

Jal Sunwayi Mobile Application

Date: *27th Sep 2023*

Project Overview



The Jal Sunwayi Application empowers citizen users to raise their concerns by providing them with a platform to submit grievances.

Users can access the application form, provide necessary details, and send their complaints to the administrator.

The app also enables users to monitor the progress of their submitted complaints.

Key Feature of Application

Easy Login Process

Quick Access to Application Form

Improved User Experience

View the Submitted form Details

Track the status of the complaint



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Screen-Login/OTP Verification

Login

Submit your grievance by registering into the app.

OTP Verification

We have sent you a 6-digit verification code, please enter it to proceed.

Enter OTP received on your mobile number

Enter OTP received on your email address

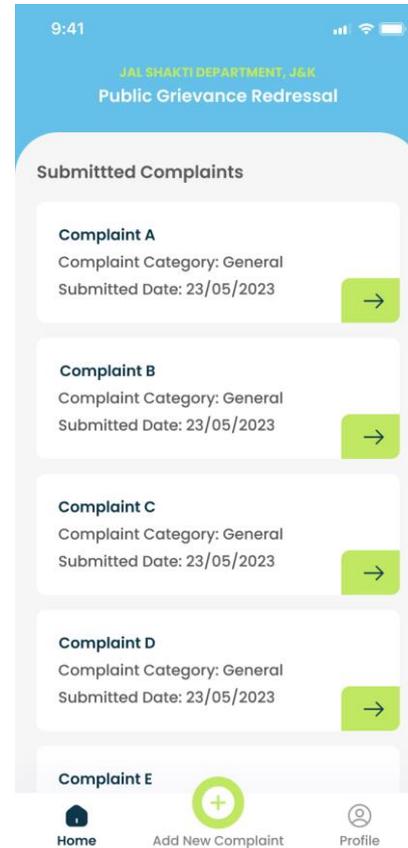
[Resend OTP](#) 🕒 00:53

The user login into the application by entering basic details as Email address and Mobile number. Following the details, the user verify the authentication by entering the code sent on their email address and mobile number respectively.

Screen- Home

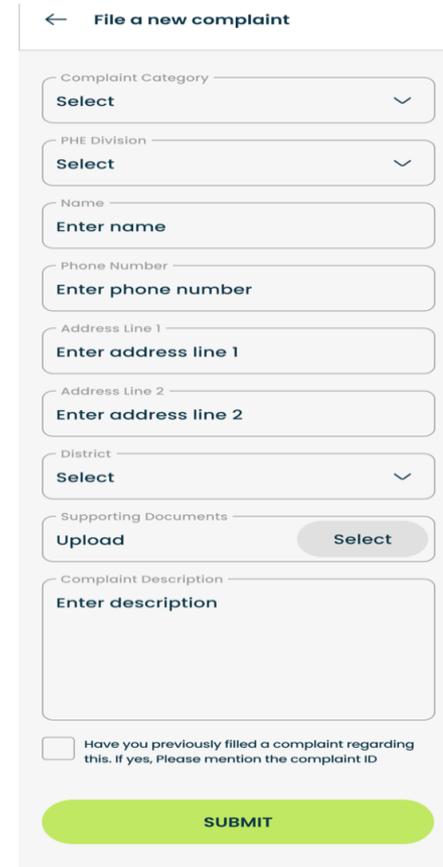
After successful the login into the app,
the user redirects to home screen to:

- View the list of submitted complaints
- Option to add new complaint
- View profile



Screen- Register Complaint Form

This screen allows the user to fill the form for their grievance and submit it to the administrator.



The screenshot shows a mobile application interface for filing a new complaint. The title bar at the top left has a back arrow and the text "File a new complaint". The form consists of several input fields and a submit button:

- Complaint Category:** A dropdown menu with "Select" and a downward arrow.
- PHE Division:** A dropdown menu with "Select" and a downward arrow.
- Name:** A text input field with the placeholder "Enter name".
- Phone Number:** A text input field with the placeholder "Enter phone number".
- Address Line 1:** A text input field with the placeholder "Enter address line 1".
- Address Line 2:** A text input field with the placeholder "Enter address line 2".
- District:** A dropdown menu with "Select" and a downward arrow.
- Supporting Documents:** A section with an "Upload" button and a "Select" button.
- Complaint Description:** A large text area with the placeholder "Enter description".
- Checkboxes:** A checkbox with the text "Have you previously filled a complaint regarding this. If yes, Please mention the complaint ID".
- SUBMIT:** A large green button at the bottom.

Screen – Complaint Detail View

A screen that allows the user to view the submitted detail in the form and keep track of its status.

← Complaint A

Complaint ID: 2896151

Name Daniel Max	Complaint Category General Issue
Department Water	Mobile Number (705) 559 - 2134
Email Address daniel@mail.com	District Jammu

Address
852 King Street, Netherlands, TX 7252

Supporting Documents

Comment
Lorem Ipsum is simply dummy text of the printing and typesetting industry.

[VIEW STATUS](#)

Screen – Status View

The user will be able to view the status of their submitted complaint and can view the public remarks added by the department end.

12:46 PM | 156KB/s



← **Complaint Number 20230010681**

Status

Complaint Forwarded To cephekashmir By Dept Head

Date & Time

Sep 26 2023 11:33AM

Remark

Nil

Status

Complaint Closed

Date & Time

Sep 26 2023 12:03PM

Remark

Already disposed off

Status

Response Submitted By cephekashmir

Date & Time

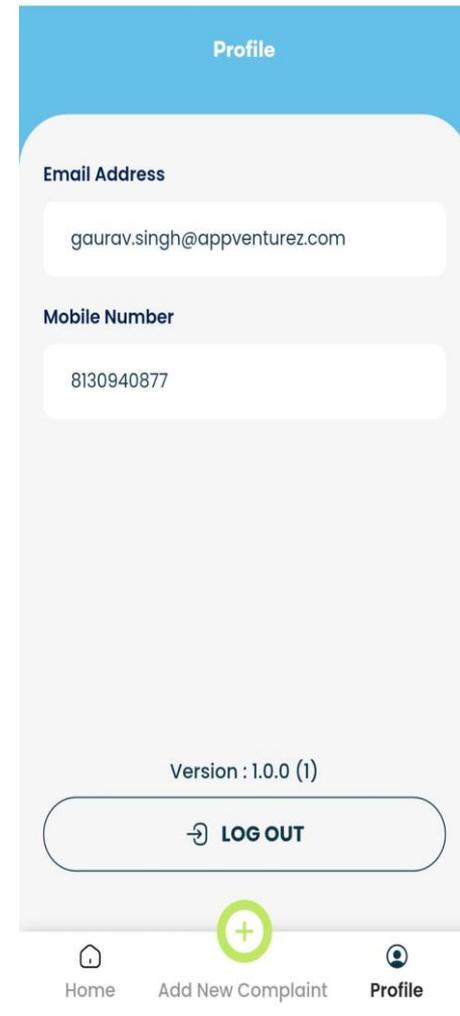
Sep 26 2023 11:42AM

Remark

Dummy Reply

Screen- Profile

In this screen, the user can view their profile such as the registered email address and mobile number.



Technology

API Development



App Development





Thank You

**JaKeGA (Jammu & Kashmir e-Governance Agency)
Information Technology Department**