



नागरिक Samadhan

Transparent Civic Issue Management Platform

Team Name- BYTE BUSTER

Domain-OPEN INNOVATION TRACK

Nagrik Samadhan is a transparent digital platform where citizens report civic issues and track their resolution by the government from start to finish.

Team Members

- 1. Saswat Dutta
- 2. Prabhakar Shukla
- 3. Aditya Kumar
- 4. Dharitri Padhy

What problem are we solving?

01

Civic issues today are:

- Opaque
- Slow
- Unaccountable

02

Citizens don't know:

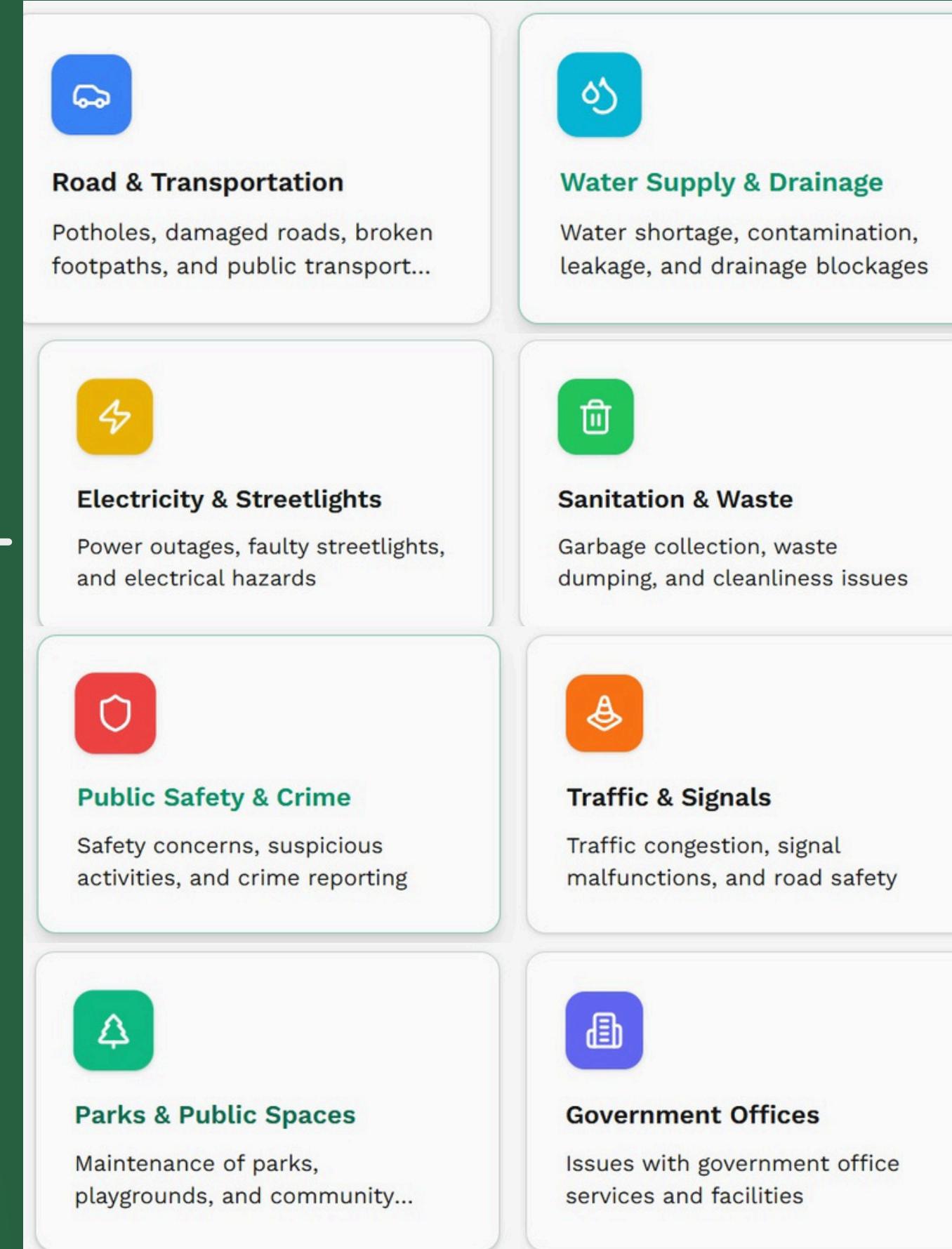
- Who is responsible
- How much money is approved
- Whether work is actually done

03

Who suffers?

