Age Group
179 responses

- Below 18
- 18 - 24
- 25 - 40
- 41 - 60
- Above 60

54.2%
12.3%
26.3%

How comfortable are you using WebApp?
179 responses

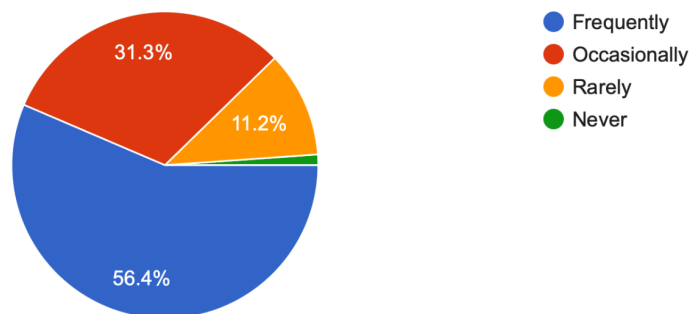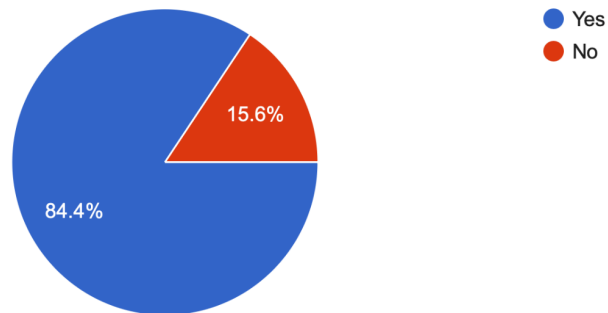9 (5%)   7 (3.9%)   41 (22.9%)   48 (26.8%)   74 (41.3%)

1   2   3   4   5
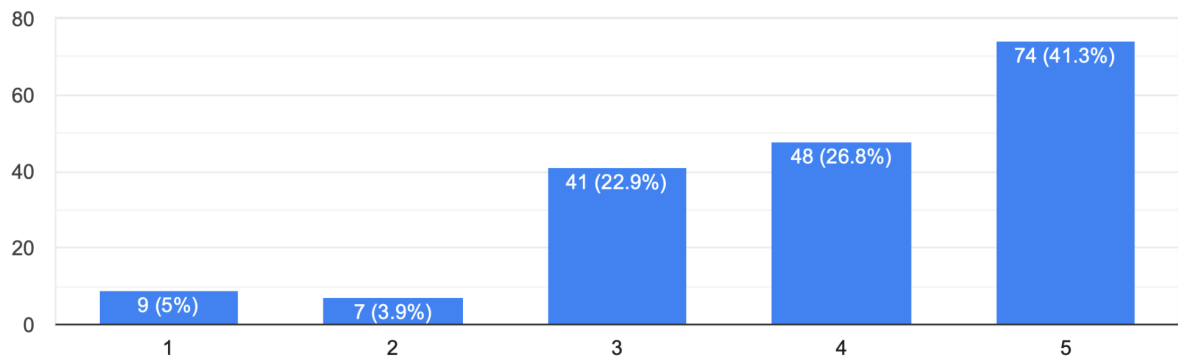
How often do you face civic issues like road damage, garbage, water supply, streetlight problems or any other issue?
179 responses

- Frequently
- Occasionally
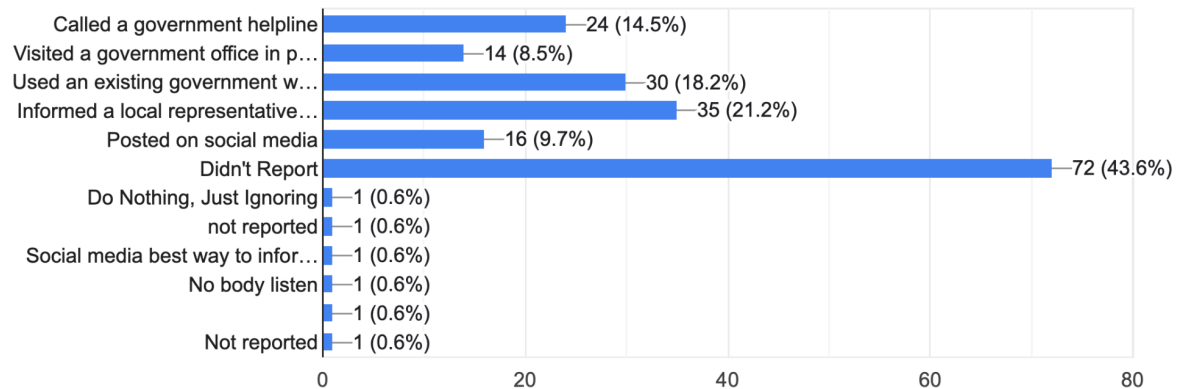- Rarely
- Never

