

RJ POLICE FEEDBACK

Presentation 2024

The screenshot shows the interface of the Rajasthan Police Feedback application. On the left, a sidebar menu includes options like Dashboard, Posts, Complaint, Feedback, AnalyticsDashboard, Womensfeedback, Alert, ACCOUNT PAGES, and Profile. The main area features a header with the police crest and navigation links for Dashboard, Emergency Number (112), Child Helpline (1098), Ambulance Number (108), and Cyber Crime Helpline (1930). Below this is a 'Complaint Overview' section with a bar chart comparing Overall Experience Rating (teal) and Facilities Rating (pink) across various complaint numbers. To the right is a photograph of a police parade with the caption: 'Rajasthan Police Service | Ashok Gehlot Government Decided To Increase 130 Posts In RPS Cadre'. The bottom right corner contains the text 'Image credit: police.rajasthan.gov.in'.

Complaint Number	Overall Experience Rating	Facilities Rating
879	3.0	2.0
879	3.0	2.0
879	3.0	2.0
564	3.5	2.5
56433	1.0	1.5
354	2.5	4.0
6878	2.5	4.0
46546	5.0	1.0
546546	5.0	5.0



NEED

**No Coordination
between police and
community**

**Traditional ways like
inspections and calls
to complainants are
restricted and lack
inclusivity.**

**Privacy of
individual
complainant**

Objectives

Objective 01

To promote transparency both within and outside the police department.

Objective 02

To promote the effective communication between police and general public

Objective 03

To collect and analyze the general feedback given by the complainant as well as the general public.

Objective 04

To give a picture of the police stations and their actions to the higher police officials



PROBLEMS

Addressing Challenges in Police Operations

01



Difficulty getting feedback on police operations.

Outdated methods and privacy concerns hinder feedback effectiveness.



02

03



Traditional methods lack inspections, complainant calls.

Restricted access to community feelings hampers addressing policing issues.



