

INFOSYS MILESTONE1

Name: Sesha Vardhini D
College: RMK Engineering College

INFOSYS INTERNSHIP - MILESTONE 1

Domain: ResolvIT smart grievance and feedback management system

Project Name: EcoWatch (Wildlife Issue Reporting System)

PROBLEM STATEMENT

Wildlife-related issues often face delays due to the lack of a centralized reporting and management system, leading to poor coordination and slow response from authorities.

ResolveIT provides a smart grievance and feedback management platform that enables efficient issue handling, improves transparency and accountability, and supports timely monitoring and escalation.



EXISTING SYSTEMS

TigerWatch

- What it is: A mobile app and platform used in India to track tiger movements and report sightings.
- Limitation for your project: Focuses on animal tracking, not on grievance reporting, action assignment, or feedback.

Wildlife SOS Helpline

- What it is: A hotline and online reporting system by Wildlife SOS (an Indian wildlife NGO) to report distressed wildlife.
- Limitation: Primarily NGO-run, manual coordination with authorities, and lacks structured digital workflow and tracking.

Elephant Alert System (Assam/India)

- What it is: A notification system used in some Indian states to alert villagers about elephant movement to prevent conflict.
- Limitation: Alerts only; no structured grievance logging, authority assignment, or resolution tracking.

SOLUTION

ResolveIT provides a user-friendly digital platform that enables citizens to report wildlife-related issues such as animal injuries, human-wildlife conflicts, and illegal activities. The system allows users to submit details along with location and images, ensuring accurate and timely reporting.



Geo-Tagged Emergency Wildlife Reporting

Allows citizens to report wildlife incidents with automatic location tagging, helping authorities reach the exact spot quickly and reduce response time.



SLA-Driven Smart Escalation Engine

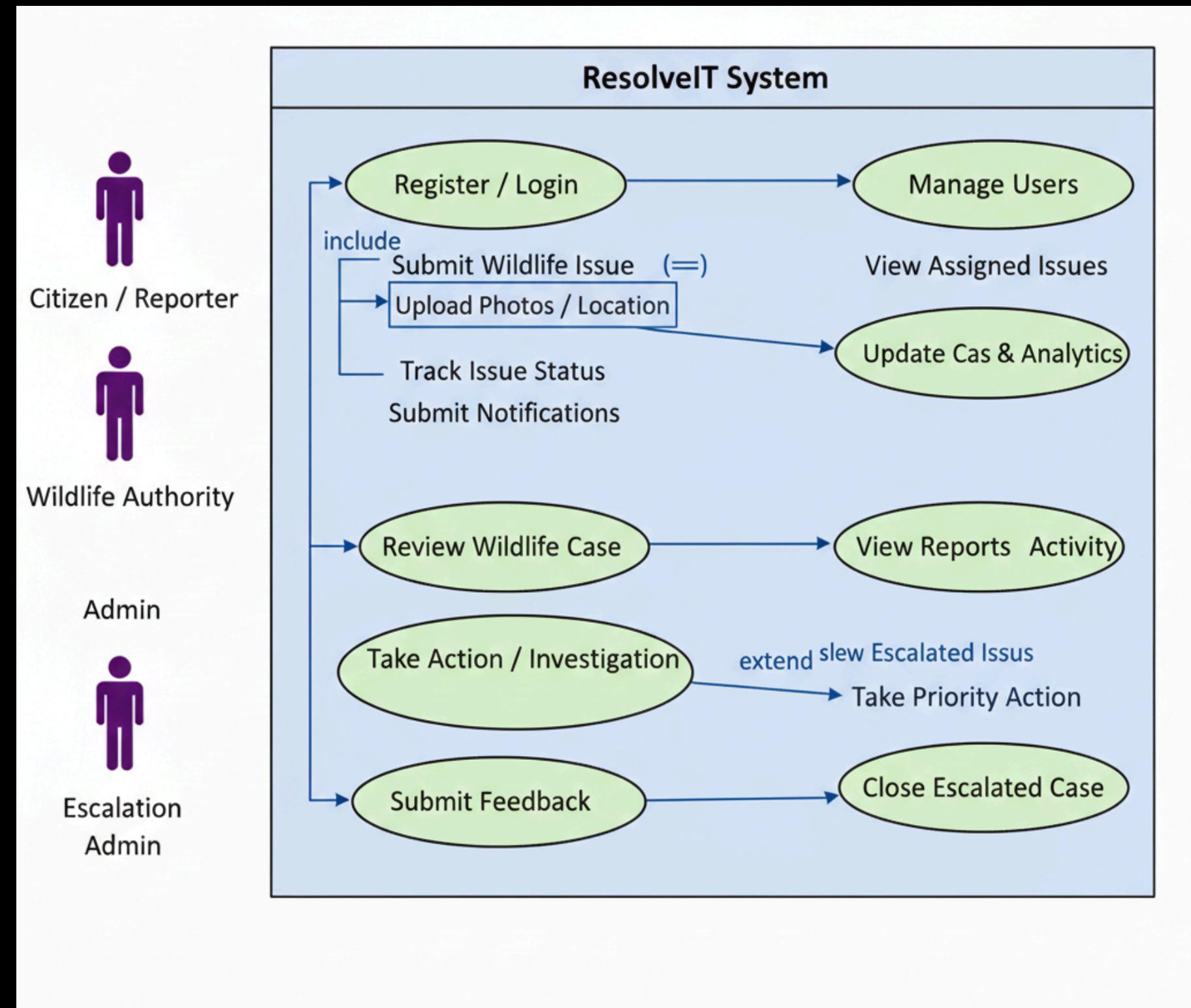
Monitors issue deadlines based on severity and automatically escalates unresolved cases to higher authorities, ensuring accountability and timely action.



