CLEAN CITY & MUNICIPAL WATCH

Flutter

9:31

Welcome Back

Login to your account

Email

Password

Forgot Password?

Login

OR

Staff Login

Don't have an account? Sign Up

Test Connection

Create Account

Join CCMW

Create your account to start reporting issues

Full Name

Email

Phone Number

CNIC Number

Address

Password

Confirm Password

I agree to the Terms & Conditions and Privacy Policy

Create Account

Already have an account? Login

9:39

Welcome back,

John

6	0	5
Total Reports	Resolved	Pending

Report New Issue

Your Location

485 Bazar Talwaran, Rawalpindi

Quick Actions

View All

Map

My Complaints

Leaderboard

Profile

Public Issues

Approval Status

9:40

Report Issue

1 — 2

Select Issue Category

Choose the type of issue you want to report

- Garbage
- Garbage Collection
- Illegal Dumping
- Road Damage
- Road Potholes
- Pothole Repair

Next

9:40

Issue Details

1 — 2

Provide Details

Help us understand the issue better

Category: Garbage

Upload Photos (0/5) — Add Photos

Tap to add photos
(5 max)

Issue Title

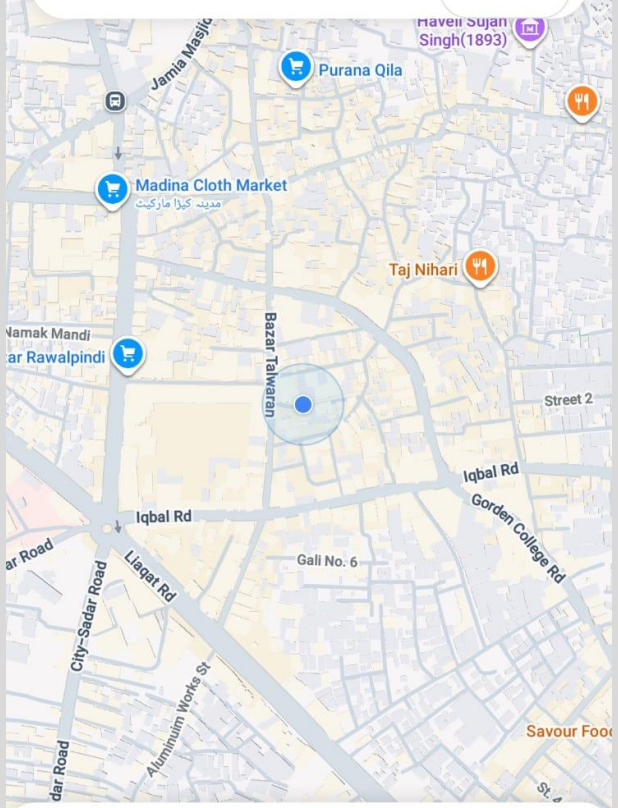
Description

Location

Submit Report

9:40

All Categories — 5.0 km



Nearby Issues — 485 Bazar Talwaran, Rawalpindi

- Sewerage overflow on main road — Assigned — 52
- Dangerous pothole on main road

My Complaints

6	6	0	0
Total	Active	Resolved	Rejected

All | Active | Resolved

Category · Submitted
Test Complaint for Approval
0 votes
CCMW-TEST-001 · 26 Apr 2026

Category · Submitted
damaged road
0 votes
CCMW-20260310124658-5089 · 26 Apr 2026

Category · Submitted
light
0 votes
CCMW-20260304145516-8e3f · 26 Apr 2026

Category · Submitted
broken light
0 votes

My Profile

John Doe
john@example.com
Member since 4 months ago

0	45	0
Reports	Upvotes	Resolved

Newcomer

- Personal Information
- Address & Zones
  Zone not set
- Notifications
- Privacy & Security
- Help & Support
- About CCMW
- Feedback
- Logout
- Delete Account

Public Issues

Search public issues...

2	2	0	0
Total Issues	Active	Resolved	Total Votes

Category · Approved · CCMW-20251222161922-ae8f3b
Broken Street Light in Main Road
0 · 0 · Share · Report
Reported by Citizen
Just now
View Details

Category · Assigned · CCMW-20251220183145-37d364
Broken Street Light in Main Road
0 · 0 · Share · Report
Reported by Citizen
Just now
View Details

Citizen Leaderboard

Top Contributors

Citizens making our city better

Weekly | Monthly | All

Login to see your rank

Top Contributors · Monthly

#1 ahtisham
0 pts · 0 reports · 0 resolved

#2 Mohsin Ishfaq
0 pts · 0 reports · 0 resolved

View All Rankings

Approval Status

5 Pending | 1 Approved | 0 Rejected

All | Pending | Approved | Rejected

Category — Pending

Test Complaint for Approval

Submitted: 26 Apr 2026 — CCMW-TEST-001

Under Review
Estimated approval time: 24-48 hours

Category — Pending

damaged road

Submitted: 26 Apr 2026 — CCMW-20260310124658-5089

Under Review
Estimated approval time: 24-48 hours

Category — Pending

light

Submitted: 26 Apr 2026 — CCMW-20260304145516-8e3f

Under Review
Estimated approval time: 24-48 hours

Staff & Contractor Login

Select Your Role

Choose your role to continue

System Administrator
Manage users, zones, and system settings

Department Admin
Review complaints and assign to field staff

Field Staff
Resolve complaints and update status

Contractor
Manage assigned zones and contracts

Citizen? Go to Citizen Login

Admin Login

System Administrator

Access system management features

Admin Email

Password

For security reasons, this login is restricted to authorized personnel only.

Login as Admin

Back to Role Selection

Admin Dashboard

ASIM MUNNER
admin@ccmw.gov.pk
Last login: Today, 21:41
Online

18	1	10	0
Total	Resolved	Pending	Overdue

Quick Actions

All Complaints · Approve Complaints · Route Complaints · Detect Duplicates
Merge Duplicates · Duplicate Alerts · Verify Resolutions · Zones
Escalate · Dept Dashboard · Staff Management · Contractors
Users · Reports · Settings

Home · Users · Contract · Reports · Approve

All Complaints

Search complaints...

All · Submitted · Pending · Approved · Assi

7 complaints — Sort by: Newest

Broken Street Light in Main Road — Assigned
The street light near the intersection is not working for the last 3 days.
High · Garbage Collection · West Zone · CCMW-20251220183145-37d364
0 · Just now

Broken Street Light in Main Road — Approved
The street light near the intersection is not working for the last 3 days.
High · Garbage Collection · West Zone · CCMW-20251222161922-ae8f3b
0 · Just now

Garbage not collected for a week — Assigned
Garbage bins are overflowing in Street 12, F-6/2. No collection for the past 7 days.
High · Garbage Collection · Sector F-6 · CCMW-ISB-2025-001
12 · Just now

Dangerous pothole on main road — In Progress
Large pothole near Raja Bazaar intersection causing traffic jams and accidents.

Complaint Routing (All ...

Unassigned

7	7	10
Total	Unassigned	Field Staff

Showing: Unassigned (7) — 7 total complaints

Garbage bins are overflowing in Street 12, F-6/2. No collection for the past 7 days.
12

Broken Street Light in Main Road — High
Sanitation · Approved · Garbage Collection · West Zone
CCMW-20251222161922-ae8f3b
The street light near the intersection is not working for the last 3 days.
0

Broken Street Light in Main Road — High
Sanitation · Assigned · Garbage Collection · West Zone
CCMW-20251220183145-37d364
The street light near the intersection is not working for the last 3 days.
0

Field Staff

Staff in WASA - Water & Sewerage department

Bilal Ahmed — Available
WASA - Water & Sewerage
2 tasks · 88.0%

No water supply for ...
No staff selected

Reject · Assign Complaint

9:42

Complaint Routing (All ...

Unassigned

7	7	10
Total	Unassigned	Field Staff

Showing: Unassigned (7)

7 total complaints

Unassigned Complaints

No water supply for 3 days — Critical

WASA - Water & Sewerage | Assigned | Water Supply Issue | Sector G-6

CCMW-ISB-2025-005

G-6/1-4 area has no water supply for 3 days. Residents facing severe shortage.

37

Sewerage overflow on main road — High

WASA - Water & Sewerage | Assigned | Sewerage Blockage | Satellite Town

CCMW-RWP-2025-004

Sewerage line broken near Chandni Chowk, water flooding the road with bad smell.

52

Street light broken for 2 weeks — Medium

WAPDA - Electricity | Assigned | Street Light Out | Sector F-7

CCMW-ISB-2025-003

Street light pole near F-7 Markaz has been broken and not working. Area is dark at night.

42

Dangerous pothole on main road — Critical

CDA - Civic Services | In Progress | Pothole Repair | Saddar

No water supply for ...
No staff selected

Reject

Assign Complaint

9:45

Dept: CDA - Civic Services

Unassigned

1	1	1
Total	Unassigned	Field Staff

Showing: Unassigned (1)

1 total complaints

Unassigned Complaints

Dangerous pothole on main road — Critical

CDA - Civic Services | In Progress | Pothole Repair | Saddar

CCMW-RWP-2025-002

Large pothole near Raja Bazaar intersection causing traffic jams and accidents.

8

Field Staff

Staff in CDA - Civic Services department

Farhan Ali — Available

CDA - Civic Services

0 tasks | 90.0%

Dangerous pothole o...
No staff selected

Reject

Assign Complaint

9:42

Detect Duplicates

Search Criteria

Select Zone: Custom Location

Latitude

Longitude

Radius (meters): 100.0

Time (hours): 24

Detect Duplicates

No potential duplicates found

Try adjusting your search criteria

9:42

Merge Duplicates

Similar complaints grouped by location and category. Select duplicates to merge.

