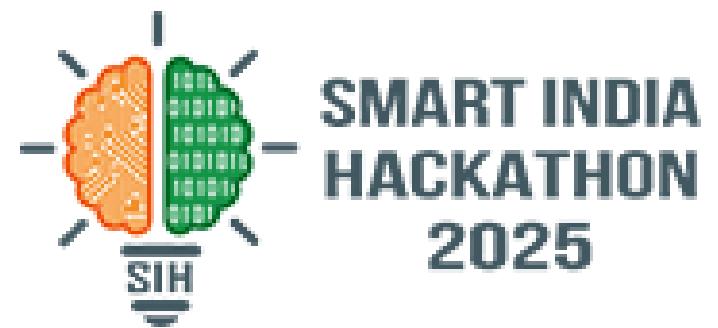


SMART INDIA HACKATHON 2025



TITLE PAGE

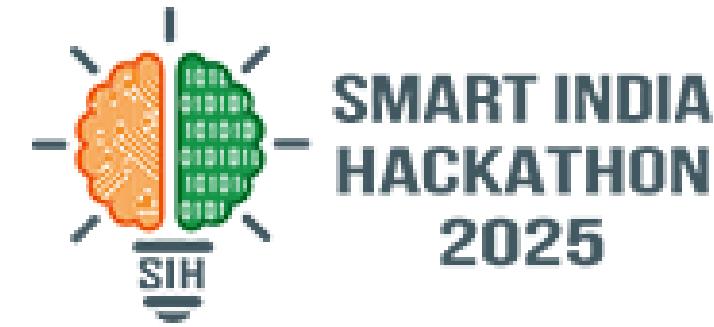
- Problem Statement ID – **25031**
- Problem Statement Title- **Crowdsourcing Civic**

Issue Reporting and Resolution System

- Theme- **Clean & Green Technology**
- PS Category- **Software**
- Team ID-
- Team Name - **Barre Chords**



IDEA TITLE



For Citizens



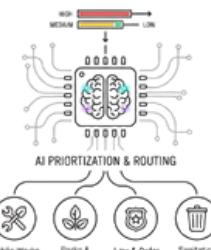
Easy Reporting

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

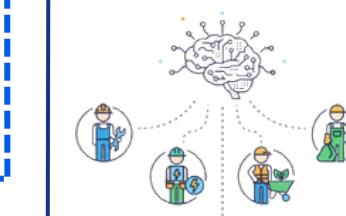
Your report get instantly tagged with a **high, medium, or low priority rating**, so the urgency of the problem is recognized.



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.

