Citizen Service Portal (CSP) - Documentation

# Abstract

Citizen Service Portal is a unified web–mobile platform that connects citizens with government social welfare schemes and basic healthcare services in one place. The portal verifies eligibility, recommends matching benefits (pensions, scholarships, food security, insurance), and enables paper‑light applications using Aadhaar/eKYC. For healthcare, it offers e‑OPD tokens, tele‑consultation slots, nearby clinic/hospital discovery, and digital health records using consent. A multilingual interface and assisted kiosks ensure access for rural and low‑literacy users. The backend integrates open registries, grievance tracking, alerts, and analytics to improve transparency and service delivery.

# Problem Statement

Citizens face fragmented information about welfare schemes and healthcare services. Eligibility checks and applications are complex, time‑consuming, and paper‑heavy. Healthcare queues, limited doctors, and poor last‑mile visibility reduce service quality. Lack of multilingual support and digital literacy barriers exclude vulnerable groups.

# Proposed Solution

Smart eligibility recommendations, one‑click apply & track, healthcare access (e‑OPD tokens, tele‑consult booking), grievance & feedback, multilingual support, notifications, and analytics dashboards.

# Target Users & Beneficiaries

Low‑income families, elderly, students, differently‑abled, frontline staff (ASHA/ANM workers), government departments (Social Welfare, Health, Women & Child, Education), NGOs.

# Key MVP Features

* Account creation with OTP/Aadhaar eKYC
* Profile wallet
* Scheme discovery
* Application wizard
* e‑OPD token issuance
* Facility finder
* Grievance module
* Admin portal

# System Architecture

Client: React/React Native  
API Gateway: REST/GraphQL  
Services: Eligibility Engine, Workflow, Healthcare Scheduling, Notifications, Document Service, Consent Ledger, Analytics  
Data Stores: PostgreSQL, Redis, Object Storage  
Integrations: DigiLocker, ABDM registries, Maps API

# Tech Stack

Frontend: React/Next.js, Tailwind, PWA  
Mobile: React Native  
Backend: Node.js/Python  
Database: PostgreSQL, Redis  
DevOps: Docker, GitHub Actions, Kubernetes (optional)

# Impact Metrics

* Eligibility coverage
* Turnaround time
* Reduced PHC queue times
* Tele‑consult utilization
* Grievance resolution time
* Satisfaction scores

# Implementation Plan

1. Day 1: MVP scope & setup
2. Day 2: Build eligibility engine & application wizard
3. Day 3: Add e‑OPD flow, notifications, dashboards
4. Stretch goals: OCR, language toggle, kiosk operator mode, WhatsApp bot

# Future Roadmap

Integration with ABDM for health records, ePrescription to pharmacies, beneficiary wallet with QR ID, AI chatbot for triage, and geospatial analytics.

# UML Diagram

The UML diagram for the Citizen Service Portal is shown below:

[Insert UML Diagram Image Here]