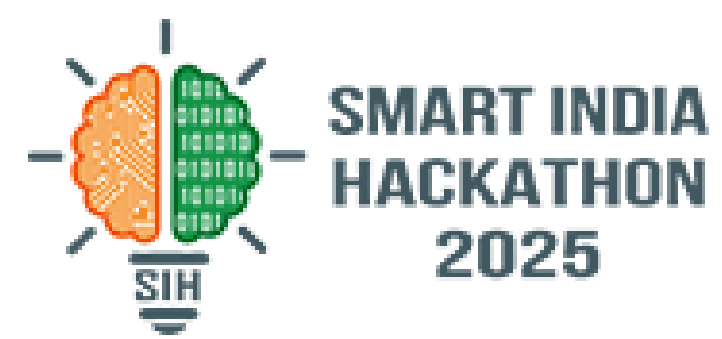


SMART INDIA HACKATHON 2025



TITLE PAGE

- Problem Statement ID – **25031**
- Problem Statement Title- **Crowdsourcing Civic Issue Reporting and Resolution System**
- Theme- **Clean & Green Technology**
- PS Category- **Software**
- Team ID-
- Team Name - **Barre Chords**



IDEA TITLE

Barre
Chords

For Citizens

Easy Reporting

Enable effortless issue submission with **photo capture, precise location tagging, and quick descriptions.**

Transparent Tracking

Allow users to **track their report's progress** with real-time updates and notifications at every stage, from **submission to resolution.**

AI

Your report get instantly tagged with a **high, medium, or low priority rating**, so the urgency of the problem is recognized.

Civic Rewards

Grant tokens for reporting issues that can be redeemed for a plant from a government nursery, fostering a **great environmental impact** and encouraging sustained engagement.

For Municipal Department

Department Allocation

Uses AI to **detect and automatically route reports to the relevant department** (e.g., Public Works, Sanitation) for rapid action.

For Contractor

DASHBOARD



Opportunity Portal
Access a curated list of government-approved civic projects that need rapid resolution.