Possible Duplicates
3 complaints

Road Damage | Unknown | 33.6300, 73.0600

Primary: road damage
Submitted by: Unknown
0 upvotes

- [ ] CCMW-20260310123027-e86d — 0
  damaged road
  Unknown | Just now | 73% match
- [ ] CCMW-20260304160955-a397 — 0
  road damage
  Unknown | Just now | 100% match
- [ ] CCMW-20260310124658-5089 — 0
  damaged road
  Unknown | Just now | 73% match

- [ ] Select All (0/3) — Total upvotes: 0

Merge Selected

Possible Duplicates
2 complaints

Garbage Collection | Unknown | 33.6300, 73.0600

Primary: Test Complaint from Postman
Submitted by: Unknown
0 upvotes

9:42

Resolution Verification

1	0	0
Pending	Verified	Flagged

Review before/after photos and verify complaint resolutions manually.

Pending

TEST: Resolved - Garbage Collected

Garbage Collection | Market Area, Islamabad

Photo Comparison

BEFORE | AFTER

Resolution Notes

Resolved by:
Submitted:

Flag | Verify

9:43

Zone Management

15	15	0
Total Zones	Active	With Contractor

Sector F-6
Active

8.5 sq km | 45000 | 0 staff

Zone Manager
Islamabad • 0 active

Contractor: Not Assigned

Sector F-7
Active

9.2 sq km | 52000 | 0 staff

Zone Manager
Islamabad • 0 active

Contractor: Not Assigned

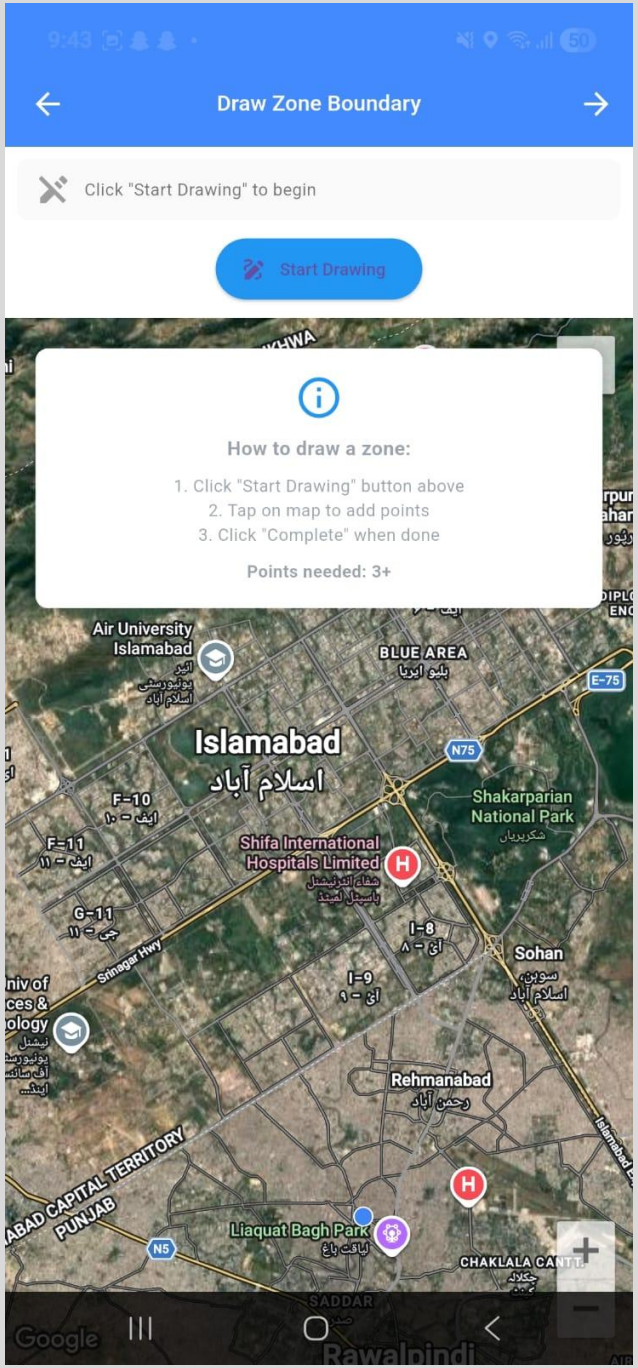
Sector F-8
Active

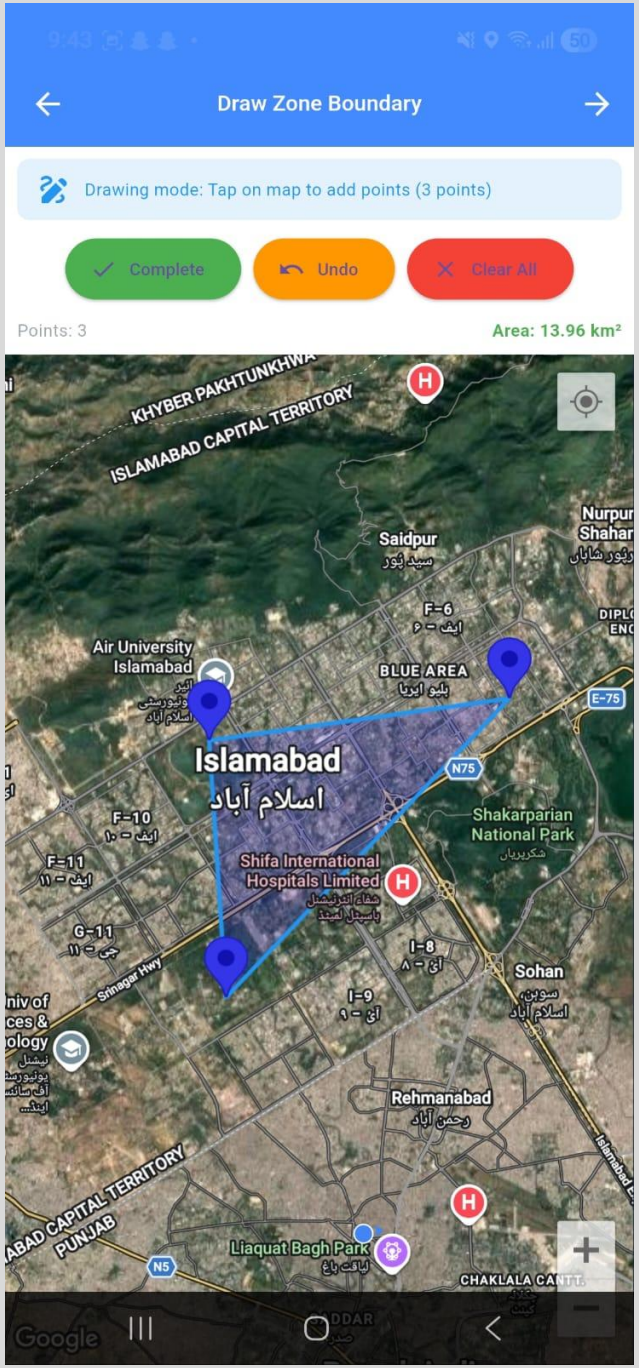
8.8 sq km | 48000 | 0 staff

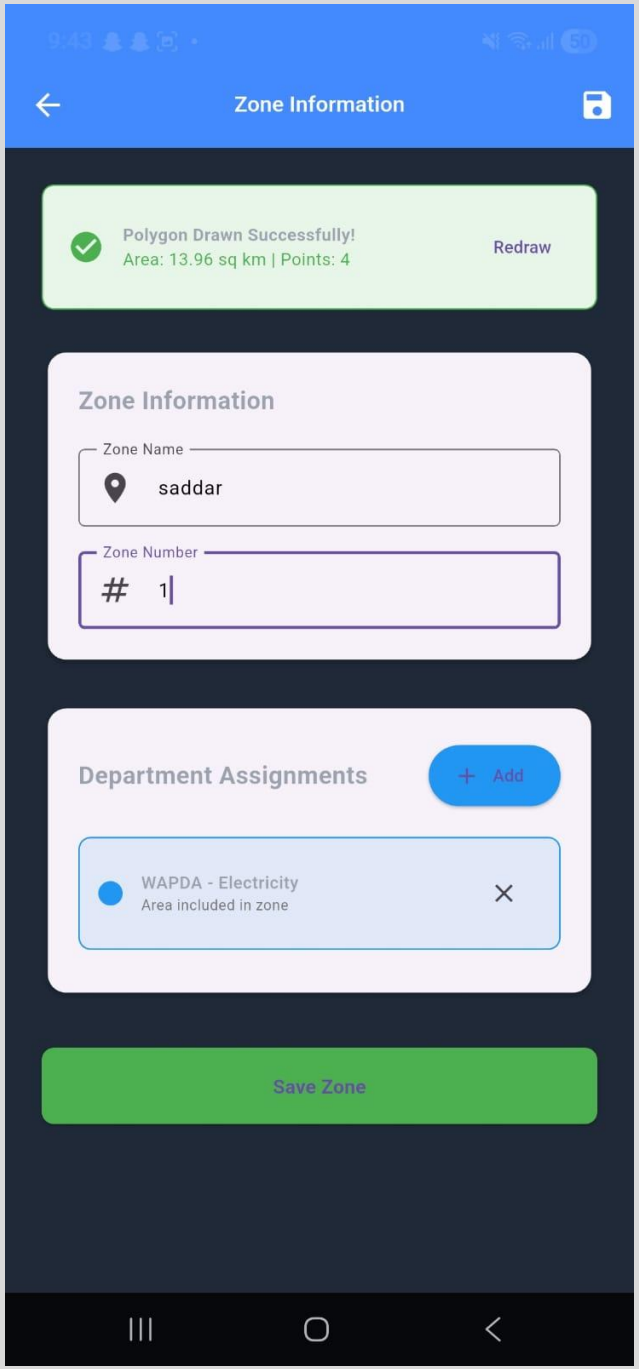
Zone Manager
Islamabad • 0 active

Contractor: Not Assigned

Draw Zone


Draw Zone Boundary
Click "Start Drawing" to begin
Start Drawing
How to draw a zone:
1. Click "Start Drawing" button above
2. Tap on map to add points
3. Click "Complete" when done
Points needed: 3+
Air University Islamabad
BLUE AREA
Islamabad
اسلام آباد
Shakarparian National Park
Shifa International Hospitals Limited
Sohan
Rehmanabad
Liaquat Bagh Park
CHAKLALA CANTT.
KHYBER PAKHTUNKHWA
ISLAMABAD CAPITAL TERRITORY
PUNJAB


Draw Zone Boundary
Drawing mode: Tap on map to add points (3 points)
Complete
Undo
Clear All
Points: 3
Area: 13.96 km²
KHYBER PAKHTUNKHWA
ISLAMABAD CAPITAL TERRITORY
Saidpur
Nurpur Shahar
Air University Islamabad
BLUE AREA
Islamabad
اسلام آباد
Shakarparian National Park
Shifa International Hospitals Limited
Sohan
Rehmanabad
Liaquat Bagh Park
CHAKLALA CANTT.
PUNJAB


Zone Information
Polygon Drawn Successfully!
Area: 13.96 sq km | Points: 4
Redraw
Zone Information
Zone Name
saddar
Zone Number
1
Department Assignments
Add
WAPDA - Electricity
Area included in zone
Save Zone

Escalation Workflow

0	0	0
Active	Critical	Resolved

Escalation Rules

1 — Notify Zone Manager
After 24 hours
Auto-notification sent when complaint pending for 24h

2 — Escalate to Dept. Head
After 48 hours
Department head intervention required

3 — Executive Escalation
After 72 hours
City administration notification

Escalated Complaints

Staff Management

Search by name or ID...

