

SUVIDHA – Exact Feature List (Proposal Ready)

1 Citizen-Facing Kiosk Features

1.1 Multilingual & Accessibility Support

- Language selection at startup (English, Hindi, Regional languages)
- Large-font mode for elderly users
- High-contrast UI for visually impaired users
- Optional voice-assisted navigation (text-to-speech)
- Simple icon-based navigation for low digital literacy users

1.2 Secure Citizen Authentication

- Mobile number + OTP based login
- Consumer ID / Service Connection ID login
- Session timeout & auto-logout for security
- CAPTCHA / misuse prevention mechanisms

1.3 Unified Civic Services Access

- Single dashboard to access:
 - Electricity services
 - Gas services
 - Water supply services
 - Municipal services (sanitation, waste, grievances)
- Consistent UI workflow across all services

1.4 Bill & Payment Services

- View current and previous bills

- Real-time bill amount retrieval
- Secure online bill payment
- Multiple payment modes (UPI / Debit Card / Net Banking – demo-ready)
- Instant payment confirmation
- Auto-generated digital & printable receipts

1.5 Service Requests & Applications

- Apply for new electricity/gas/water connection
- Request service modifications (address update, meter issues)
- Upload supporting documents (ID proof, address proof)
- Track application status in real time

1.6 Complaint & Grievance Management

- Register service complaints (power outage, gas leakage, water issues, sanitation)
- Categorized complaint selection with guided prompts
- Complaint reference number generation
- Real-time status tracking (Registered → In Progress → Resolved)
- Notification display on resolution

1.7 Information & Advisory Services

- Display service announcements and advisories
- Scheduled outage notifications
- Emergency alerts (weather, infrastructure disruptions)
- FAQ section for common citizen queries

1.8 Document Access & Printing

- Download and print:
 - Payment receipts
 - Service summaries

- Complaint acknowledgments
- QR code generation for digital access
- Email/SMS receipt option (optional demo feature)

2 Admin & Government Staff Features

2.1 Kiosk Monitoring Dashboard

- Live kiosk usage statistics
- Number of active sessions
- Service-wise usage breakdown
- Daily/weekly/monthly reports

2.2 Complaint & Service Management

- View all registered complaints
- Filter by service type, priority, location
- Update complaint status
- Assign complaints to departments (demo simulation)

2.3 Content & Notification Management

- Publish announcements and advisories
- Configure emergency alerts
- Manage FAQs and instructional content
- Language-wise content control

2.4 Analytics & Reporting

- Peak usage time analysis
- Most-used services identification
- Complaint resolution time analysis
- Citizen interaction trends

- Export reports (PDF / CSV)

3 Security & Compliance Features

- Role-based access control (Citizen / Admin)
- Encrypted API communication (TLS)
- Secure token-based authentication (JWT)
- Compliance with DPDP Act & IT Act guidelines
- Audit logging for all transactions and activities

4 System-Level Features

- Modular microservices architecture
- Scalable for multiple cities and departments
- Fault-tolerant service handling
- Offline-safe UI messaging (graceful failure handling)
- Easily deployable on physical kiosks and web demo environments

◊ Feature Coverage vs Judging Criteria

✓ Functionality – **Strong (Payments, Complaints, Real-time)**

✓ Usability & Design – **Multilingual + Accessibility**

✓ Security & Robustness – **Authentication + Encryption**

✓ Innovation Ready – **Expandable for AI & Smart City integration**