

Viability

Operational Viability

Citizens can quickly report problems using their phones, which makes the app simple to use.

Municipal staff can easily track, assign, and resolve these issues through a dashboard that looks familiar to them.

Since the system connects with existing tools like GIS, ERP, and SMS gateways, operations stay smooth.

Overall Viability

The app is strong from all angles—technical, economic, operational, and social. With good planning and step-by-step rollout, it can make civic issue reporting and resolution much faster and more efficient.

Environmental Viability

The app replaces paper complaint forms with digital reporting, cutting down on manual records.

It supports eco-friendly practices by enabling smart digital tracking and reducing unnecessary field visits.

Innovation Viability

Features like crowdsourced reporting, live maps, heatmaps, and analytics are still new for most municipalities.

Extras like voice note support and offline submissions make it more advanced than traditional complaint systems.

Future Expansion Viability

The system can grow beyond civic issues to support disaster management, like sending alerts for floods or accidents.

Its open APIs also make it easy to connect with IoT devices such as smart bins or streetlight sensors.