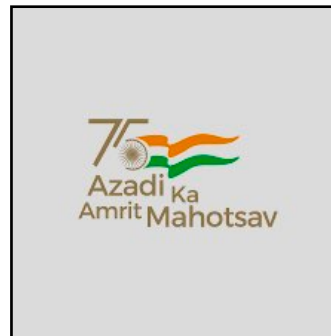

“Azadi Ka Amrit Mahotsav Hackathon 2022”

QR Code Based Citizen Feedback System for Gujarat Police

BY :- L.J.I.E.T



Team Id:- TM002022

Project Id:- PID084

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Abstract

In this era of technology smartphones play a significant role in our day to day life. Nowadays smartphone can help us to solve most of the problem very easily.

Our QR code based citizen feedback system for Gujarat Police' is use for the citizens to give the feedback about police station and police officer. Citizen can give feedback by just scanning the QR code pasted in Police Station and citizen does not need to download any application.

Citizen's feedbacks are monitored by Police Officer and Police Officer can add or remove the question. This project will improve the police work through an analysis of the feedback received.

INTRODUCTION

This page plays a very important role in our country. As due to this project common man and the police of country can stay connected and knows what's happening. And gives feedback about their work, how they act during and emergency.

Portal will be build to be used by two types of people :- 1) One who wants to give feedback about police work, 2) The Govt. office or admin of that police station. For public there will be option to choose state, city, area, police-station. And what they want to give feedback about.

And for admin of police there will be add / delete of feedback questions and can see what feedback's they've got.

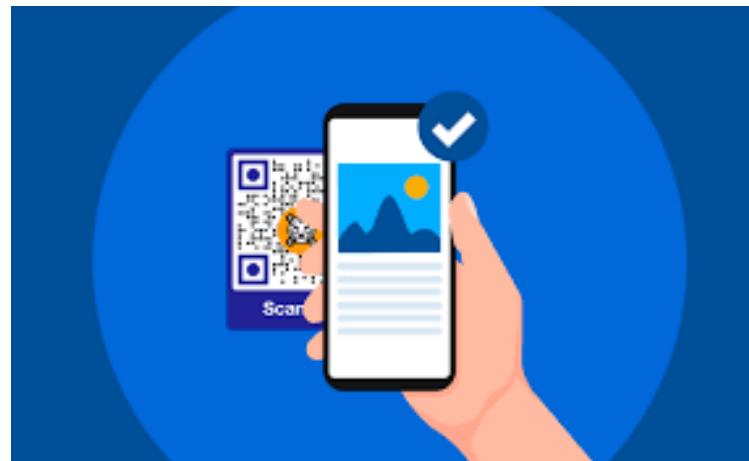
PROBLEM STATEMENT

Problem Id:- PID084

Problem Statement:- QR code based citizen feedback system for Gujarat Police

Govt. of Gujarat has been making a lot of progression in making of new technologies. There is some type of new technology in which QR code will be pasted in police stations.

So public and admin can scan it and give feedback or see the feedback given by public.



Approach to Solve Problem

We will be working on project in which QR code will be in police stations of Gujarat. The one who wants to give feedback about police-station or the admin at station will scans the QR code and will land on login page.

On the login page they can lookout for Helpline for any query and About Us.

There will be 2 options available for the scanner- 1) Login for Feedback

2) Login for Admin

For the people who wants to give feedback will have to login with their mobile numbers, will generate an OPT and will be taken to feedback form. There they have to select state, city, area PS and feedback questions. Once all mandatory questions are filled up then he/she can submit the form.

And for the admin he/she has to login with their registered police-station email address or can sign-up for new police-station. After sign-up admin will get message on that same mail to set new password and then login for further process. As soon as admin is allowed to login all contents are seen as admin overview, admin details, can add/delete feedback questions, generate their own QR code and see report and feedbacks submitted with hidden identity.

Admin can see for total number of feedbacks, report on feedback submitted by common people, and download data.

All feedback data can be seen by used and are shortlisted in three categories:- Police-station wise, Sub division wise, District wise.

