



Centralised Public Grievance System

An initiative towards Smart Cities and Infrastructure.

Agenda

Key topics discussed
in this presentation

Problem incountered by the people

Our Solution to the Problem

Need of our Project

Functionality Provided

Tech Stack

Future Scope



Problem encountered by the People

People encounter many problems in their day-to-day life be it health emergencies, accidents, complaints, mismanagement or any other issue. People may have had difficulty reporting their grievances due to limited options or barriers to communication or There may have been no centralized system in place to log and track grievances, making it difficult to ensure that they were being addressed in a timely and effective manner. People may not have felt empowered or motivated to report their grievances.

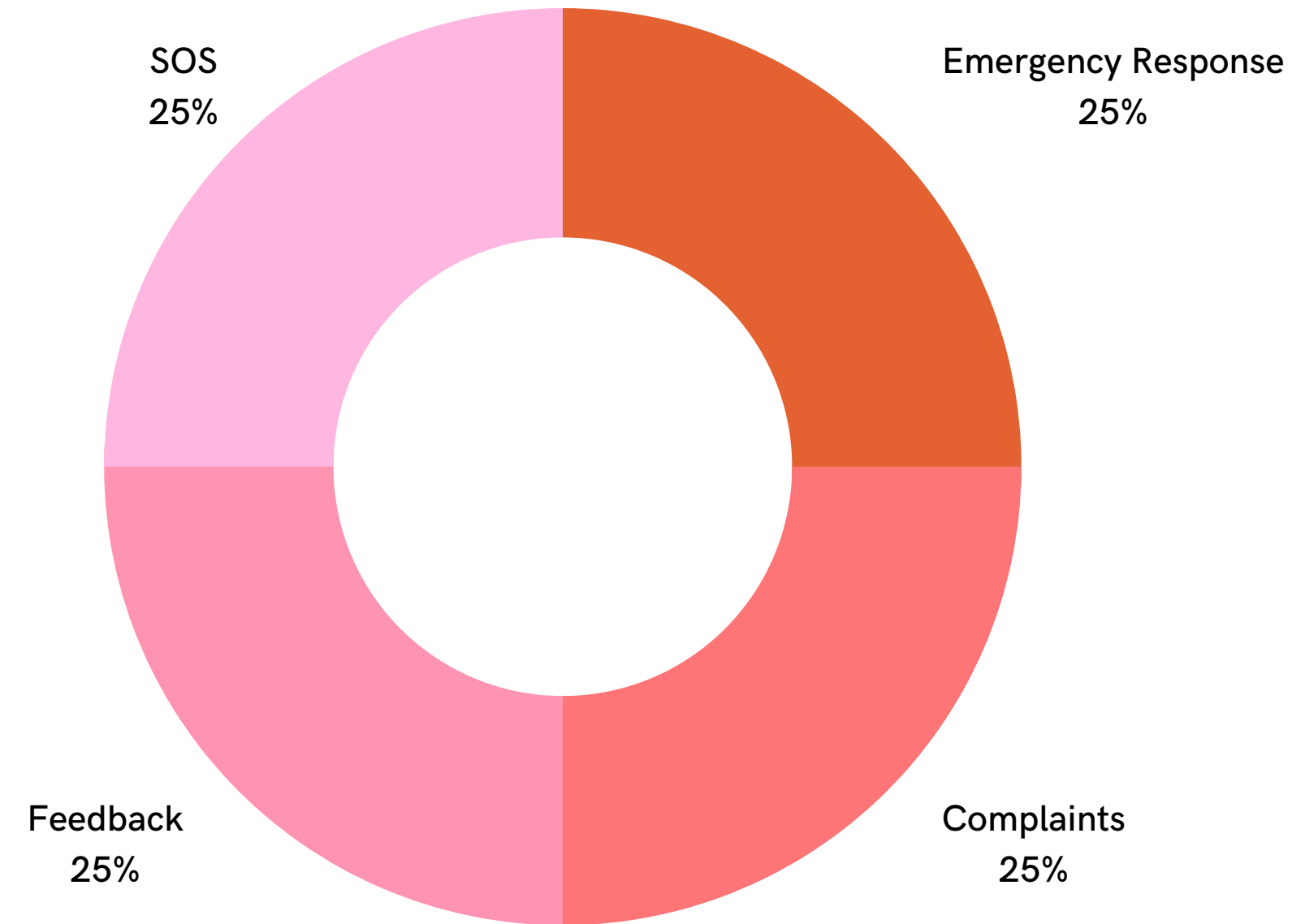


Our Solution to the Problem

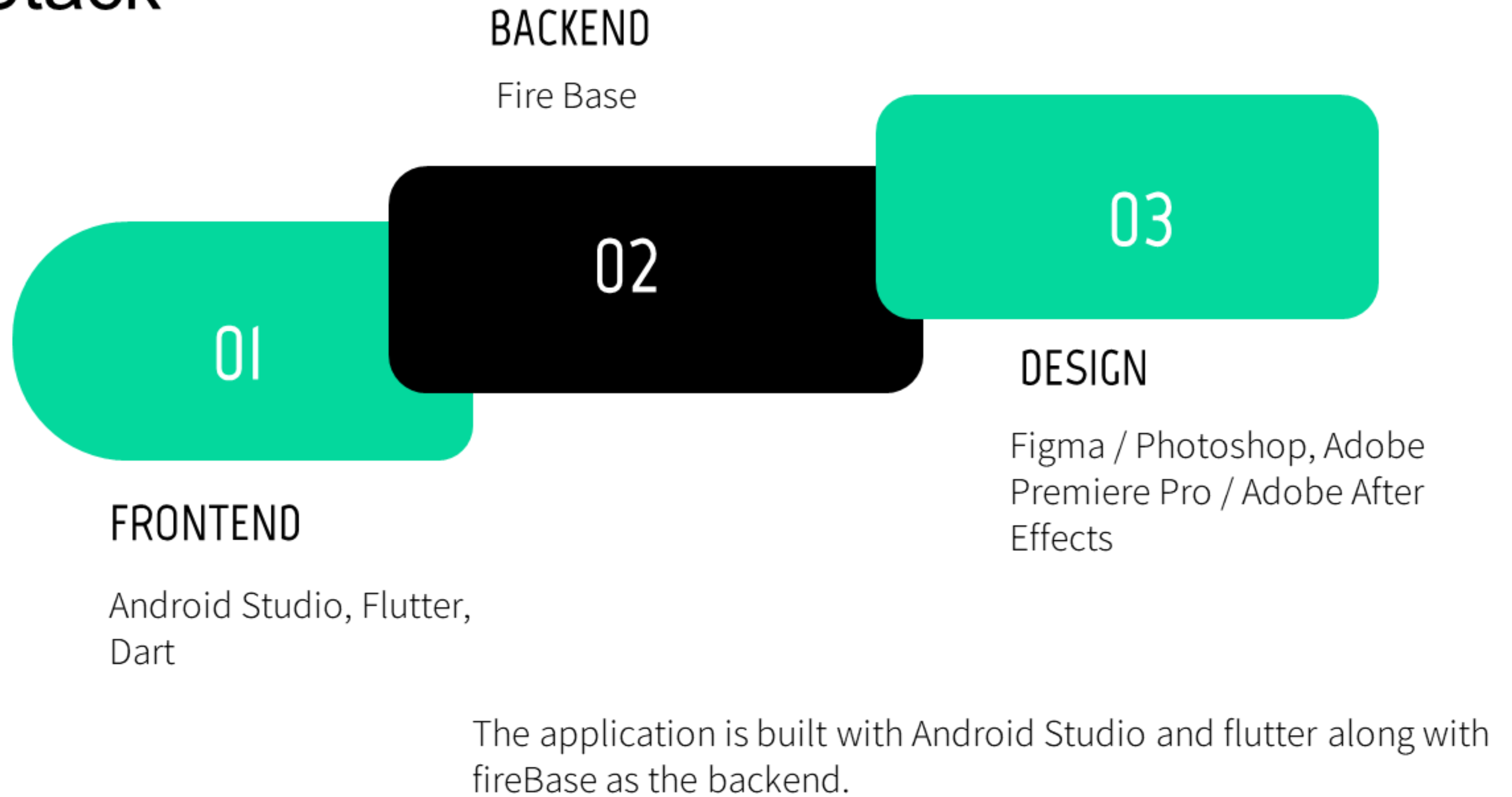
- Our app helps the public by providing multiple features that make it the most useful.
- It provides a centralised channel to tackle all the grievances of the people which will make it effective and efficient
