AI for Bharat Hackathon

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Problem Statement : Citizens struggle with fragmented portals, misrouted complaints, and delayed responses, while governments lack real-time visibility into infrastructure risks and public grievances. A unified AI-powered interface is needed to verify, route, and monitor civic and grievance issues efficiently and inclusively.
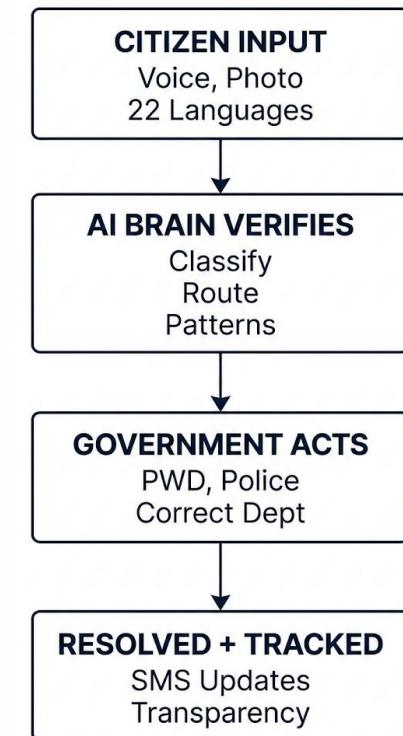
JAN-DRISHTI: AI-POWERED UNIFIED CIVIC INTELLIGENCE PLATFORM

Jan-Drishti is an **AI-native governance intelligence layer** that transforms citizen inputs into verified, structured, and actionable signals for government systems.

Instead of being just another complaint portal, Jan-Drishti uses AI to:

- Verify infrastructure issues using computer vision

- Understand voice complaints in **22 Indian languages**

- Automatically **route issues** to correct departments

- Detect patterns and early **infrastructure risks**

- Provide real-time feedback and transparency to citizens

Outcome: Faster response, early risk detection, and inclusive governance for every citizen.

CITIZEN INPUT
Voice, Photo
22 Languages

↓

AI BRAIN VERIFIES
Classify
Route
Patterns

↓

GOVERNMENT ACTS
PWD, Police
Correct Dept

↓

RESOLVED + TRACKED
SMS Updates
Transparency

HOW IS IT DIFFERENT?

Existing systems:

1. Passive complaint forms
2. Manual routing
3. No verification
4. No pattern intelligence

Jan-Drishti:

1. AI verifies, understands, prioritizes, and routes automatically
2. Converts raw citizen input into actionable government intelligence

HOW IT SOLVES THE PROBLEM?

Jan-Drishti acts as an intelligent layer that:

1. Removes manual routing errors
2. Filters spam and validates evidence
3. Enables voice-based reporting for low-literacy users
4. Detects infrastructure risks early through clustering

USP

Jan-Drishti is not a complaint portal. It is an AI-powered national intelligence layer for governance.

Key USP points:

1. AI-verified citizen reports
2. Automatic department routing
3. Pattern-based early risk detection
4. Voice-first inclusion
5. Seamless integration with existing government systems

