miniMAX
Solution(pvt)Ltd
Minimum Price Maximum Solutions

MUNICIPALITY COMPLAINT MANAGEMENT SYSTEM

INTRODUCTION

The Municipal Compliant Management system is specially designed for the citizens so that they can register their complaints regarding their street, towns, Natural Gas supply, Electricity, Sewerage, etc.

Through the Municipal complaint Management System (MCMS) citizens are able to submit their complaints they are facing due to the irresponsibility of the local government. MCMS is a better way for the government to review all those broken areas which were hidden accounts.

By using our Municipal system citizen can place a proper complaint again every single issue which is pending in terms of government accountability. MCMS is a complete solution so it has a proper web portal and mobile app. The application is totally designed to help the citizens in submitting their complaints regarding the broken roads. The app is completely user-friendly. Consist of easy and useable features.
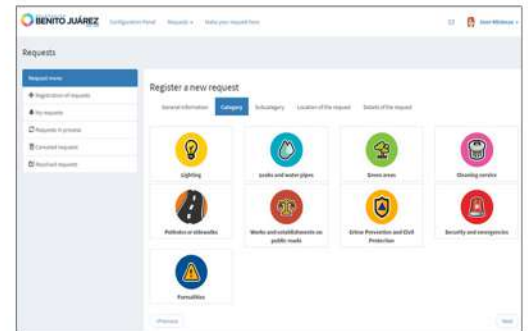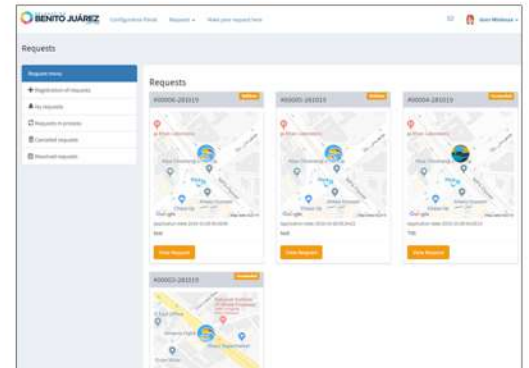

FEATURES

* **Live Complaining:** User can complain the government live bus posting pictures of the affected area or by selecting the location through provided Google map in the app.

* **Real-Time Updating:** User can update his complaints anytime by posting new photos of the affected area, by sending a text again to the admin or by selecting the location again.

* **Proper Hierarch:** By the hierarch system it would be easy for admin to deal with the complainers. Like first complain will be receive by operator then supervisor then super supervisor.

* **Different Department:** User would be able to deliver or transfer the complaints to the respective department due to which, citizens are facing problems. Like if they are facing electricity issue operator can transfer the complaint to K electric.

* **One Way Communication:** App makes the user able to communicate the operator anytime through text messages and can ask anything regarding the complaints.

* **Graphical Description:** The app makes the admin able to see the graphical description of the affected area.

WEB PORTAL FEATURES

* **Super Supervisor:** It is the main authority of the system. He will supervise the whole system and control all the activities of the app and web portal.

* **Supervisor:** It is the 2nd parent of the system who supervises the activities of the other staff and overviews the complaints and goes through different locations of the city through the app and web graphical description.

* **Field worker:** He is responsible for mending and repairing of the issue mentioned in the complaints. He works on the field to serve the citizen.

* **Operators:** Operator is the first person to receive the complaints from the citizen and is able to transfer the complaints towards the related department.

* **Complainer:** He is the citizen who is facing the problems due to the irresponsibility of the local government. He complains through the MCMS app.

MOBILE APP FEATURES

* **Real Time Complaining:** User can complaint the government live bus posting pictures of the affected area or by selecting the location through provided Google map in the app.

* **Real Time Updating:** User can update his complaints anytime by posting new photos of the affected area, by sending text again to the admin or by selecting the location again.

* **Two Way Communications:** App makes the user able to communicate the operator anytime through text messages and can ask anything regarding the complaints.

miniMAX
Solution(pvt)Ltd
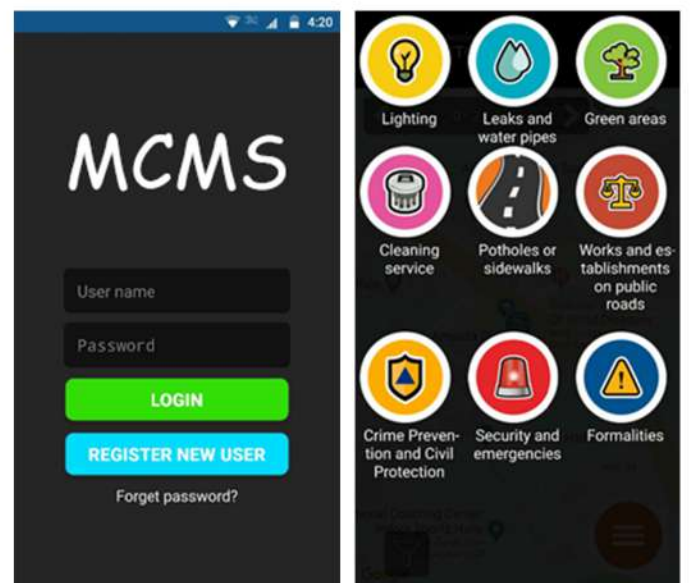
CONTACT DETAILS
GET IN TOUCH

info@minimaxsolution.com

www.minimaxsolution.com

Suite No. 607 & 608 6th floor Mashriq Center near Civic center Karachi.