FEASIBILITY STUDY REPORT

For

Road Repair and Tracking System

Prepared by: **Archisman Chakraborty(224CS1004)**
Submitted to: **Dr. Judhistir Mahapatro**

Date: **29th August, 2024**

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Introduction

Major city corporations have multiple branch offices in different suburbs, and residents currently raise repair requests via phone or written complaints. The current manual process is time-consuming and inefficient. The proposed system will automate complaint management, resource allocation, scheduling, and reporting to optimize the road repair process and enhance service delivery.

This feasibility study was initiated and funded by a major city corporation to assess the feasibility of such a *Road Repair and Tracking System (RRTS).* The report considers whether such a system could in fact improve the maintaining of records, scheduling, and tracking of all kinds of road repair works of a major city corporation, keeping in mind the resources, machinery and timing of all such activities. This report evaluates the relevant components of implementing a road repair and tracking system: the alternative solutions, system requirements, expected cost and benefits, associated risks as well as any legal ramifications tied to the project.

Executive Summary

The Road Repair and Tracking System (RRTS) is a proposed software solution aimed at automating various bookkeeping activities associated with the road repair tasks of the Public Works Department (PWD) of a city corporation. This system will streamline complaint handling, prioritize repairs based on severity, allocate resources, and provide real-time tracking and reporting capabilities to improve efficiency and transparency in road repair operations. This feasibility study evaluates the technical, operational, economic, and schedule feasibility of the proposed system.

Proposed Solution

The RRTS will digitize the entire road repair process, starting from complaint registration to scheduling repairs and managing resources. It will provide a centralized platform for clerks to input complaints, supervisors to prioritize repair tasks based on severity and location, and administrators to allocate manpower, machinery, and materials efficiently. Additionally, the system will generate real-time reports to help supervisors and city officials make informed decisions. It could include the following parts:

1. The ***major components*** would include
    1. a D*atabase* to maintain all complaints, schedules and repair activity
    2. a U*ser Interface* that allows officials to submit and save reports
    3. an A*utomated Scheduling System*
    4. a *Dashboard* providing an overview of the entire city's infrastructure
    5. a *REST API* as a means of communication with the database
2. A ***Web Application*** (primary objective) which can be used from any browser.
3. A ***desktop application*** (secondary objective) to be installed in the branch offices for ease of adding resident complaints by the city clerks.

4. A ***mobile application*** (secondary objective) to be installed on mobile devices that can be used by area supervisors to submit field reports.

Value

The RRTS promises significant improvements in the road repair management process:

- Efficiency Improvement: Automates the manual processes of complaint handling and repair scheduling, reducing administrative burden and improving response times.
- Resource Optimization: Dynamically allocates resources, such as manpower and machinery, based on real-time data, ensuring optimal utilization and reducing downtime.
- Transparency and Accountability: Provides comprehensive reporting tools that enhance transparency and accountability for all stakeholders, from the PWD to city residents.
- Enhanced Public Satisfaction: Offers a more responsive and efficient road repair process, leading to higher satisfaction among city residents.

By implementing the RRTS, the city corporation can achieve its objectives of enhanced operational efficiency and improved public service delivery.

Final Thoughts

This feasibility study concludes that the RRTS project is technically, operationally, economically, and schedule feasible. It aligns well with the strategic goals of the city corporation to enhance efficiency, transparency, and accountability in public services.

Next Steps

1. **Project Approval**: Secure approval from city officials and stakeholders to initiate the project.
2. **Resource Allocation**: Assemble a project team with expertise in software development, project management, and domain knowledge.
3. **Detailed Planning**: Create a detailed project plan with defined milestones, timelines, and risk management strategies.
4. **Development and Testing**: Start the design, development, and testing phases according to the project plan.
5. **User Training and Deployment**: Conduct user training sessions and deploy the system in a phased manner to ensure smooth implementation.

Recommendations

Based on the findings from the feasibility study, the following recommendations are made:

- Proceed with Project Development: The RRTS project should be approved and initiated, as it is feasible and offers substantial value to the city corporation.