All Departments | All Staff | Sort by N

19	18	1	25
Total Staff	Available	Busy	Pending Tasks

RWMC Admin ●
RWMC - Waste Management • Department Admin
0 pending ★ 85.5%
0% ADMIN005

Farhan Ali ●
CDA - Civic Services • Field Staff
0 pending ★ 90.0%
0% EMP004

Rizwan Akhtar ●
RWMC - Waste Management • Field Staff
0 pending ★ 86.5%
0% EMP003

Kashif Mahmood ●
Sanitation • Field Staff
0 pending ★ 92.5%
0% EMP001

Raja bashrat ●
CDA - Civic Services • Department Admin
0 pending ★ 78.3%
0% ADMIN003

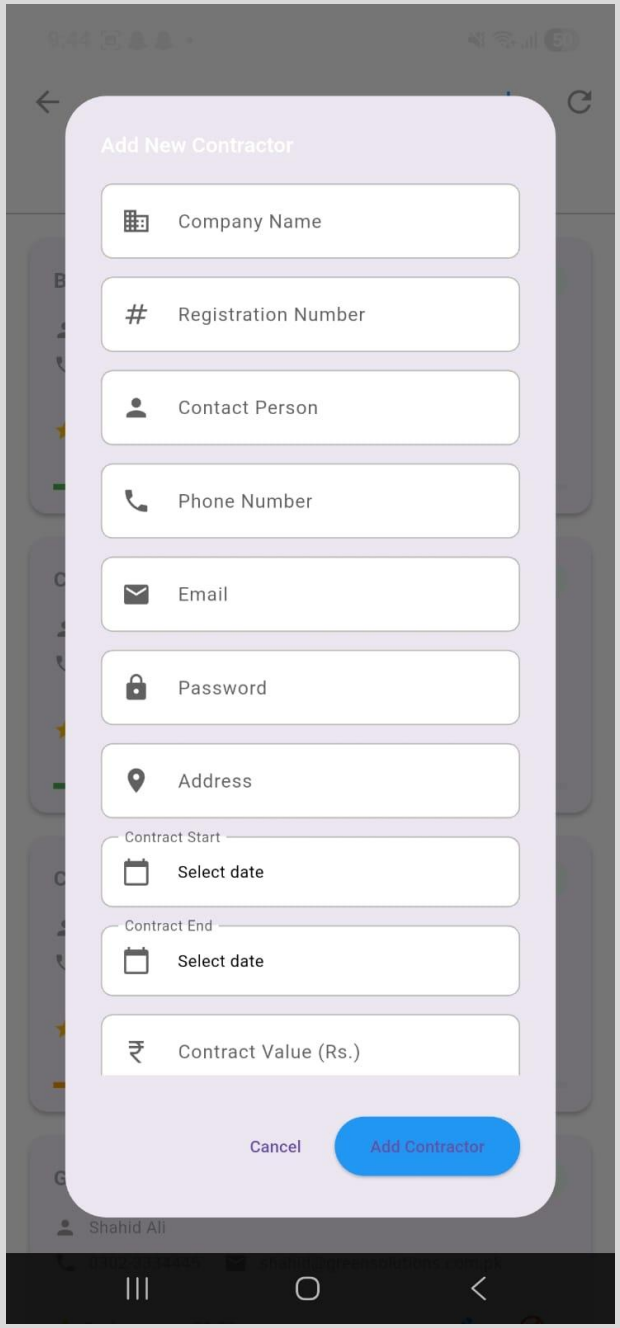
Contractors | Zone Assignments

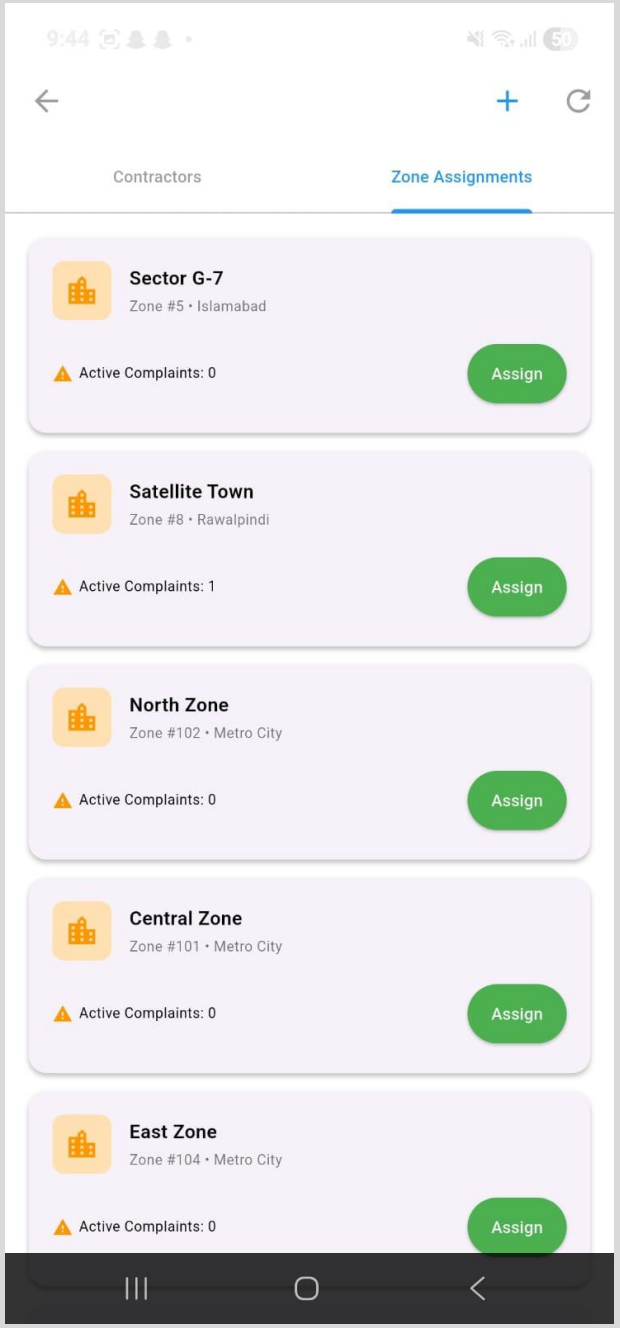
BrightLight Solutions — Active
No contact person
No phone contact@brightlight.com
★ Performance: 91.2%

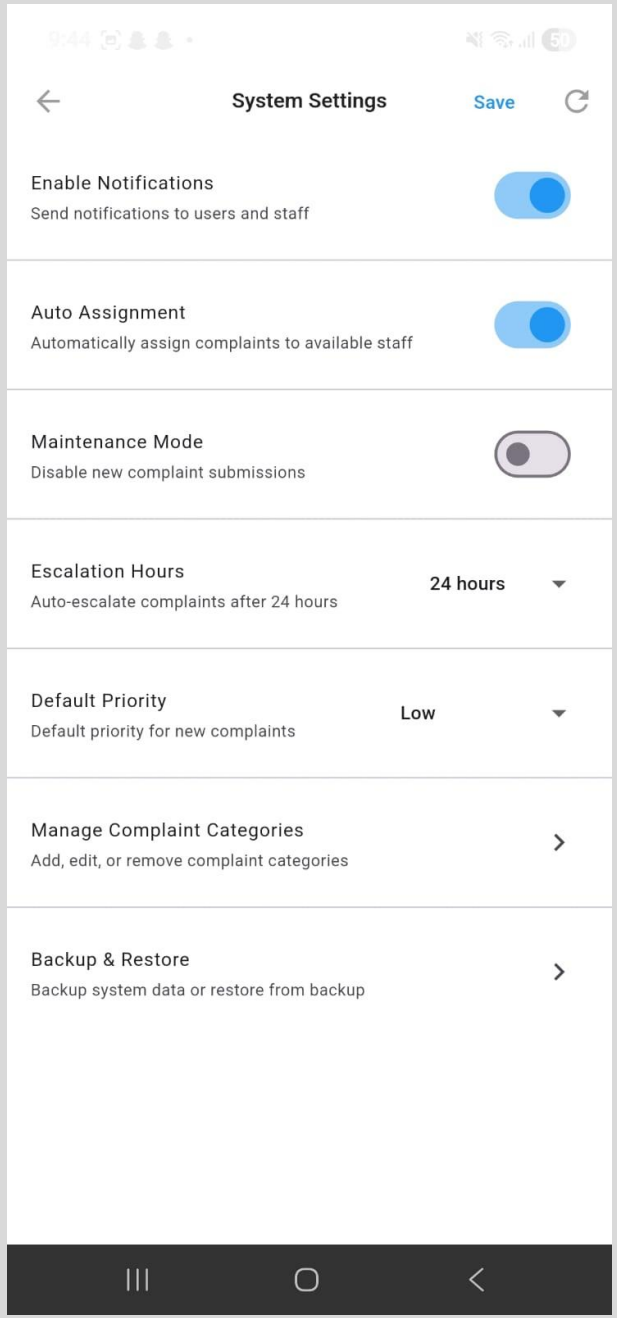
Clean City Services (Islamabad) — Active
Rashid Mahmood
0300-1112223 rashid@cleancity.com.pk
★ Performance: 92.3%

