



VIT[®]
Vellore Institute of Technology
(Deemed to be University under section 3 of UGC Act, 1956)

Technical Answers for Real World Problems

Digital Assignment -1

Team Members:

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1. Title:

Unified Portal for Redressal of Public Grievances

2. Problem Statement:

In general, we come across many problems in the society or in a community. But, no one takes any initiative to rise a complaint regarding the issue. So, to solve this problem we are introducing an online portal for public grievances. Anyone logged in to the portal can easily file a complaint on any issue prevailing in the community or society. The complaint can be anything such as uneven roads, drainage leakage problems, water wastage problems, emergencies, corruption scenes, crime scenes, garbage problems and other public problems. When a complaint is registered then the respective authorities are informed about the issue through a message or an e-mail with respect to the choice of the authorities and the customers.

Objectives:

- To build a unified portal for redressal of public grievances.
- To solve societal issues efficiently.
- Solving issues whose criticality is severe at the earliest.
- To provide a convenient interface to the users.
- Store sensitive information of users securely to prevent data breach.
- To provide data integrity through hashing algorithms. The data will also be backed up so any loss of the data can be counter parted.

3. Motivation:

The problem with current complaint portals maintained by different departments is that they do not abide by and follow defined procedures or rules. Furthermore, there is no monitoring or follow up done to ensure the proper execution of the problem. Through our project, we shall be addressing this existing problem by building a web application where we will be bringing all the government departments and their grievance collection portals into a single platform. This, when implemented, can help public to easily file their complaints through our single unified platform. Our portal is free and completely safe. There is flexibility of selecting the authorities to which the public want to register a complaint. Machine learning algorithms are used to implement the sorting and prioritizing of the order of execution of the collected problems.

4. Project Outcome:

The outcome of this project is a free online website which can be used by anyone with proper authentication in order to register a complaint that he/she faces.