

Basic Details of the Team and Problem Statement

Problem Statement Title: Smart Civic Issue Reporting System

Team Name: CodeCrafter

Team Leader Name: Tuta Jeevith Swarup

Institute Name: PIET

Track Name: Web 2.0

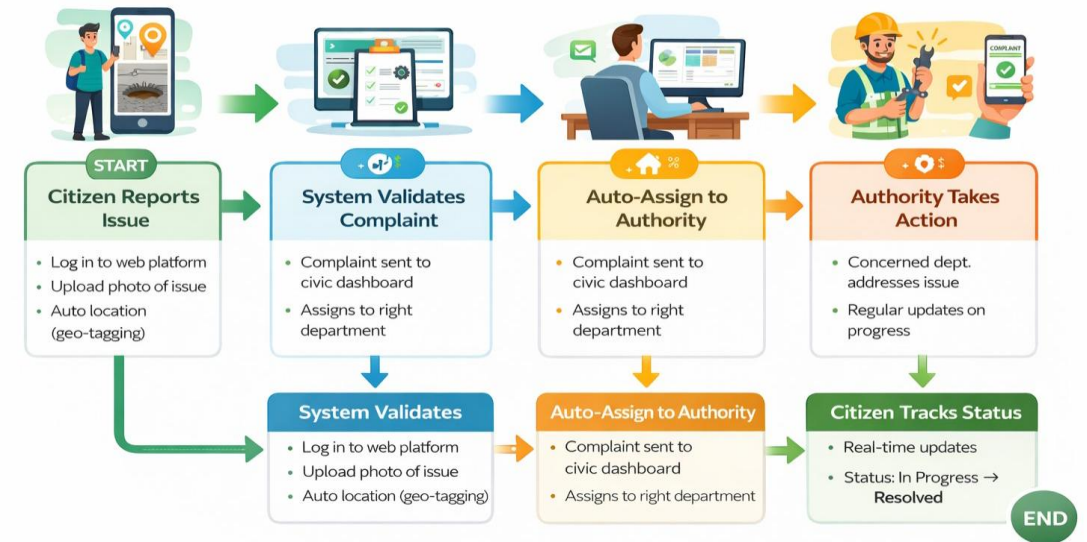
< PU CODE HACKATHON 3.0 >

Idea/Approach Details

Describe Idea/Solution/Prototype:

- A **smart web-based platform** that allows citizens to report civic issues instantly.
- Users can submit complaints with **photo and automatic location (geo-tagging)**.
- The system **automatically assigns** the issue to the concerned civic department.
- Citizens can **track complaint status in real time** (Submitted → In Progress → Resolved).
- Authorities get a **dashboard** to manage, prioritize, and update complaints.
- The system improves **transparency, accountability, and faster issue resolution**.

Smart Civic Issue Reporting System



Describe Technology stack here:

Frontend: HTML, CSS, JavaScript (Responsive Web / Mobile-friendly UI)

Backend: Python (Django / Flask) for complaint handling and APIs

Database: MySQL / PostgreSQL for storing complaints, users, and status

APIs & Tools: Google Maps API (location tagging), Cloud Storage (media upload) ➤

Idea/Approach Details

Use Cases:

- **Citizen Reporting:** Residents report potholes, water leaks, broken streetlights, and drainage issues using their mobile devices.
- **Municipal Monitoring:** Authorities track, prioritize, and resolve issues through a centralized dashboard.
- **Emergency Identification:** Critical issues (major road damage, flooding risks) are flagged for faster response.
- **Public Transparency:** Citizens view nearby reported and resolved issues to stay informed and avoid affected areas.

Dependencies:

- **Internet & GPS availability** for location-based reporting
- **Backend server & database** to store and process complaints
- **Timely response from civic authorities** to update issue status

Show stopper:

- **No internet or GPS access**, preventing issue reporting
- **Lack of authority participation**, causing unresolved complaints
- **Incorrect or incomplete issue data** submitted by users