CleanCity Pvt Ltd — Active
No contact person
No phone info@cleancity.com
★ Performance: 88.5%

Green Solutions (Islamabad) — Active
Shahid Ali
0302-3334445 shahid@greensolutions.com.pk


Add New Contractor
Company Name
Registration Number
Contact Person
Phone Number
Email
Password
Address
Contract Start
Select date
Contract End
Select date
Contract Value (Rs.)
Cancel
Add Contractor


Contractors
Zone Assignments
Sector G-7
Zone #5 • Islamabad
Active Complaints: 0
Assign
Satellite Town
Zone #8 • Rawalpindi
Active Complaints: 1
Assign
North Zone
Zone #102 • Metro City
Active Complaints: 0
Assign
Central Zone
Zone #101 • Metro City
Active Complaints: 0
Assign
East Zone
Zone #104 • Metro City
Active Complaints: 0
Assign


System Settings
Save
Enable Notifications
Send notifications to users and staff
Auto Assignment
Automatically assign complaints to available staff
Maintenance Mode
Disable new complaint submissions
Escalation Hours
Auto-escalate complaints after 24 hours
24 hours
Default Priority
Default priority for new complaints
Low
Manage Complaint Categories
Add, edit, or remove complaint categories
Backup & Restore
Backup system data or restore from backup

Field Staff Login

Field Staff Portal

Access your assigned tasks and update progress

System Admin can use: admin@ccmw.gov.pk

Email

Password

Remember me

Forgot Password?

Location access is required for task assignment and GPS tracking.

Login as Field Staff

Back to Role Selection

Staff Dashboard

Nadia Akhtar

CDA - Civic Services

1	0	0
Total Tasks	Pending	Completed

My Tasks

Critical

InProgress

Dangerous pothole on main road

Raja Bazaar Intersection, Saddar, Rawalpindi

Pothole Repair Saddar CCMW-RWP-2025-002

Quick Actions

My Tasks

Task Map

Update Location

Performance Metrics

0%	0%	0.0h
Completion Rate	Performance	Avg. Resolution

Task Details

In Progress

Dangerous pothole on main road

Critical

CCMW-RWP-2025-002

Pothole Repair Saddar

Description

Large pothole near Raja Bazaar intersection causing traffic jams and accidents.

Raja Bazaar Intersection, Saddar, Rawalpindi

Submit Resolution

Submit Resolution

Complaint

Dangerous pothole on main road

CCMW-RWP-2025-002

Assignment ID: b0257eb1...

After Photo

Recommended

Tap to take after photo

Take a photo of the resolved issue

Resolution Notes

Describe how you resolved the issue...

Submit Resolution

9:46

Department Login

Department Administrator

Manage departmental complaints and staff

System Admin can use: admin@ccmw.gov.pk

Select Department

Department Email

Password

Login to Department

Back to Role Selection

9:45

Department Dashboard

CDA - Civic Services

Performance Score: 78.3%

Active

5
Total

5
Active

4
Pending Approval

0
Resolved (Month)

Quick Actions

Assign Complaints

Verify Resolutions

Merge Duplicates

Manage

Recent Complaints

View All

No recent complaints

Top Performing Staff

Dept: CDA - Civic Services

Unassigned

1
Total

1
Unassigned

1
Field Staff

Showing: Unassigned (1)

1 total complaints

Unassigned Complaints

Dangerous pothole on main road

Critical

CDA - Civic Services | In Progress | Pothole Repair | Saddar

CCMW-RWP-2025-002

Large pothole near Raja Bazaar intersection causing traffic jams and accidents.

8

Field Staff

Staff in CDA - Civic Services department

Farhan Ali

CDA - Civic Services

Available

0 tasks

90.0%

Dangerous pothole o...

No staff selected

Reject

Assign Complaint

9:42

Merge Duplicates

Similar complaints grouped by location and category. Select duplicates to merge.

Possible Duplicates — 3 complaints

Road Damage | Unknown | 33.6300, 73.0600

Primary: road damage
Submitted by: Unknown — 0 upvotes

- CCMW-20260310123027-e86d — 0
  damaged road
  Unknown | Just now | 73% match
- CCMW-20260304160955-a397 — 0
  road damage
  Unknown | Just now | 100% match
- CCMW-20260310124658-5089 — 0
  damaged road
  Unknown | Just now | 73% match

Select All (0/3) — Total upvotes: 0

Merge Selected

Possible Duplicates — 2 complaints

Garbage Collection | Unknown | 33.6300, 73.0600

Primary: Test Complaint from Postman
Submitted by: Unknown — 0 upvotes

9:53

Contractor Login

Contractor Portal

Manage your assigned zones and contracts

Company Email

Password

Login as Contractor

Back to Role Selection

9:53

CleanCity Pvt Ltd

CleanCity Pvt Ltd
ID: 55555555

0	88.5%	0
Zones	Performance	Active Tasks

Contract Information

SLA Compliance	Resolution Rate
95.0%	0.0%
Start Date	**End Date**
1/1/2024	31/12/2025

Quick Actions

View Tasks | Upload Photos | Reports

My Assigned Zones (0)

View All

Welcome CleanCity Pvt Ltd!

React Native

12:49 82%

CLEAN CITY

Welcome Back

Sign in to continue

Email

your.email@example.com

Password

Enter password

Forgot Password?

Sign In

Don't have an account? Sign Up

Sign in as Staff

12:49 82%

CLEAN CITY

Create Account

Join us in keeping our city clean

Full Name

e.g., Muhammad Hassan

Email Address

your.email@example.com

Phone Number

+92 300 1234567

Area / Zone

e.g., Zone 5 - Gulshan

Password

Create a strong password

Confirm Password

Re-enter password

Create Account

12:49 82%

CLEAN CITY

Welcome to Clean City

Together we can build a cleaner, healthier city for everyone.

- Report waste & littering instantly
- Track cleanup requests near you
- Earn rewards for a cleaner city

Get Started

12:51 82%

My Profile

Yousaf Tahir

Active Citizen

3 Reports Submitted

My Impact

03	00	00
Total Reports	Resolved	Community Votes

Account Settings

- Approval Status
- Notifications
- Settings
- Help & Support

12:51 82%

My Profile

Yousaf Tahir

Active Citizen

3 Reports Submitted

- Settings
- Help & Support

Personal Information

EMAIL
yousaftahir701@gmail.com

PHONE
03331239874

ZONE
Saddar, Rawalpindi

Edit Profile

Logout Account

12:51 82%

CLEAN CITY

Staff Entry Point

Select your authorization level

Admin Access
System-wide monitoring & controls

Department Portal
Head & Supervisor dashboards

Field Operations
Sanitation & field reporting

Access is strictly restricted to authorized staff. All activities are monitored.

Return to Citizen Home

12:51 82%

Admin Portal

Secure system access

Admin ID

e.g., ADM-001

Password

Enter secure password SHOW

Operation Zone

All Zones (Super Admin)

Secure Login

Forgot Credentials?

← Back to Portal

12:52 82%

Admin Portal 12 Log Out

Welcome back,

System Administrator AD

5
Total Complaints
Real-time Feed

0
Resolved
0% rate

3
Pending
60% rate

12
Active Staff
6 zones

Weekly Complaints

Zone 1 - Rawal Town
1 active complaints
Good

12:52 82%

Admin Portal 12 Log Out

1 active complaints

Zone 2 - Satellite Town
2 active complaints
Normal

Zone 3 - Saddar Rawalpindi
1 active complaints
Alert

Quick Actions

Merge Duplicates

Assign Staff

Verify Resolutions

Manage Zones

Privatization

Recent Activity

New complaint: Water or Sewage
Water/Sewage • Dist. Saddar Rawalpindi • 12:50 AM

12:52 81%

Privatization Management

4	2	1
Departments	Outsourced	In-house

All | Outsourced | In-house

Waste Management

OUTSOURCED Good

85 Score

CleanCity Services Pvt Ltd
Ali Hamza • 0321-1234567

Contract Start: Jan 1, 2024
Contract End: Dec 31, 2026

12	145	2.5 days
Active	Resolved	Avg Time

Zone A | Zone B | Zone C

View Details | Manage Contract

Road Maintenance

IN-HOUSE Average

72 Score

34	98	2.5 days
Active	Resolved	Avg Time

All Zones

View Details | Start Outsource

12:52 81%

Zone Management

City-wide Overview

Total Zones	Total Area
6	139.3 km²
Active Complaints	**Total Staff**
5	12

Zone Map View

All Zones (6)

Zone 1 good
Rawal Town

Area: 25.5 km²
Population: 150,000
Active Complaints: 1
Staff Assigned: 3

Edit Details | Delete Zone

Zone 2 normal

12:52 82%

Merge Duplicates

Review similar complaints

Duplicate Detection
Potential duplicate complaints grouped by location and category for manual review

No more duplicate groups found

All complaints are unique

12:53 81%

Staff Dashboard

Welcome,

Sanitation - Zone 1 - Rawal Town

New
0
Assigned

Active
0
In Progress

0
Completed Today

Zone 1 - Rawal Town
Your Area

Assigned Complaints

View All

Quick Actions

Route Map

Mark Complete

Open Dashboard Panel

12:50 82%

< My Complaints

3	3	0	0
Total	Active	Resolved	Rejected

All | Active | Resolved | Rejected

Water/Sewage • Pending
Water or Sewage
Dist. Saddar Rawalpindi — 0 votes
CCMW-2024-1499 — Apr 27, 2026