How IT Works?

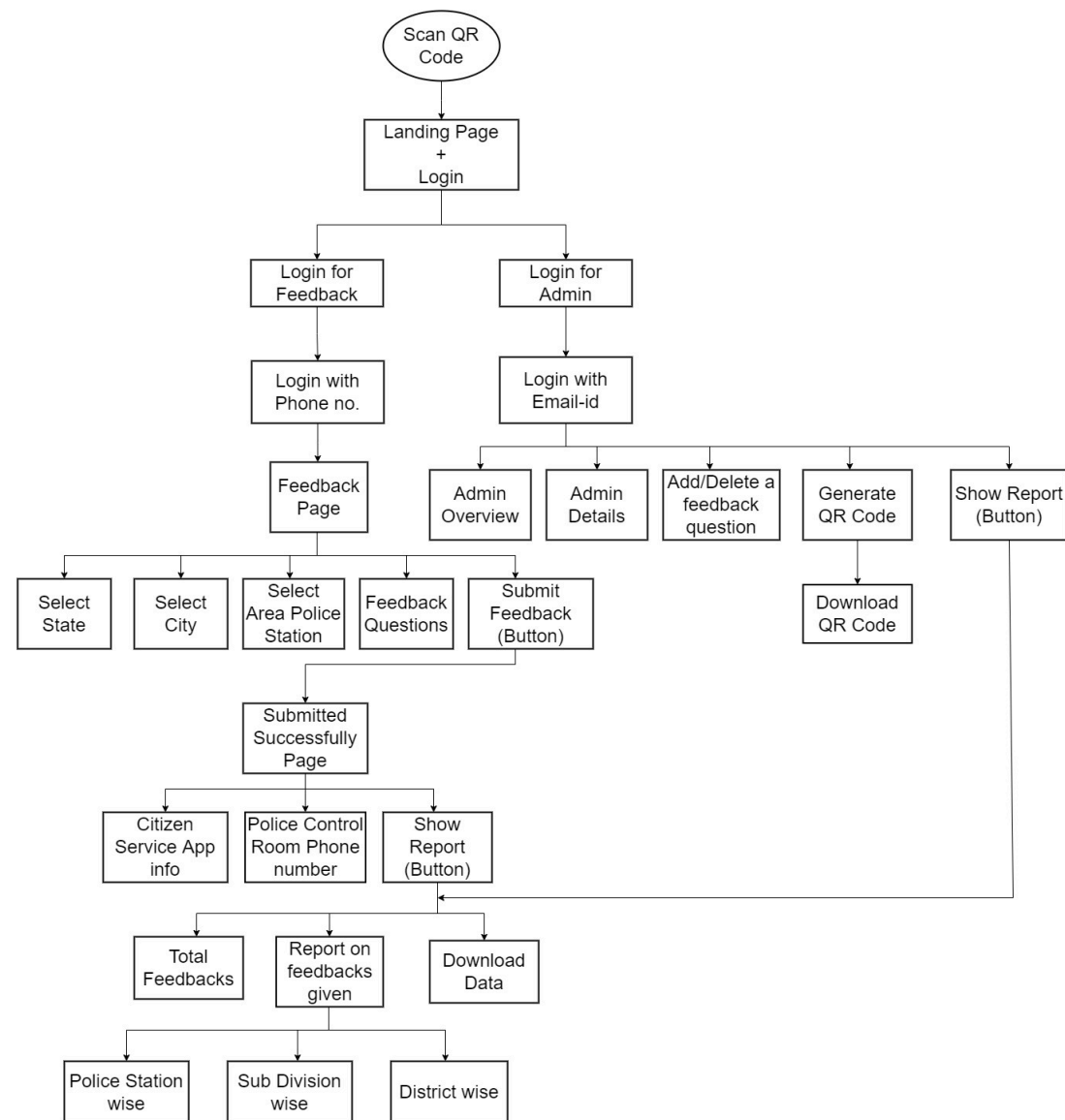
Either common people or the admin has to scan QR code through mobile scanner as QR code will be made available at every police stations.