31.3%
11.2%
56.4%

Have you ever encountered a civic issue (like a pothole, overflowing garbage bin, or broken streetlight) that you felt should be reported?

179 responses

- Yes
- No

84.4%
15.6%

If Yes, How did you report ?

165 responses

Option	Count
Called a government helpline	24 (14.5%)
Visited a government office in p…	14 (8.5%)
Used an existing government w…	30 (18.2%)
Informed a local representative…	35 (21.2%)
Posted on social media	16 (9.7%)
Didn't Report	72 (43.6%)
Do Nothing, Just Ignoring	1 (0.6%)
not reported	1 (0.6%)
Social media best way to infor…	1 (0.6%)
No body listen	1 (0.6%)
	1 (0.6%)
Not reported	1 (0.6%)

Do you usually receive updates after filing a complaint?

179 responses

- Yes
- No
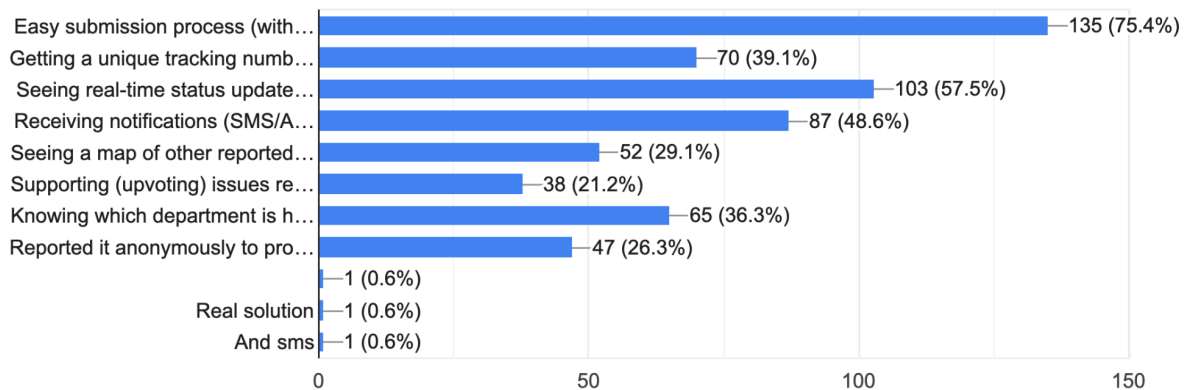- Sometimes
- Maybe

31.8%
46.9%
19%
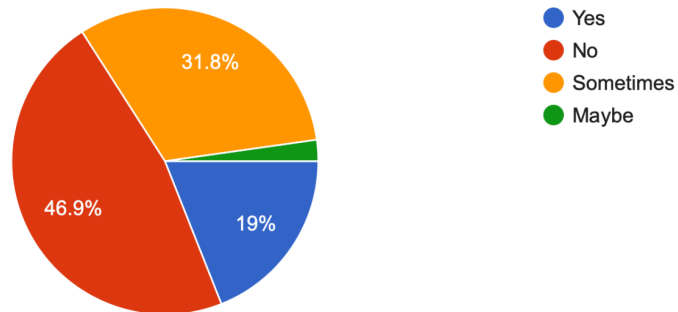
Would you like a system that automatically classify and forwards your complaint to the relevant authority?
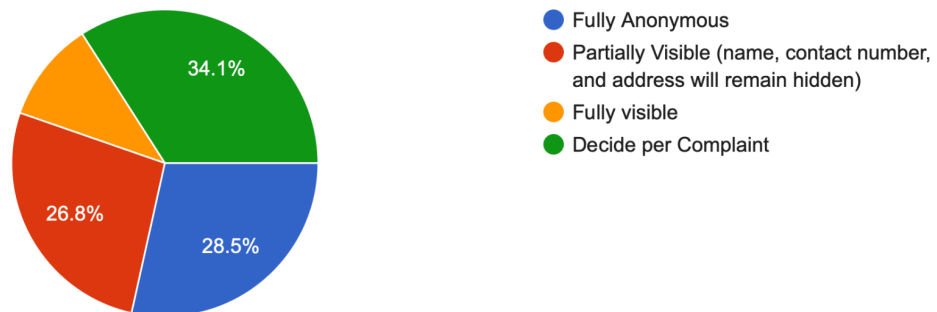
179 responses