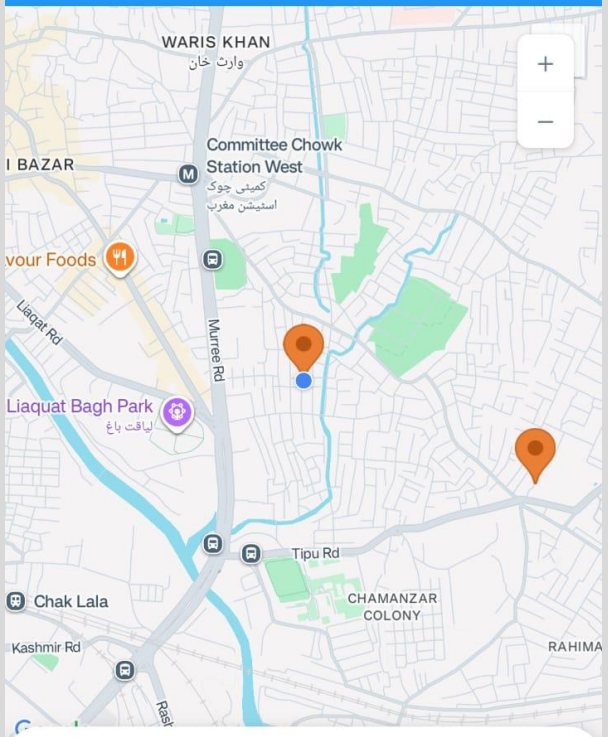
Electricity • Assigned
Electricity Issue
Dist. Satellite Town — 0 votes
CCMW-2024-6923 — Apr 26, 2026

Water/Sewage • Pending
Water or Sewage
Dist. Rawal Town — 0 votes
CCMW-2024-4794 — Apr 26, 2026

12:51 82%

Community Map

Current Area | All Issues



Nearby Issues

5 found

Water/Sewage — 1.2km away
Water or Sewage
12 — Pending

Electricity
Electricity Is
12

12:50 82%

Issue Details

Water or Sewage
Leakage or overflowing sewer line

Description

Describe the issue in detail. Where exactly is it located?

Be specific to help staff resolve it faster

12:50 82%

< Report Issue

Add Photo

Camera

Gallery

Location

Current Location Map Pick Current
Dist. Saddar Rawalpindi
Lat: 33.6076, Long: 73.0685

Category

- Garbage
- Road Damage
- Street Light
- Water/Sewage
- Electricity
- Other

Continue

12:52 81%

Sanitation Department

Mr. Rizwan Ahmed
Gulshan-e-Iqbal

1 Active	0 Total Resolved
0 Escalated	4.5h Avg. Time

Department Hierarchy

1	Department Head Mr. Rizwan Ahmed	1
2	Section In-charge Zulfiqar Ali	0
3	Field Supervisor Kamran Shah	0
4	Field Supervisor Omar Farooq	0

Escalation Alerts 1

12:52 81%

Sanitation Department

Mr. Rizwan Ahmed
Gulshan-e-Iqbal

3	Field Supervisor Kamran Shah	0
4	Field Supervisor Omar Farooq	0

Escalation Alerts 1

CCMW-2024-3622

Garbage / Waste Issue
Assigned to: Field Staff - Team B
Pending for 52 hours

Escalate | View

Sub-departments

Waste Collection
1 active

Street Cleaning
0 active

12:53 81%

Escalation Workflow

CCMW-2024-1234

Time Exceeded
48+ hours without resolution
Triggered: 52 hours elapsed

High Community Interest
10+ upvotes from citizens
Met: 12 upvotes

Multiple Attempts
3+ failed resolution attempts
Not triggered

Available Actions

- Take Immediate Action
- Escalate to Department Head
- Reassign to Different Team
- Request Additional Resources

Next Auto-Escalation
If not resolved in next 20 hours, will escalate to Department Head (Level 4)

4 of 24 hours elapsed

12:52 82%

Complaint Routing

Complaint Details

Water or Sewage
ID: CCMW-2024-1499
Category: Water/Sewage
Location: Dist. Saddar Rawalpindi
Current Status: Pending

Assign To Field Staff

Filter by Department:
All | Sanitation | Engineering | Elect

Select Personnel:

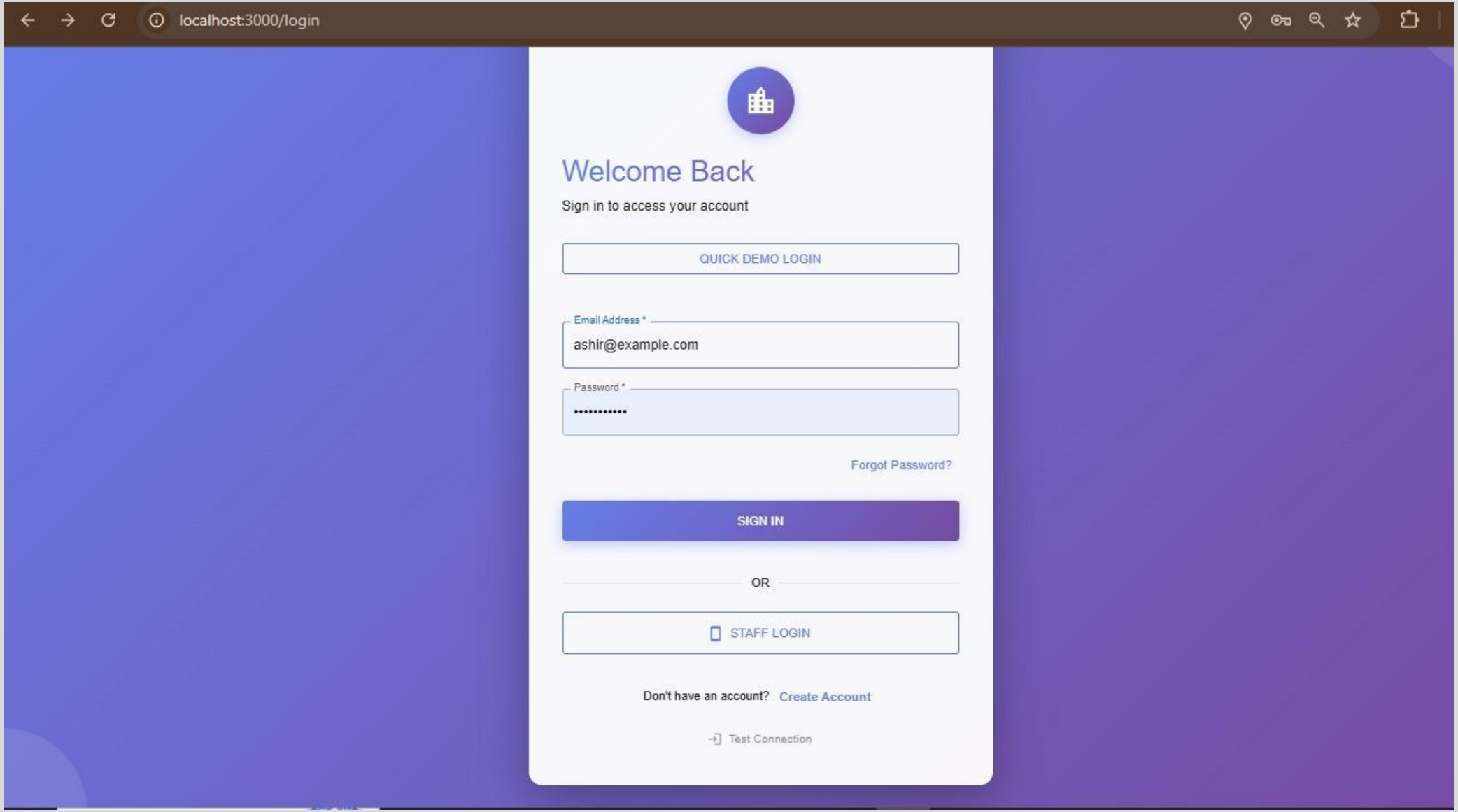
Zulfiqar Ali
ID: ST-001
Sanitation • Rawal Town

Kamran Shah
ID: ST-002
Sanitation • Satellite Town

Set Priority:
Low | Medium | High

Confirm Assignment

Web(ASP.Net)


localhost:3000/login
Welcome Back
Sign in to access your account
QUICK DEMO LOGIN
Email Address *
ashir@example.com
Password *
Forgot Password?
SIGN IN
OR
STAFF LOGIN
Don't have an account? Create Account
Test Connection

localhost:3000/register

Create Account

Join CCMW to start reporting issues in your community

1 Personal Information — 2 Additional Details — 3 Security

Full Name *

Email Address *

BACK

NEXT

Already have an account?

SIGN IN

3	0	3
Total Reports	Resolved	Pending

+ Report New Issue

Your Location
Talha Heights 2

Quick Actions

View All

Map
My Complaints
Leaderboard
Profile
Public Issues
Approval Status

Recent Activity

See All

damaged road
J3Q7+54H, Rawalpindi, Pakistan
Unknown 47d ago

road damage

← Report Issue

1 2

Select Issue Category

Choose the type of issue you want to report

- Garbage
- Garbage Collection
- Illegal Dumping
- Road Damage
- Road Potholes
- Street Light
- Street Light Issue
- Street Light Out

Next →

← Issue Details

1 — 2

Provide Details

Help us understand the issue better

Category: Garbage

Upload Photos (0/5) + Add Photos

Tap to add photos

(5 max)

Issue Title

Description

Location

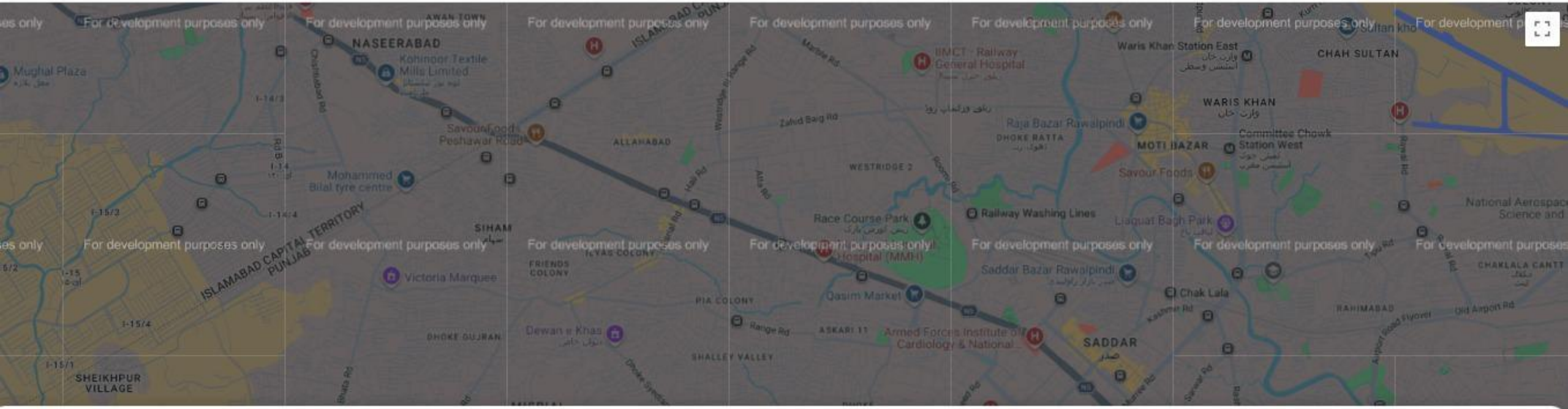
Your report will be reviewed by the department admin before assignment to field staff.