- Citizens (ignored complaints)
- Honest officials (no visibility)
- Governments (loss of public trust)

No single trusted platform with end-to-end transparency



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Proposed Solution

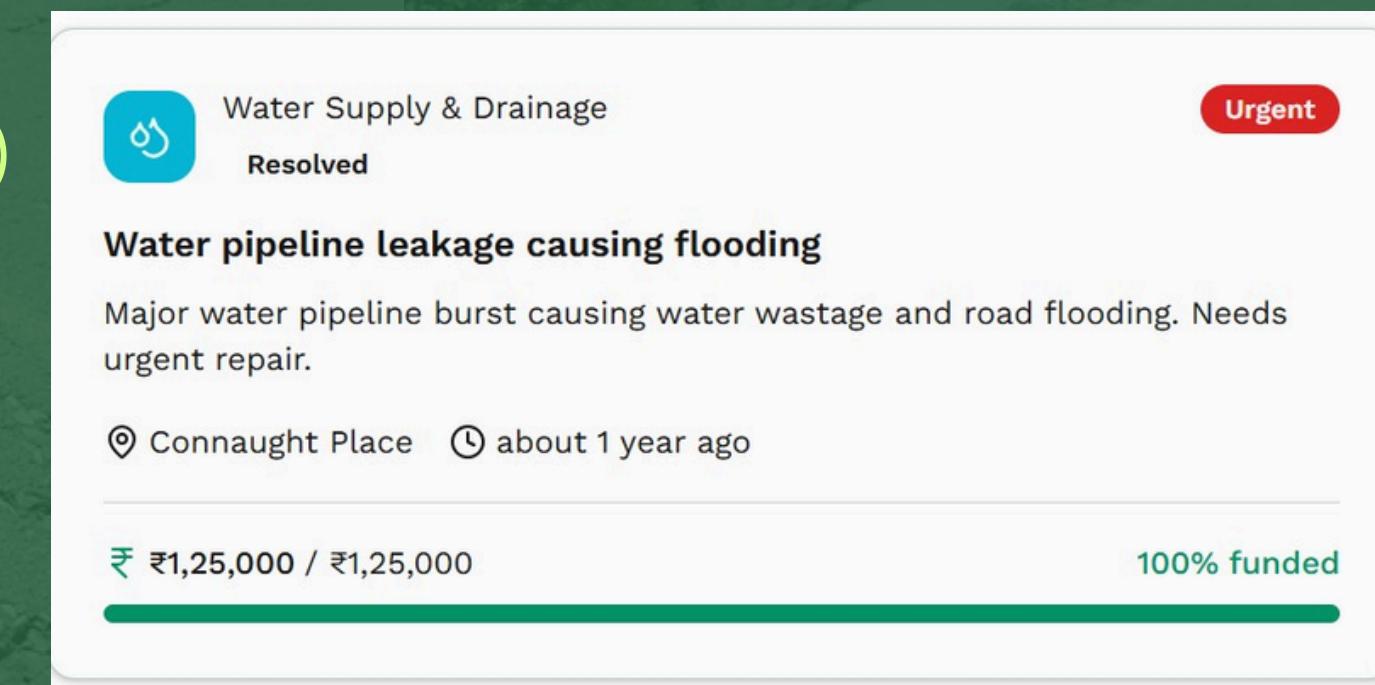
Our Core Idea : A single transparent civic platform where every issue follows a fixed, public workflow:

Why better than existing apps?

- Mandatory authority routing (no manual bypass)
- Public ₹ INR cost & fund visibility
- Citizen + government + community in one loop
- Post-resolution physical verification
- Immutable audit logs

Tradeoff:

- Slightly slower approvals → Much higher trust



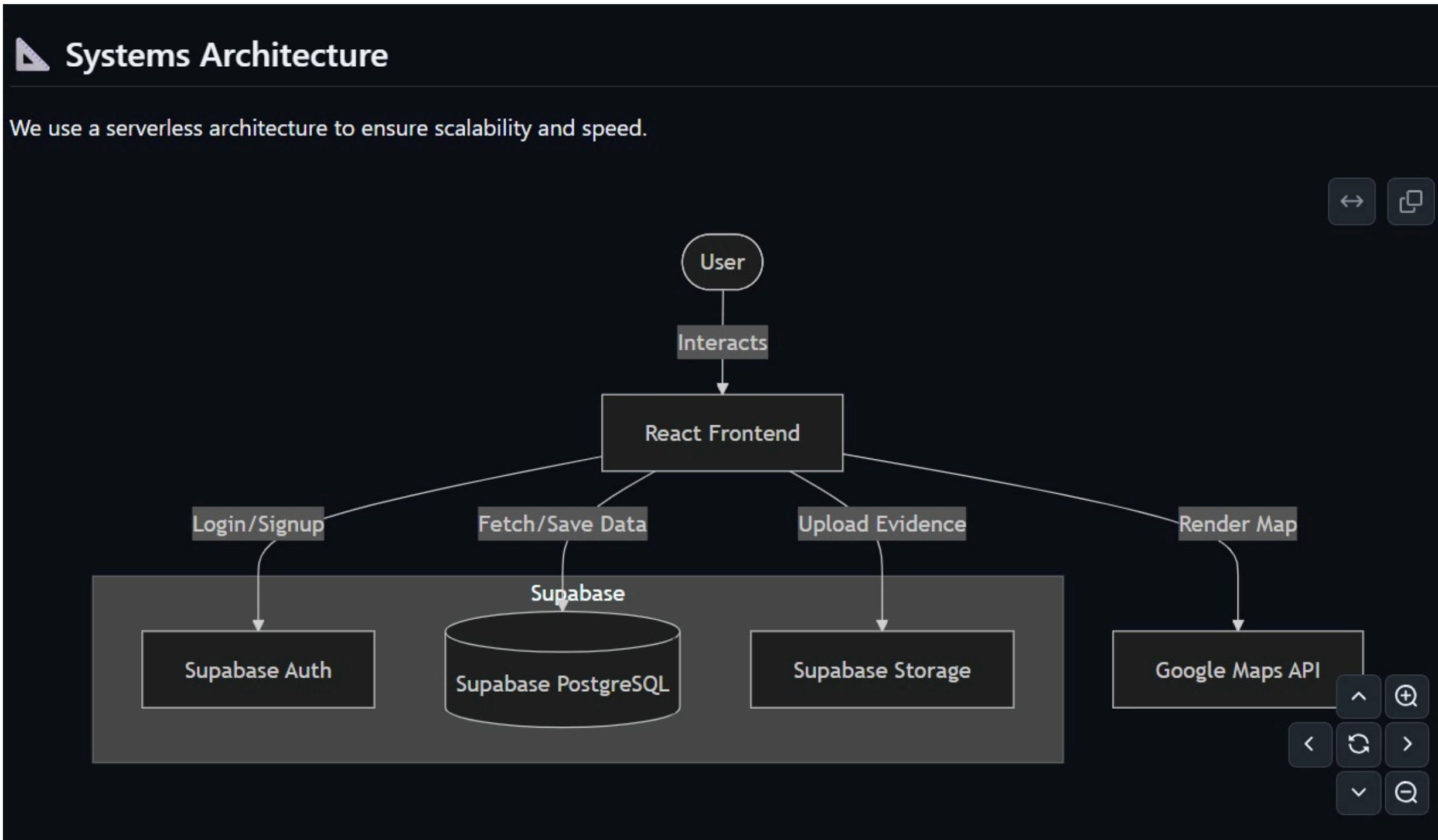
Reported → State Reviewed → Municipal Verified → Cost Approved → Funded → In Progress →
Resolved → Reviewed

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नागरिक Samadhan

Technology and Architecture



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IMPLEMENTATION AND RESULTS

[Login](#) [Sign Up](#)

Create an account

Sign up to report issues and participate

[Sign up with Google](#)

OR SIGN UP WITH

Phone Number
+91 Enter 10-digit number

Sign up with Phone

OR USING EMAIL

Email
you@example.com

Password
Create a password

[Create Account](#)

[Login](#) [Sign Up](#)

Welcome Back

Login to track your reported issues and earn rewards

[Continue with Google](#)

OR CONTINUE WITH

Phone Number
+91 Enter 10-digit number

[Send OTP](#)

OR USING EMAIL

Email
you@example.com

Password
Your password

[Login with Email](#)

[Forgot password?](#)

