





HackOrbit 2025

Team Name - Shelnnovates

THEME & PROBLEM STATEMENT

Queue Free India: Enhancing Public Convenience with Real-Time Smart Queuing

System

In India, millions waste hours every day standing in long queues at clinics, temples, salons, ration shops and government offices — often in harsh weather, with no idea when their turn will come.

This outdated system leads to lost income for workers, physical strain for the elderly and sick, and frustration for everyone involved:

This outdated system leads to lost income for workers, physical strain for the elderly and sick, and frustration for everyone involved. Despite India's digital progress, most local establishments still manag queues manually due to lack of simple, scalable solutions.

Standing in a queue is not a choice — it's a punishment. DigiQueue gives it an end!

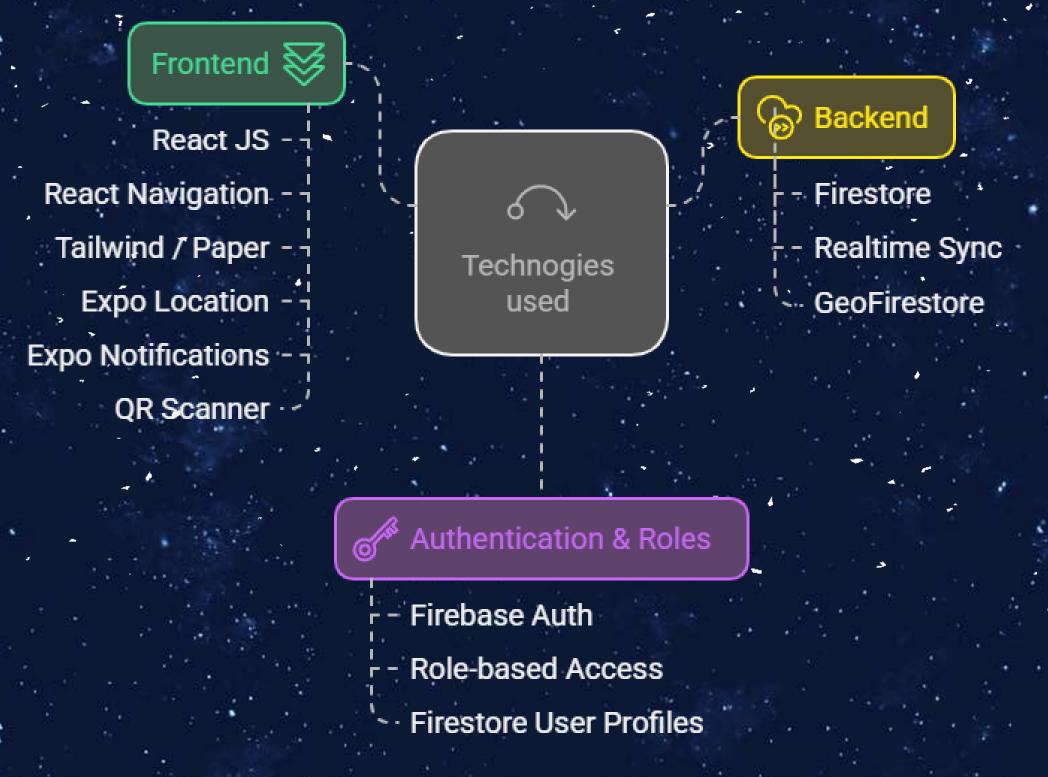
PROPOSED SOLUTION

<u>DigiQueue</u> is a real-time smart queuing system that lets people book tokens remotely and track their turn from anywhere.

It empowers clinics, temples, salons, and ration shops to manage queues digitally without any hardware or hassle.

Users get timely alerts, while admins can control crowd flow with just a tap. It's fast, simple, and built to bring dignity, order, and saved time to everyday lives across India

FLOWCHART (TechStack)



FLOWCHART

Streamlined User Journey

Opens app & logs in

User accesses the app

Books token → Firestore entry created

Securing a spot in the queue

Receives alert: "You're next"

Notification for immediate action





Finds nearby queue-enabled places (via location)
Discovering local queues



Watches live status of queue (via listener)
Monitoring queue progress



Goes to location & shows token number
Finalizing the queue process

Streamlining the Admin Workflow

Logs in to Admin Panel

Accessing the system



Opens location queue

Initiating queue management

Starts queue / Sees live list of users

Monitoring user activity



Taps "Next" → currentToken increments

Advancing the queue

Marks user as Done or No-Show

Updating user status



Closes queue at end of day

Concluding daily operations

FEATURES AND NOVELTY

> Features of DigiQueue

- → Remote Token Booking Users can book queue slots from anywhere via the app.
- Ill Live Queue Tracking See real-time status, estimated wait time, and current token number.
- Smart Alerts & Notifications Push alerts when your turn is near or if you're next in line.
- Role-Based System Separate dashboards for Admins (queue managers) and Users (customers).
- Location-Based Discovery Find nearby DigiQueueenabled places using live location.
- Queue Analytics for Admin Track peak hours, noshows, and flow efficiency.

> Novelties of DigiQueue

- Applies Queue Tech to Daily Indian Life First-time queuing solution tailored for temples, ration shops, clinic and more.
- Made for Bharat Lightweight, multilingual, and lowbandwidth — perfect for rural + urban use.
- Some-Tap Admin Control Start, pause, call next, or close queue instantly no training needed.
- **Solution** Fully Real-Time Without a Backend Server Fire store powered sync makes it lightning fast and highly efficient.

DRAWBACK AND SHOWSTOPPERS

Application Drawbacks

Push Notification

The application relies on push notifications.



Internet Access

Real-time updates require basic connectivity.



Smartphone Dependency

Users need smartphones, or assisted booking.

> Showstoppers of DigiQueue

- Real-Time Queuing Without the Waiting Users book tokens remotely, track their position live, and get notified when it's their turn no more standing in lines for hours.
- No Hardware, No Setup Just a Smartphone Temples, clinics, and shops can start managing queues instantly using only a mobile app — zero cost, zero training.
- Designed for Bharat Urban & Rural Ready Lightweight, lowdata app that works even on budget phones and poor connectivity — built for every Indian.
- Dual Role System Admin & User in One App, two powerful views: customers book, admins manage — clean role-based UI for both sides.
- Not Just an Idea A Deployable, Scalable Solution Fully functional MVP with Firebase + React Native stack, ready to launch and scale across India

Team Name : Shelnnovates

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