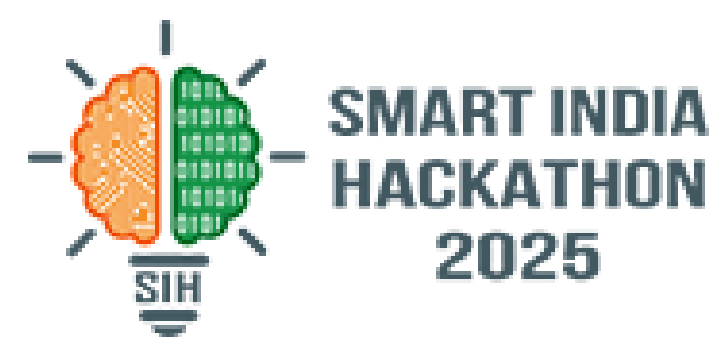# SMART INDIA HACKATHON 2025

- **Problem Statement ID** – SIH25031

- **Problem Statement Title-**

Crowdsourced Civic Issue Reporting and

Resolution System

- **Theme-** Clean & Green Technology
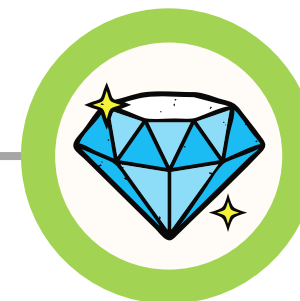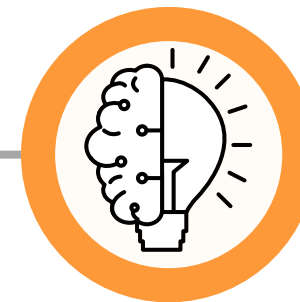
- **PS Category-** Software

- **Team ID-**

- **Team Name :** Sus10able Developers

UrbanEye

Proposed Solution :

A smart crowdsourced civic **issue reporting** and **resolution** system with real-time tracking, analytics, and a unique volunteer-driven approach to strengthen transparency and community engagement.

How it Addresses :

- Mobile App: Real-time issue reporting (photo/voice/text, GPS)
- Admin Dashboard: View, filter, assign
- Automated Routing (departments)
- Status Tracking & Notifications
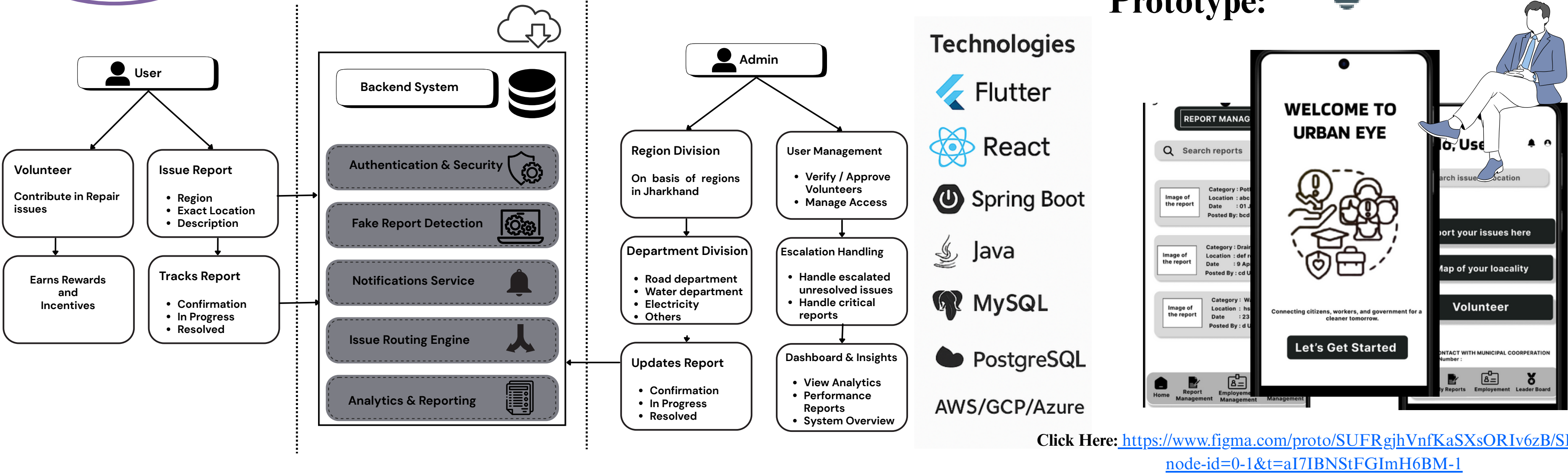- Live Map (hotspots)

Innovation :

- Analytics Dashboard (trends, performance)
- Smart Filters (category, location, priority)
- Volunteer System
- Reward Mechanism (gamified)
- Complaint Insights (zones, issues)

Uniqueness :

- Voice-to-Text
- Multilingual (Hindi,English)
- AI Integrated fake report detection system
- Chatbot Guidance
- Dual Role (report/volunteer)
- Scalable & Inclusive