Submit Report

Community Map

All Categories | 5 km

2	2	0	60
Total Issues	Active	Resolved	Total Votes



Nearby Issues

تہو اعوان ٹاؤن روڈ

- **Sewerage overflow on main road**
  Chandni Chowk, Satellite Town, Rawalpindi
  Assigned 52

- **Dangerous pothole on main road**
  Raja Bazaar Intersection, Saddar, Rawalpindi
  In Progress 8

localhost:3000/complaint-detail

←

My Complaints

6	6	0	0
Total	Active	Resolved	Rejected

Search complaints...

All | Active | Resolved | Rejected

- **Test Complaint for Approval**
  #CCMW-TES
  Address not available
  General Unknown 20d ago
  0

- **damaged road**
  #CCMW-202
  Address not available
  General Unknown 47d ago
  0

- **light**
  #CCMW-202
  Address not available
  General Unknown 53d ago
  0

- **broken light**
  #CCMW-202
  Address not available
  General Unknown 53d ago

←

Leaderboard

Weekly | Monthly | All Time

Your Rank

#2

0 points

Top %

Top Contributors

#1 U Anonymous
0 reports · 0 resolved

#2 U Anonymous
0 reports · 0 resolved

localhost:3000/public-complaints

Public Issues

2	2	0	0
Total Issues	Active	Resolved	Total Votes

Search public issues...

All | Active | Resolved

General

Broken Street Light in Main Road

The street light near the intersection is not working for the last 3 days....

Main Road, Block A

0 0 Share

Citizen

General

Broken Street Light in Main Road

The street light near the intersection is not working for the last 3 days....

Main Road, Block A

0 0 Share

Citizen

localhost:3000/approval-status

←

Approval Status

0	0	0
Pending	Approved	Rejected

All | Pending | Approved | Rejected

X Rejected
CCMW-20260310123027-e86d

damaged road

slightly damgaged...

Submitted: 10/03/2026
Category: General
Zone: Unknown

Resubmit Request

X Rejected
CCMW-20260304160955-a397

road damage

the road is slightly damaged...

Submitted: 04/03/2026
Category: General
Zone: Unknown

Resubmit Request

X Rejected
CCMW-20260304141855-767f

3 Total | 0 Resolved | 3 Pending

- Dashboard
- Report Issue
- My Complaints
- Community Map
- Leaderboard
- Public Issues
- Approval Status
- Notifications
- Profile
- Settings
- Help & Support
- About
- Refresh
- Logout

3 Total Reports | 0 Resolved | 3 Pending

Report New Issue

Getting location...
Unknown location

Quick Actions

View All

Map | My Complaints | Leaderboard | Profile | Public Issues | Approval Status

Recent Activity

See All

damaged road
J3Q7+54H, Rawalpindi, Pakistan
Unknown 47d ago

road damage

localhost:3000/staff-role-selection

Staff & Contractor Portal

Select your role to access the dedicated dashboard

System Administrator

Super Admin

5 active admins

Manage users, zones, and system settings

Access Portal →

Department Admin

Management

12 active departments

Complaint review and assignment with department-specific dashboards and reporting

Complaint Review | Staff Assignment | Performance Reports | Department Analytics

Access Portal →

Field Staff

Field Operations

45 field staff online

Resolve complaints and update status

Access Portal →

Contractor

Partner

8 active contractors

Manage assigned zones and contracts

Access Portal →

70+	1500+	98%	24/7
Active Staff Members	Complaints Resolved	Satisfaction Rate	Support Available

localhost:3000/admin-login

System Administrator

Full access to system management and configuration

Authorized Personnel Only

Admin Authentication

Admin Email

admin@ccmw.gov.pk

✓ Valid format

Password

••••••••

Remember me

Forgot password?

⚠ For security reasons, this login is restricted to authorized system administrators only. All access attempts are logged.

Login as Admin

Admin Dashboard

DAY | WEEK | MONTH

3

Welcome back, !

admin@ccmw.gov.pk

Last login: Today, 12:34

System Admin

Total Complaints	Resolution Rate	Active Issues	Avg Response
18	5.6%	17	48.0h
8%vs last week	1 resolved	3%vs last week	12%vs last week
	5%vs last week		

Quick Actions

Complaints | Approve | Route | Duplicates | Verify | Zones | Staff | Reports

Auto-Detected Duplicates

3 clusters ready for review • AI-powered similarity detection

REVIEW NOW

System Health

Recent Activity

View All

Top Performing Departments

resolved

Most Active Zones

undefined complaints %

Complaint Management

Export

Total Complaints	Pending	In Progress	Resolved
7	0	0	0
+12 from last week			

Search by title, description, or complaint number...

All Complaints | Submitted | Pending | In Progress | Resolved | High Priority

Showing 7 complaints

Sort by: Newest

Critical

No water supply for 3 days

#CCMW-ISB-2025-005

G-6/1-4 area has no water supply for 3 days. Residents facing severe shortage.

Unknown | General | Unknown Zone

37

0

66d ago

VIEW DETAILS

High

Sewerage overflow on main road

#CCMW-RWP-2025-004

Sewerage line broken near Chandni Chowk, water flooding the road with bad smell.

Unknown | General | Unknown Zone

52

0

67d ago

VIEW DETAILS

Medium

Street light broken for 2 weeks

Critical

Dangerous pothole on main road

← Pending Approvals

No pending approvals

All complaints have been reviewed

REFRESH

Similar complaints grouped by location and category. Select duplicates to merge.

Possible Duplicates

3 complaints

Road Damage | Unknown

33.6300, 73.0600

Primary: road damage

Submitted by: Mohsin Ishfaq

0 upvotes

CCMW-20260310123027-e86d

0

damaged road

No description

Mohsin Ishfaq

48d ago

73% match

CCMW-20260304160955-a397

0

road damage

No description

Mohsin Ishfaq

53d ago

100% match

CCMW-20260310124658-5089

0

Loaded 3 clusters

+ ADD STAFF

19	18	1	25
Total Staff	Available	Busy	Pending Tasks

Search by name or ID...

Department | Status | Sort By: Sort by Name

ASIM MUNNER

Department Admin • Sanitation • ID: ADMIN001

100.0% MARK AVAILABLE

0 completed

0 pending

0 total

100.0% perf

Ali Raza

Department Admin • Sanitation • ID: ADMIN001

Loaded 19 staff members

+ ADD STAFF

19
Total Staff

18
Available

1
Busy

25
Pending Tasks

Search by name or ID...

Department | Status | Sort By: Sort by Name

ASIM MUNNER
epartment Admin • Sanitation • ID: ADMIN001
100.0% MARK AVAILABLE
completed
pending
total
00.0% perf

Ali Raza
epartment Admin • Sanitation • ID: ADMIN001

Edit Staff

Full Name *
ASIM MUNNER

Department
Sanitation

Role
Department Admin

CANCEL SAVE CHANGES

localhost:3000/reports

Reports

Monthly Report
Monthly complaint statistics and trends

Resolution Report
Resolution times and verification status

Staff Performance
Staff performance metrics and rankings

Contractor Report
Contractor SLA compliance and scores

Zone Report
Zone-wise complaint distribution

Department Report
Department performance statistics

Auto-Detected Duplicates

3 clusters ready for review • AI-powered similarity detection

REVIEW NOW

System Health

System Performance 98%
Excellent

Active Users 40
12% growth

Security Status Protected
All systems secure

API Health 99.9%
Operational

Complaint SLA 5.6%
On track

Recent Activity

View All

Contractor assigned to Zone 2
30 min ago

New department admin added
2h ago

System maintenance scheduled
4h ago

Complaint assigned to staff
5h ago

View Details

Bulk complaint resolution completed
6h ago

Top Performing Departments

resolved

resolved

resolved

resolved

resolved

Most Active Zones

undefined complaints %

undefined complaints %

undefined complaints %

undefined complaints %

undefined complaints %

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Admin Dashboard

DAY W

ASIM MUNNER
admin@ccmw.gov.pk
Super Admin
99.9% Active

MAIN
- Dashboard
- Complaints 12
- Complaint Approval 5
- Escalation Workflow

MANAGEMENT
- User Management
- Staff Management

Need Help?

Logout

v2.0.0 | © 2024 CCMW

Detected Duplicates

rs ready for review • AI-powered similarity detection

REVI

ormance 98%

40

us Protected
cure

99.9%

LA 5.6%

Recent Activity

View All

- Contractor assigned to Zone 2 — 30 min ago
- New department admin added — 2h ago
- System maintenance scheduled — 4h ago
- Complaint assigned to staff — 5h ago
- Bulk complaint resolution completed — 6h ago

Top Performing Departments

resolved
resolved
resolved
resolved
resolved

Most Active Zones

undefined complaints %
undefined complaints %
undefined complaints %
undefined complaints %
undefined complaints %

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← Department Portal

Department Access

Securely manage departmental complaints and staff

System Admin credentials: admin@ccmw.gov.pk

Login Credentials

Select Department

Department Email

admin@ccmw.gov.pk

Password

••••••••

Remember me

Forgot password?