After filling the login details, the person giving feedback will get an OTP(one time password) to login successfully and will land on feedback form. According to where they live, have to select state, city, area and questions required.If all mandatory blanks in form are filled. They have to click submit button, and get “submitted successfully” message. At the end if user wants to see all other feedback he/she can see with hidden identity.

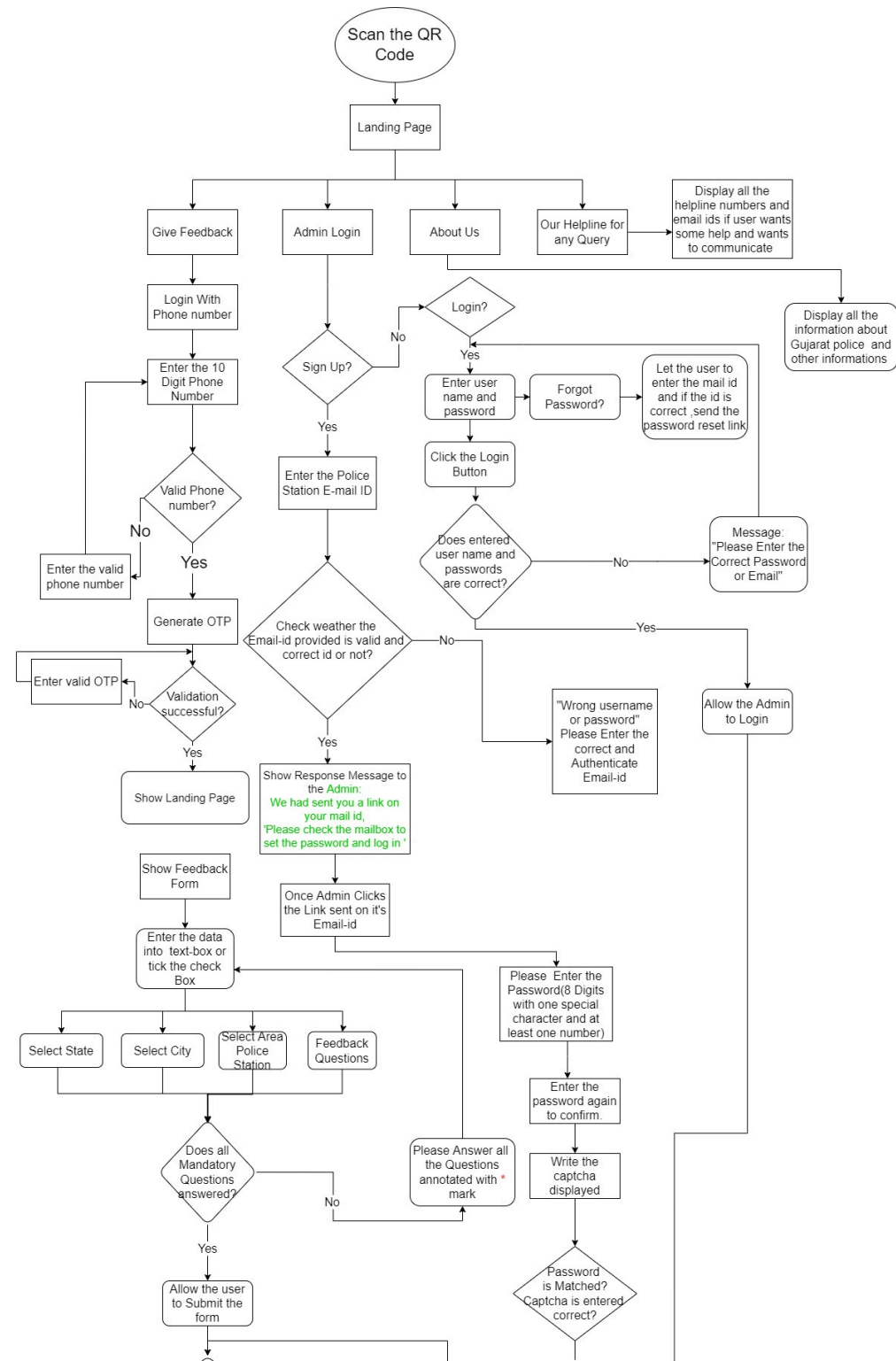
For the admin if it is first time they have to sign-up by entering given police stations email id. After that on same email a link will be sent to set new password and login successfully. There all info. will be shown as admin overview, admin details, can add/delete feedback questions, generate their own QR code and see report and feedbacks submitted with hidden identity. And finally can logout. If admin already has email and password then they can directly login and see all the reports and all.After logout they will be landed back to main page of login and password.

