

CiviSync Platform

Official Documentation & System
Architecture

Executive Summary

CiviSync is a next-generation civic technology platform designed to bridge the critical gap between citizens, municipal authorities, and community NGOs. By utilizing smart automation, real-time geographic tracking, and unparalleled budget transparency, CiviSync eliminates bureaucratic bottlenecks and empowers communities to directly improve their urban environment.

Multi-Tier Role Architecture

CiviSync dynamically adapts its UI, capabilities, and database read/write permissions based on the user's role. This is managed securely via Supabase Authentication.

| Role Type | Access & Capabilities |
|------------------|--|
| Citizen | Report issues, upvote community reports, earn Civic Points, redeem rewards, view maps, and pledge NGO volunteer support. |
| Authority Admin | Municipal access to update issue statuses, manage department budgets, view statistical analytics, and generate PDF action reports. |
| State Government | High-level portal to review SLA-breached issues, track multi-level escalations, and issue digital showcause notices. |
| Super Admin | Root-level access to the immutable Audit Trail, logging every database transaction, status change, and user registration globally. |

Authentication & Security

Dual-Layer Login Engine

Users can access the system via traditional passwords, secure Social OAuth (Google, Facebook, LinkedIn integrations), or via our robust EmailJS-powered "Passwordless OTP" system.

Anti-Freeze Failsafes

CiviSync's login engine features custom-built `Promise.race()` timeouts. If the database connection drops or browser limits are reached, the system intelligently defaults to a local bypass mode to ensure authorities are never locked out of critical infrastructure.

The Reporting Workflow

We engineered the reporting process to be as frictionless as possible, ensuring citizens can log an issue in under 30 seconds.

1 Intelligent Geo-Uplink

The web app utilizes the HTML5 Geolocation API to scan satellites and lock onto the user's exact coordinates. This eliminates the need for manual address typing and ensures crews are dispatched to precise lat/lng locations.

2 AI Categorization & Voice Dictation

Users can dictate their issue using the integrated Web Speech API. As they speak, local AI algorithms parse keywords (e.g., "pothole", "wire", "pipe") to automatically lock the category and route the ticket to the correct department.

3 Media Compression

Client-side HTML Canvas rendering is used to immediately compress photographic evidence before upload, saving bandwidth and database storage costs.

Community Engagement

Interactive Leaflet Maps

All reported issues are plotted on a live map. If an issue is marked as 'In Progress', citizens can watch an animated maintenance truck moving toward the location.

Upvote Prioritization

Citizens can "Upvote" existing issues rather than creating duplicates. High upvotes artificially increase the priority level of a ticket.

Local CiviBot Assistant

A floating, rule-based chatbot is available on all citizen screens. CiviBot can answer FAQs, provide direct links to the NGO Hub, and rapidly navigate the user to different tools without touching the navigation bar.

Gamification: Civic Points System

To incentivize proactive community behavior, CiviSync includes a comprehensive gamification economy linked directly to the user's database profile.



Report Issue
+10 Points



Adopt Project
+50 Points



Unlock Badges
At 500 Points

Reward Redemption: Points are not just for show. Users can navigate to the Points Hub and redeem their balance for real-world municipal perks, such as a "1-Day Free Metro Pass" or "Premium Library Access." Redeeming deducts points and updates the immutable point history ledger.

Public Leaderboard: A global leaderboard ranks the most active citizens and NGOs, fostering healthy competition among community members to keep their neighborhoods clean.

The NGO & Partner Hub

The most unique aspect of CiviSync is how it handles municipal failures. When a government runs out of money, standard systems simply delete or ignore the issue. CiviSync tags it as "Budget Constrained" and routes it to the public NGO Hub.

Community Adoption Form

Private citizens, local businesses, or registered NGOs can view unfunded map issues and click "Volunteer / Adopt". They can pledge financial donations, raw materials, or physical manpower. The system then automatically emails the proposal directly to the municipal authority via EmailJS, bridging private resources with public needs.

Municipal Management

The Authority Dashboard provides a control center for city officials to manage incoming tickets, allocate budgets, and update the public.

Live Metric Cards & HP Tracking

The dashboard displays real-time counts of Total, Pending, and Resolved issues. It features a dedicated "High Priority" list that constantly floats critical issues (like broken drainage near schools) to the top of the queue.

