

# Project

To help the cause of SDG11, A software to connect government authorities of specific regional location to the citizens of that location

## Vision

To flag the government authorities the core problems that people face in their day to day life. And help increasing life standards by rewarding the habit of cleanliness while also assuring the government authorities awareness of every little detailed problem of a specific region, Hence a stronger connection between the authorities and the citizens for building a sustainable society

## Details

### **Login & Role Detection**

- System automatically detects if the login is an admin or a citizen account.
- If a citizen doesn't exist in the database, they are redirected to register; otherwise, they log in directly.

### **Event Section (Admin Side)**

- Admins can create charitable events that need volunteers.
- Events are location-specific, matching volunteers from the required region.

### **Reward System (Admin Side)**

- Tracks top contributors in each region based on issue reporting and volunteering.
- Annual seminar organized to reward these contributors with recognition and prizes.

### **Emergency Notifications (Admin Side)**

- High-priority alerts emailed to admin if not logged in.
- Clicking notification opens the map with problem location, photos, and videos.

### **Normal Problems (Admin Side)**

- Divided into two views: issue list and heat map of reported issues.
- Each issue shows location, photos, and descriptions when selected.

#### **Verification Panel (Admin Side)**

- Admin verifies issues by contacting nearby numbers for authenticity.
- Verified users get confirmation emails about their problems being checked.

#### **Department Assignment (AI-assisted) (Admin Side)**

- AI suggests the most relevant department (fire, health, police, etc.) for an issue.
- Admins can override and assign to other listed departments if needed.

#### **Progress Status Tracking (Admin Side)**

- Assigned departments update their issue progress (e.g., “help incoming”).
- Citizens can monitor updates on their submitted problems.

#### **Citizen Section**

- If new, citizens register with ID, name, and address (Google Maps coordinates).
- Existing citizens log in directly, with automatic account recognition.

#### **Citizen Features**

- Citizens can track issue progress, submit issues, and contribute to events or cleanup.
- Contribution system is split into monetary rewards and volunteer recognition.

#### **Contribution & Rewards**

- Keeping the area clean: Citizens deposit plastic waste in vending machines, earn points, and redeem them for monetary rewards.
- Volunteering & issue submission: Earns points toward the annual top contributor recognition, not monetary value.

### ► Issue Submission

- Citizens choose between emergency and non-emergency issue types.
- System auto-captures phone number (non-editable) and email, while location can be manually adjusted.

### 📷 Media & Description

- Users upload or capture photos/videos with descriptions for better clarity.
- Emergency issues notify admins instantly, while non-emergencies go into the regular issue pool.

Disclaimer this is a very short summary of the project, for the time constraints

### Tech Stack

- React Js
- Express Js
- MySQL
- Deployment(not fixed) but could be vercel/railway.app
- Auth is JWT secured
- OpenAi models will be used for the Ai implementaions