- It provides a transparent channel.
- It also has Emergency response and SOS buttons to be used for the safety of the person

Functionality Provided

- EMERGENCY RESPONSE - USED TO REPORT CRIMES AND ACCIDENTS
- COMPLAINTS - USED TO ASK GRIEVANCE FOR ANY ISSU FACED BY THE USER
- FEEDBACK - USED TO GIVE FEEDBACK ABOUT ANY SCHEMES IN THERE CITIES
- SOS - WILL BE USED TO GET YOU IMMEDIATE HELP



Tech Stack





Future Scope

- ADDING MORE FEATURES OR FUNCTIONALITIES TO THE APP SUCH AS CHATBOTS, VOICE RECOGNITION, SENTIMENT ANALYSIS, ETC. TO FACILITATE COMMUNICATION AND FEEDBACK.
- EXPANDING THE APP TO COVER MORE SECTORS OR DOMAINS WHERE GRIEVANCES CAN ARISE, SUCH AS EDUCATION, HEALTH CARE, TRANSPORTATION, ETC.
- ENHANCING THE APP WITH ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING FEATURES TO AUTOMATE AND OPTIMIZE THE GRIEVANCE RESOLUTION PROCESS
- IMPROVING THE APP'S USER INTERFACE AND USER EXPERIENCE TO MAKE IT MORE ENGAGING AND INTERACTIVE
- DEVELOPING A ROBUST GRIEVANCE PROCEDURE POLICY AND ENSURING COMPLIANCE WITH RELEVANT LAWS AND REGULATIONS

THANK
YOU