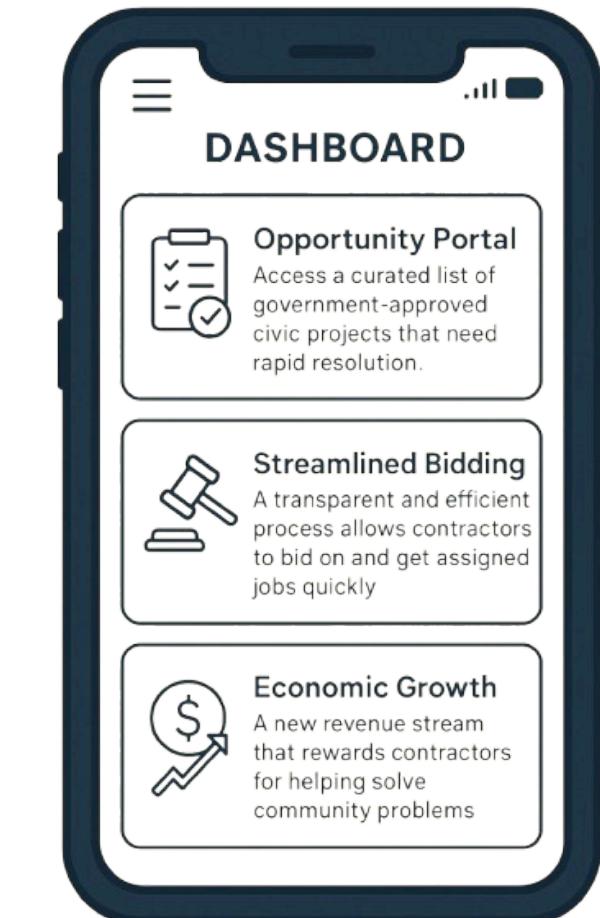
For Municipal Department



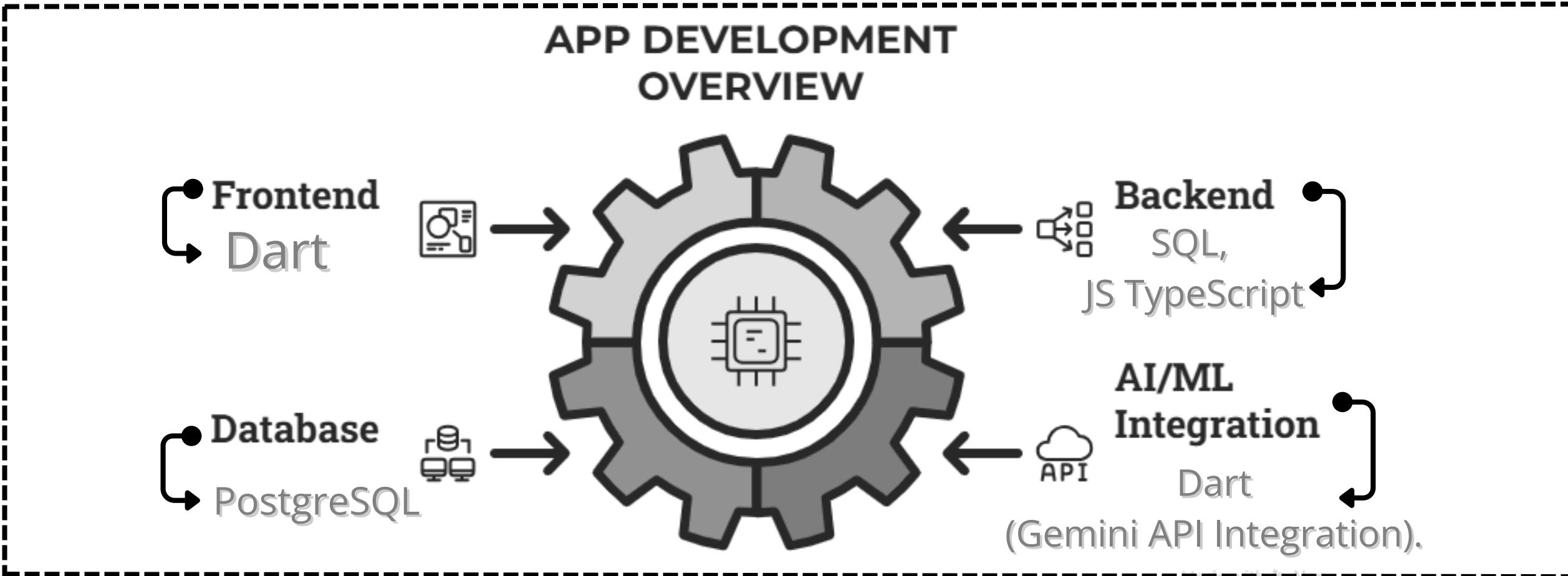
