**Proposal for Citizen Engagement and Reporting Software**

**Overview**:

This software aims to empower citizens to actively participate in the governance and improvement of their communities by reporting issues and providing evidence. The government will act as a facilitator, using the reported data to address problems effectively and transparently.

**Key Features of the Software**

**Users 🡪 *Citizens***

1. **User Authentication:**
   1. ***Login and Sign-Up***: To secure user registration and authentication system to ensure that only verified citizens can submit reports to avoid fake reports.
2. **Reporting System:**
   1. ***Evidence Submission and Location Permission***: Citizens can report issues in their communities with supporting evidence such as pictures and videos but before the submission, the software will request location access to verify the authenticity of the report. Meaning, reports without location permission will not be accepted.
   2. ***Self-Verification Video***: To prevent misuse, users must submit a short video of themselves at that location confirming the report.

**Admin 🡪 *Government***

1. **Dashboard Interface:**
   1. ***User-Friendly Dashboard***: An intuitive dashboard that provides an overview of community reports, monitoring user’s activity, and updates on submitted issues.
2. **Real-Time Alerts:**
3. ***Automated Monitoring (AM):*** There will be an algorithm that will monitor the number of reports from each location. If submissions from a specific area exceed 50, an automatic alarm will be sent to the government database for them to investigate the issues promptly.
4. **Government Interaction:**
5. ***Issue Management***: Government officials will receive detailed reports and evidence to address community problems efficiently.
6. ***Feedback Loop***: Citizens will receive updates on the status of their reports from the government, fostering transparency and trust, and that will take place within 48hours of reports.

**Technical Specifications:**

1. ***Security***: Robust security measures including encryption, two-factor authentication, and regular security audits to protect user data.

2. ***Scalability***: Built using scalable technologies to handle large volumes of data and users.

3. ***Accessibility***: Designed to be accessible on various devices and compliant with ADA standards to ensure inclusivity.

**Implementation Plan:**

**Phase 1: Research and Planning**

- Conduct stakeholder meetings to gather requirements and refine features.

- Design user interface (UI) and user experience (UX) prototypes.

**Phase 2: Development**

- Develop backend infrastructure, user authentication, and database systems.

- Implement the frontend interface, including the dashboard and reporting features.

- Integrate location services and self-verification video functionality.

**Phase 3: Testing**

- Perform comprehensive testing, including unit, integration, and user acceptance testing (**UAT**).

- Conduct security audits and accessibility reviews.

**Phase 4: Deployment:**

- Launch a pilot version in select communities for feedback and improvements.

- Roll out the full version nationwide with ongoing support and maintenance.

**Conclusion**:

This software will revolutionize (modernize) citizen-government interaction by providing a platform for transparent, efficient, and accountable community reporting and issue resolution. It ensures that citizens have ownership of their community's well-being, with the government acting as a supportive guide. These will accelerate our country’s **DIGITAL ECONOMY** and increase **EMPLOYMENT** **STATUS**.

It’s a **SOFTWARE AS SERVICE** we need something that can allow for scalability, we’re looking at **AWS** for the infrastructure. This software is not business oriented. Right now there’s no room for monetization. If there’s truthful report from the user he/she will should be a reward. Sectionizing the software so that arms of government will be