- Yes
- No

95%
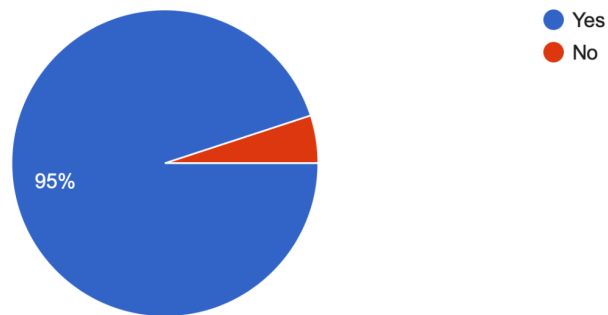
What features would be MOST important to you in a new complaints system? (Select top 3)

179 responses

Feature	Count
Easy submission process (with…	135 (75.4%)
Getting a unique tracking numb…	70 (39.1%)
Seeing real-time status update…	103 (57.5%)
Receiving notifications (SMS/A…	87 (48.6%)
Seeing a map of other reported…	52 (29.1%)
Supporting (upvoting) issues re…	38 (21.2%)
Knowing which department is h…	65 (36.3%)
Reported it anonymously to pro…	47 (26.3%)
	1 (0.6%)
Real solution	1 (0.6%)
And sms	1 (0.6%)

How would you like your identity to be shared with the concerned authority?
179 responses

- Fully Anonymous
- Partially Visible (name, contact number, and address will remain hidden)
- Fully visible
- Decide per Complaint

34.1%

28.5%

26.8%

Would you be interested in viewing other people's complaints and up-voting them?
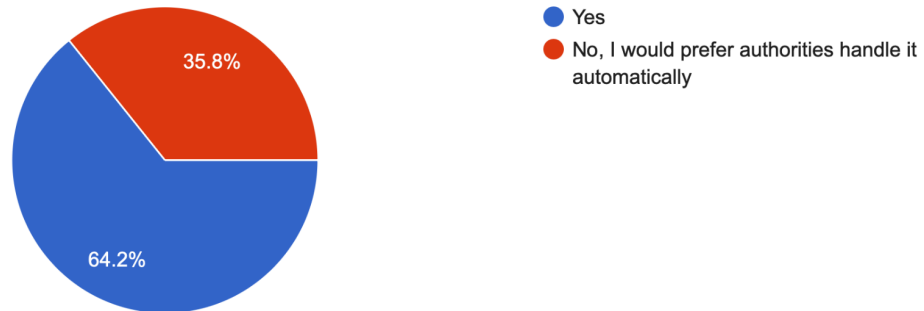179 responses

- Yes
- No

16.2%

83.8%
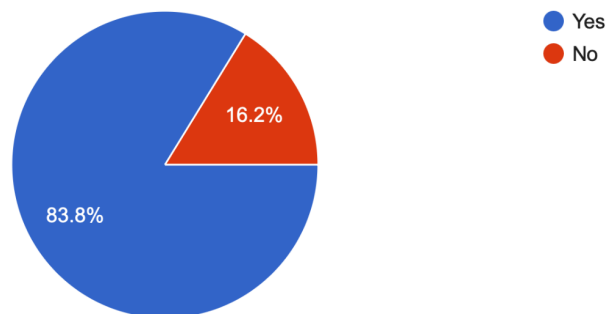
How would you prefer to be notified about the status of your complaint? (Select all that apply)
179 responses

