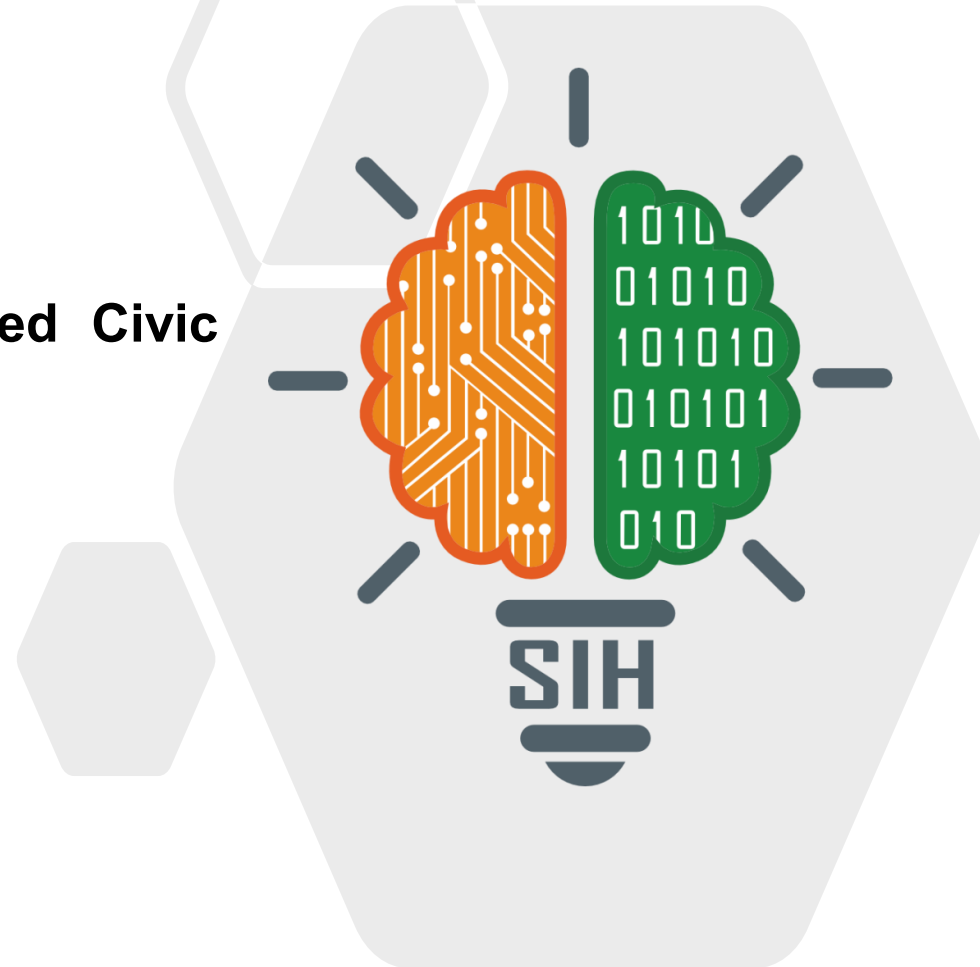


SMART INDIA HACKATHON 2025



- **Problem Statement ID – SIH25031**
- **Problem Statement Title- Crowd-Sourced Civic Issue Reporting and Resolution System**
- **Theme - Clean and Green Technology**
- **PS Category - Software**
- **Team ID - 93**
- **Team Name - NexUrban**



Key Components:

- Citizen Application: Application to report issues with photo, description & GPS, track status.
- Authority Dashboard: Officials panel for auto-categorization, assignment, escalation & resolution.
- Community Features: Public issue map, voting to prioritize, citizen feedback post-resolution.

Problem Solution:

- Creating a user-friendly reporting & monitoring system.
- Transparency via public dashboards & live tracking.
- Faster response with auto-routing & escalation.
- Data-driven governance & preventive planning.

Innovation & Uniqueness:

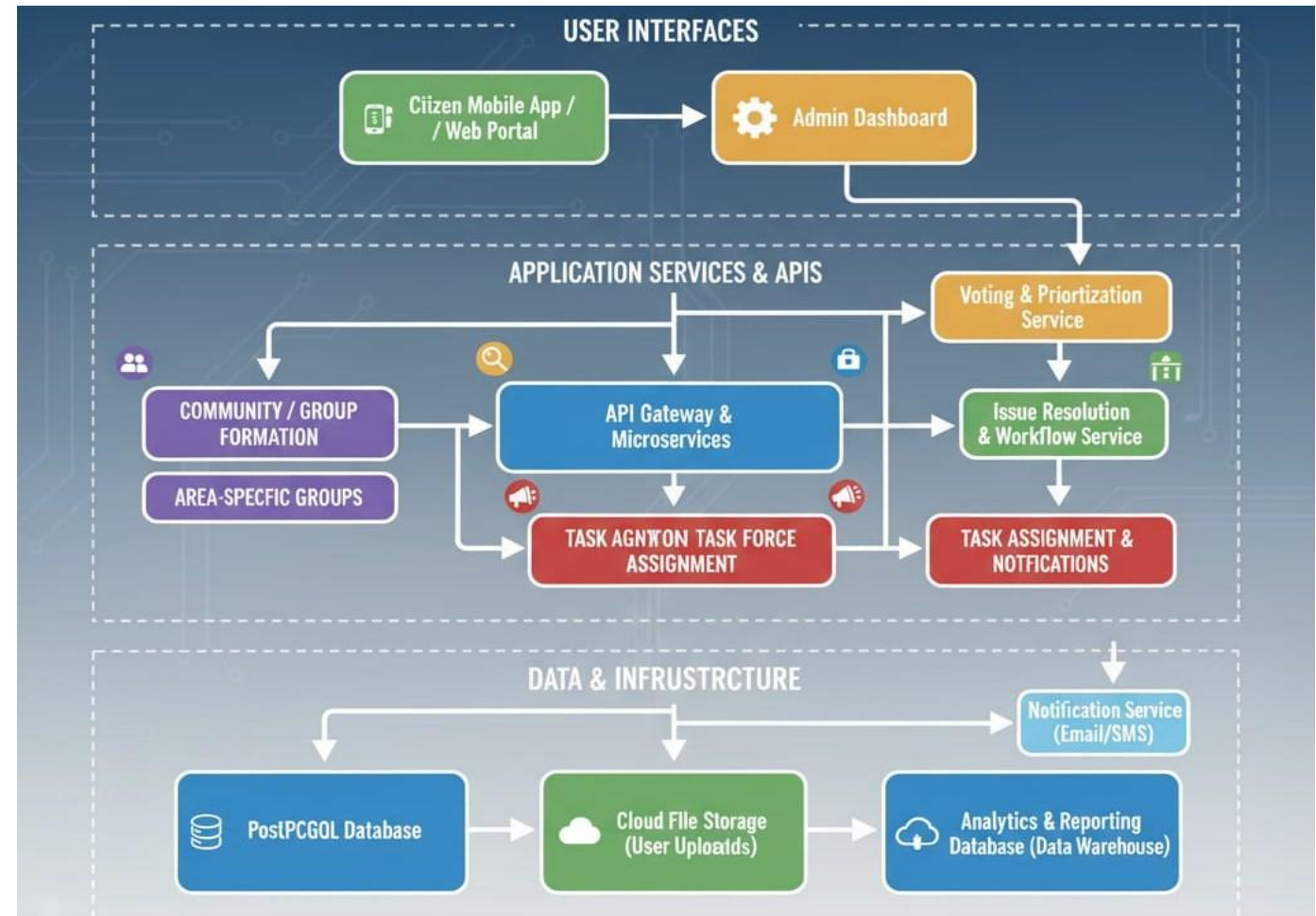
- Crowdsourced Governance: Empowers citizens beyond inspections.
- Transparency by Design: Public visibility ensures accountability.
- Prioritization based on voting : Public voting for prioritization.
- Community Voting: Citizens support boosts priority of urgent issues.

Crowdsourced Civic Issue Reporting and Resolution System

Technologies Used :

Frontend
Flutter
React.js
Backend
Node.js
Storage and Database
RDS
S3
Services
SNS
SES
AWS Location

Architecture :



FEASIBILITY AND VIABILITY

Feasibility of the Idea

- GPS & images
- Cloud Platform
- Smart City boost/digital adaption
- User friendly design/transparent dashboard

Technical Risks/Challenges

- Fake reports/GPS errors
- Maintenance cost
- Rural connectivity
- Citizen engagement

Strategies/Method to Overcome

- GPS validation
- Cloud hosting
- Offline support
- Citizen reward

IMPACT AND BENEFITS

For Citizens

- ❖ Quick reporting
- ❖ Transparent Tracking
- ❖ Citizen empowerment.

For Authorities / Government

- ❖ Real-time insights
- ❖ Complaint deduplication
- ❖ Policy analytics

For Society

- ❖ Cleaner cities
- ❖ Better living
- ❖ Smart India boost

Scalability & Future

- ❖ Nationwide expansion
- ❖ Centralized platform
- ❖ Smart city integration

• References

[1] Walwadkar, Dnyanesh, Jayesh Patil, Mujahid Hussain, and Saurav Yadav. "Smart Civic Issue Reporting System."

- A mobile **Android application** through which citizens can report various infrastructure or environmental issues (road damage, street lights broken, trash overflow, etc.) to the relevant municipal authorities.
- [2] Flores, Carla Cavichiolo, and Denis Alcides Rezende. "Crowdsourcing framework applied to strategic digital city projects." *Journal of Urban Management* 11, no. 4 (2022): 467-478.
- The paper aims to develop an original crowdsourcing framework specifically designed for strategic digital city projects. The focus is on enhancing civic engagement and improving urban governance through collaborative digital platforms.
- [3] Chakraborty, Dipanjan, Mohd Sultan Ahmad, and Aaditeshwar Seth. "Findings from a civil society mediated and technology assisted grievance redressal model in rural India." In *Proceedings of the Ninth International Conference on Information and Communication Technologies and Development*, pp. 1-12. 2017.
- The paper aims to develop an original crowdsourcing framework specifically designed for strategic digital city projects. The focus is on enhancing civic engagement and improving urban governance through collaborative digital platforms.
- [4] Martin, Daniela. "Crowdsourcing the Public Participation Process for Planning Projects,"
- The paper explores the potential of cloud sourcing as a model to enhance public participation in urban planning projects it examines how web based platforms can harness collective intelligence to improve decision making processes.