Budget Allocation System

Admins have access to a dedicated Budgeting panel. Here they view their total annual budget vs. allocated funds. They can review issues tagged as "Pending Budget" and click "Approve Funds." This updates the database, changes the status to 'In Progress', and updates the timeline for the citizen.

Data Analytics & Reporting

To assist in quarterly reviews and resource allocation, CiviSync features a deeply integrated Analytics Engine powered by Chart.js.

Visual Datasets

Includes Status Doughnut charts, Priority Pie charts, Department Bar graphs, and a 7-day Line graph showing resolution trends.

Dynamic Client-Side PDFs

Admins can instantly generate and download formatted PDF "Escalation Reports" using html2pdf.js for offline physical meetings.

Public Transparency Meter

To build trust, certain admin metrics are pushed to the public Transparency Page. Citizens can see the city's "Average Resolution Time", the "Best Performing Department", and exactly which neighborhoods are suffering the most delays.

Automated Escalation Matrix

CiviSync ensures no issue is ever forgotten by employing a strict, time-based Service Level Agreement (SLA) cron-engine.

The Government Action Portal

When an issue breaches 7 days (Level 2) or 15 days (Level 3), it is automatically ripped from the local authority dashboard and pushed to the State-level Government Portal.

Showcause Automation: From this portal, state officials can generate automated, legally-formatted "Showcause Notice" PDFs, which are immediately emailed to the negligent local department demanding answers.

Citizen Legal Empowerment (RTI)

If an issue surpasses a massive delay (e.g., 30+ days), the platform unlocks a hidden feature for the citizen who reported it: **File RTI Draft**. With one click, CiviSync generates a fully formatted Right To Information Act (RTI) PDF draft containing their issue ID and coordinates, ready to be mailed to the courts.

Super Admin & Immutable Logging

Central User Management

The Super Admin dashboard provides a birds-eye view of every registered user in the database, displaying their Name, Email, assigned RBAC Role, and Total Points.

Live Audit Trail

Transparency applies to the administrators as well. Every critical action—logging in, changing an issue status, approving funds, or manual escalation—is logged in the `audit_logs` database table. The Super Admin panel streams this feed live, ensuring perfect administrative accountability.

Technical Stack & Dependencies

CiviSync is built as a lightweight, lightning-fast Single Page Application (SPA) natively utilizing the browser's capabilities alongside powerful remote BaaS (Backend-as-a-Service) APIs.

| Technology | Implementation Purpose |
|----------------------------------|--|
| Vanilla JS (ES6+) | Handles all routing, state management ('sessionStorage'), asynchronous API calls, and DOM manipulation without heavy frameworks. |
| Supabase | Provides PostgreSQL database architecture, RESTful API endpoints, and secure OAuth/Email authentication services. |
| Leaflet.js & Map Data | Renders the interactive maps, custom CSS markers, and handles the coordinate plotting for issue locations. |
| GSAP (GreenSock) | Powers the high-performance UI animations, scroll-triggered reveals, and the logic for the animated "In Progress" dispatch trucks. |
| EmailJS | Facilitates serverless email dispatching for OTPs, NGO proposals, and resolution receipts. |
| Chart.js & HTML2PDF | Renders statistical analytics and allows client-side generation of complex DOM nodes into downloadable PDF files. |

Integrations & Automations Panel

The platform is designed to be easily hooked into existing city infrastructure. The Integrations Panel allows authorities to view active API webhooks.

- **CRM Syncing:** Syncing user emails to Mailchimp for city newsletters, or pushing NGO leads into HubSpot.
- **Calendar Sync:** Synchronizing 'In Progress' schedules to Google/Outlook Calendars for municipal repair crews.
- **Workflow Toggles:** Admins can easily toggle automated functions on and off, such as "Auto-Welcome Emails" or "Automated Event Confirmations."

Future Project Roadmap

HACK OVERFLOW envisions scaling CiviSync far beyond its current web capabilities. Our roadmap for the next major versions includes:

Smart City IoT Integration

Connecting physical city infrastructure (like smart streetlights and water pressure sensors) to automatically generate CiviSync tickets without requiring human intervention.

Blockchain Audit Trail

Decentralizing the municipal fund logs and timelines to guarantee 100% tamper-proof financial accountability for taxpayers.

Multi-Lingual Voice AI

Expanding the Voice Dictation feature to auto-translate regional dialects and regional languages directly to standard English for the central authority dashboards, breaking all language barriers in civic reporting.