Access Department Portal

← Back to Role Selection

Secure login • Data encrypted in transit

← Department Dashboard

CDA - Civic Services

Responsible for road repairs, pothole fixing, and street maintenance

Performance Score: 78.3% | Avg Resolution: 4.2 days | Active

Export Report

Total Complaints	Active Complaints	Pending Approval	Resolved (Month)
5	5	4	0
8% vs last month	3% vs last month	12% vs last month	↑ 5 from last month 15% vs last month

Quick Actions

ASSIGN COMPLAINTS | VERIFY RESOLUTIONS | MERGE DUPLICATES | STAFF MANAGEMENT

RECENT COMPLAINTS | TOP PERFORMERS | METRICS & ANALYTICS

Field Staff Access

Access your assigned tasks and update progress in real-time

System Admin credentials: **admin@ccmw.gov.pk**

Staff Authentication

Email Address

admin@ccmw.gov.pk

Password

••••••••

Remember me Forgot password?

Location access required for task assignment and GPS tracking.

Login as Field Staff

← Back to Role Selection

Secure login • Location data encrypted

Nadia Akhtar

CDA - Civic Services

0 Total Tasks

0 Pending

0 Completed

My Tasks

No active tasks

You have no pending assignments

Quick Actions

My Tasks

Task Map

Update Location

Performance Metrics

0%

0%

0.0h

My Tasks

0	0	0	0
Total	Pending	In Progress	Completed

Search tasks...

All | Pending | Accepted | In Progress | Completed

No tasks found

← Contractor Portal

Secure Login

Contractor Portal

Manage your assigned zones and track performance

Zone Management | 24/7 Support | Secure Access

Login Credentials

Company Email

info@cleancity.com

Password

••••••••••••••

Remember me

Forgot password?

Login to Contractor Portal

← Back to Role Selection

Your connection is secure and encrypted

Welcome back!

CleanCity Pvt Ltd

3

0 Total Zones

0 Active Tasks

0 Completed

Performance Overview

Performance Score A

88.5%

SLA Compliance A+

95.0%

Resolution Rate D

0.0%

Quick Actions

View Tasks

Upload Photos

Reports

Profile

My Assigned Zones

0 Zones

Home

Tasks

Photos

Reports

Upload Photos

Photo Category

Before | After | Work Progress | Issue

Click to select photos

or drag and drop here

Supported formats: JPG, PNG, GIF (Max 5MB each)

No Photos Selected

Click the upload area above to select photos

Web(React JS)

localhost:3001/login

Welcome Back

Login to your account

Email *

muhib@example.com

Password *

Forgot Password?

LOGIN

OR

STAFF LOGIN

Don't have an account? Sign Up

Test Connection

localhost:3001/home

CCMW

Welcome back,

muhib

6	0	5
Total Reports	Resolved	Pending

Report New Issue

Your Location

Street 44

Quick Actions

View All

Map

My Complaints

Leaderboard

Profile

Public Issues

Approval Status

Recent Activity

See All

Test Complaint for Approval

Test Location, Islamabad

Unknown 20d ago

damaged road

← Report Issue

1 2

Select Issue Category

Choose the type of issue you want to report

- Garbage
- Garbage Collection
- Illegal Dumping
- Road Damage
- Road Potholes
- Street Light
- Street Light Issue
- Street Light Out
- Water Supply
- Water Supply Issue

Next →

← Issue Details

1 — 2

Provide Details

Help us understand the issue better

Category: Garbage

Upload Photos (0/5) + Add Photos

Tap to add photos

(5 max)

Issue Title

Description

Location

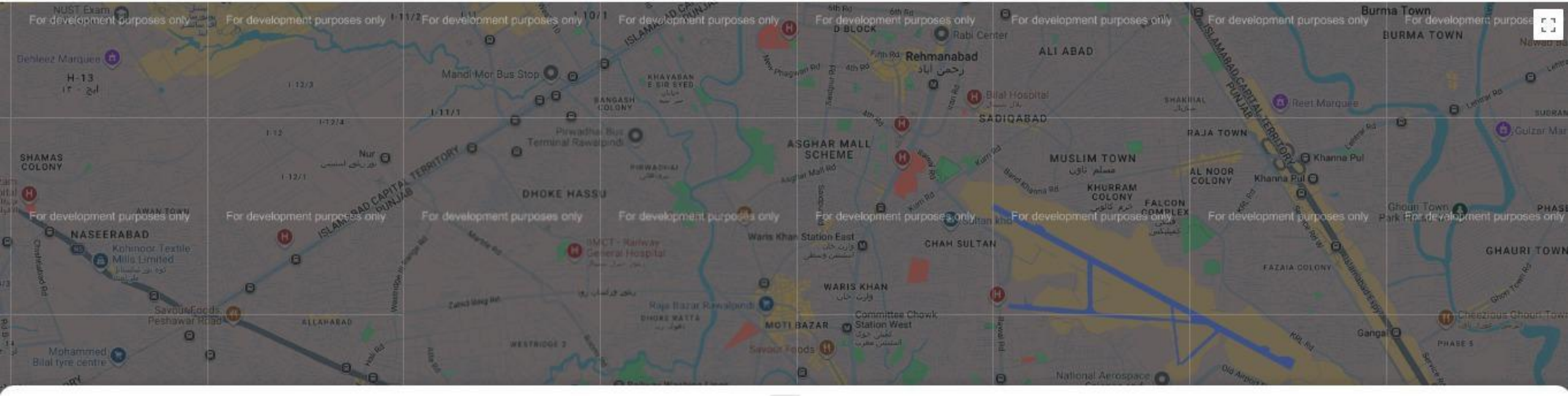
Your report will be reviewed by the department admin before assignment to field staff.

Submit Report

Community Map

All Categories | 5 km

3	3	0	91
Total Issues	Active	Resolved	Total Votes



Nearby Issues

- **No water supply for 3 days**
  Street 34, G-6/2, Islamabad
  Assigned 37
- **Street light broken for 2 weeks**
  Near Jinnah Super Market, F-7 Markaz, Islamabad
  Assigned 42
- **Garbage not collected for a week**
  Street 12, F-6/2, Islamabad
  Assigned 12

My Complaints

6	6	0	0
Total	Active	Resolved	Rejected

Search complaints...

All | Active | Resolved

Unknown
CCMW-TEST-001
Test Complaint for Approval
20d ago
0

Unknown
CCMW-20260310124658-5089
damaged road
47d ago
0

Unknown
CCMW-20260304145516-8e3f
light
53d ago
0

Unknown
CCMW-20260304143536-9f6a
broken light
53d ago
0

Unknown
CCMW-20260304141754-f841
Test Complaint from Postman
53d ago
0

localhost:3001/public-complaints

Public Issues

2	2	0	0
Total Issues	Active	Resolved	Total Votes

Search public issues...

All | Active | Resolved

General

Approved

Broken Street Light in Main Road

The street light near the intersection is not working for the last 3 days....

Main Road, Block A

0 0 Share

Citizen

NaNd ago

General

Assigned

Broken Street Light in Main Road

The street light near the intersection is not working for the last 3 days....

Main Road, Block A

0 0 Share

Citizen

NaNd ago

localhost:3001/my-complaints

Search complaints...

All | Active | Resolved

Unknown
CCMW-TEST-001
Test Complaint for Approval
20d ago
0

Unknown
CCMW-20260310124658-5089
damaged road
47d ago
0

Unknown
CCMW-20260304143516-8a3f
light
53d ago
0

Unknown
CCMW-20260304143536-9f6e
broken light
53d ago
0

Unknown
CCMW-20260304141754-f841
Test Complaint from Postman
53d ago
0

Unknown
CCMW-20251220183145-37d364
Broken Street Light in Main Road
127d ago
0

My Profile

m

muhib

muhib@example.com

Member since Oct 2024

0	0	0
Reports	Upvotes	Resolved

Account Settings

- Personal Information →
- Address & Zones — Zone not set →
- Notifications →
- Privacy & Security →

Support

- Help & Support →
- About CCMW →
- Feedback →

← Personal Information Save

Basic Information

Full Name

Email Address

Email cannot be changed

Phone Number

CNIC Number

CNIC cannot be changed

Your personal information is securely stored and only used for verification purposes.

← Address & Zones Save

getAllUserData is not a function

Your Current Zone
Not assigned

Your Address

Enter your complete address

Change Zone

Select your residential zone

-- Keep current zone --

Changing your zone will affect which complaints you see and where you can report issues.

← Notifications

Push Notifications
Receive notifications on your device

Email Notifications
Receive updates via email

Complaint Updates
Status changes on your complaints

Resolution Alerts
When your complaint is resolved

Newsletter
Weekly community updates

← Privacy & Security

Make my profile public
Allow others to see your contributions

Allow location tracking
Enable location for better issue reporting

Change Password →

← Help & Support

FAQs
Common questions and answers →

Contact Us
Get in touch with our team →

Report a Bug
Help us improve the app →

Still need help?

Chat with Support

FAQs

- How do I report an issue?
- How can I track my complaint?
- What is the leaderboard?
- Is my personal information safe?
- How long does it take to resolve a complaint?
- Can I edit my complaint after submission?

localhost:3001/home

CCMW

m

muhib

john@example.com

6 Total | 0 Resolved | 5 Pending

- Dashboard
- Report Issue
- My Complaints
- Community Map
- Leaderboard
- Public Issues
- Approval Status
- Notifications
- Profile
- Settings
- Help & Support
- About
- Refresh
- Logout

6 Total Reports | 0 Resolved | 5 Pending

Report New Issue

Your Location
Moti Bazaar

Quick Actions

View All

Map | My Complaints | Leaderboard | Profile | Public Issues | Approval Status

Recent Activity

See All

Test Complaint for Approval
Test Location, Islamabad
Unknown 20d ago

damaged road
J3Q7+529, Rawalpindi, Pakistan
Unknown 47d ago

light

localhost:3001/staff-role-selection

Staff & Contractor Login

Select Your Role

Choose your role to continue

System Administrator
Manage users, zones, and system settings

Department Admin
Review complaints and assign to field staff

Field Staff
Resolve complaints and update status

Contractor
Manage assigned zones and contracts

Citizen? Go to Citizen Login

localhost:3001/field-staff-login

Field Staff Portal

Access your assigned tasks and update progress

System Admin can use: admin@ccmw.gov.pk

Email

cda.admin@ccmw.gov.pk

Password

••••••••••••

Remember me Forgot Password?

