GUJARAT POLICE FEEDBACK SYSTEM

Dept. of Computer Science and Technology, CSPIT College, CHARUSAT University, Changa

Abstract – Gujarat police is a website developed to gather feedback regarding police stations to understand the perspective of the public towards them. The system consists of two modules one for admin and another for the user providing the feedback. For the access of the feedback system, users need to scan QR code after which they need to enter their name and mobile number to login into the system. On login, the user can provide the feedback and submit it by entering the OTP they receive through SMS. The admin has a feature to view the feedback and get detailed insights in the form of a chart/graph of any police station by selecting it based on their district, sub division, name and other relevant fields. The admin can also add a new police station and generate QR code for the same. The system will help citizens get better behaviour and faster response from police in due course of time.

1. INTRODUCTION

Gujarat Police is feedback gathering and analysing system developed for general citizens of Gujarat to set forth their opinions and perspective towards police stations by filling up the review form to express their opinions regarding the experience and service offered by police stations. The system not only serves citizens but also helps police department to improve their offerings towards citizens by getting the detailed insights from the feedbacks offered by users. This system will help create transparency and develop an understanding relation between police staff and general citizens.

2. EXISTING TECHNOLOGIES

On visiting the Gujarat State Police Portal ("પ્રતિભાવ") we observed that it contains a lot of functionalities and modules, but we observed that one of the modules aligns partially with our problem statement which contains the functionality of providing reviews and it basically contains 3 components(Name, email and review/comment (ટિપ્પણી). Furthermore verifying the user using captcha for the submission of review is implemented.

Apart from the above-mentioned application, we also found another similar web based solution named ANUBHUTI (by Delhi Police) which duly satisfies our project requirements that are mentioned in our problem statement. It also covers few features like QR Code review system and gives the graphical representation of the reviews analysis.

3. PROSOSED SYSTEM

As we know the need of this system arose due to the requirement of building a custom system which can serve as a platform for general public to give feedback to the police stations regarding various aspects so the approach, we aimed to follow was one of simple and minimal development ideology which will be able to fulfil all the requirements and easy to understand for general public. We are developing a system in which user will scan the QR Code and a link will pop up. After clicking on the link, it will be redirected to the feedback system webpage and after OTP authentication user will be able to submit their feedbacks. On the admin side, it will also the display the review analysis with the help of graphs and charts.
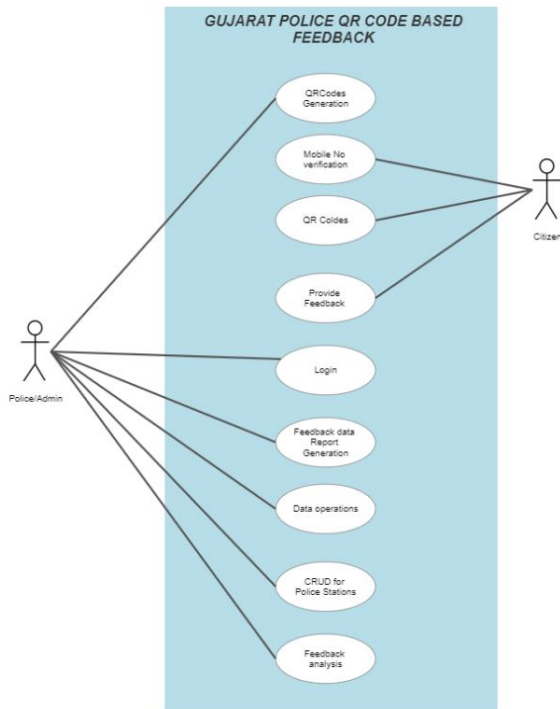
Advantages of proposed system:

- No need to download any app from store
- Reduction of manual work
- Reduces a lot of time and effort
- Friendly user interface
- Enhances transparency and data authenticity
- In manual format, we have to keep and maintain the feedback records in books whereas in this

digital method the feedbacks can be accessed from anywhere and anytime by admin.

- Report generation is made easy and efficient

1. Use Case Diagram

User (Citizen)

Login Page

Feedback Form

OTP Verification

Appreciation for summiting feedback

flexible to adapt the changes efficiently without affecting the purpose of system. In future there can be provision to give voice enabled feedback which will help citizen elaborate subject as per their need and put forth the review in a more dynamic manner.

CONCLUSION

We convey our thanks to our HOD Dr. AMIT THAKKAR for providing us with all the help and support while developing the system. We would also like to convey our sincere thanks to our guide Prof. BELA SHAH for providing us support and helping us come with new and innovative ideas by giving us deep insights throughout the development cycle by laying out the review as and when required. My gratitude is extended to the department staff for prompt help when required. This project is developed with an utmost determination towards serving police and citizen.

REFERENCES

[1] https://reactjs.org/

[2] https://youtu.be/QFaFIcGhPoM

[3] https://dev.mysql.com/doc/

4. CONCLUSION

The Gujarat Police system is developed to facilitate easy processing of feedback provided by citizens towards police stations. Occasionally it might be possible that people are dissatisfied by the response of police station or would like to share their opinions regarding certain aspects so the system makes it possible for users to submit the feedback without any hesitation. Furthermore, the Admin of system can look over the responses provided by citizens and get detailed insights which can help them to take necessary actions to resolve the issues.

5. FUTURE SCOPE

This project Gujarat Police feedback system has been developed in such a manner, that the future requirements of the users are met. The project is