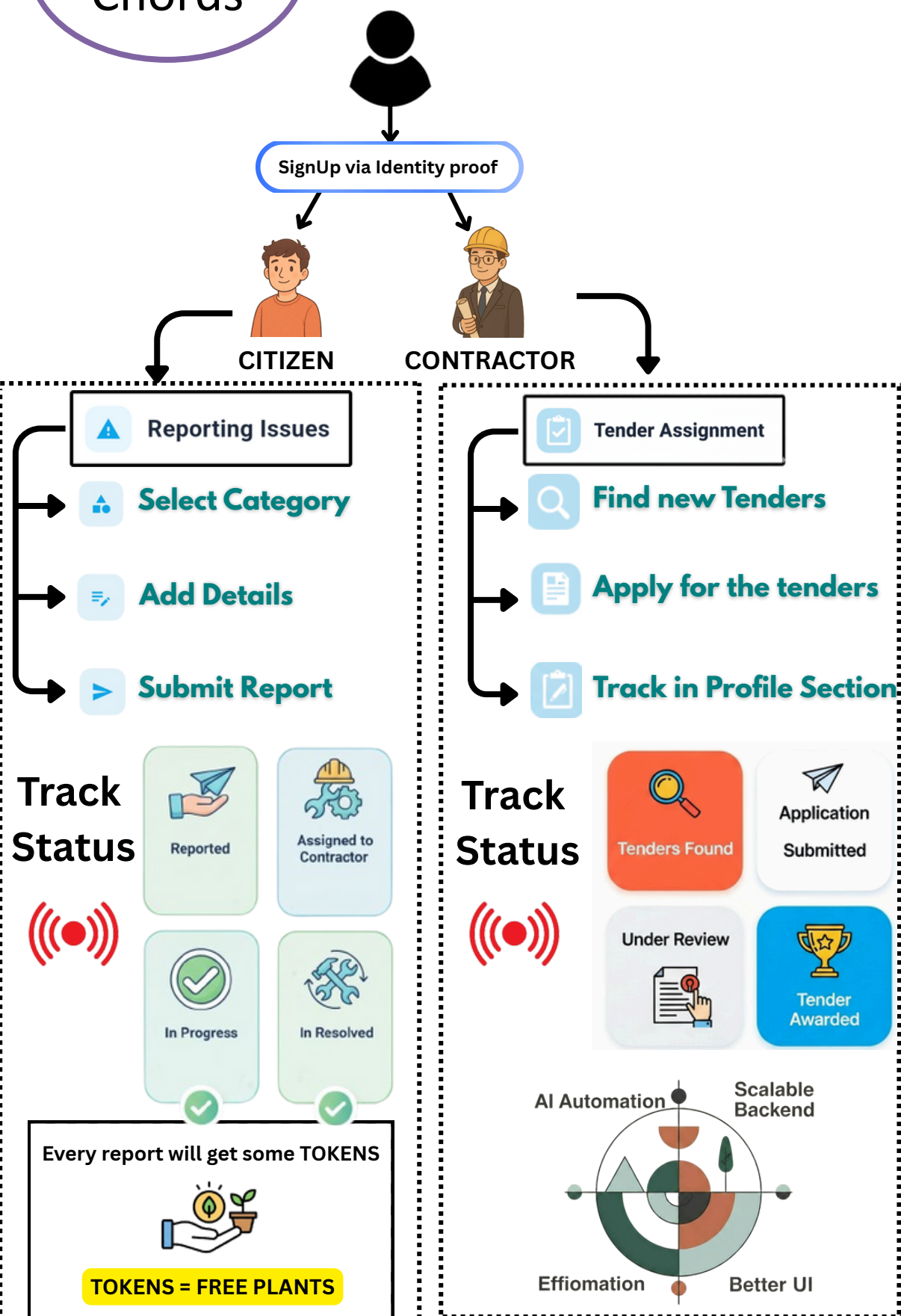
Streamlined Bidding
A transparent and efficient process allows contractors to bid on and get assigned jobs quickly



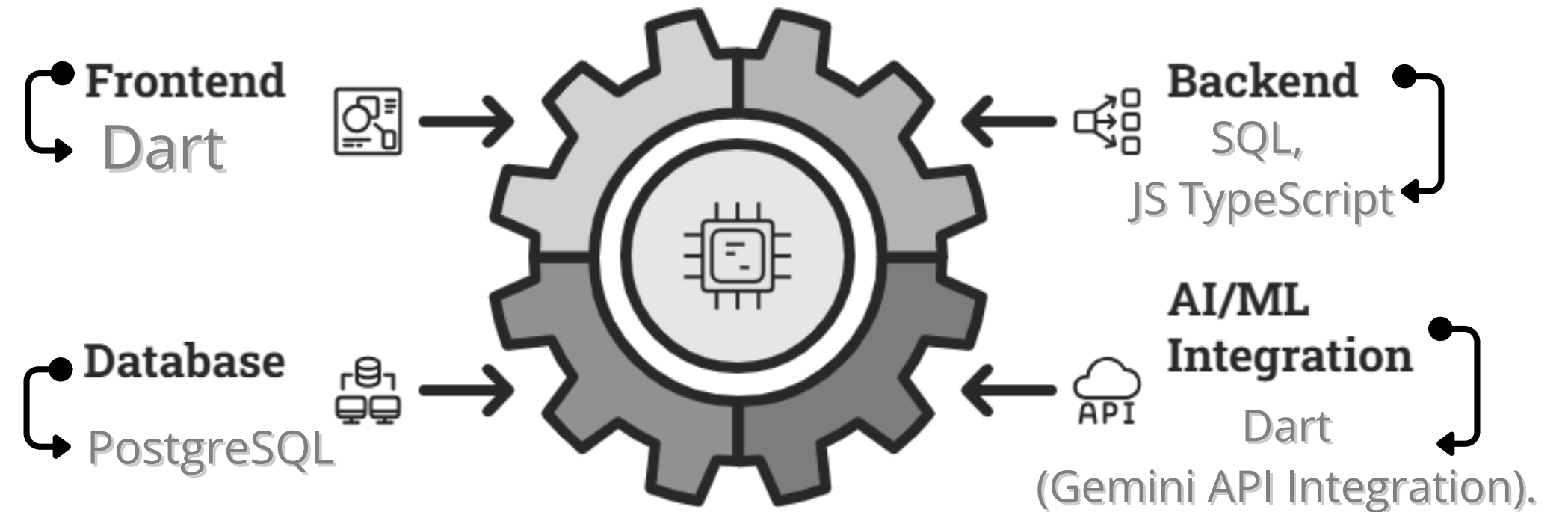
Economic Growth
A new revenue stream that rewards contractors for helping solve community problems