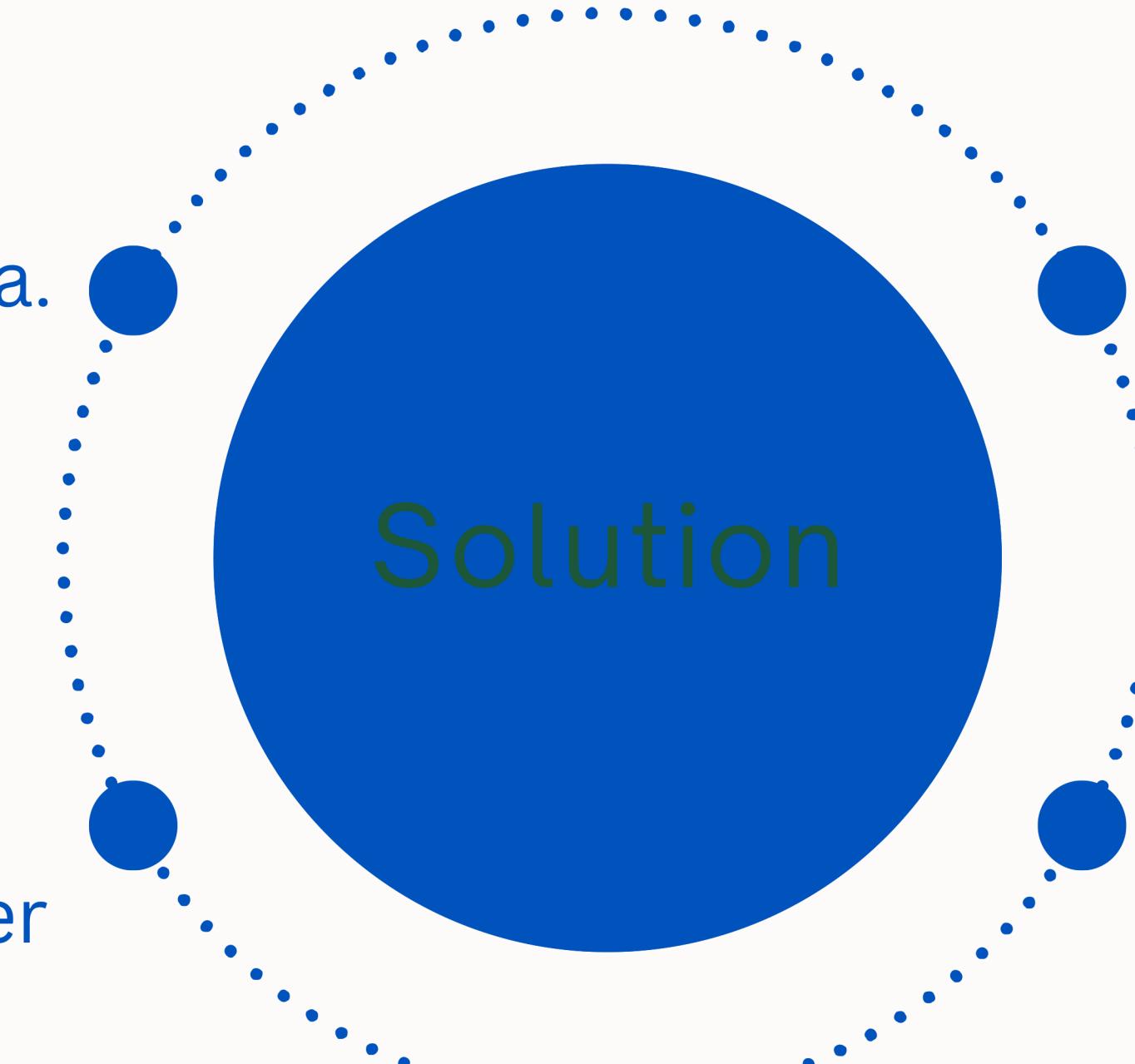
04



DATA SOLUTION

By implementing
hierachial flow of data.

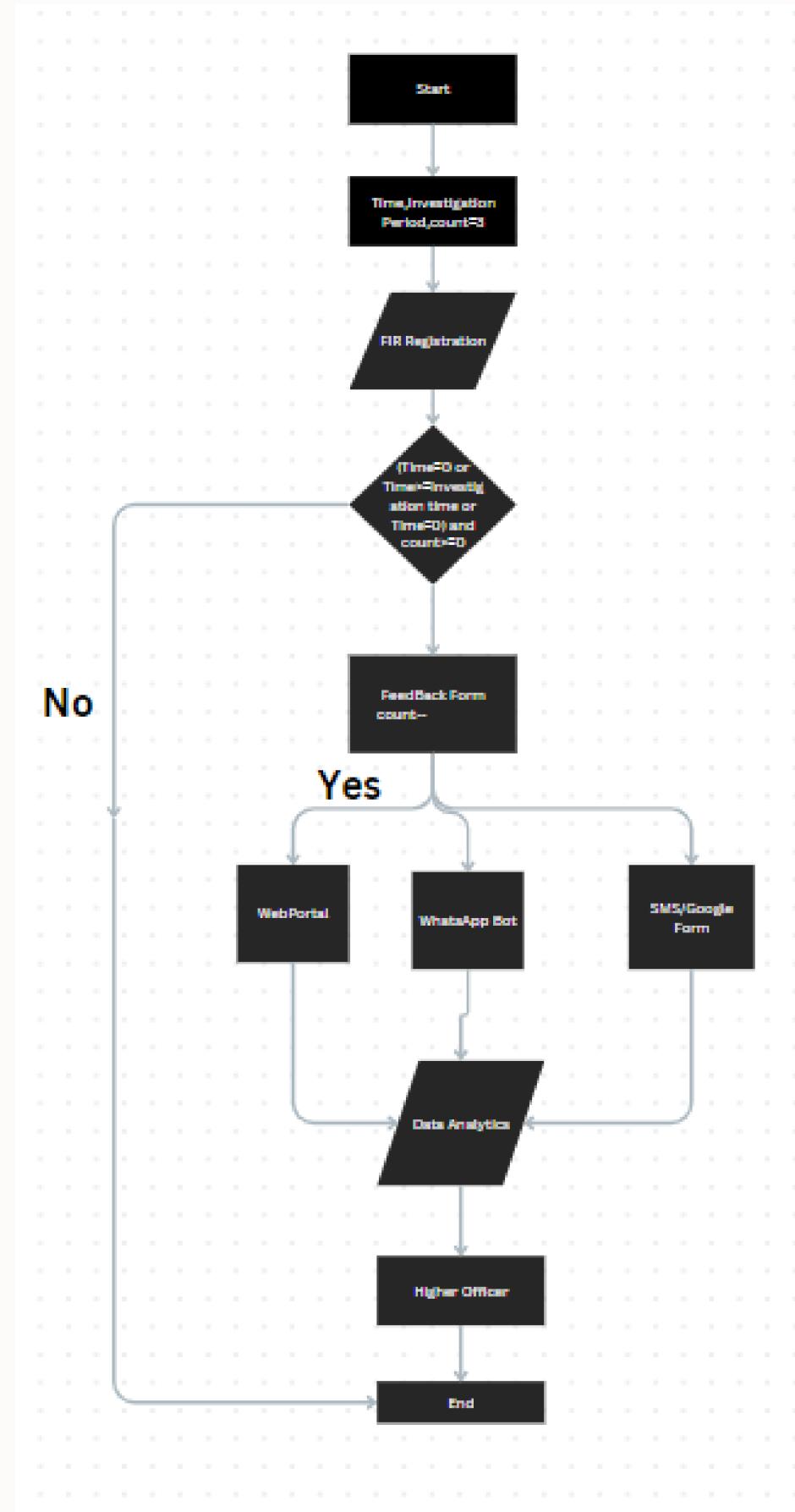
For increasing the user
engagement
implementation of social
media platform



