User Manual for Smart Nagar Citizen App
1. Introduction

The citizen application for Mobile is called Smart Nagar Citizen App. It allows the citizen to participate in swatch bharat mission by providing the information about the designated dustbins to civic body. It also allows the citizen to report about surrounding with precise information to local bodies so that they can pay attention to maintain the cleanness in city surrounding.

The App has capability to collect the location with precision and automatically determine the address of the location. The location information along with the address and citizen provided photograph gets uploaded to server. The citizen can monitor the status of their reported complain and get the real-time feedback of their request and action which are being taken by the local bodies.

A citizen can also review the work done by local bodies so that the appropriate fleet management can be carried out. It also enables a citizen to locate the different designated dustbins provided by local bodies, to help self-disposal of garbage to nearest dustbin.

Requirements

Citizen App is supported on Android mobile with

- Recommended version is KitKat (4.4) and above
- GPS
- Camera

Application download

The user can download citizen app from the Swatch Bharat Application service hosted on Indian Institute of Remote Sensing (IIRS) swatch bharat page [http://sb.iirs.gov.in/](http://sb.iirs.gov.in/). After downloading the application user need to install it on the mobile phone.

2. How to Use the Application

After successful installation citizen needs to register it using one time password sent to the registered mobile number. After registration user can use application to report the cleaning related request.

App Registration

After installation of the app user needs to fill the details with Name, Mobile no and Email address as shown below. One Time Password will be sent to the given mobile number. After submitting the OTP user will be registered for the services. This is one time activity after application installation.

Home Screen

Once application is registered the user will see the Home Screen which will find the user GPS location. It takes a few seconds to find the location. Once location is found, it will show the detailed GPS location. Home screen has menu bars to initiate the others components of application. These components are:

- **My Submission** - Shows the details of all the complaint which has been raised from this mobile.
- **NearBySubmission** - View any reporting has been made by other citizen in the vicinity.
- **Help** - Small Quick help.
- **Name** - Shows the details of registered information and total contribution made.
Figure 1 - App Registration

Figure 2 - App Home Screen
Reporting case

Once the location is fixed, user can start reporting by clicking on **Report Case** button on the home screen. This will open Smart Nagar Citizen screen with Camera button enabled. Clicking on Camera Button will open the camera application. User needs to click to generate a photograph.

<table>
<thead>
<tr>
<th>Clicking on Camera</th>
<th>Take Photograph using Camera</th>
<th>Provide garbage type and optional description</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Click On Submit</th>
<th>Reported Location with Complain No</th>
</tr>
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</table>

**Reporting Steps**
Select the category of waste and provide additional information in **Add Description** Text box. Click on the submit. In case of availability of internet the information will be uploaded to the server and a complain number is generated against the request. This recorded location will be shown in the Map.

**NearBySubmission**

The screen NearBySubmission shows the details of reported complain in the vicinity along with the nearest 5 designated dustbins by local body. Clicking on different colors buttons will show the filtered request in the corresponding stage of request. The green icons shows all the completed status of requests. Clicking on the dustbin will activate the **route** icon. Clicking on the **route** icon will show the route to the designated dustbins in Google map application.

<table>
<thead>
<tr>
<th>Other users submitted complains</th>
<th>Completed request and nearby dustbins</th>
<th>Showing the path route.</th>
</tr>
</thead>
</table>

**NearBySubmission screen with route to selected dustbins**

**My Submission**

The My Submission screen shows the details of all the reported complaints made by the user. Clicking on the icons will results in details of the reports. The details reports can be seen by clicking on **NearBySubmission** icons also. It opens the Status Report of jobs and activity carried on the civic bodies.
Offline Data

The Offline screen shows all the status of reports which citizen has collected but which were not sent due to lack of internet connection. User can review each to be submitted reports and can view the status reports or delete it. Clicking on the upload button will upload all to be submitted reports to the server. After successful submission no tags will be left and status will show that image is uploaded successfully.
Help

The Help screen gives the description about how to use the app.
Help Screen

Smart Nagar Citizen

How to Report:
>> Click on Report Case button on Home Screen
>> Take Picture
>> Add Description
>> Select Complain Type
>> Upload Request with Picture

My Submissions:
>> Shows the list of Submission made by you
>> Red Tags: Successfully reported
>> Orange Tags: Acknowledged
>> Yellow Tags: Work Started
>> Green Tags: Work Completed
>> Click on marker to get Details

Nearby Submissions:
>> Shows all the reports sent at radius of 50m
>> Shows nearest dustbin of type CP or DP
>> Pressing long on anyplace on map shows
>> Reported Case along with Nearest Dustbins
>> Click on marker to get Details

Offline Submissions:
>> Shows a list of Submissions not made
>> Click on marker to delete
>> Upload All: sends all information to server
>> Click on marker to get Details