

HACKATHON CHALLENGE

The Challenge

Accessing government services in Sri Lanka often requires citizens to spend considerable time waiting in lines, dealing with delays, or facing uncertainty around service availability. These inefficiencies not only slow down important tasks but also place an unnecessary burden on people's time and energy.

Your challenge is to design and implement a prototype for a centralized, user-friendly portal that allows citizens to book appointments for a wide range of government services from a single platform.

The core objective is to streamline the process, reduce physical waiting times, and improve the overall citizen experience. Your implementation must include the following key features:

1. Unified Appointment Booking System:

- A service directory where users can browse different government departments (e.g., Department of Motor Traffic, Department of Immigration & Emigration) and select the specific service they require.
- An interactive calendar interface to display available time slots for the selected service and allow users to book a convenient appointment.
- Generation of a unique booking confirmation with a QR code and reference number.

2. Citizen Dashboard & Document Pre-submission:

- Secure user registration and a personal dashboard to manage upcoming and past appointments.
- A feature to upload necessary documents required for the appointment (e.g., scanned application forms, national ID copies, photographs). This helps officials prepare in advance and speeds up the in-person process.

3. Government Officer Interface:

- A secure dashboard for government officials to view, manage, and confirm the appointments scheduled for their specific department.
- An interface to review the pre-submitted documents and communicate with the citizen if any corrections are needed before the scheduled appointment.

4. Automated Notification System:

- Implement an automated system to send notifications (via email and/or SMS) to citizens for:
 1. Appointment confirmation.
 2. A reminder 24 hours before the appointment, including a checklist of required original documents to bring.
 3. Any status updates or requests from the government officer.

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5. Analytics for Optimization:

- A data visualization dashboard for government authorities showing key metrics like peak booking hours, departmental load, appointment no-show rates, and average processing times. This data can help optimize resource allocation.

6. Integrated Feedback System:

- Allow citizens to provide a rating and feedback on their experience after their appointment is completed, promoting accountability and continuous improvement.

Important : Make sure your Hackathon solution seamlessly integrates with the solution your team designed during the Designathon challenge.

Deliverables

1. Create a public GitHub repo for your project. (monorepo)
2. Repo name - TeamName_ProductName
3. Include a README file with all the steps and configurations needed to run the application, and provide a docker-compose.yml file to set up all required services. (Should be included in the GitHub repo)
4. Provide an ER diagram, Sequence diagram and a DB dump.
5. Provide a demo video with all implemented user flows and a code walkthrough. Upload the demo video on YouTube and share the link with us. (Unlisted YouTube video)
6. Provide a document with any limitations/assumptions and any future improvements. Attach this in the submission form.

Deadline for submissions: **09th August, 2025 at 11.59 PM IST**

 **Submission Form:** <https://forms.gle/yK7SiMDHRsXsq7b86>

Rules and Regulations

- If the team is found to have cheated, plagiarized, or violated the rules of the competition, they will be disqualified.
- Once the deliverables are submitted, they are considered final; the organizers will neither request resubmissions nor provide opportunities for modifications.
- By participating in this competition, teams agree to be bound by these rules and regulations and by the decisions of the judges, which are final and binding in all respects.

Judging Criteria

- Functionality - 40%
- Code quality - 15%
- Code architecture - 15%
- DB design - 15%
- Security and other best practices - 15%

WISH YOU ALL THE BEST!

For any questions, drop us an
email at tech-triathlon@rootcode.io