Extraction of feedback through
different methods separately
cater for different people with
different technological
exposure

Enhance decision making by
higher officials through data
visualization

FlowChart



Protection for Feedback Provider

- Feedback form will be sent after random interval of time for preventing the interference by police officials.
- Admin cell which will not be from police department will act as the intermediate between the admin and superadmin it in turn will prevent the exposure of individual identity.
- Super-admin front is relative in the sense that the officer higher to the police officer against whom the complaint has been reported can be able to see the complaint.
- In this way also the transparency and discipline will be increased within the police department as well as the individual will be protected.



Fronts

Citizen:

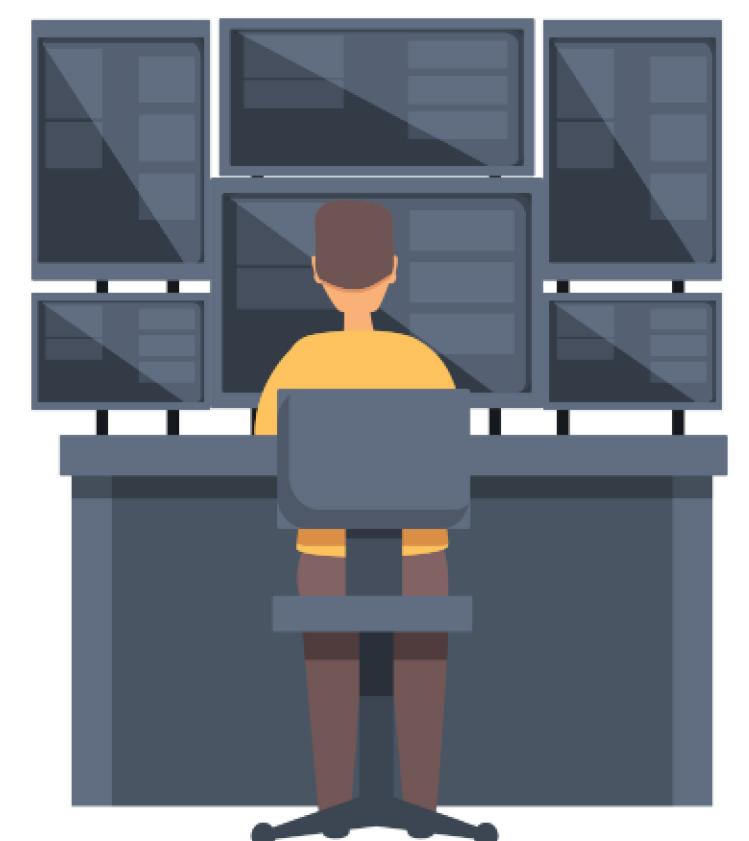
In this section, both complainants and the general public can provide feedback regarding the police, as well as share their thoughts on pending and resolved cases.

