

User Manual

Citizen Grievance Mobile / Web App

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Role	Authorities	Date
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User Manual – Citizen Grievance Application

Contents

Mobile Application	3
Login Page	3
New User Registration	4
Dashboard	5
Status of Grievance.....	6
Creating a new grievance.....	7
Web Application.....	9
Login Page	9
New User Registration	10
Dashboard.....	11
Creating a new grievance.....	12
Status of Grievance.....	13



User Manual – Citizen Grievance Application

Mobile Application

The grievance solution allows users to log, view, update, and close “Service Requests” manually via the Citizen Mobile app.

To create a grievance, users can select the “Service Request” option on the Dashboard screen.

Login Page

17:28

ERODE SMART CITY LTD.
ERODE

Citizen App

LOGIN

Username

Password

Login

[New User Registration >](#)



User Manual – Citizen Grievance Application

New User Registration

Users can register by clicking the “New User Registration” link.

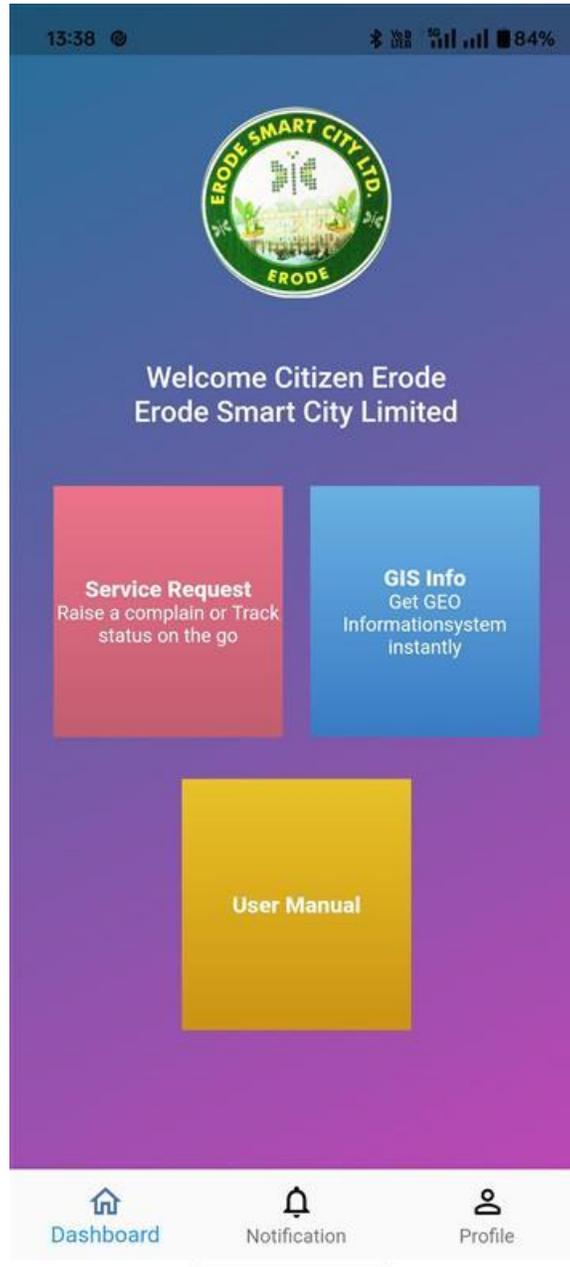
The screenshot shows the registration interface of the Citizen App. At the top, there is a status bar with the time 12:10, signal strength, and 89% battery. Below the status bar is the Erode Smart City Limited logo and the text "Citizen App". The main heading is "REGISTER". The form consists of several input fields: "User Name", "First Name", "E-mail", and "Phone Number". Below these is a "Gender" section with three radio button options: "Male", "Female", and "Transgender". There is also a "Date Of Birth" field with a calendar icon and an "Address" field with a location pin icon. At the bottom of the form is a blue "Submit" button.