Browse Civic Issues

Reported issues by citizens across the city

Road & Transportation

Potholes, damaged roads, broken footpaths, and public transport issues

Water Supply & Drainage

Water shortage, contamination, leakage, and drainage blockages

Electricity & Streetlights

Power outages, faulty streetlights, and electrical hazards

Sanitation & Waste

Garbage collection, waste dumping, and cleanliness issues

Public Safety & Crime

Safety concerns, suspicious activities, and crime reporting

Traffic & Signals

Traffic congestion, signal malfunctions, and road safety

Parks & Public Spaces

Maintenance of parks, playgrounds, and community areas

Government Offices

Issues with government office services and facilities

Public Toilets & Hygiene

Public toilet maintenance and hygiene

Environmental Issues

Pollution, illegal tree cutting, and water body

Animal Welfare

Stray animals, animal cruelty, and wildlife

Other Issues

Issues not covered by other categories

My Issues History

Track the status of issues you have reported

2 TOTAL REPORTED

0 RESOLVED

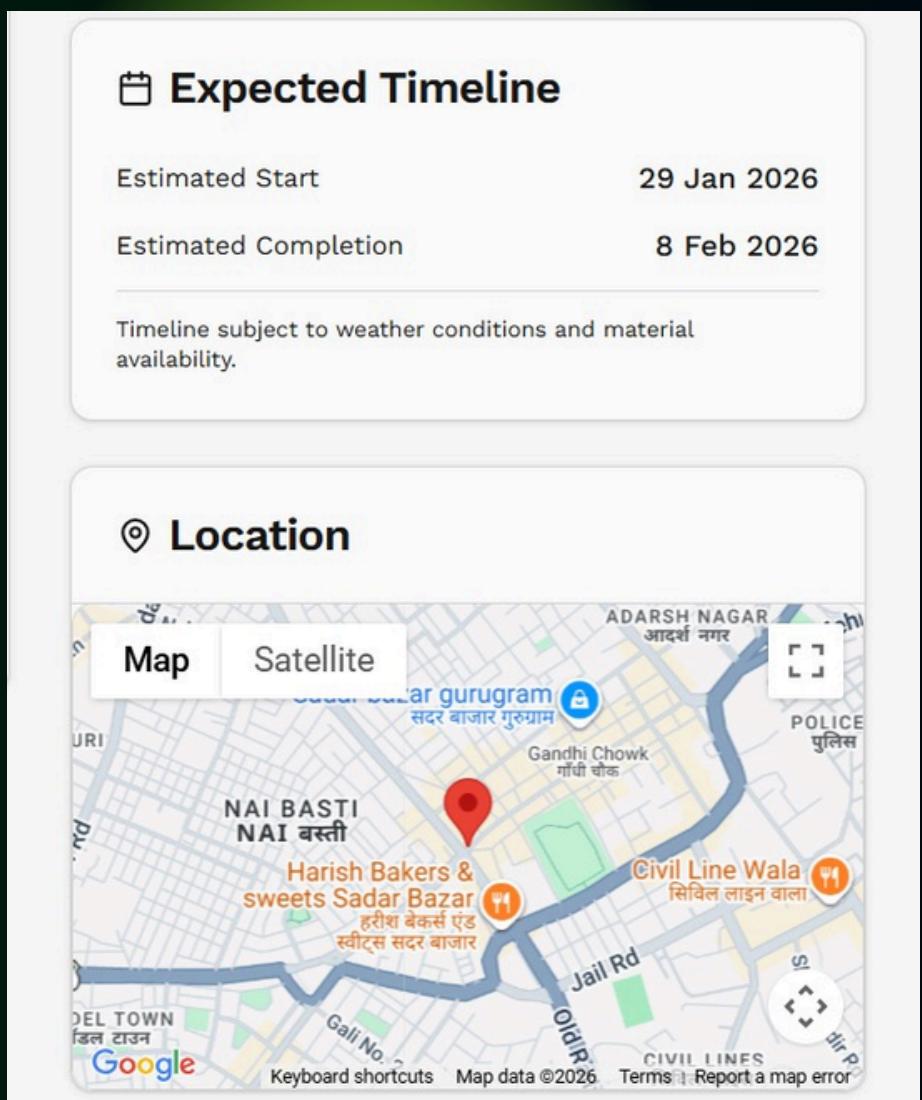
2 PENDING

 **transformer issue** URGENT

power cut for a long time due to transformer issue

Electricity & Streetlights less than a minute ago

Reported



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Conclusion and Future Scope

Nagrik Samadhan is a transparent civic issue platform where citizens report problems with live map location, and issues move through a fixed government workflow with public tracking and ₹ INR cost visibility.

Impact

- Improves accountability and reduces corruption
- Ensures faster resolution with SLA monitoring
- Enables community funding + citizen rewards

Challenges

- Jurisdiction-based routing
- Privacy masking for uploaded media
- Secure payments and escrow handling

Future Scope

- AI-based issue prioritization
- Blockchain audit trail integration
- Multilingual support and smart city dashboards

