

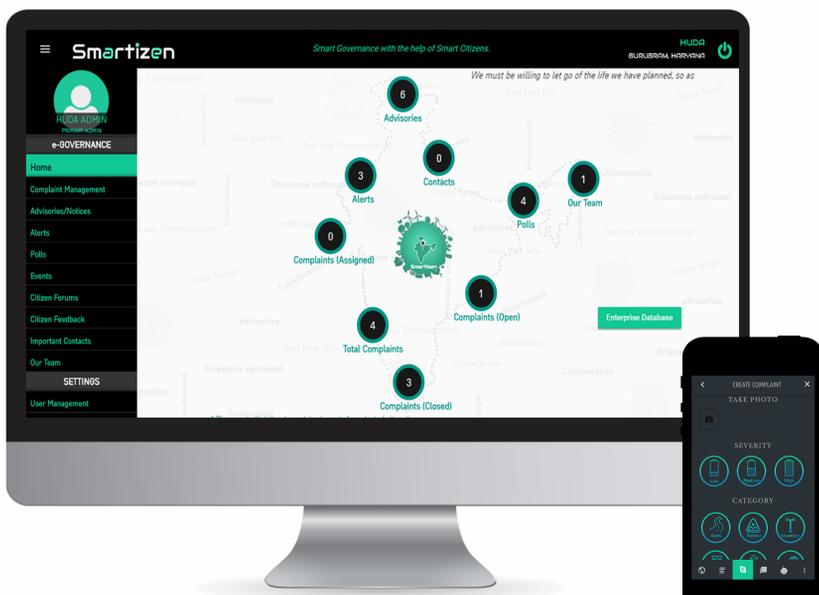
Dreams Don't Work Unless You do



Smartizen

Smartizen is an innovative & nextgen G2C platform which enables smart citizens to help building smart cities/towns/villages.

Digital Empowerment and Participative Governance



Public Grievance Redressal

Once the authorities receive the complaint, it prioritizes them based on its gravity and urgency.



Multi Lingual

Supports 10 Indian languages for the convenience of the users.



BOT

Artificial intelligence designed to answer your queries on complaints as well as provide latest advisories.



Lifestyle Survey

Specific surveys on infra, roads, crime rates, policing, bullying etc reinforce progress needed.



Citizen Feedback

Citizens act as eyes and ears of Govt by sharing the good & bad through complaints in various categories.

www.smartizen.in



Smart Governance

Public Grievance Redressal



Complaint Redressal Flow



Real Time Information



Disaster Management



OFFERINGS



Complaint Management

Smartizen offers wide categories for the citizens to raise their issue & the expected time frame for complaint resolution is notified basis defined SLA. It instantly assigns the work to the concerned department for action.



Real Time Information

Relevant authorities' update against any complaint received will trigger push notifications for citizen (complainant) to know current status. The Govt can also posts alerts / advisories / current events or occasions to communicate citizens.



GIS based Reporting

Citizens report location based legitimate complaints with images and the authorities executes the requisite action to resolve the complaint in realistic timeframe. Citizens can verify resolution before the complaint gets closed.



Social Platform

Citizens can interact with local authorities in 2-way communication mode with reference to their concerns. Citizen forums facilitate discussion of pressing issues with fellow citizens and polls help gauging the interest on right options for resolution.



Disaster Management

Government has the tools and resources to forecast disasters. Now they can post alerts and advisories of impending danger that help citizens to minimize the loss and to do damage control. Citizens can also mark 'I am safe' to let authorities know of impact.



Analytics/Dashboard

This helps the government to analyze & resolve persistent problems and also indicate the priorities of the complaints based on severity and location etc. Statistics of closed complaints inspire confidence in the citizens and result in trust / positive feedback.