User Manual – Citizen Grievance Application

Dashboard

The dashboard offers three key features: Service Requests for issue tracking, GIS Info for spatial data, and a User Manual for guidance





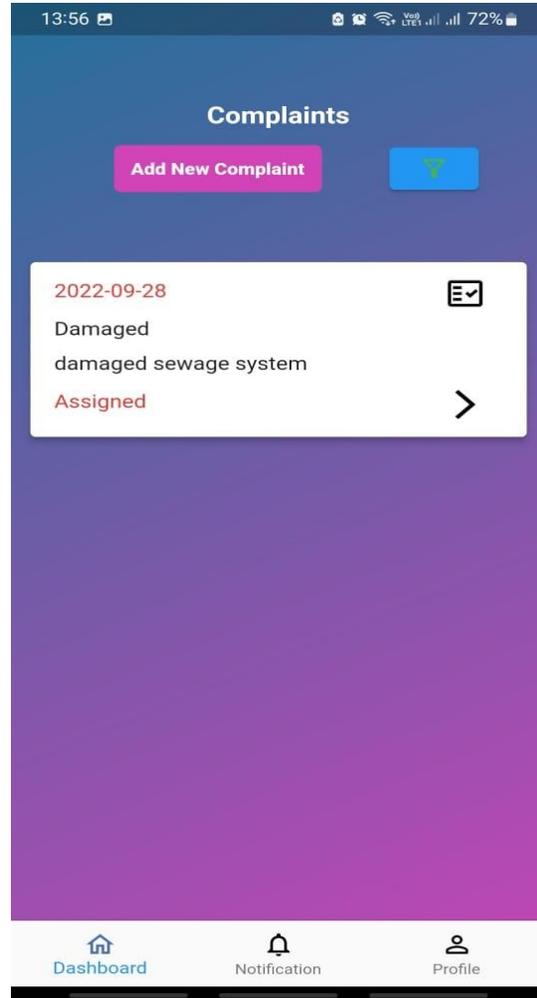
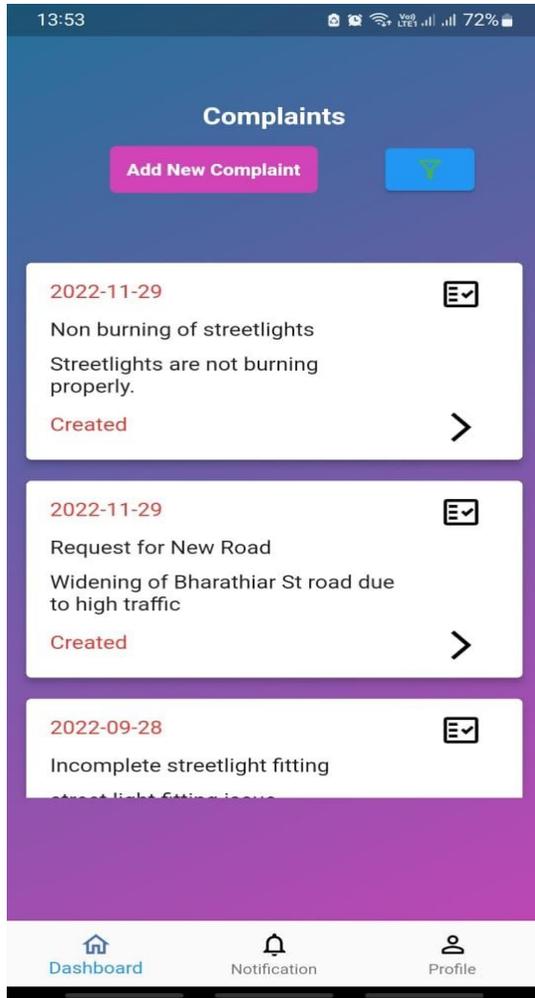
User Manual – Citizen Grievance Application

Status of Grievance

By Clicking “Service Request” Button, The Grievance dashboard will appear

Users can add a new grievance by clicking the “Add New Complaint” button.

After submitting the grievance, user can view the created / assigned grievances in the grievance list.





User Manual – Citizen Grievance Application

Creating a new grievance

Users can submit new complaints on this screen. They can select a category, sub-category, ward, and enter details such as the title, description, and address. By clicking the navigation icon in the address field, the current location's address will be automatically set. Users can also add attachments, including multiple files, with each file having a maximum size limit of 2MB.

