It needs to login in with ID and password to collect and send data.</p>
		<p>It shows all complaints given by the Citizens.</p>
		<p>The user can track the status of registered Complaint.</p>
		<p>User can share their feedback on mobile app for Complaint Registration platform.</p>