# Rajasthan Police Feedback System
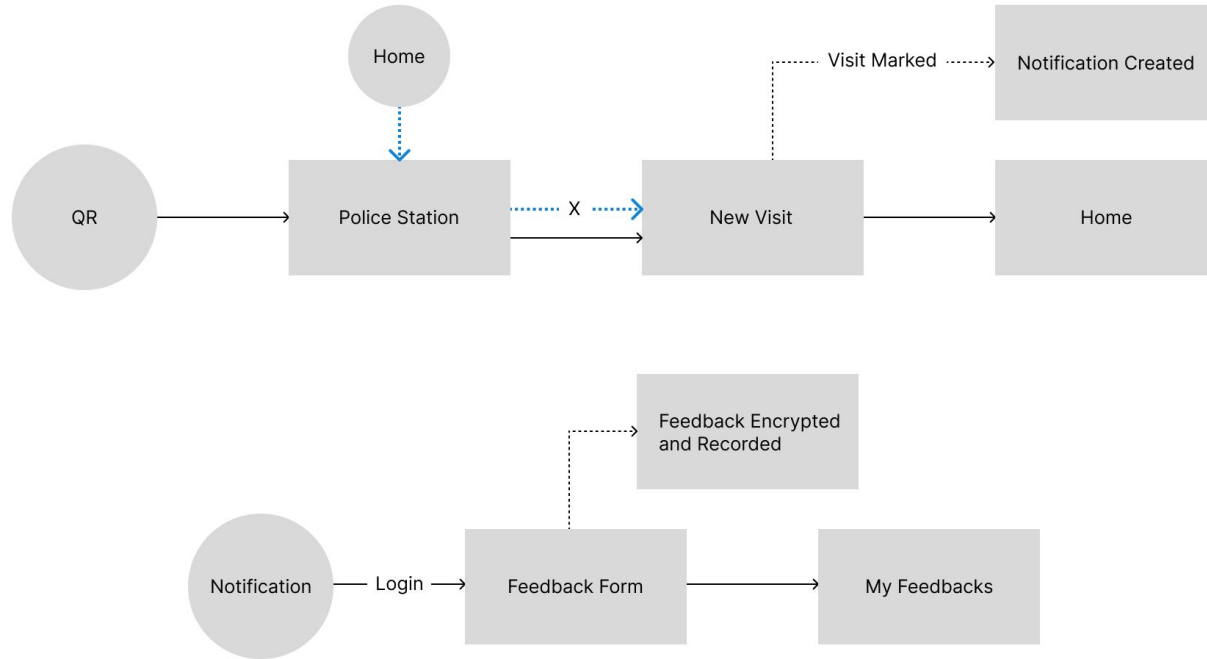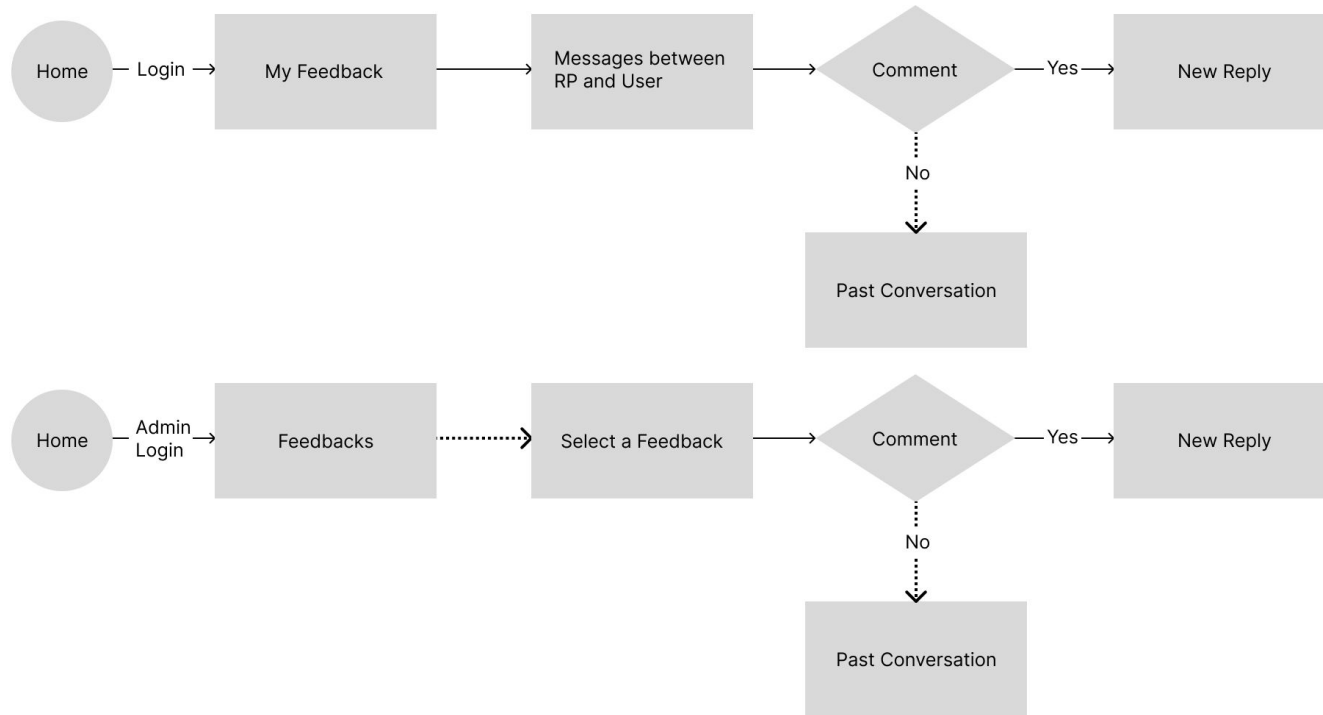
Hacksmiths