Also the citizen other than the complainants can also post the illegal activities if they found so using text,video,picture just like the social media platform



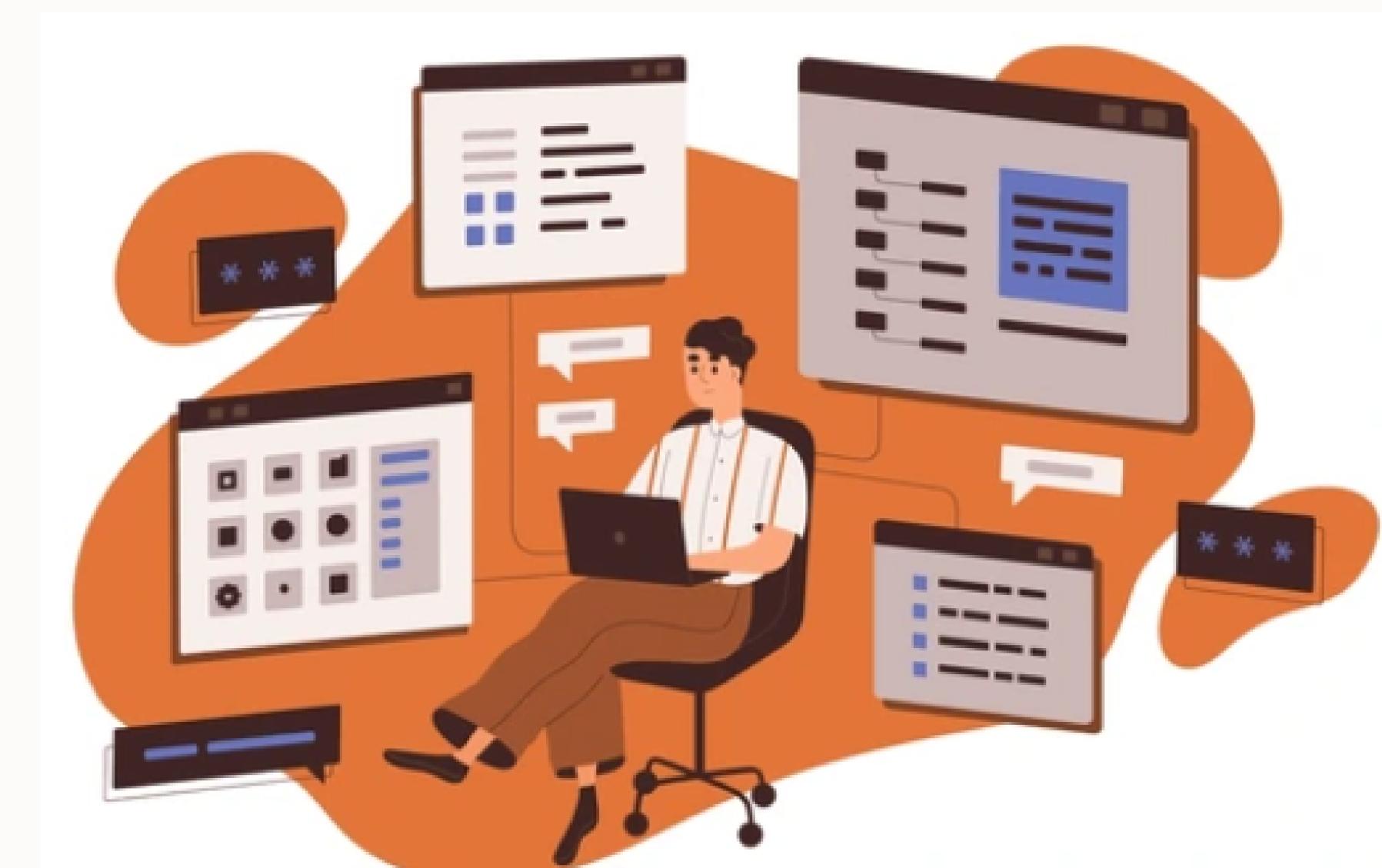
Admin

For maintenance of the data , act as intermediate between citizen and superadmin applying analytics on the collected data for making comprehensive report on the collected data



