Project Title

Task Tracking System for Mehmetçik Municipality

Mehmetçik Municipality is one of the most developing service bodies in Northern Cyprus, covering the "Bafra Tourism Area". The municipality is constantly busy trying to cope with the ever increasing demands for services. In line with this, the municipality staff are constantly struggling in tracking the service requests forwarded to them. To help up overcome this problem and provide better services to the general public, the municipality requires a system, where all requests made can be tracked and controlled by authorities more efficiently. The required system would need to do the following:

• The systems should be accessible from any electronic device such as PC, mobile, etc.
• The system should be accessed by only municipality staff members (user security should also be considered)
• The system should support storing text and photo
• The system should support minimum 10 years retention time for historical data for reporting

The expected workflow of the proposed system

The requests of the citizens will be taken by the public relations officer (or who has privilege) through direct conversations or telephone calls, and they will be recorded to the system with the default status "Waiting". The status types are "Waiting", "In Process", and "Completed", but the system have to be flexible enough to allow defining new status if required. There are some units ("Construction", "Water Meter Installation", "Maintenance") already available which the waiting requests will be assigned to be processed. The recorded requests will be assigned to the related units by a specific staff with an application form in the municipality, and assigned requests status will be changed from "Waiting" to the "In Process". Although there are three units available, the program should allow to define new units if required. Each unit may add explanatory text and pictures, if necessary, at any stage of the processing of the request. At the end of the process, the request's status will turn to "Completed". The status type should be recorded together with a date and time for each update.

The mayor may request to see some quick reports anytime, such as;

1. The lists of the requests still in "Waiting" state which are older than 2 days.
2. The lists of the requests "Completed" by unit U, between time interval D1 and D2 (U,D1,D2 would be decided by the user)
3. The lists of requests status (All, S), Unit (All, U), between time interval D1 and D2 (S, U, D1, and D2 would be decided by the user)

(*) *Additional reports may be included in the design process of this project.*

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