TECHNICAL APPROACH

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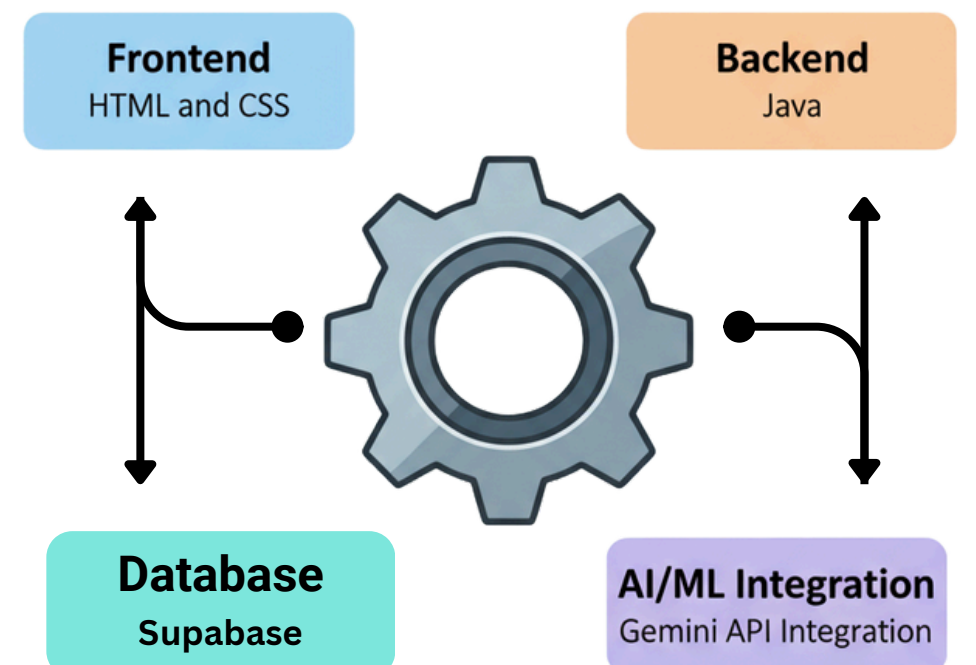


APP DEVELOPMENT OVERVIEW

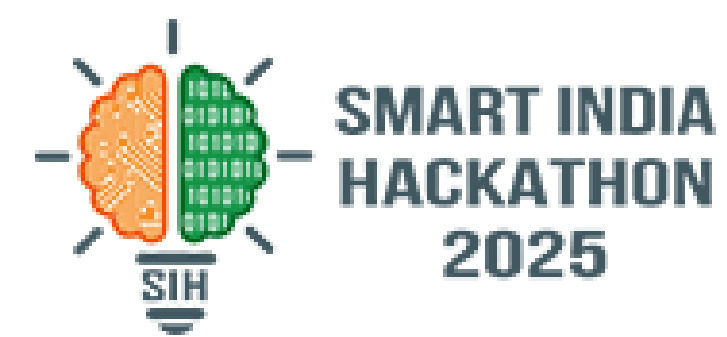


Website (Dashboard) :-

1. Frontend :- **HTML, CSS, Js**
2. Backend:-**Supabase**
(PostgreSQL, cloud-hosted)
3. API Integration :- **JavaScript**
4. Deployment :- **Cloudflare**

