1. In the space between the Date filters (Today, yesterday, Week, Month, Year, Custom ) and the Received button
please display the date for Selected filter.
For ex : on Selecting today (System date to be populated.), on Selecting Week: Monday date to Sunday date to be populated. On Selecting Month 1st day of the moth and the last day of the month to be populated.
2. Not Started – Name to be changed as Not initiated (Sub title as Accepted, but no Action started).
3. To Provide Clickable option all Status of tickets.
4. On click of Received Tickets Officers Hierarchy Screen to displayed.
5. On click of other Status like Awaiting Action, Not Initiated, Rejected, In Progress, Completed List of Tickets to be displayed.
6. Emergency option to be removed from the UI.

**Web Application changes**

1. Status that are to be visible in Web Application in Manage Office and Reports Screen (Received, Awaiting Action, Not Initiated, Rejected, In Progress, Completed).
2. If the SO Officer Updates Ticket status as Accepted then the Ticket to be available in the
 **Not initiated Status** in KPI.
3. Count of Tickets displayed on Various Status Filter is some times displaying incorrect results.