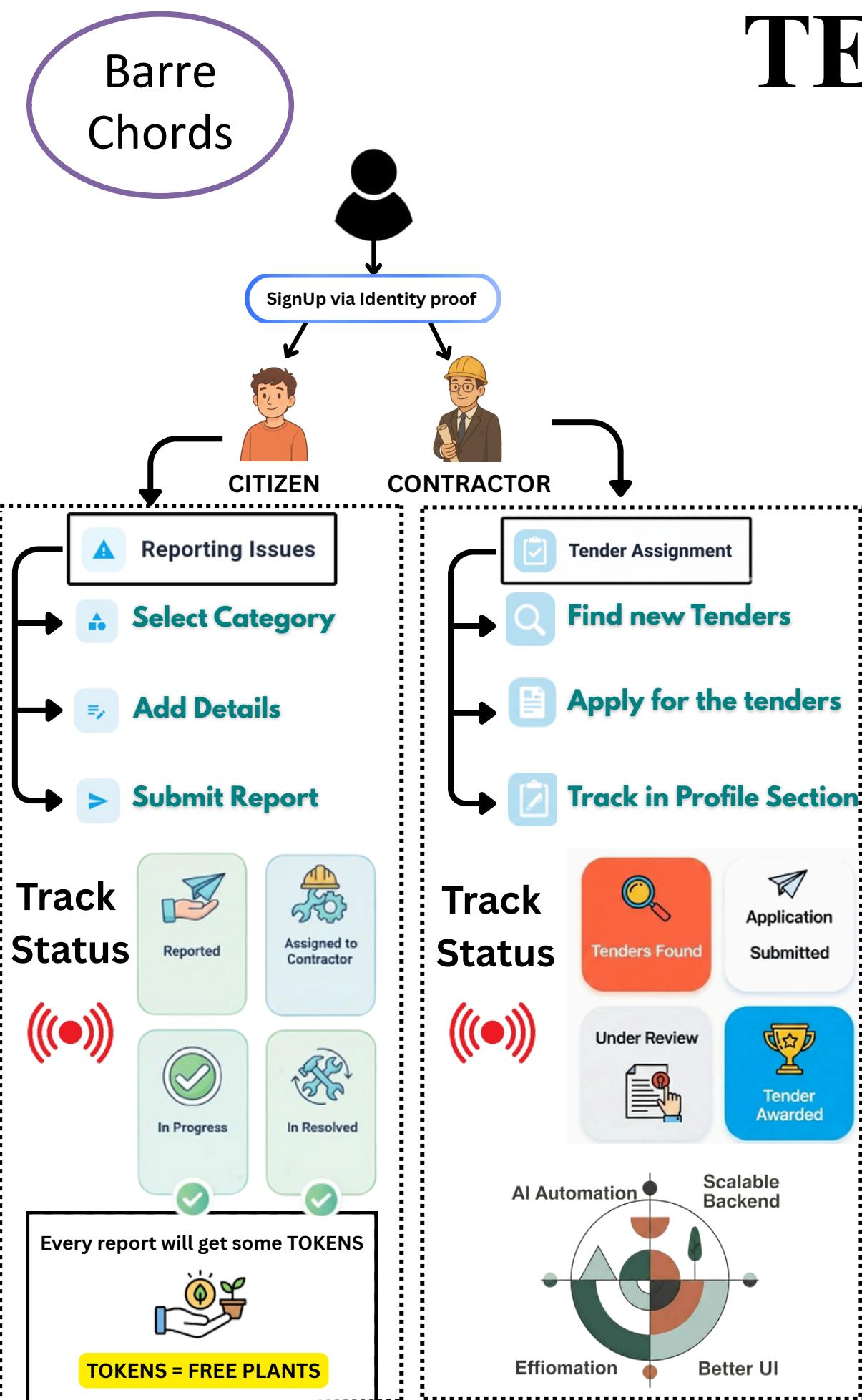
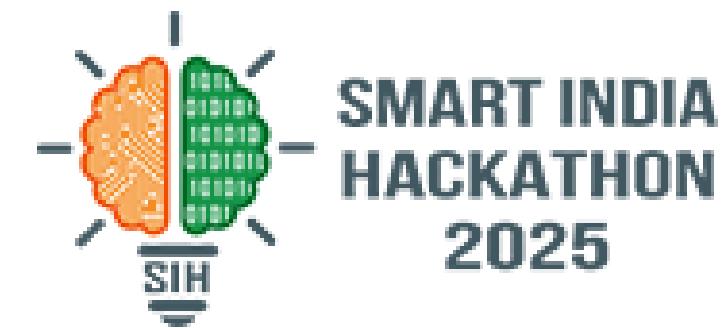
Department Allocation