- Establish a Cross-Functional Team: Form a project team comprising software developers, project managers, domain experts, and end-user representatives to ensure comprehensive development and smooth implementation.
- Conduct Stakeholder Workshops: Organize workshops with key stakeholders, including clerks, supervisors, and administrators, to refine requirements and ensure that the system aligns with their needs.
- Implement a Pilot Program: Deploy the system in a selected area or suburb to pilot the solution. This will help identify any potential issues and provide an opportunity for user feedback before a full-scale rollout.
- Prepare for Change Management: Develop a change management strategy that includes user training, support, and communication plans to facilitate a smooth transition from the existing manual process to the new system.
- Regular Monitoring and Evaluation: Once deployed, continuously monitor the system's performance, gather feedback from users, and make necessary adjustments to improve its effectiveness.

By following these recommendations, the city corporation can effectively implement the RRTS and achieve its desired outcomes of enhanced efficiency, better resource management, and improved public satisfaction.

Alternative Solutions

While the RRTS is the proposed solution, alternative approaches were considered:

1. **Manual Process Improvement**: Optimizing the existing manual process through better training and documentation. However, this would still be prone to errors and inefficiencies.
2. **Outsourcing to a Third Party**: Hiring a third-party contractor to manage road repairs. While this may reduce administrative burden, it could lead to higher costs and less control over the quality of work.
3. **Partial Automation**: Developing a less comprehensive system that only automates specific tasks, such as complaint handling or scheduling. This could be less costly but would not provide the full range of benefits offered by the RRTS.

The proposed RRTS was chosen because it provides a comprehensive solution that fully addresses the inefficiencies of the current manual process.

System Description

The RRTS will be a web-based application with the following features:

1. **Complaint Management**: Clerks can enter and manage complaints from residents.
2. **Repair Prioritization**: Supervisors can assess complaints and prioritize repairs based on severity and locality.

3. **Resource Scheduling**: The system will automatically schedule repairs based on the availability of raw materials, machinery, and manpower.
4. **Reporting**: Provides real-time reports on repair status, resource utilization, and outstanding repairs for supervisors and the city mayor.
5. **Data Management**: Administrators can update the availability of resources, and the system will reschedule repair tasks as needed.

Cost-Benefit Analysis

Estimated Costs

- **Development Cost**: Rs. 2,00,000 (as provided, considering 400 hours at Rs. 500 per hour)
- **Hardware and Infrastructure Cost**: Rs. 50,000
- **Training and Implementation Cost**: Rs. 30,000
- **Annual Maintenance Cost**: Rs. 20,000

Estimated Benefits

- **Improved Efficiency**: Faster complaint handling and repair scheduling.
- **Cost Savings**: Optimized resource utilization reduces costs associated with machine downtime and underutilization.
- **Enhanced Accountability**: Better reporting leads to more effective decision-making and increased public trust.
- **Increased Public Satisfaction**: Faster repairs and better communication improve public perception and satisfaction.

The total estimated cost of the RRTS project is **Rs. 3,00,000** (including development, infrastructure, training, and maintenance costs). The benefits of implementing the system, such as improved efficiency, cost savings, and enhanced public satisfaction, outweigh the initial and ongoing expenses, making the RRTS a financially viable project for the city corporation.

Feasibility Analysis

To assess the viability of the proposed Road Repair and Tracking System (RRTS), a comprehensive feasibility analysis has been conducted. This analysis examines the project from three key perspectives: Technical Feasibility, Financial Feasibility, and Operational Feasibility. Each of these aspects is critical in determining whether the project can be successfully developed, implemented, and sustained over time.

- **Technical Feasibility** evaluates whether the required technology, skills, and infrastructure are available to develop and maintain the RRTS.

- **Financial Feasibility** considers the costs involved in developing and maintaining the system and weighs them against the anticipated benefits to determine the project's economic viability.
- **Operational Feasibility** examines whether the RRTS can be effectively integrated into the existing workflows of the city corporation and whether it will be accepted by users.

Together, these analyses provide a comprehensive view of the project's viability and help stakeholders make informed decisions about moving forward with the RRTS project.

Technical Feasibility

Technical feasibility assesses whether the proposed Road Repair and Tracking System (RRTS) can be developed and implemented using existing technology and resources.

1. **Technology Stack**: The RRTS will be a web-based application using proven technologies such as HTML, CSS, JavaScript, Python/Django for backend development, and a relational database like PostgreSQL or MySQL for data management. This technology stack is reliable, scalable, and commonly used for similar applications, ensuring a high level of technical support and expertise.

2. **Integration Capabilities**: The system is designed to integrate with existing city management systems. APIs and standard integration protocols will be used to facilitate seamless data exchange, minimizing integration risks.