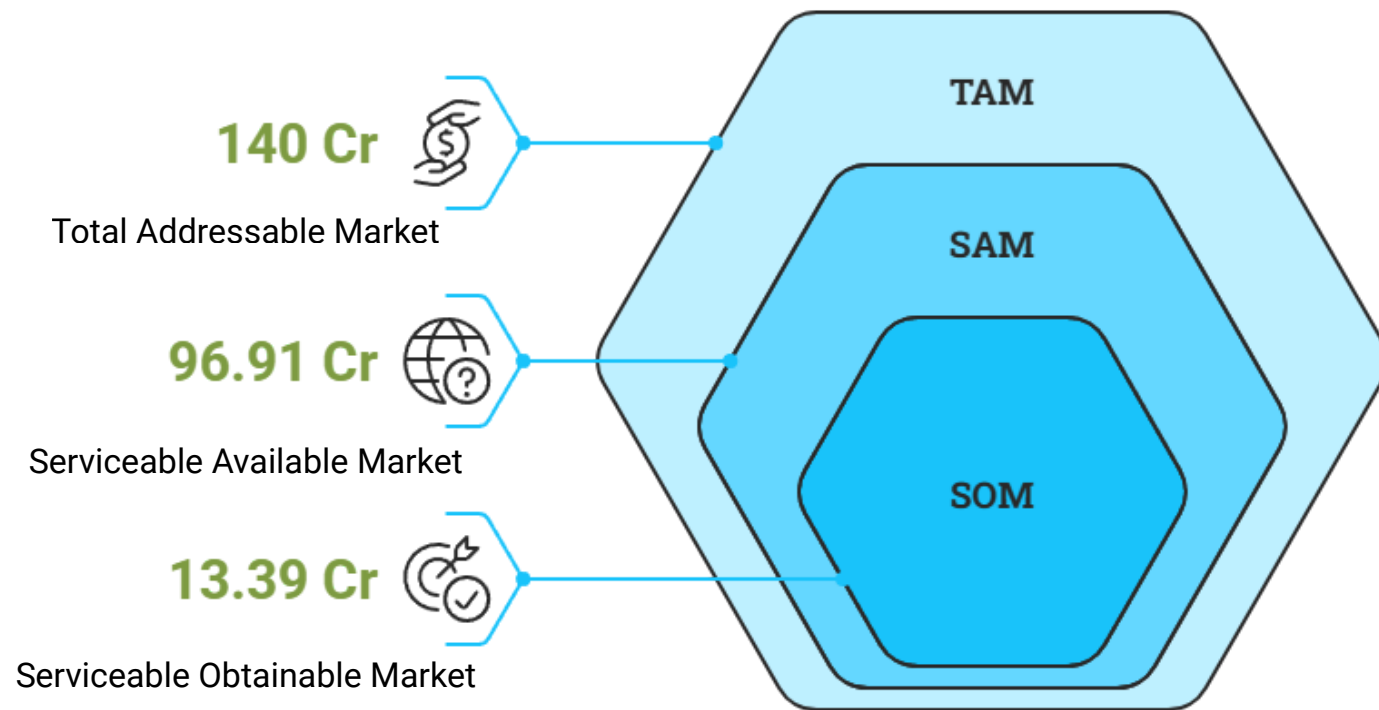


FEASIBILITY AND VIABILITY



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Market Size

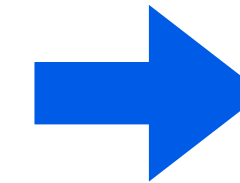


Cost Structure & Revenue Streams

- **Fixed Costs:**
 - Platform Development: Initial and ongoing costs for the apps, dashboard, and AI.
 - Cloud Hosting: Monthly fees for servers and data storage.
- **Variable Costs:**
 - Marketing & Partnerships: Costs for user acquisition and new government tie-ups.
 - Operations: Staff for support and AI model maintenance.
- **Primary Revenue:**
 - Government Subscription: Tiered monthly fees for municipal access to the AI dashboard.
- **Secondary Revenue:**
 - Contractor Service Fee: A small commission on each job facilitated through the platform.