TECHNICAL APPROACH

Prototype:

User

Volunteer

Contribute in Repair issues

Issue Report
- Region
- Exact Location
- Description

Earns Rewards and Incentives

Tracks Report
- Confirmation
- In Progress
- Resolved

Backend System

- Authentication & Security
- Fake Report Detection
- Notifications Service
- Issue Routing Engine
- Analytics & Reporting

Admin

Region Division

On basis of regions in Jharkhand

User Management
- Verify / Approve Volunteers
- Manage Access

Department Division
- Road department
- Water department
- Electricity
- Others

Escalation Handling
- Handle escalated unresolved issues
- Handle critical reports

Updates Report
- Confirmation
- In Progress
- Resolved

Dashboard & Insights
- View Analytics
- Performance Reports
- System Overview

Technologies

- Flutter
- React
- Spring Boot
- Java
- MySQL
- PostgreSQL
- AWS/GCP/Azure

WELCOME TO URBAN EYE

Connecting citizens, workers, and government for a cleaner tomorrow.

Let's Get Started

Click Here: https://www.figma.com/proto/SUFRgjhVnfKaSXsORIv6zB/SIH?node-id=0-1&t=aI7IBNStFGImH6BM-1

Problem Identification
Citizens report issues (text, image, GPS).

Issue Validation Backend
verifies authenticity & filters fake reports.

Issue Assignment
Routed to correct department/admin.
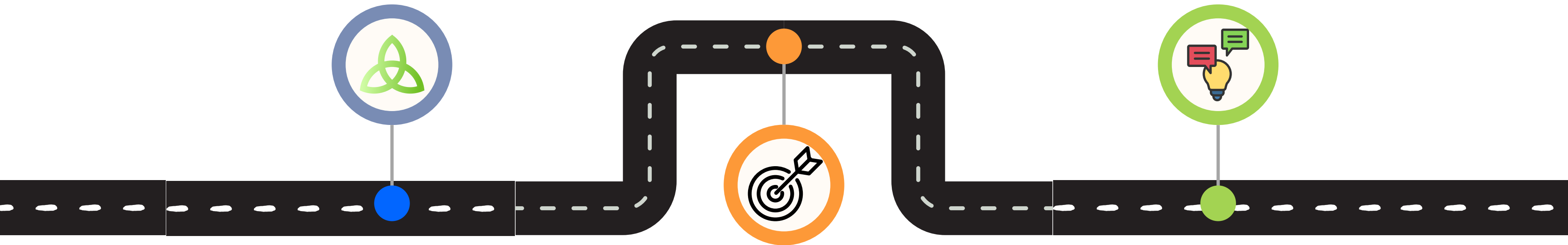
Resolution Process
Department/volunteers work on fixing the issue.

Tracking & Rewards
User tracks progress; volunteers earn incentives.

FEASIBILITY AND VIABILITY

Feasibility

Tech Readiness – GPS, multilingual, and voice-to-text apps enable real-time reporting.
Scalability – Automated routing and dashboards handle large issue volumes.
Engagement – Volunteer mechanisms and gamified rewards boost participation.

Challenges

Data Quality – Fake/incomplete reports reduce reliability.
Resistance – Gov departments may adopt slowly.
Volunteer Fatigue – Hard to sustain long-term without motivation.

Strategies

Verification – Filters + AI integrated report detection + community validation ensure authenticity.
Partnerships – Pilot projects with municipalities to gain buy-in.
Engagement – Rewards, leaderboards, recognition to motivate volunteers.

IMPACT AND BENEFITS

Impacts

- **Citizens** – Simple **issue reporting** and **transparent tracking**. Improved **trust** in governance and quality of life.
- **Government** – Greater accountability and **operational efficiency**. Better **planning** through data-driven insights.
- **Society & Environment** – **Cleaner** cities and **healthier** surroundings. Encourages **sustainability** and urban growth.

Benefits

- **Social** – Better **public health** and cleaner neighborhoods. Boosts citizen participation, trust, and quality of life.
- **Economic** – Cuts **repair costs** and improves resource use. Less paperwork, faster workflows, and **creates income opportunities** for volunteers.
- **Environmental** – Quicker **waste/pollution control** and cleaner cities. Supports **sustainability** and **disaster readiness**.

RESEARCH AND REFERENCES

Market Research :

Features / Platforms	Swachhata App (MoHUA)	MCGM 24x7 (Mumbai)	UrbanEye : Our Solution
Multi-department coverage	❌	✅	✅
Other civic issues (roads, lights)	❌	✅	✅
Volunteer module for citizens	❌	❌	✅
Analytics (hotspots, trends)	❌	❌	✅
Scalable across all cities	❌	❌	✅
Multilingual support	❌	❌	✅
Rewards	❌	❌	✅

References :

MyGov India (Govt. of India's citizen engagement platform)
https://www.mygov.in/
Ministry of Housing & Urban Affairs – Swachh Bharat Mission
https://swachhbharatmission.gov.in
World Bank – Smart Cities & Urban Development
https://www.worldbank.org/en/topic/smart-cities