LIST OF FEATURES OFFERED BY THE SOLUTION

1. Voice complaint in 22 Indian languages

2. AI-based infrastructure damage detection

3. Automatic routing to correct department

4. Geo-clustering and pattern detection

5. Early warning alerts for infrastructure risks

6. Real-time citizen status tracking via SMS

7. Assisted filing via CSC and community helpers

8. Transparent audit trail and escalation system

Voice Complaint

AI Damage Detection

Automatic Routing

Geo-clustering

Early Warning Alerts

SMS Tracking
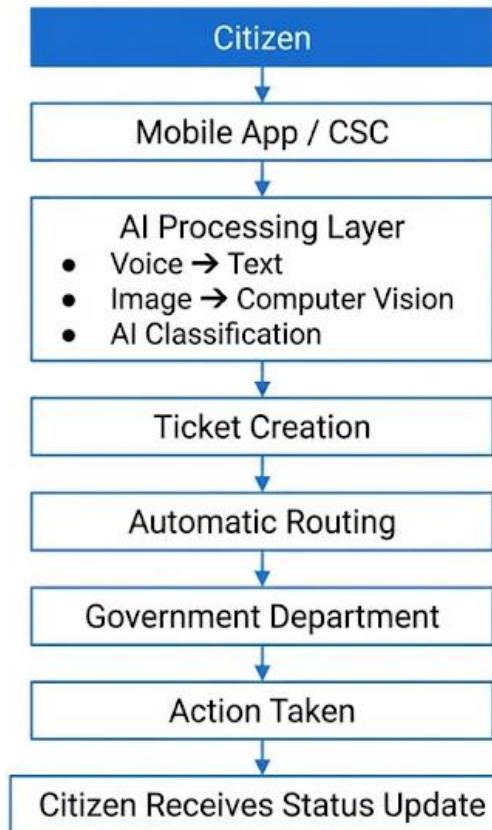
Assisted Filing
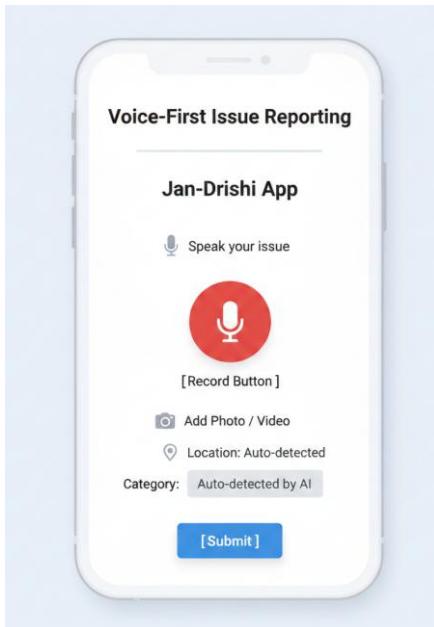
Audit Trail

PROCESS FLOW DIAGRAM:
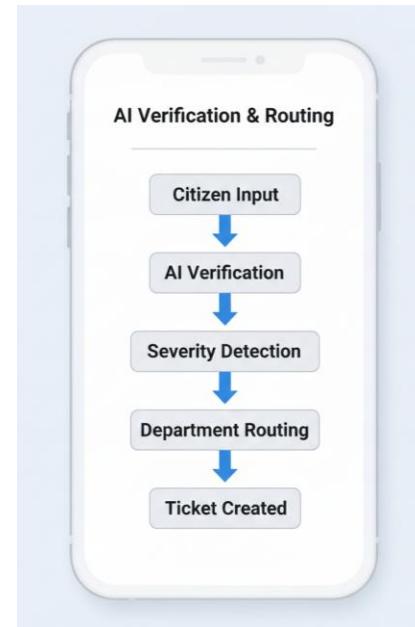
AI transforms citizen input into verified, routed, and actionable governance intelligence making it easy for government to prioritize and take action.
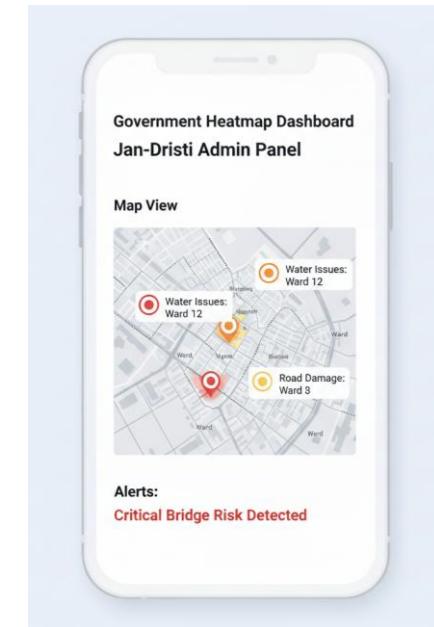
MOCK SCREEN OF JAN-DRISHTI: Citizen App → AI Engine → Government Dashboard

Voice-First Issue Reporting

Jan-Drishi App

🎤 Speak your issue

[Record Button]

📷 Add Photo / Video
📍 Location: Auto-detected
Category: Auto-detected by AI

[Submit]