# Problem Statement

- **Need** of a police feedback system
- **Missing guest records**
- **Following up** with the user for a detailed feedback tracking
- Lack of **situational awarness** about indiviual police stations
- Social Media-Like Platform
- **Multi-lingual** and digitally less-literate society

# How are we tackling this?

# Flow Diagram - Adding Feedback

# Flow Diagram - Following Up Feedback

# Community Page

# You have the Data, are you using it well?
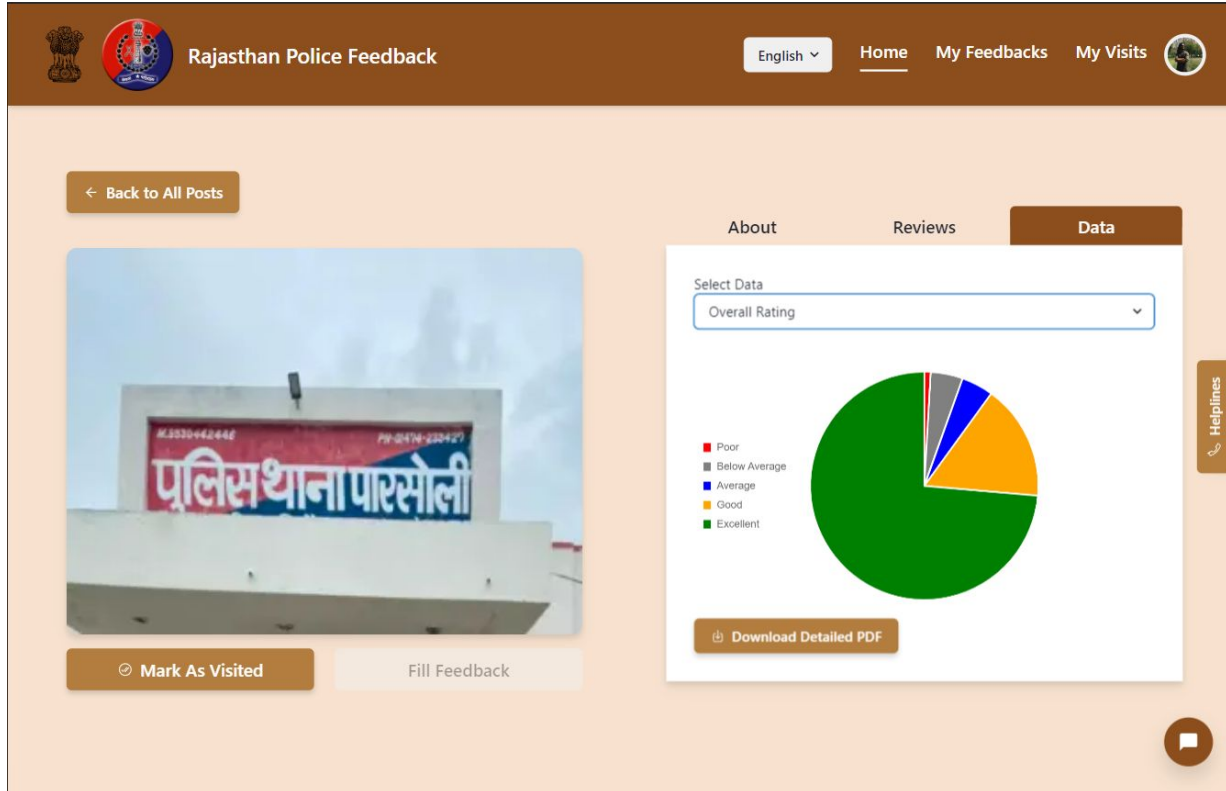
## Overview

Number of Feedbacks this Month: 11

### Feedback Distribution

Negative 54.5%
Positive 45.5%

### Rating Distribution

Poor 27.3%
Excellent 27.3%
Good 9.1%
Average 18.2%
Below Average 18.2%
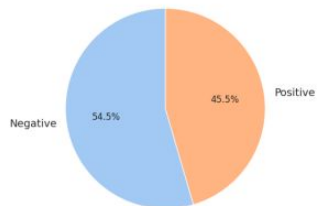
### Resolution Distribution

