

JAN SUVIDHA – The Civic Complaint Registering System

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Abstract: *Jan Suvidha is a civic-tech mobile application designed to bridge the communication gap between Indian citizens and local municipal authorities. It enables users to report public issues such as potholes, garbage accumulation, and malfunctioning streetlights through a geo-tagged, user-friendly interface. The app fosters real-time issue tracking, improves governmental accountability, and empowers citizens to participate actively in governance. This paper presents the motivation, design process, system architecture, and anticipated social impact of Jan Suvidha*

Keywords: Civic Engagement, Public Infrastructure, Geo-tagging, e-Governance, Smart City, Complaint Redressal, Jan Suvidha, Waste Management