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

For Contractor

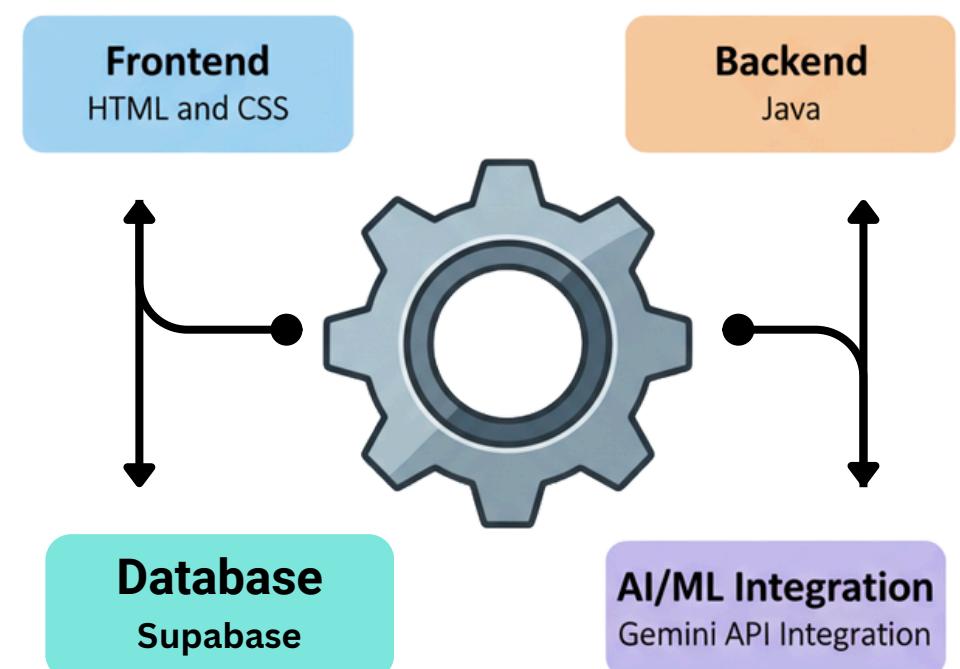


TECHNICAL APPROACH

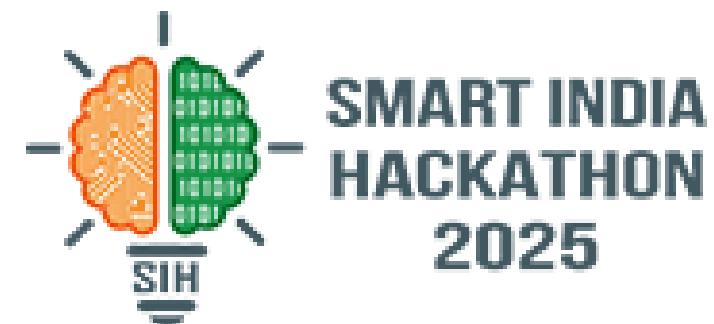


Website (Dashboard) :-

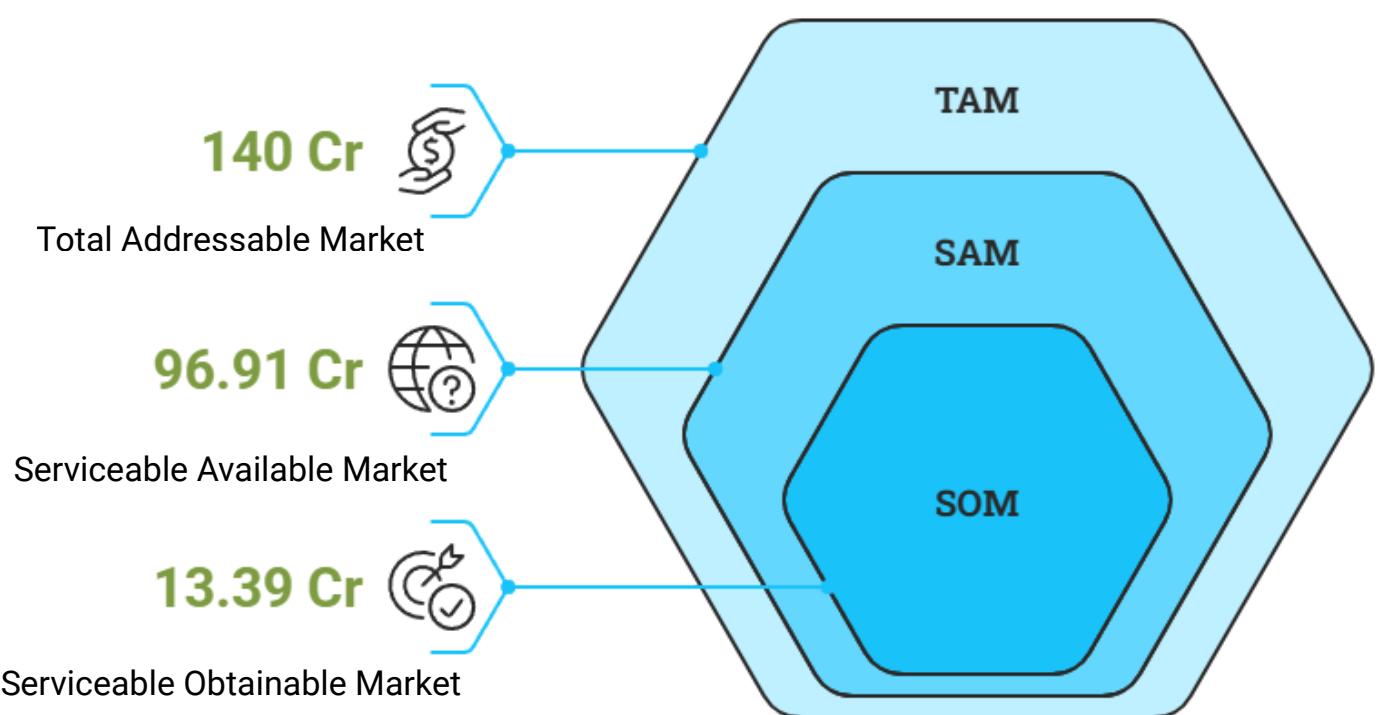
- Frontend :- HTML, CSS, Js**
- Backend:-Supabase**
(PostgreSQL, cloud-hosted)
- API Integration :- JavaScript**
- Deployment :- Cloudflare**



FEASIBILITY AND VIABILITY



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.

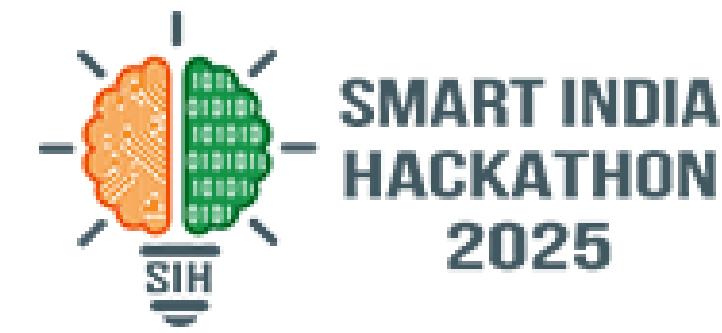
User Adoption

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.

Solutions

IMPACT AND BENEFITS



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.