No Response
Resolved
13.6%
2.9%
83.5%
Resolving

### Gender Distribution

Others 7.1%
Female 26.8%
Male 66.1%

### Help Distribution

Poor 45.5%
Excellent 36.4%
Good 9.1%
0.0%
9.1%
Below Average
Average
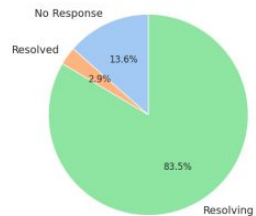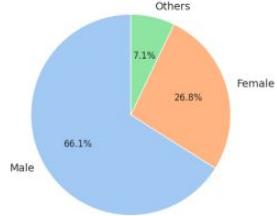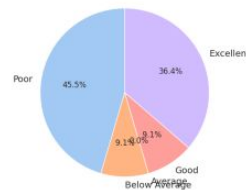
### Behaviour Distribution

Rude 9.1%
Abusive 0.0%
Polite 90.9%

### Guidance Distribution

Poor 45.5%
Excellent 36.4%
Good 9.1%
0.0%
9.1%
Below Average
Average
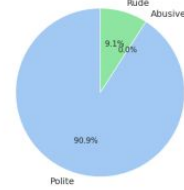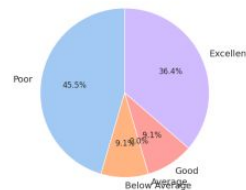
### Waiting Period Distribution

Immediately 36.4%
0.0%
63.6% More Than
18 Mins

### Infrastructure Distribution

Poor 36.4%
Excellent 27.3%
Good 0.0%
0.0%
Below Average 0.0%
Average 36.4%

### Infrastructure Distribution

Poor 36.4%
Excellent 27.3%
Good 0.0%
0.0%
Below Average 0.0%
Average 36.4%
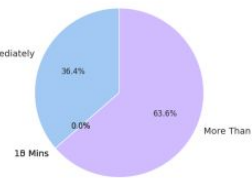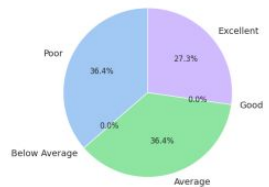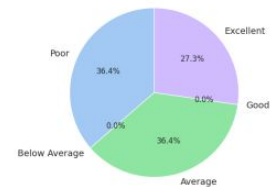
## Top 5 Performing Police Stations

| policeStation | City | ps_Rating |
|---|---|---|
| ALWAR 2 | ALWAR | 3 |
| ALWAR 26 | ALWAR | 3 |
| ALWAR 12 | ALWAR | 3 |
| ALWAR 48 | ALWAR | 3 |
| ALWAR 1 | ALWAR | 3 |

## Worst 5 Performing Police Stations

| policeStation | City | ps_Rating |
|---|---|---|
| ALWAR 5 | ALWAR | 1 |
| ALWAR 47 | ALWAR | 1 |
| ALWAR 29 | ALWAR | 1 |
| ALWAR 6 | ALWAR | 1 |
| ALWAR 24 | ALWAR | 1 |

## City Wise Feedbacks



Negative and Positive Feedback by City
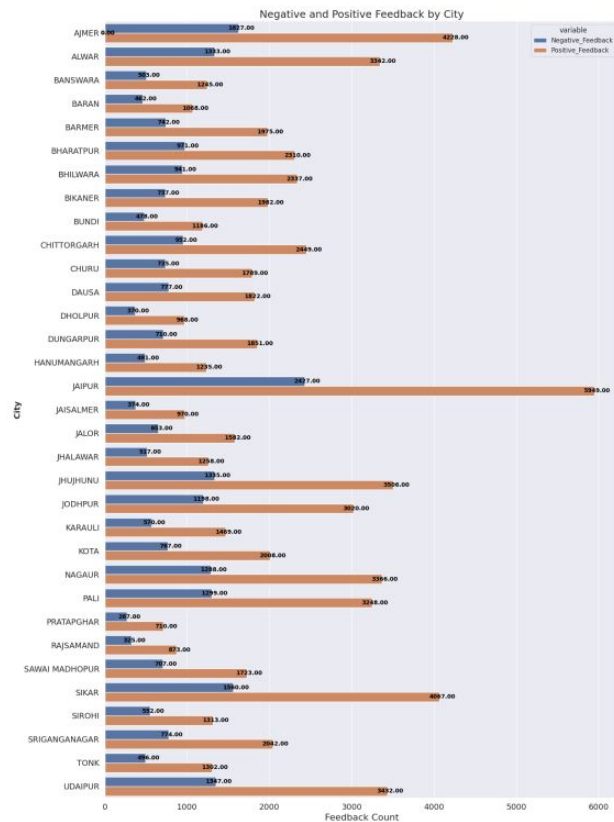
# Improving relations between Law Enforcement and Citizen