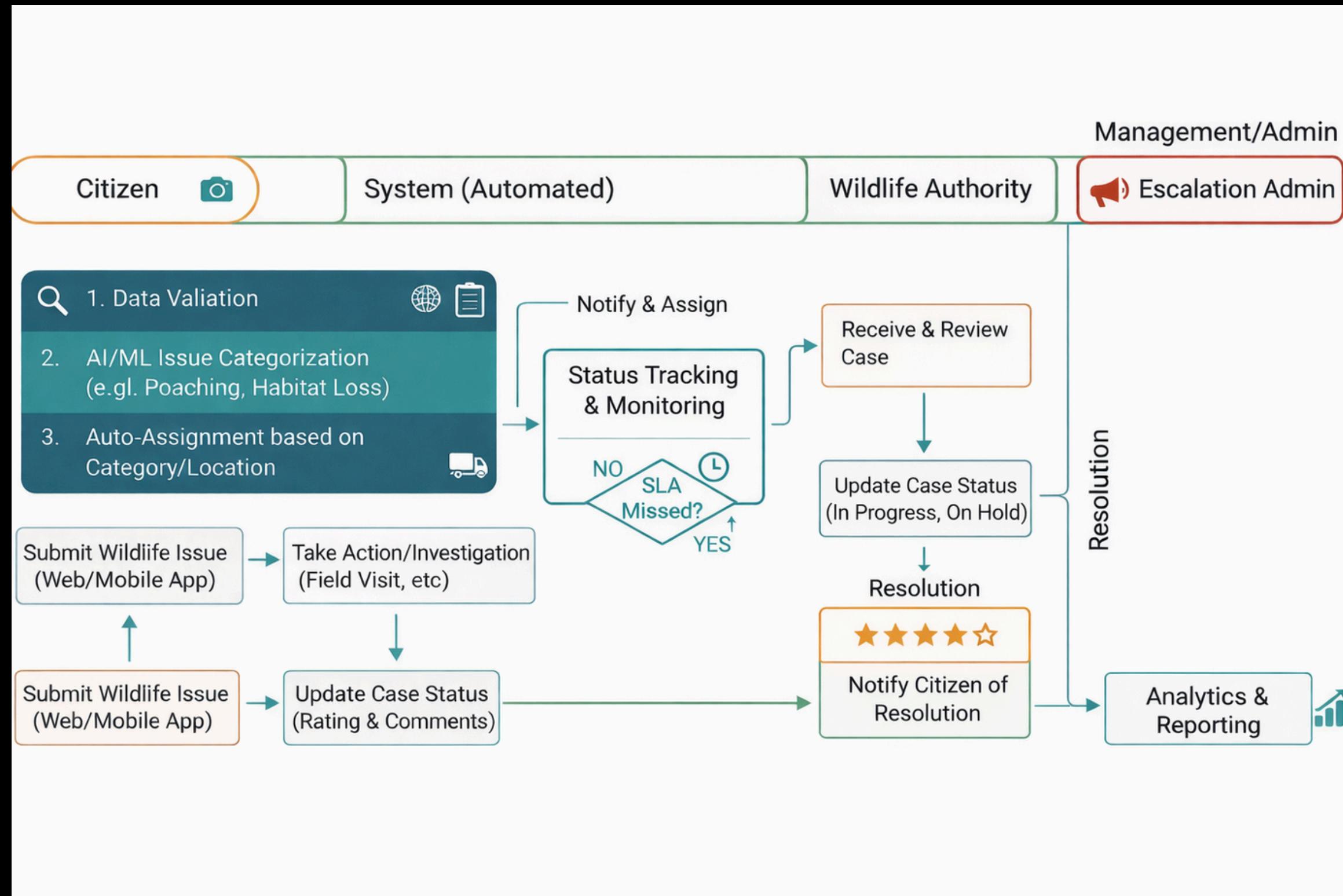
Feedback-Driven Wildlife Intelligence Dashboard

Analyzes resolution data and user feedback to identify high-risk zones and improve future wildlife response and planning.