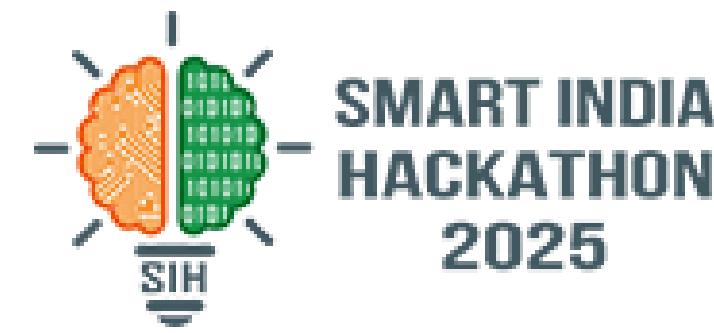
For Municipal Staff

- 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.

RESEARCH AND REFERENCES



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

<i>Research Sample: Annual Surveys(2)+Articles(1)+Google Form Responses: 23+...</i>	
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://www.praja.org)
- pafindia.org
- [Smart Cities](https://smart-cities-india.com)
- prsindia.org
- [deloitte](https://www.deloitte.com)
- [Statista](https://www.statista.com)
- [ijcrt.org](https://www.ijcrt.org)
- [deloitte](https://www.deloitte.com)
- [mckinsey](https://www.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](#)