Creation of a super admin portal which acts as platform of seamless communication between a police station and citizens

English

Home  My Feedbacks  My Visits  Grievance

**You**
I encountered an overall lack of professionalism and courtesy from the officers on duty. The communication was unhelpful and seemed indifferent to my concerns, leaving me feeling frustrated and dissatisfied with the level of service provided.

just now

**Rajasthan Police**
We take all feedback seriously as it helps us identify areas for improvement within our department. Your observations regarding the professionalism and courtesy of our officers, as well as the maintenance of our facilities, have been duly noted. Rest assured, we will investigate the matter thoroughly to address any shortcomings and implement corrective measures.

just now

Helplines

Now talking with Rajasthan Police

REPLY

# Security of Data

Encryption and decryption of data stored in database

Purpose:

- To avoid accidental or intentional deletion of any kind entries in the database
- Leaving the option to just interact with the data and not alter it to anyone's benefits

# Reinforced Feedback Filling

- To encourage the citizens to fill feedback, and follow up regarding complaints/feedbacks timed SMS are sent
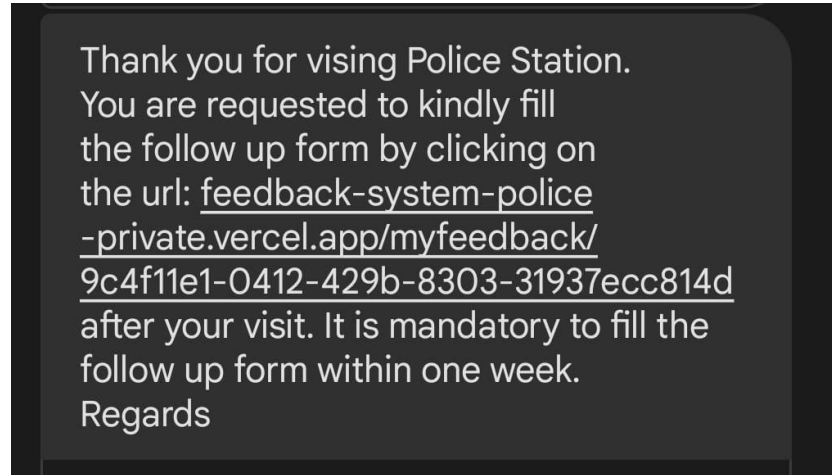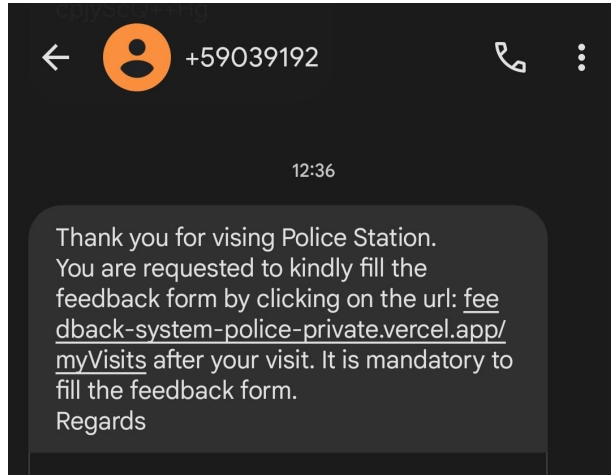
# Robust Yet Effortless

- The application is designed to feel effortless and simple which makes it ideal for wide variety of digital intelligence equipped citizens
- Dedicated efforts have been made to point out challenges and to make the web app loophole free
- Loopholes encountered and fixed:
    – Authenticity of visits at the police station
    – Prevention of spamming illegitimate feedbacks
    – Rating Calculations
    – Multilingual Support

# Cost Effective Solution

Primary Services

- Supabase – ₹2000/month – ₹2/month–station
- ChatGPT API – ₹1600/month – ₹1.5/month–station
- Cron Jobs (Live Server) – ₹2500/month – ₹2.5/month–station
- Messaging Services – ₹60,000/month – ₹600/month–station

Secondary Services

- Maps – ₹16000/month – ₹16/month–station

Total per Station – ₹622

# Future Plans

- AI Chat App
- Dynamic QR
- Face Capturing Verification
- AADHAR Linking
- FIR Follow Up

# Thank You