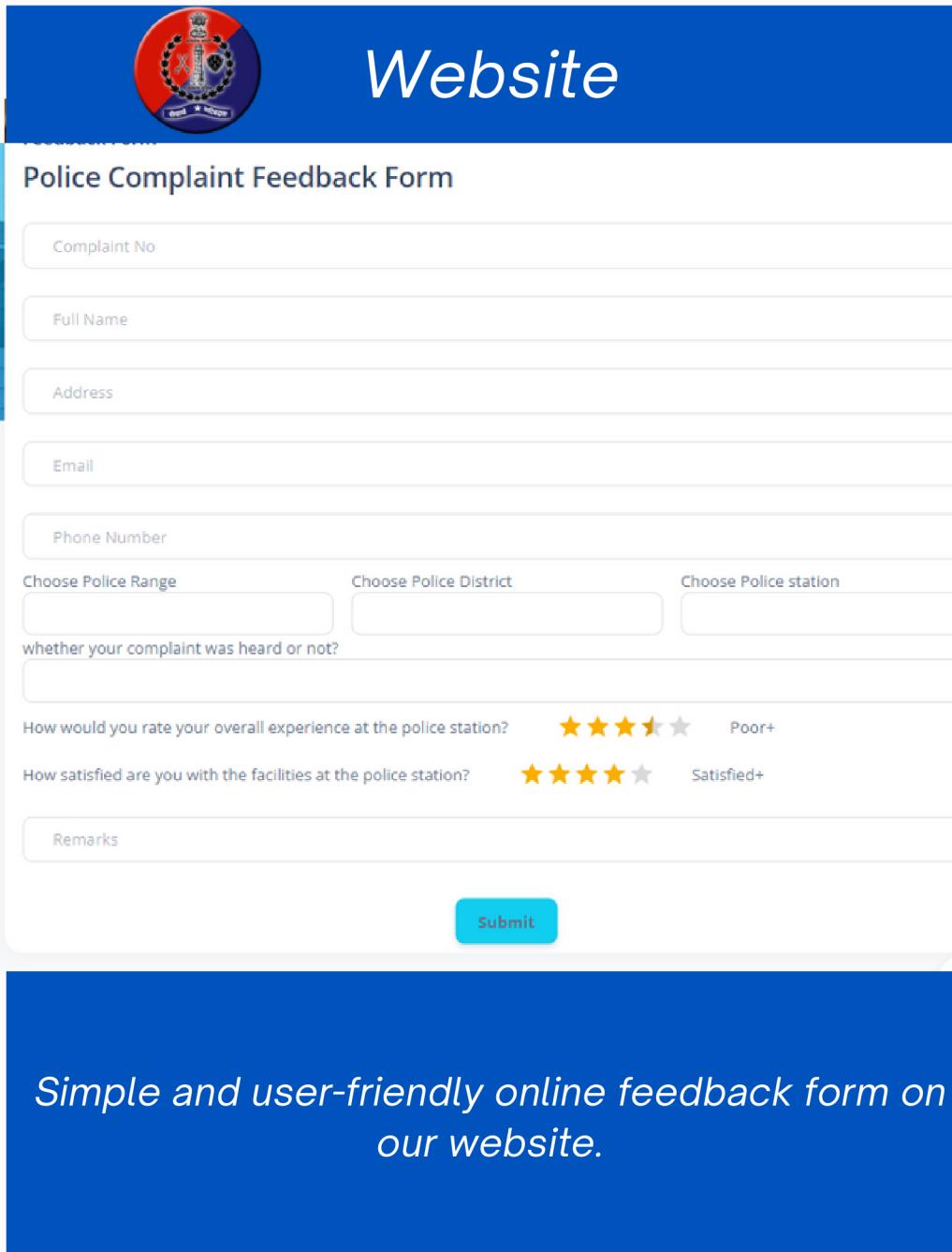
Superadmin

The superadmin feature is designed to furnish higher-ranking officials with an overall report card for various police stations. This report can only be accessed by the specific officer assigned to this task or by individuals holding a position higher than the officer against whom a complaint has been made.



