CITRA

Public **C**ivic **I**ssue **Tra**cking and Mapping Platform

Group 6

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Problem Statement

Lack of a transparent communication system between the residents of a particular locality and their corresponding local authorities like Municipal corporations causes immense trouble to the general public.

We are designing such a resilient and fast communication system through which residents can report all their civic problems categorically(potholes, illegal garbage dumps, etc) and can track updates.

Why is it important to solve this?

Many times people don't report local problems, apprehending that their efforts might be futile, due to which issues like potholes on roads, dumping of trash, etc might take very long to be addressed. Even if the issue is reported it is not known to other users so that they can support for immediate action to be taken on the issue. If more people know about the issues then it can be dealt with quickly.

Moreover, a registered complaint cannot be tracked by the general public, which causes unawareness of the severity of an issue. This many times results in the failure of respective authorities to solve important problems.

Goals

1. To provide residents with an intuitive and easy to use mobile app through which they can report problems, ping respective authorities, and track updates.
2. To provide authorities a web platform to view reported issues and provide a status report on each issue.

How we plan to achieve our goals?

Our platform users are broadly classified into two types, **residents** and **local authorities**.

Residents can download the mobile application and use it to register complaints. People need to take a picture of the problematic area, provide a **categorized description**, geolocation, add related tags and post it through the app.

Once an issue is posted, it can be viewed and tracked by the residents. Residents can upvote the issue and this may decide the priority of an issue. People can also validate the updates provided by the authorities for which they will be **incentivized** with a built-in credit system.

People can view the **timeline** of a posted issue, search for nearby authorities, filter issues by tags and provide feedback.

One of the brand features of the app is a built-in **SOS system**. Instead of going with the traditional and slow approach of reporting an accident which is via calling respective authorities and asking them to take the required action, we are building this feature on the concept of **AMBER alert**.

This is how it works:
- Any individual(victim or witness) can broadcast an emergency response with one click on mobile.
- This emergency response notifies the respective authorities(ambulance, fire, etc.) as well as nearby people.
- The nearby people, then, can help in the emergency until the authorities arrive at the scene.

- We do take care of duplicate and fake issues, spam calls for an emergency with our built-in credit system.

For the local authorities, we are developing a **web app** that will help them view the issues reported, act on them and give a status report. The dashboard will have a map view, logging complaints and the sequence of updates particular to an issue.

The authorities need to first register legally with the government and should possess a valid pan-card number.

Existing Solutions

1. Social Media

People use social media a lot for this purpose. They post tweets with a picture, description tagging of local authorities.

Our USP's over twitter

- We plan to give a map-based UI which is very easy to use.
- We track updates on every issue which is publically visible and thus completely transparent.
- We are not a social media platform, so we don't have any influencers. Thus the severity of an issue is given priority over a person's social status.

2. Swatch Bharat App

There exist multiple applications on the Google App store centered around Swatch Bharat mission. But none of them have proved to be efficient enough to be popular among the general public.

Our USP's over Swach Bharat apps

- SOS alerting system
- Intuitive UI
- Individual issue tracker
- Credit System for Incentivizing users