- Push notification on my phone
- Email
- SMS (Text Message)
- Only when I open the app to check manually
- I don't want notifications
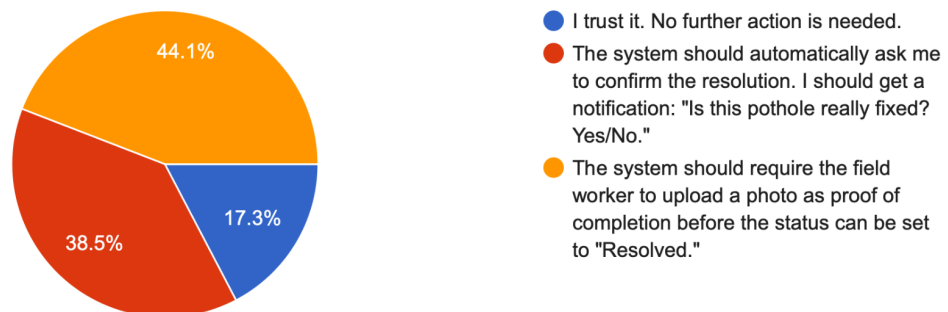- Sms and when I open app

38.5%

18.4%

23.5%

16.2%
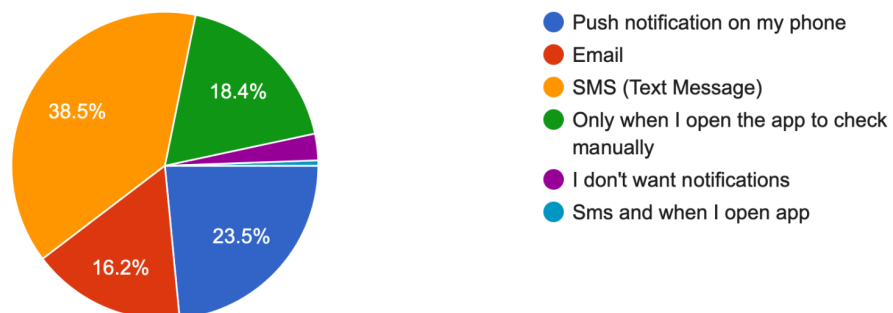
If your complaint is mistakenly assigned to the wrong department by the AI system, would you like an option to report or re-route it?
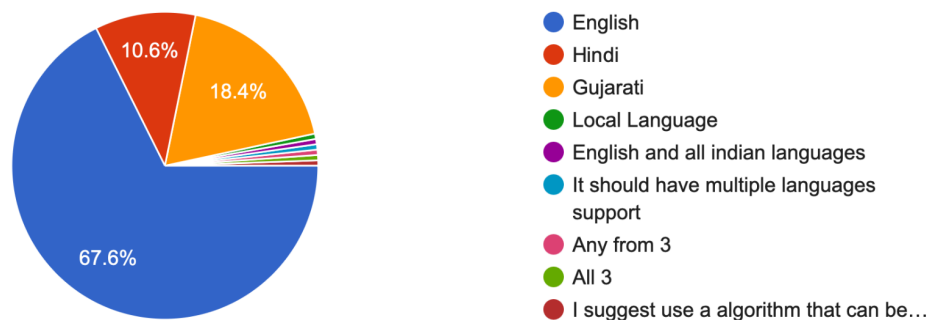
179 responses

- ● Yes
- ● No, I would prefer authorities handle it automatically

35.8%

64.2%

The status of your complaint changes to "Resolved." How much do you trust this? What should happen next?

179 responses

- ● I trust it. No further action is needed.
- ● The system should automatically ask me to confirm the resolution. I should get a notification: "Is this pothole really fixed? Yes/No."
- ● The system should require the field worker to upload a photo as proof of completion before the status can be set to "Resolved."

44.1%

38.5%

17.3%

Which language should be the primary option for the system?

179 responses

- ● English
- ● Hindi
- ● Gujarati
- ● Local Language
- ● English and all indian languages
- ● It should have multiple languages support
- ● Any from 3
- ● All 3
- ● I suggest use a algorithm that can be…

10.6%

18.4%

67.6%

What is the maximum acceptable delay between submitting a report and receiving a system confirmation?

179 responses

Legend:
- < 3 Seconds
- 3 - 5 Seconds
- 5 - 10 Seconds

48.6%
10.1%
41.3%