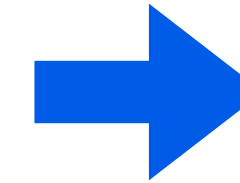
Challenges

AI Integration



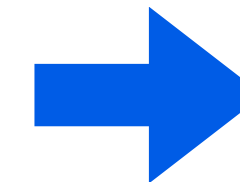
Custom API Development:
Build a backend API that can integrate with various government systems, even older ones, to manage data flow.

Database & Storage



Cloud Scalability:
Utilize cloud services like AWS or Google Cloud for a scalable, pay-as-you-go storage and database solution.

User Adoption



Community Marketing:
Use local channels to reach your target users. This includes partnering with Resident Welfare Associations (RWAs), using local social media groups, and ads in community centers.

For Citizens

- **Empowerment & Accountability:** Gives citizens a powerful tool to report issues and holds the government accountable through transparency.
- **Improved Quality of Life:** Leads to faster resolution of civic issues like potholes and poor sanitation, directly improving community safety and cleanliness.
- **Community Engagement:** Fosters a sense of shared responsibility and civic pride by allowing citizens to contribute to their neighborhood's improvement.
- **Environmental Benefit:** Encourages eco-friendly behavior through the "Civic Rewards" program, promoting a greener city.

For Municipal Staff

- **Increased Efficiency:** Reduces manual work and misdirected reports, allowing staff to focus on actual resolution rather than administration.
- **Data-Driven Governance:** Provides real-time data and analytics on community problems, enabling proactive urban planning and resource allocation.
- **Enhanced Public Trust:** The transparency of the platform helps rebuild trust between citizens and the government by demonstrating that their reports are being heard and acted upon.

For Contractors

- **New Revenue Stream:** Creates a reliable source of business opportunities by directly connecting them to government-funded projects.
- **Economic Empowerment:** Supports small and medium-sized local businesses, contributing to the local economy.
- **Transparent System:** Ensures a fair and transparent process for job allocation, removing previous bureaucratic hurdles.

Sector Analysis

65%

Of citizens are dissatisfied with the speed and feedback of current grievance redressal systems.

24%

Increase in government spending on "Smart City" technology solutions over the last 3 years.

85%

Of urban Indians own a smartphone, enabling mobile-first reporting.

60%

Of everyday civic issues like faulty streetlights or minor water leaks go unreported due to complex procedures.

Primary Research

Research Sample: Annual
Surveys(2)+Articles(1)+
Google Form Responses: 23+...

92%

Of respondents prefer reporting issues via a mobile app over visiting a municipal office.

75%

Of respondents are unsure which specific municipal department to contact for different issues.

85%

Of respondents want real-time status updates and notifications on their reported issues.

References

External Links :-

- [Praja.org](https://praja.org)
- pafindia.org
- [Smart Cities](https://smartcities.gov.in)
- prsindia.org
- [deloitte](https://deloitte.com)
- [Statista](https://statista.com)
- ijcrt.org
- [deloitte](https://deloitte.com)
- [mckinsey](https://mckinsey.com)

Public Views

Feeling that a single complaint lacks impact and is easily ignored by authorities.

Unsure which specific municipal department is responsible for different issues.

Unable to reopen tickets for temporary or poor-quality repairs.

Government Insights

Receiving unstructured complaints from multiple channels (phone, email, social media) is chaotic.

Lack of a centralized dashboard to assign, track, and monitor the status of all open tickets.

Wasting time and resources trying to verify vague complaint locations and details.

PROTOTYPE :-

[Spreadsheet](#)[Website](#)[App](#)[Demonstration Video](#)