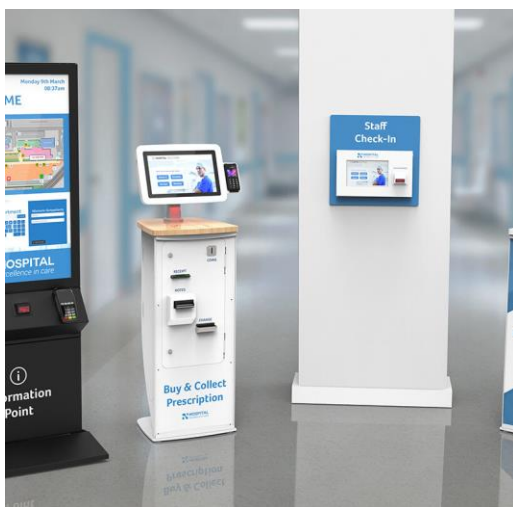


## SUVIDHA — Project Idea (What You're Actually Building)





## Core Idea (1-line)

**A single smart touchscreen kiosk that lets citizens independently access all major civic services (Electricity, Gas, Water, Municipal) in one place — securely, quickly, and in their own language.**

## What Problem You're Solving

Today in civic offices:

- Long queues
- Manual paperwork
- Different counters for different services
- Confused citizens (especially elderly & rural users)
- No transparency in complaint status

**SUVIDHA replaces all that with ONE digital helpdesk.**

## What SUVIDHA Looks Like (User Perspective)

### Step 1: Welcome Screen

- Language selection (English / Hindi / Regional)
- Accessibility options (large text, voice guidance)

### Step 2: Secure Login

- Mobile number + OTP
- Aadhaar / Consumer ID (demo-safe version)

### Step 3: Choose Service

- ⚡ Electricity
- 🔥 Gas
- 💧 Water
- 🏛️ Municipal Services

### Step 4: What Citizen Can Do

- Pay bills
- Check bill history
- Apply for new connection
- Register complaints
- Track complaint/request status
- Download & print receipts

### Step 5: Exit

- Logout
- Printed receipt / QR confirmation

## System Architecture (Simple & Strong)

### Frontend (Kiosk UI)

- React.js / Angular
- Touch-optimized UI
- Multilingual support

### Backend (Microservices)

- Separate services for:
  - Authentication
  - Payments
  - Complaints
  - Notifications
- REST APIs

## Database

- PostgreSQL / MySQL
- Stores:
  - User sessions
  - Transactions
  - Complaints
  - Logs

## Security

- JWT / OAuth2
- Encrypted APIs (TLS)
- DPDP Act compliant



## Admin Dashboard (Very Important)

For government staff:

- Live kiosk usage statistics
- Number of bills paid
- Complaints registered & resolved
- Peak usage timings
- Service-wise analytics

This **scores high in judging (Analytics + Governance impact)**.



## Innovation You Can Add (To Stand Out)

- 🗣️ Voice-guided navigation for elderly users
- 📱 QR code to continue service on mobile
- 🚨 Emergency alerts (power outage, water shutdown)
- 🤖 AI chatbot assistant (basic NLP)
- 📊 Heatmap of most-used services

## Why Judges Will Like This

- **Real-world impact** (Smart City relevance)
- **Unified solution** (not fragmented)
- **Citizen-first design**
- **Scalable for all Indian cities**
- **Strong alignment with C-DAC & MeitY goals**

## Final One-Line Pitch (Use This)

*SUVIDHA is a unified, multilingual, secure self-service digital kiosk that modernizes civic service delivery by enabling citizens to access electricity, gas, water, and municipal services seamlessly at a single touchpoint.*