The screenshot shows a mobile application interface for filing complaints. At the top, the status bar displays the time 13:35, signal strength, Wi-Fi, and 73% battery. The app header is blue with the word 'COMPLAINTS' in white. Below the header is a white card titled 'New Complaint Registration'. The form consists of three dropdown menus: 'Street Light Problems', 'Non burning of streetlights', and 'Zone 1 - Ward 2'. Below these are three text input fields: 'Title' with the text 'Street lights not working', 'Description' with the text 'Streetlights are not burning properly.', and 'Address' with the text 'Poosari thottam, Erode'. A location icon is visible in the address field. Below the form is a blue button labeled 'Add Attachment' with a paperclip icon, and a note 'Max file size is 2 MB'. At the bottom is a large blue button labeled 'Submit'.

Users can fill in the public / private log details and can change the status to Pending, Resolved or can Reassign to another authorized person.



User Manual – Citizen Grievance Application

12:27 5G 87%

Complaint Details

R-003195 Details

Complaint Name - M/H block And Desliting work

Sub Category - Blocked

Address - Moolapalaiyam
- Vinayagar Kovil 7
th Street ph no:

Title - M/H block And
- Desliting work

Complaint Date - 2024-10-30

Complaint Status - resolved

11:14 5G 91%

Public Log

Public Log

Private Log

Private Log

Mark As Resolved

Move to Pending

Re-Assign

Add Attachment
Max file size is 2 MB

Update

Dashboard Notification Profile



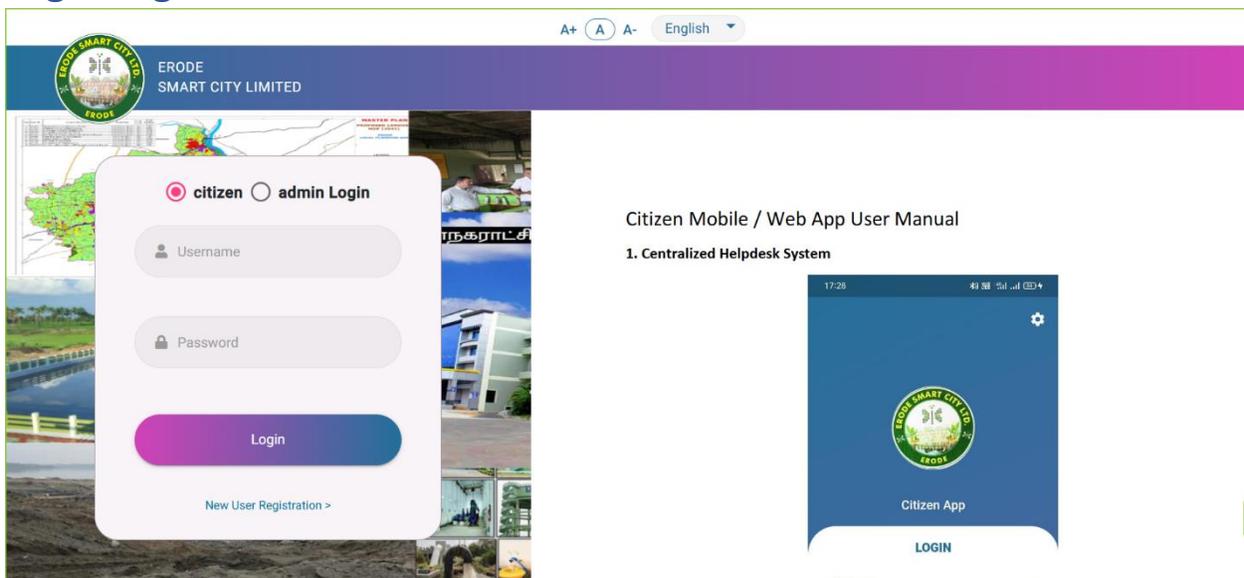
User Manual – Citizen Grievance Application

Web Application

The grievance solution allows users to log, view, update, and close service requests manually via the Citizen Web App.

To create a grievance, users can select the “Service Request” option on the dashboard screen.

Login Page





User Manual – Citizen Grievance Application

New User Registration

Users can register by clicking the “New User Registration” link.