3. **Development and Maintenance**: The estimated development time of 400 hours is feasible given the expertise available. Additionally, periodic maintenance and updates are planned to ensure the system remains secure, efficient, and up-to-date.

4. **Risk Management**: Potential technical risks such as data breaches, system downtime, and integration issues have been identified, with corresponding mitigation strategies in place. This includes robust data security protocols, backup systems, and thorough testing processes.

Overall, the technical requirements for the RRTS are within the capabilities of the city corporation's IT department and the hired development team.

Financial Feasibility

Financial feasibility evaluates whether the proposed RRTS project is economically viable and whether the benefits outweigh the costs.

1. **Development Costs**: The total estimated development cost of Rs. 2,00,000 is based on 400 hours of work at a rate of Rs. 500 per hour. This is a reasonable cost for the scope of the project, given the complexities involved.

2. **Additional Costs**: Hardware and infrastructure costs are estimated at Rs. 50,000, with training and implementation costing Rs. 30,000. The ongoing annual maintenance cost is projected at Rs. 20,000. The total cost of the project comes to Rs. 3,00,000.

3. **Expected Benefits**: The RRTS is expected to deliver significant cost savings by optimizing resource utilization, reducing administrative overhead, and improving response times. The

benefits include not only direct cost savings but also intangible benefits such as enhanced public trust and satisfaction.

4. **Return on Investment (ROI)**: Given the estimated cost of Rs. 3,00,000 and the expected efficiency gains and cost savings, the RRTS project is financially feasible with a positive ROI over time.

Operational Feasibility

Operational feasibility examines whether the proposed system can be successfully integrated into the current operational environment and whether end-users will adopt it.

1. **User Training and Adoption**: The system is designed to be user-friendly, with separate interfaces for clerks, supervisors, and administrators. Comprehensive training sessions will be conducted for all user groups to ensure smooth adoption. The system's user interface (UI) is designed to be intuitive, reducing the learning curve and ensuring quick adaptation by end-users.

2. **Support and Maintenance**: Regular maintenance and support plans are in place to address any technical issues or user feedback promptly. This will include a dedicated helpdesk and a feedback mechanism to continually improve the system based on user input.

3. **Process Improvement**: By automating manual processes, the RRTS will significantly reduce administrative overhead and streamline workflows. This change will likely improve operational efficiency and response times in handling road repair requests.

4. **Stakeholder Acceptance**: Initial discussions with stakeholders, including clerks, supervisors, and administrators, indicate a positive reception. Their feedback has been incorporated into the system design, and continued engagement will ensure alignment with their needs and expectations.

Given these considerations, the RRTS is operationally feasible and expected to be well-received by the intended users.

Evaluation of Technical Risk

Identifying potential technical risks is crucial to ensure the project's success:

- **Data Integrity and Security**: Risk of data breaches or inaccurate data entry. Mitigation includes implementing robust security protocols and data validation checks.
- **System Downtime**: Potential technical failures leading to downtime. Mitigation involves setting up redundancy, backup, and disaster recovery plans.
- **Integration Challenges**: Risk of integration issues with existing systems. Mitigation involves thorough testing and using standard APIs for integration.

Overall, the technical risks are manageable with proper planning and risk mitigation strategies.

Legal Ramifications

The legal ramifications associated with the RRTS include:

Data Privacy and Security Compliance

- Compliance with Data Protection Laws: The system must comply with local and national data privacy regulations.
- Data Storage and Retention: Establish clear data retention policies.
- User Consent: Ensure explicit consent is obtained for data collection and use.

Liability and Accountability

- Service Delays and Damage Claims: Define liability for delays or damages resulting from repair scheduling.
- Misuse of Data: Implement data access controls to prevent misuse.
- Third-Party Vendors: Ensure clear contractual agreements with any third-party vendors.

Intellectual Property Rights

- Software Licensing and Ownership: Ensure clear ownership or licensing agreements to prevent future disputes.
- Copyright and Patents: Conduct due diligence to avoid infringement.

Regulatory Compliance

- Public Sector Regulations: Ensure compliance with government procurement and IT standards.
- Accessibility Compliance: Ensure the system is accessible to all citizens, including those with disabilities.

Conclusion

The Road Repair and Tracking System (RRTS) is a feasible solution that offers significant improvements in efficiency, transparency, and public satisfaction. By addressing technical, economic, operational, and legal aspects, the RRTS will provide a comprehensive solution to the city corporation’s road repair challenges.