

NAGAR NIGAM COMPLAINT PORTAL(IDT - B1)

Problem Statement

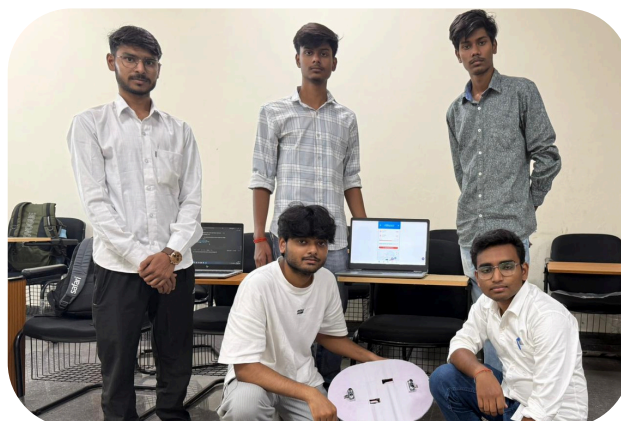
Many citizens in Lucknow are frustrated with the slow and unclear complaint resolution process at Nagar Nigam offices. Despite the Smart City grievance portals, low awareness and poor user experience force people to make repeated visits, causing delays, wasted time, and unresolved civic issues. This highlights the need for a more accessible and transparent system.

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CRITICALS

Solution

We propose creating an integrated, citizen-centric online complaint portal directly linked to the Nagar Nigam headquarters. Designed for simplicity, it allows residents to register civic complaints instantly. If an issue has already been reported in the same locality, users can support the existing complaint with one click, enabling faster action through collective reporting. The platform provides real-time status updates, estimated resolution timelines, and a section showing planned outages or maintenance activities related to electricity, water supply, or road closures, helping citizens plan their day. To expand the system's impact, we will integrate IoT-enabled products with the portal. Our first innovation is a smart sensor device that converts a regular dustbin into a smart dustbin that alerts the Nagar Nigam when it reaches 80% capacity. Future additions include a smart home electricity module that tracks power usage, monitors backup levels, and allows users to manage their home's electric supply remotely through the app.