A screenshot of the 'New User Registration' form on the Erode Smart City Limited website. The form is overlaid on a background collage of images related to the smart city project, including a map, a clock tower, and various infrastructure. The form fields are: First Name, Last Name, Email, Username, Mobile Number (with a '+91' prefix), Date of Birth, Gender (Male/Female), and Address. A 'Continue' button is at the bottom, and a 'Back to login' link is on the left. The website header shows the Erode Smart City Limited logo and name, along with a language dropdown set to 'English'.



User Manual – Citizen Grievance Application

Dashboard

The dashboard offers three key features: Service Requests for issue tracking, GIS Info for spatial data, and a User Manual for guidance. Users can add a new grievance by clicking the “New Complaint” button.

The screenshot shows the dashboard interface for Erode Smart City Limited. At the top, there is a navigation bar with the company logo, name, and a user profile section. Below this, the dashboard is divided into four main service categories: Service Request, GIS, Government Services, and Payments. Each category has a brief description of the service. Below these categories is a 'Complaints' section with a search bar and a 'New Complaint' button. A table lists recent complaints with columns for ID, Date, Title, Category, Status, and Actions.

Complaint ID	Complaint Date	Complaint Title	Complaint Category	Status	Actions
R-003195	2024-10-30 15:45:19	M/H block And Desliting work	Underground Sewage System	resolved	✎
R-003194	2024-10-30 15:43:29	manhole suction work	Underground Sewage System	resolved	✎
R-003193	2024-10-30 15:42:16	manhole block and decelting work	Underground Sewage System	resolved	✎



User Manual – Citizen Grievance Application

Creating a new grievance

Users can submit new complaints on this screen. They can select a category, sub-category, and ward, and enter details such as the title, description, and address. By clicking the navigation icon in the address field, the current location's address will be automatically set. Users can also add attachments, including multiple files, with each file having a maximum size limit of 2MB.

The screenshot shows the user interface of the Erode Smart City Limited Citizen Grievance Application. At the top, there is a navigation bar with the Erode Smart City Limited logo, the text "ERODE SMART CITY LIMITED", a language selector set to "English", and a user profile section with "Hi, Citizen" and a notification bell icon.

Below the navigation bar is a "DASHBOARD" section with four main service tiles:

- Service Request**: Raise a service request / Track status on the go
- GIS**: Get Geo Information instantly for public places / government offices and more
- Government Services**: Requesting for a Services online is made simple and strainless
- Payments**: Make Tax Payments / Consumer bills at ease and secure

The "Register New Complaint" form is displayed below the dashboard. It includes a list of complaint categories on the left:

- Encroachment (selected)
- Public Health
- Road Problem
- Street Light Problems
- Underground Sewage System
- Water Supply

The main form area contains the following fields:

- Complaint Sub-Category (dropdown menu)
- Ward (dropdown menu)
- Complaint Description (text area)
- Address/Location (text area with a location pin icon)
- Submit button (purple)
- Cancel button (grey)

There is also an "Add Attachment" section with the following text: "Add Attachment (Supported formats: .png / .jpeg / .mp4 / .doc / .xlsx / .pdf) (Max. file size 2MB)".



User Manual – Citizen Grievance Application

Status of Grievance

After submitting the grievance, user can view the created / assigned grievances in the grievance list.

A+ A- English

ERODE SMART CITY LIMITED
Hi, Citizen

DASHBOARD

Service Request

Raise a service request / Track status on the go

GIS

Get Geo Information instantly for public places / government offices and more

Government Services

Requesting for a Services online is made simple and strainless

Payments

Make Tax Payments / Consumer bills at ease and secure

Complaints

New Complaint

Complaint ID	Complaint Date	Complaint Title	Complaint Category	Status	Actions
R-003195	2024-10-30 15:45:19	M/H block And Desliting work	Underground Sewage System	resolved	
R-003194	2024-10-30 15:43:29	manhole suction work	Underground Sewage System	resolved	
R-003193	2024-10-30 15:42:16	manhole block and decelting work	Underground Sewage System	resolved	
R-003192	2024-10-30 15:41:08	M/H block work	Underground Sewage System	resolved	
R-003191	2024-10-30 15:39:56	manhole block	Underground Sewage System	resolved	

Items per page: 5
1 – 5 of 2882

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User Manual – Citizen Grievance Application

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