

Mobile Application Synopsis
(Mobile App Development Challenge for Districts)

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Name of App: My Grievances Dashboard

Name of Department/Sector: Grievances

Target Audience: Government Employees and Citizens.

Objectives: Submission of the grievances to the concerned officials by public and their further course of action and necessary suggestions by officials. This app will keep track of the pending grievances with the officials and which are addresses.

Benefits: This app will allow citizens to send their grievances directly to the concerned official. This will act as the first point of contact between the official and citizen. The official will choose course of action to be followed on the basis of complaints and grievances received.

Platform and Technology

Platform for development: *Android*

Framework to be used: *Android Studio*

Database to be used: *My SQL*

Language for API development: *JAVA*

Other information

The App will be providing an interface for the officials and citizens where officials will have a dashboard providing them with the grievances they have received. Officials can give the information back to the citizen what course of action to be followed. Citizen can see whether my compliant has been seen by the official and what he or she has suggested.

Following will be done via this mobile.

1. **Dashboard for both citizens and officials.**
2. **Details of concerned officials.**
3. **Pending and addressed grievances.**
4. **Answers provided to the coinciding grievances.**
5. **Services provided by departments.**