

Citizen login

:: How do you contact a public official for a requirement, make your queries, follow-ups, complains or suggestions? -

01. To lodge a complain or to contact a city official, you have to click on "[citizens login](#)" or "[submit](#)".

02. If you are a member, you can login using your userid and password. If you are not a member you can click on "[sign up](#)"

:: How do you become a member ?

Please fill up following form to sign up

Your Name	Mr. <input type="text"/>
Ward/District	Your location in the city <input type="text" value="Please Select Ward/District"/> See the Map
You are	<input type="text" value="Living in the City"/>
Contact Email	<input type="text"/>
Your Password	<input type="text"/>
Confirm Password	<input type="text"/>
Additional Information (Optional)	
Phone	<input type="text"/>
No	<input type="text"/>
Street	<input type="text"/>
City	<input type="text"/>
Country	<input type="text" value="Si Lanka"/>
<input type="button" value="Sign Up"/>	

03. After you have completed the form, click on [submit](#). Then the admin will send you the password to your e mail. Using This password you can login to the system next time as a member.
04. If you don't have an e-mail account click on the option " If you don't have an e mail Account click [here](#)"
You will be shown a list of free e mail providers to chose from. Open a free e mail Account in any one of them, and fill the e mail field in the form.

:: If you are a member what do you do after sign up?

01. You will see an interface like this

Mrs. Sujee Bandaranayaka
 Ward 9 : District 2A [Edit Profile](#)
[Sort by Date](#)

#	From Subject	Date	Status	Days	Priority	Action	eCRM Areas
29	CC : Repair of Electrcity on Alfred Ave	9/20/2003	☺	61	Urgent	Close this	Solid Waste Management
28	CC : Repair of Electrcity on Alfred Ave	9/20/2003	☺	61	Urgent	Close this	Roads & Parks
25	Electricily break down at Horton palce	9/20/2003	☺	200	Normal	Close this	Traffic and Road Safety
24	Water Leak	9/20/2003	☹	211	Normal	Close this	Dranage & Sewerege
23	Re : Repair of Electrcity on Alfred Ave	9/20/2003	☺	247	Normal	Close this	Mayors Office
22	Repair of Electrcity on Alfred Ave	9/20/2003	☹	249	Urgent	Close this	CRM Unit
21	Repair of Electrcity on Alfred Ave	9/25/2003	☺	245	Urgent	Close this	Finance
30	CC : Repair of Electrcity on Alfred Ave	9/26/2003	☺	61	Urgent	Close this	City Planning

[[Home](#) | [Logout](#)]

02. All the requests you have submitted will be displayed in the left hand corner
03. You can chose the department you want to submit your request, from the right side of the interface. (**eCRM Areas**)

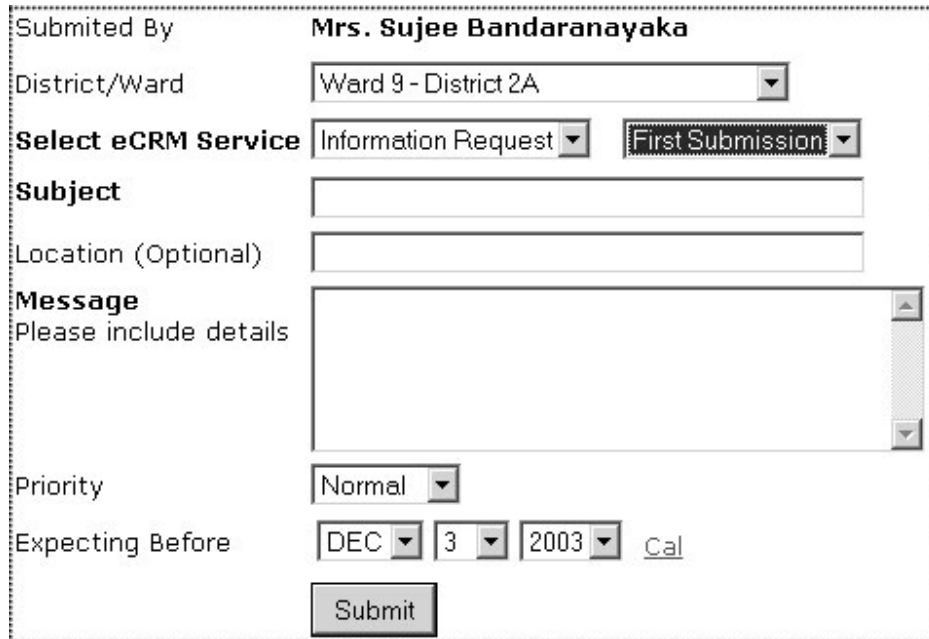
[Edit Profile](#)- Can edit your Profile