AI converts voice, verifies
evidence, and auto-routes issue

AI Verification & Routing

Citizen Input
↓
AI Verification
↓
Severity Detection
↓
Department Routing
↓
Ticket Created
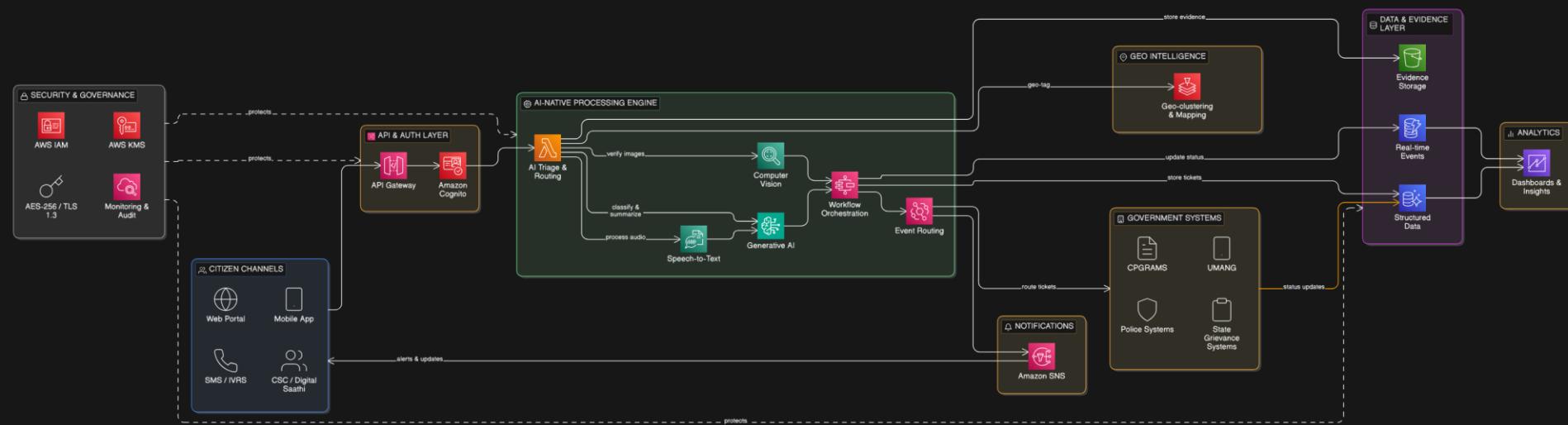
AI validates, prioritizes,
and routes automatically

Government Heatmap Dashboard
Jan-Dristi Admin Panel

Map View

Water Issues: Ward 12
Water Issues: Ward 12
Road Damage: Ward 3

Alerts:
Critical Bridge Risk Detected

Officials see real-time
civic intelligence

The above images are very minimal and for mock only, they are not actual screens

ARCHITECTURE DIAGRAM OF THE PROPOSED SOLUTION:

Serverless AI architecture enabling scalable, secure, and intelligent governance processing.

Citizen → Amplify → Lambda → Bedrock/Rekognition → DynamoDB/Aurora → Government Systems → Citizen Notification

TECHNOLOGIES TO BE USED IN THE SOLUTION:

AI & INTELLIGENCE

AWS Rekognition   AWS Bedrock   Claude ai   Bhashini
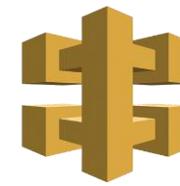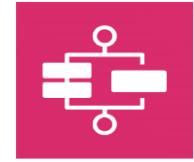
BACKEND

AWS Lambda   AWS Gateway   AWS Step functions
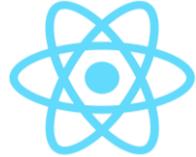
FRONTEND & ANALYTICS

AWS Amplify   React Native   AWS Location   QuickSight

DATABASE & STORAGE

AWS DynamoDB   AWS Aurora   AWS S3

ESTIMATED IMPLEMENTATION COST:

Prototype cost:

Cloud usage: ₹3,000 – ₹10,000/month

Development: Student-built prototype

Infrastructure: Serverless (pay-per-use)

Scaling benefit:

Serverless architecture enables national-scale deployment without heavy

infrastructure investment.

Highly scalable with minimal operational cost due to serverless AI architecture.

IMPACT

1. Early Detection → Prevent Disasters

AI detects infrastructure risks (bridge cracks, pipeline failures, road hazards) early using citizen signals, enabling preventive action before failures, saving lives and public funds.

2. Inclusion of Every Citizen (Voice-First Governance)

Enables illiterate, rural, and non-technical citizens to access governance using voice in 22 Indian languages via CSCs, mobile, and assisted interfaces.

3. Faster Resolution & Higher Government Efficiency

Automates verification, routing, and triage, reducing manual workload, eliminating duplicate complaints, and enabling faster, more accurate issue resolution.

4. Real-Time National Civic Intelligence Layer

Transforms millions of complaints into actionable intelligence, helping government understand citizen pain points, infrastructure health, and policy needs in real-time.

VISION:

1. Build India's AI-Powered Digital Nervous System
2. Shift from Reactive Governance → Predictive Governance
3. One Unified AI Interface for 1.4 Billion Citizens
4. Foundation for Future Smart Nation Infrastructure

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Thank You