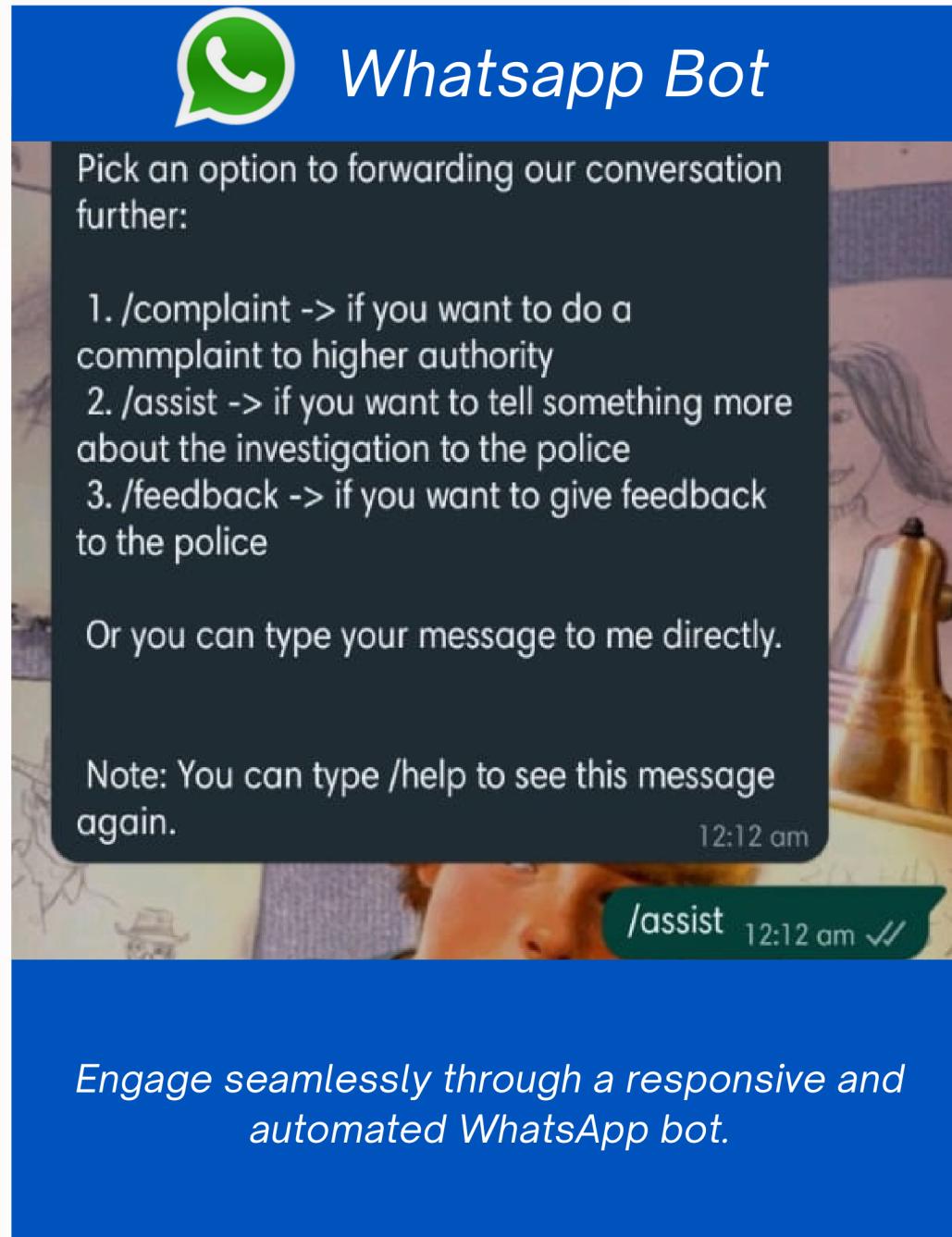
We've made it easy for complainant to share feedback using three simple channels.