Location access is required for task assignment and GPS tracking.

Login as Field Staff

Back to Role Selection

localhost:3001/staff-dashboard

Nadia Akhtar

CDA - Civic Services

0
Total Tasks

0
Pending

0
Completed

My Tasks

No active tasks

You have no pending assignments

Quick Actions

My Tasks

Task Map

Update Location

Performance Metrics

0%

0%

0.0h

localhost:3001/my-tasks

My Tasks

0	0	0	0
Total	Pending	In Progress	Completed

Search tasks...

All | Pending | Accepted | In Progress | Completed

No tasks found

localhost:3001/admin-login

Admin Login

System Administrator

Access system management features

Admin Email

admin@ccmw.gov.pk

Password

••••••••

For security reasons, this login is restricted to authorized personnel only.

LOGIN AS ADMIN

BACK TO ROLE SELECTION

localhost:3001/admin-dashboard

Admin Dashboard

ASIM MUNNER
admin@ccmw.gov.pk
Last login: Today, 21:53

Online

18	1	10	0
Total	Resolved	Pending	Overdue

Quick Actions

All Complaints | Approve Complaints | Route Complaints | Detect Duplicates | Merge Duplicates | Verify Resolutions | Zones | Escalate | Staff Management | Contractors | Users | Reports | Settings

Auto-Detected Duplicates
3 clusters ready for review

REVIEW

System Health

Response Time 48.0h | Active Users 40 | Active Complaints 17 | Staff 19 | Pending Approvals 10

Recent Activity

VIEW ALL

Contractor assigned to Zone 2
30 min ago

New department admin added
2h ago

System maintenance scheduled
4h ago

All Complaints

Search complaints...

All | Submitted | Pending | Approved | Assigned | In Progress | Resolved | Closed | Rejected

7 complaints

Sort by: Newest

No water supply for 3 days

Unknown

G-6/1-4 area has no water supply for 3 days. Residents facing severe shortage.

Critical | General | Unknown Zone | CCMW-ISB-2025-005

37

65d ago

Sewerage overflow on main road

Unknown

Sewerage line broken near Chandni Chowk, water flooding the road with bad smell.

High | General | Unknown Zone | CCMW-RWP-2025-004

52

66d ago

Street light broken for 2 weeks

Unknown

Street light pole near F-7 Markaz has been broken and not working. Area is dark at night.

Medium | General | Unknown Zone | CCMW-ISB-2025-003

42

67d ago

Dangerous pothole on main road

Search complaints...

All | Submitted | Pending | Approved | Assigned | In Progress | Resolved | Closed | Rejected

No water supply for 3 days

CCMW-ISB-2025-005

Status
Unknown

Priority
Critical

Category
General

Zone
Unknown

Department
General

Location
Street 34, G-6/2, Islamabad

Created
20/02/2026, 00:25:26

Upvotes
37

Views
0

Description

G-6/1-4 area has no water supply for 3 days. Residents facing severe shortage.

EDIT

ASSIGN

localhost:3001/complaint-approval

Pending Approvals

No pending approvals

All complaints have been reviewed

REFRESH

localhost:3001/complaint-routing

Complaint Routing

Unassigned

7
Total Complaints

7
Unassigned

0
Field Staff

Showing: Unassigned (7)

Unassigned Complaints

Tap a complaint to see matching staff

7

No water supply for 3 days

Critical

Submitted | No Department | General | Unknown

G-6/1-4 area has no water supply for 3 days. Residents facing severe shortage.

N/A

0

#CMP-undefined

Sewerage overflow on main road

High

Submitted | No Department | General | Unknown

Sewerage line broken near Chandni Chowk, water flooding the road with bad smell.

N/A

0

#CMP-undefined

Street light broken for 2 weeks

Field Staff

Select a complaint to see available staff

Select a Complaint First

Choose a complaint to see matching staff members

Complaint: None selected

Staff: None selected

Reject | Assign Complaint

localhost:3001/detect-duplicates

Search Criteria

Select Zone

Latitude

Longitude

Radius (meters)
100

Time Window (hours)
24

DETECT DUPLICATES

No duplicates found

Try adjusting your search radius or time window

localhost:3001/merge-duplicates

Similar complaints grouped by location and category. Select duplicates to merge.

Possible Duplicates

3 complaints

Road Damage | Unknown

33.6300, 73.0600

Primary: road damage

Submitted by: Mohsin Ishfaq

0 upvotes

CCMW-20260310123027-e86d

0

damaged road

No description

Mohsin Ishfaq

47d ago

73% match

CCMW-20260304160955-a397

0

road damage

No description

Mohsin Ishfaq

53d ago

100% match

CCMW-20260310124658-5089

0

damaged road

No description

John Doe

47d ago

Loaded 3 clusters

←

Escalation Workflow

0	0	0
Active	Critical	Resolved

Escalation Rules

1. **Notify Zone Manager**
   After 24 hours
   Auto-notification sent when complaint pending for 24h

2. **Escalate to Dept. Head**
   After 48 hours
   Department head intervention required

3. **Executive Escalation**
   After 72 hours
   City administration notification

Escalated Complaints

No escalated complaints

localhost:3001/staff-management

+ ADD STAFF

19	18	1	25
Total Staff	Available	Busy	Pending Tasks

Search by name or ID...

Department | Status | Sort By: Sort by Name

ASIM MUNNER

Department Admin • Sanitation • ID: ADMIN001

100.0% MARK AVAILABLE

0 completed

0 pending

0 total

100.0% perf

Ali Raza

Department Admin • Sanitation • ID: ADMIN001

88.5% MARK BUSY

0 completed

Loaded 19 staff members

+ ADD STAFF

19 Total Staff

18 Available

1 Busy

25 Pending Tasks

Search by name or ID...

Department | Status | Sort By: Sort by Name

ASIM MUNNER

epartment Admin • Sanitation • ID: ADMIN001

100.0% MARK AVAILABLE

completed

pending

total

00.0% perf

Ali Raza

epartment Admin • Sanitation • ID: ADMIN001

88.5% MARK BUSY

completed

Edit Staff

Full Name *

ASIM MUNNER

Department

Sanitation

Role

Department Admin

CANCEL SAVE CHANGES

Reports

Monthly Report
Monthly complaint statistics and trends

Resolution Report
Resolution times and verification status

Staff Performance
Staff performance metrics and rankings

Contractor Report
Contractor SLA compliance and scores

Zone Report
Zone-wise complaint distribution

Department Report
Department performance statistics

← System Settings Save

Enable Notifications
Send notifications to users and staff

Auto Assignment
Automatically assign complaints to available staff

Maintenance Mode
Disable new complaint submissions

Escalation Hours
Auto-escalate complaints after X hours
24 hours

Default Priority
Default priority for new complaints
Low

Manage Complaint Categories →

Backup & Restore →

Admin Dashboard

ASIM MUNNER
admin@ccmw.gov.pk
System Admin

- Dashboard
- User Management
- Staff Management
- Zone Management
- Complaint Routing
- Merge Duplicates
- Verify Resolutions
- Escalation Workflow
- Privatization
- Reports
- Settings

Logout

ASIM MUNNER
admin@ccmw.gov.pk
Last login: Today, 21:53

Online

18	1	10	0
Total	Resolved	Pending	Overdue

Quick Actions

All Complaints | Approve Complaints | Route Complaints | Detect Duplicates | Merge Duplicates | Verify Resolutions | Zones | Escalate | Staff Management | Contractors | Users | Reports | Settings

Auto-Detected Duplicates
3 clusters ready for review

REVIEW

System Health

Response Time 48.0h | Active Users 40 | Active Complaints 17 | Staff 19 | Pending Approvals 10

Recent Activity

VIEW ALL

- Contractor assigned to Zone 2
  30 min ago
- New department admin added
  2h ago
- System maintenance scheduled
  4h ago

CDA - Civic Services

Performance Score: 78.3%

Active

5	5	4	0
Total	Active	Pending Approval	Resolved (Month)

Quick Actions

ASSIGN COMPLAINTS

VERIFY RESOLUTIONS

MERGE DUPLICATES

STAFF MANAGEMENT

Recent Complaints

localhost:3001/approval-status

Approval Status

0	0	0
Pending	Approved	Rejected

All | Pending | Approved | Rejected

X Rejected
CCMW-TEST-001

Test Complaint for Approval

This is a test complaint to test the approval workflow. Please approve this complaint....

Submitted: 06/04/2026
Category: General
Zone: Unknown

Resubmit Request

X Rejected
CCMW-20260310124658-5089

damaged road

sloghtly...

Submitted: 10/03/2026
Category: General
Zone: Unknown

Resubmit Request

X Rejected
CCMW-20260304145516-8e3f

light

light not working...

Submitted: 04/03/2026

Contractor Portal

Manage your assigned zones and contracts

Company Email

info@cleancity.com

Password

••••••••••••••

Login as Contractor

Back to Role Selection

localhost:3001/contractor-dashboard

CleanCity Pvt Ltd

CleanCity Pvt Ltd

ID: 55555555

0	88.5%	0
Zones	Performance	Active Tasks

Contract Information

SLA Compliance
95.0%

Resolution Rate
0.0%

Quick Actions

View Tasks

Upload Photos

Reports

My Assigned Zones (0)

No zones assigned

Contact your administrator

Home | Tasks | Photos | Profile

Clean City & Municipal Watch

Version 1.0.0

Our Mission

CCMW is a platform for citizens to report and track municipal issues in their neighborhoods. Our mission is to empower citizens to take an active role in improving their communities.

How it Works

Report issues like garbage, broken street lights, or potholes. Track the progress in real-time and help your community grow.

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