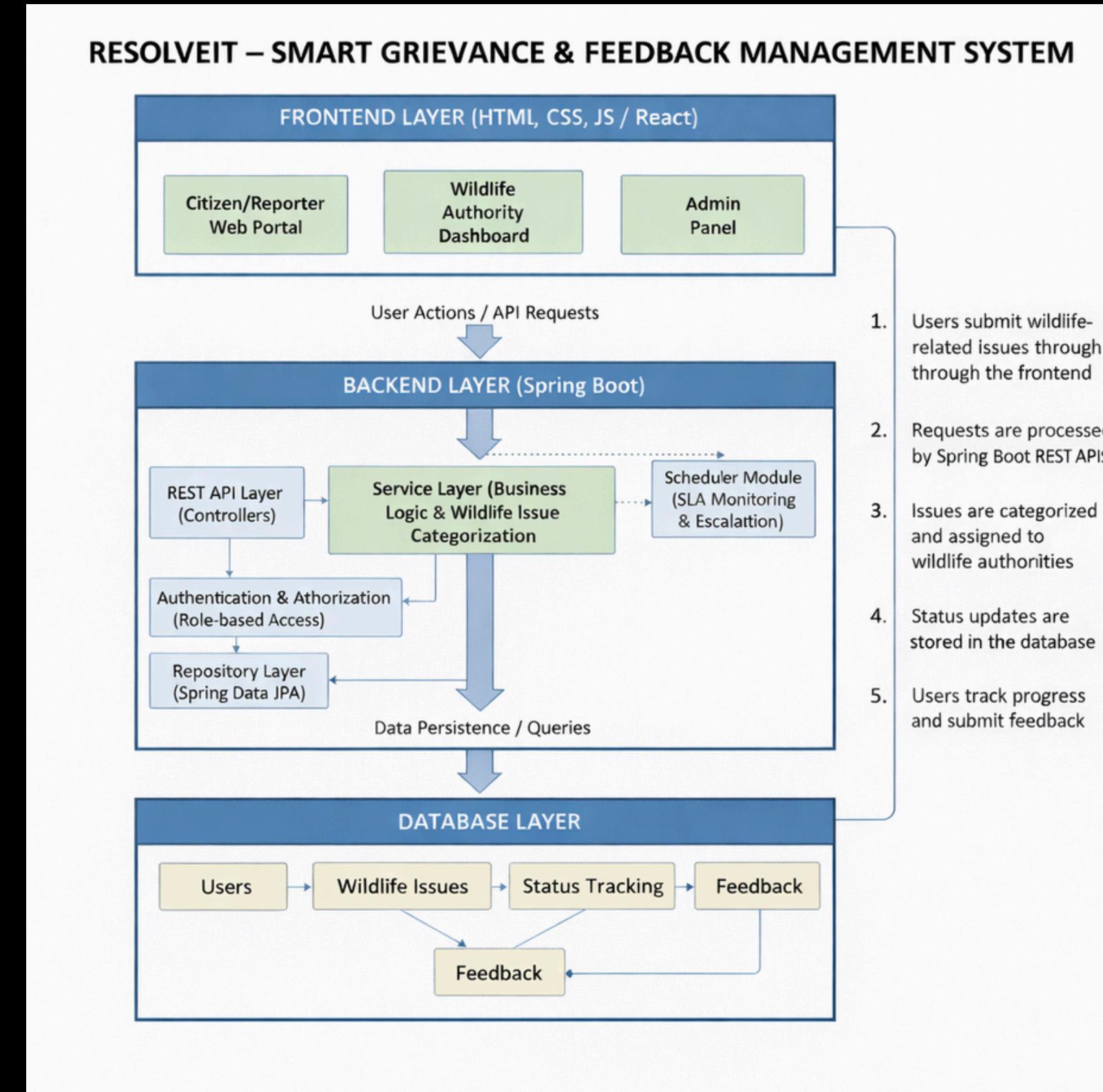
USE CASE DIAGRAM



WORKFLOW DIAGRAM



SYSTEM ARCHITECTURE



TECH STACK

- Frontend: HTML, CSS, JavaScript, React (for responsive UI)
- Backend: Spring Boot, RESTful APIs, Spring Security
- Database: MySQL
- Tools: Maven, Postman, Git/GitHub



IMPACT AND CONCLUSION

Impact:

- Faster wildlife issue reporting & response
- Better coordination with authorities
- SLA-based escalation ensures accountability
- Data insights help identify high-risk zones

Conclusion:

ResolveIT is not just a reporting tool, but a complete wildlife grievance management ecosystem that ensures timely action, accountability, and smarter conservation planning.

THANK YOU