[Sort by Date](#)- All your complains are sorted by date

:: How do you lodge a complain ?

01. Just chose the department you want to lodge your complain from **eCRM Areas**.

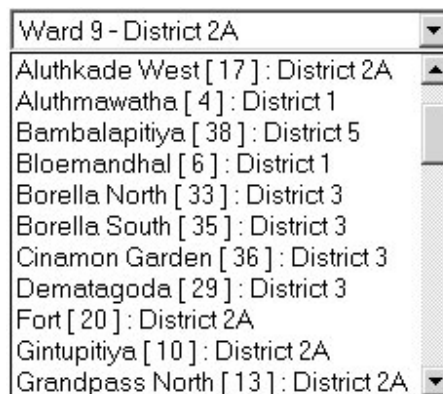
You will see a menu like this



The screenshot shows a web form for submitting a complaint. The form is enclosed in a dashed border and contains the following fields and options:

- Submitted By:** Mrs. Sujee Bandaranayaka
- District/Ward:** A dropdown menu currently showing "Ward 9 - District 2A".
- Select eCRM Service:** A dropdown menu showing "Information Request".
- Submission Status:** A dropdown menu showing "First Submission".
- Subject:** An empty text input field.
- Location (Optional):** An empty text input field.
- Message:** A large text area with the instruction "Please include details".
- Priority:** A dropdown menu showing "Normal".
- Expecting Before:** Three dropdown menus for month, day, and year, showing "DEC", "3", and "2003" respectively, followed by a "Cal" link.
- Submit:** A button at the bottom of the form.

02. Chose the District you are in



The screenshot shows a dropdown menu for selecting a District/Ward. The menu is open, displaying a list of options:

- Ward 9 - District 2A (selected)
- Aluthkade West [17] : District 2A
- Aluthmawatha [4] : District 1
- Bambalapitiya [38] : District 5
- Bloemandhal [6] : District 1
- Borella North [33] : District 3
- Borella South [35] : District 3
- Cinamon Garden [36] : District 3
- Dematagoda [29] : District 3
- Fort [20] : District 2A
- Gintupitiya [10] : District 2A
- Grandpass North [13] : District 2A

03. Click on **eCRM Service** to chose the requirement you want to submit.

[Information Request | Submit Information | Breakdown | Service Request | Complaint | Suggestions | Other]

04. If its the first time you are forwarding a submission click "First submission"

Then you can follow it up using the given options during the process.


05. Type the message you want to submit in the message box.

06. Chose the Priority level of your message

 A dropdown menu showing priority levels: Normal (selected), Urgent, and Average.

07. Click on [Submit](#) to send the message.

:: **By clicking on the subjects you can view the requests you have submitted**

Priority : **Urgent** 
From : sujee bandaranayaka [sujeeb]
Date : 9/20/2003

ATTN : **Mayors Office** [First Request]

Repair of Electrcity on Alfred Ave
Location : 3/44 lamp Post Alfred Avenue
Please replace the bulb

The case is still open

[[Close this matter](#) | [Re Open](#)]

 **Answered**

 **Attended pl. wait**

 **Still Open**

01. You can either close the matter if it has been attended or re open it, if it is not been attended.

:: **If a matter has been attended to, how do you close the subject ?**

01. If the matter has been attended to you will see the green smiley face in front of it.

02. Chose the option [close this](#) A message will ask if you want to delete the matter.

03. Chose "Yes" to delete the matter. The chosen subject will be closed.