Website

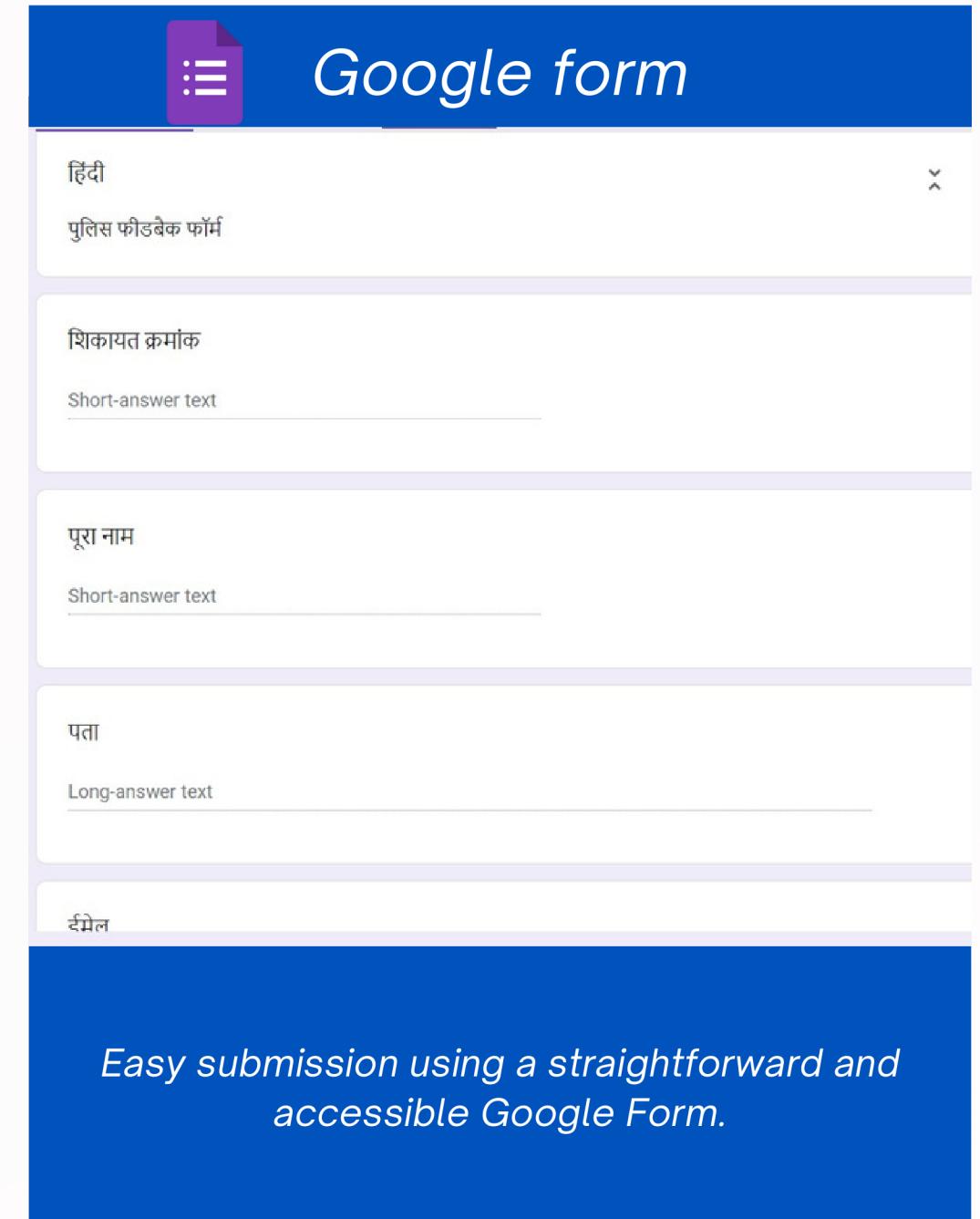


The screenshot shows a web-based feedback form titled "Police Complaint Feedback Form". It includes fields for Complaint No., Full Name, Address, Email, Phone Number, and dropdown menus for Choose Police Range, Choose Police District, and Choose Police station. There is also a text area for "whether your complaint was heard or not" and two rating scales: one for overall experience at the police station (Poor+ to Excellent) and another for facilities (Satisfied+ to Very Satisfied). A "Remarks" section and a "Submit" button are at the bottom.

Simple and user-friendly online feedback form on our website.



Google form



The screenshot shows a Google Form with fields for "हिंदी" (Hindi), "पुलिस फीडबैक फॉर्म" (Police Feedback Form), "शिकायत क्रमांक" (Complaint Number), "पूरा नाम" (Full Name), "पता" (Address), and "ईमेल" (Email). The "Shikayat Kramank" field is a short-answer text type, while the others are long-answer text types.

Easy submission using a straightforward and accessible Google Form.



Stages of Our Feedback Form



First Form

This will be sent just after FIR has been written



Second Form

It will be sent during the investigation period

Third Form

It will be sent just after the investigation process has completed

Future goals

Implementing google analytics on the collected data for providing the sentiments of the public as well.

When given by general public the ML chatbot can understand the emergency of the given feedback.

Implementing the tele feedback system which will be handled by AI.



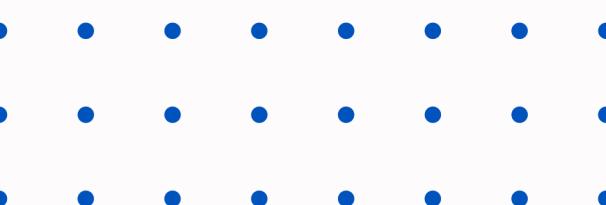
Our Team

Arunodaya Pratap Singh

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Thank You