User Manual for Smart Nagar Service App

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1. **Introduction**

The civic body’s service application for Mobile is called Smart Nagar Service App. It allows the civic body’s service provider to respond to citizen requests. It also allows the fields workers to register the different action taken by them.

The App has capability to collect the location of reporting action taken by the civic fields’ workers. It collects the information on when the request has been taken and when it is completed. It can help the management to monitor the work on fields’ worker activity. This app insures that the service are given to the citizen by insuring that the field worker are actually attempting the activity from the location where the reports has been received and assess the work.

A citizen can also review the work done by field worker in real-time.

**Requirements**

ServiceApp is supported on Android mobile with

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

**Application download**

The user can download Service 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 fields worker 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 details GPS location. Home screen has menu bars to initiate the others components of application. These components are:

- **My Jobs Taken** - shows the details of all the complaint which has been taken initiated by the field worker owing this mobile.
- **Job Assigned** - Navigates to the assigned vehicle selected by the field worker of this mobile.
**Take Jobs**- It shows all the citizen request raised in the vicinity which can be taken by the field workers.

**Help**- Show mall Quick help. Name- Shows the details of registered information.

<table>
<thead>
<tr>
<th>Login Screen</th>
<th>Received OTP registration</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Login Screen" /></td>
<td><img src="image2" alt="Received OTP registration" /></td>
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</tbody>
</table>

*Figure 1- App Registration*

<table>
<thead>
<tr>
<th>Location finding</th>
<th>Vehicle to be taken</th>
<th>Menu List</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image3" alt="Location finding" /></td>
<td><img src="image4" alt="Vehicle to be taken" /></td>
<td><img src="image5" alt="Menu List" /></td>
</tr>
</tbody>
</table>

*Figure 2- App Home Screen*
Home Screen

Once the location is fixed the field worker can initiate the action either by taking the assigned works from the control center using Get Jobs button or by self-initiated works using Take Jobs. To initiate the assigned Jobs, worker gets a list of vehicle given to it by clicking on the Get Vehicles button. After selecting the vehicle, field worker can get the assigned jobs by clicking on the Get Jobs button.

Assigned Jobs Screen

It gives the list of work which needs to be completed by the field worker along with the route which can be followed. It also shows location of five different dustbins nearest to current location. The route is shown in green colors. The orange icons shows that the work has been accepted by the field worker. After reaching to the site the worker can start the work by clicking on the jobs. Before starting the work, the image of location needs to be uploaded. On clicking job icon on the map, worker need to upload the image before Job starting the by clicking on Upload Garbage Image → this will open Before Job Screen. Clicking on Camera Button will open the camera application. Worker needs to click photograph.

Before Jobs screen

Clicking on Camera Button will open the camera application, Worker needs to click photograph.
Selecting the job status by clicking on **Work Taken** or **Work Could not be taken** option worker can provide the status from it side. A worker can give additional information in **Add Description** Text box. Worker Click on the **Upload** button to submit the status of reported site. In case of availability of internet the information will be uploaded to the server and the request will change from accepted status to working
status by turning the icon into yellow. This recorded location will be shown in the Map. Worker complete the work and submits the final status by clicking on the yellow icon. On clicking yellow icon job on the map worker need to upload the image after Job completion by clicking on **Upload Final Image**. This will open **Before Job** Screen. Clicking on **Camera** Button will open the camera application. Worker needs to click photograph and complete the process as in the case of before starting of work.

**Take Jobs**

The screen Take Jobs shows the details of reported complain in the vicinity along with the nearest 5 designated dustbins by local body. Clicking on **SeeAllJobs** button will show the filtered request in the corresponding stage of request. The icons are shown based on 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. To take on the specific jobs worker clicks on the red icons and click on “Take This Jobs”. After clicking on this the jobs get added to its work list. Which can be viewed on **Jobs Taken** Screen

<table>
<thead>
<tr>
<th>Jobs to take and nearby dustbins</th>
<th>All requests and nearby dustbins</th>
<th>Showing the path route.</th>
</tr>
</thead>
</table>

**NearBySubmission screen with route to selected dustbins**

**Jobs Taken**

The Jobs Taken screen shows the details of all the reported complaints attempted by the worker. Clicking on the icons will results in details of the reports. The details reports can be seen by clicking on icons in different screen also. It opens the Status Report of jobs and activity carried by the civic bodies.
<table>
<thead>
<tr>
<th>My Submission screen showing all submission</th>
<th>Final Status and rating submitted after cleaning.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>My Submission and status Report screen</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Help**

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