Flowchart for Solution

1)



2)



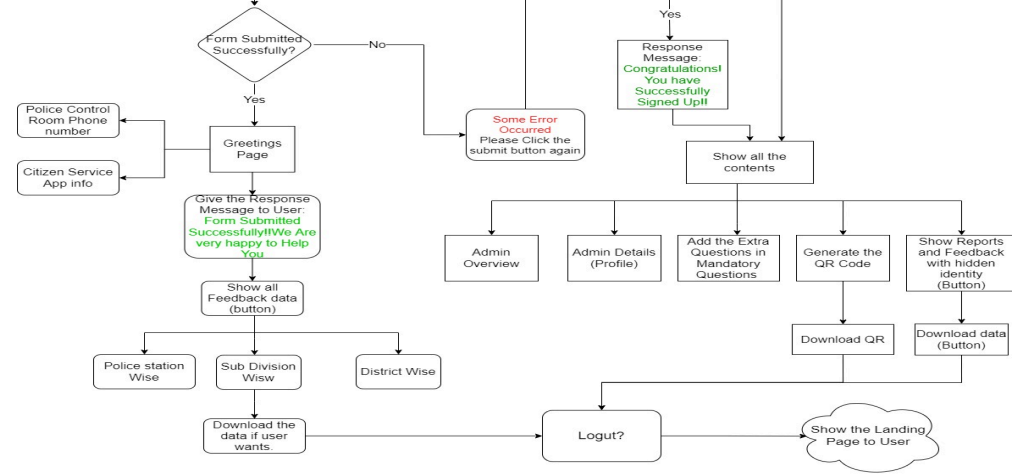



Image of solution



Gujarat Police Feedback Form

Please take a moment to fill out this survey.

The Gujarat Police Department has a strong desire to deliver the highest quality service possible. If we recently worked with you to deal with an issue, we would like your feedback. Please let us know how our staff performed and more importantly if there are any areas in which we need improvement.

How did you come to the Police Station? *

☐ Through a person known to a Police Officer

☐ With a Neighbour/Local leader

☐ On your own

After how much time you were heard in Police Station *

☐ More than 15 minutes

☐ 15 minutes

☐ 10 minutes

☐ 5 minutes

☐ Immediately

Issue Resolved? * ☐ Yes

☐ No

☐ Somewhat

Please rate who you spoke with. *

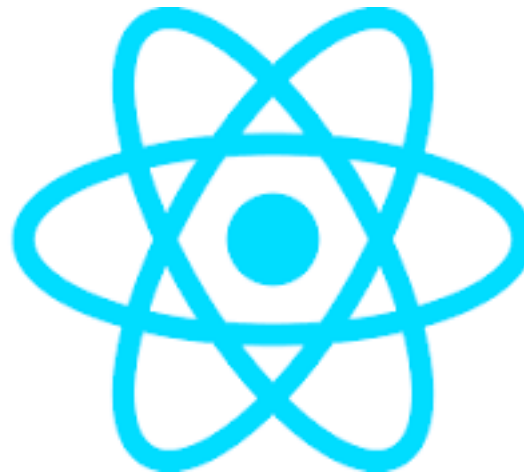
	Excellent	Good	Fair	Poor	Not applicable
Service Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fairness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Conduct	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow up (If needed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude/attentiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Were your needs handled reasonably, timely and/ or all questions answered? *

☐ Yes

☐ No

Tools To Be Used



Thanks For Reading Till Here