Project/ scenario name: Online grievance redressal system

Custom scenario description: The people need not go to the higher authorities always when they face problems. They can use the service of this software browser and can give their complaint and the complaint is taken up by the employee of specified department and he solves the problem.

Objective/ vision:

1. To create a user-friendly online interface for citizens to communicate with administrative body and, reduce the distance and time barrier between citizens and administration,

2. To create a online platform where people can share ideas, invoke discussions, issue complaints, create suggestion/petitions for improvement of city administration.

3. To encourage the citizens to actively participate in city administration to bring transparency and flexibility in system.

Motivations to build this system:

1. Limited hour service availability in the current system.

2. Lack of involvement of people in exhibiting their responsibilities towards society.

The objective of Centralized Complaint System is to make people to get solved their problems easily by using the online complaint system.

Users of the system:
1. administrator
2. manager
3. employee
4. public
5. Local municipal authorities.

6. NGOs.

Functional requirements 1.Online Registration for public.
2.User-friendly Interface.
(include at least 8): 3.Easy intake of user need.
4. manager,employee related userid ,passwords are send to their respective mails.
5.verification of manager,employee,public details
6.Online interaction of administrator, employee and managers
7.End to end interaction of employees with public
8.administrator controls all department queries
A. Users (Citizens) :

I. Users should be able to create new account, log-in to their existing

accounts which will give them the authority to use the services provided by the system.

II.   Authenticated users should be able to issue complaints, check complaint status, submit feedback, browse through other complaints and their feedback.

III.   Authenticated users should be able to create suggestions/petitions; other users can support or make suggestions for petitions; forward petitions to corresponding authority for possible implementation.

IV.   Users can to create groups where users can share their experiences; discuss common problems, and the possible solution;

B. Municipal authorities :

I.   Municipal authorities can log-in to their accounts as created by administrator.

II.   Authorities can access all the complaints, suggestions from users.

III.   Invoke proper activity in response to valid complaints, or redirect inappropriate complaints to the administrator.

IV.   Give response to complaints with activity reports.

C. Administrators :

I.   Create, and monitor accounts of authorities.

II.   Filter the content reported as inappropriate and handle threats.

III.   Handle complaints about improper response by municipal authorities.

D. NGO's:

I.   NGO can form user groups similar to other users.

II.   NGO's can publicize their social causes on the site.

Non-functional requirements (include at least 4):	i. Secure access of confidential data (user's details). SSL can be used.
	ii. 24 X 7 availability
	iii. Better component design to get better performance at peak time
	iv. Flexible service based architecture will be highly desirable for future

extension

Optional features:	1.	Online Surveys.
	2.	Facility to upload photos of the complaint. for eg, garbage problem.
	3.	Help pages in the form of forums and FAQs.
	4.	Assigning performance ratings to different sections of municipal administration as per direct feedback received from users.

User interface priorities:

A. Professional look and feel

B. Use of AJAX atleast with all registration forms

C. Browser testing and support for IE, NN, Mozilla, and Firefox.

D. Use of Graphical tool like JASPER to show strategic data to admin

E. Reports exportable in .XLS, .PDF or any other desirable format

Reports:

1.weekly report
2.monthly report
3.status report
4.yearly report
- Escalation reports based on responsibility matrix
- queries and responses answered report
7. Complaint report including complaint details, response details, feedback

8. Section-wise user-feedback summary.

Other important issues:	1.	Website is highly customizable and flexible enough to easily deploy. That means, if we want to use this site for any other municipal authority, it would take least amount of time and efforts.
	2.	Simplicity of interface.
	3.	Complete separation of complaints according to its type: Garbage, Road etc

Technologies to be used:

UML, J2EE, XML, e-Forms, AJAX, Web 2.0, Web-services, SOA

Team Size

2 – 4 students

Tools to be used:

- ROSE/RSA / WebSphere Modeler

- Eclipse/ RAD / Lotus Forms Designer / Portlet Factory

- WebSphere Portal/ WAS/ WAS CE / WPS

- DB2 Express – 'C' or DB2 UDB

- Tivoli CDP/TSM / Tivoli Directory Server
- Linux will be the preferred OS.
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Final deliverable must include:	1. Online or offline help to above said users, Application development executive and developer 2. Application archive (.war/.ear) with source code 3. Database backup and DDL Script 4. Complete Source code