

Azadi Ka Amrit Mahotsav Hackathon 2022

PID084

Challenge Title

QR Code based citizen feedback system for Gujarat Police

Name of the Department

Home Department

College Name

L.J. INSTITUTE OF ENGINEERING AND TECHNOLOGY

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Secondly, We would also like to thank our project mentor who helped us a lot for this project within the limited time frame, and helped in lot many research.

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ABSTRACT

We are going to make a portal which will take feedback from people about the police and their services of that area. It will rate and give the feedback to the stations for better improvement and efficiency in their work. It will also appreciate the officers for their good work. It will make sure authenticity of the user by checking OTP across the Aadhaar API. It will provide necessary contact information for emergency services or complaints. It will provide history or past records of the officer and police station.

INDEX

Sr.	TITLE	Pg.
1.	Introduction	5
2.	Problem Statement	6
3.	Flowchart	7 – 8
4.	The Flow of Portal	9 – 10
6.	Tools and Technologies	11 – 12
7.	Outcome of Project	13
6.	Impact	13
8.	Mockup of Prototype	14
9.	Screenshot Of Prototype	15

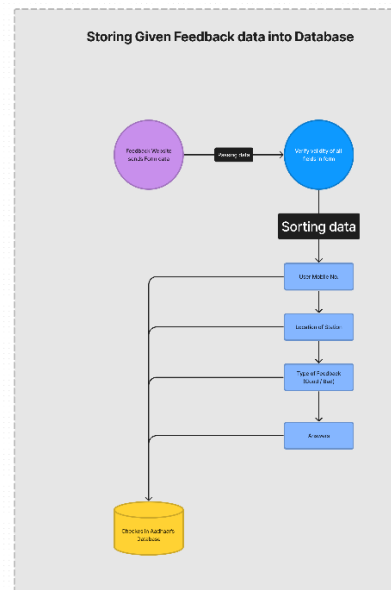
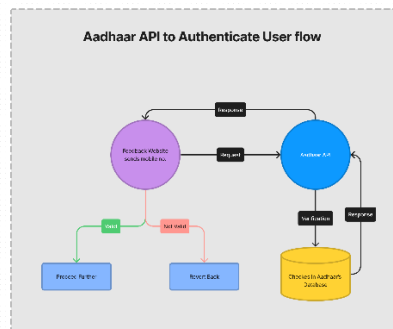
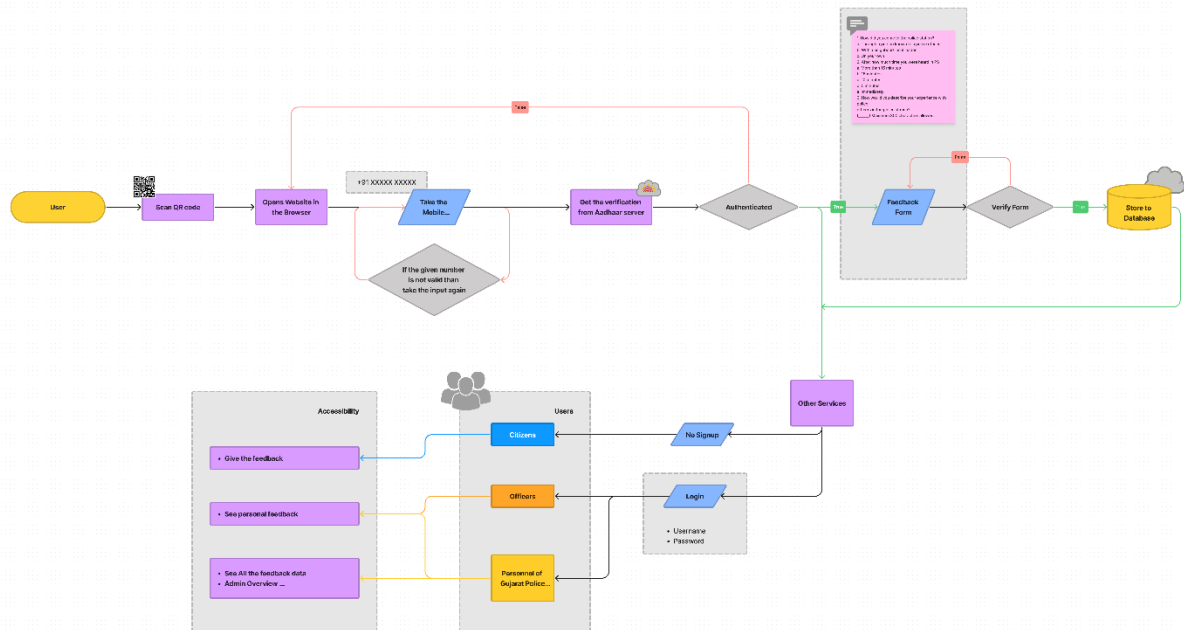
INTRODUCTION

- In Gujarat there is no system that provides feedback to the Police Departments, tangible or non-tangible. A website of taking feedback of police stations must be authorized and allow authenticated users for giving their feedback. Giving feedback is important at large scale as we are dealing with too many people.
- To overcome these problems, we are making a portal which is totally authenticated with users. This portal is accessed by any citizen (Indian citizen/NRI) that can give feedback. Portal is user friendly and it can be accessed easily from anywhere anytime.
- Our portal provides all information of Gujarat Police of each department, including the history of Gujarat Police and their achievements.

PROBLEM STATEMENT

This project will give solutions to citizens to provide feedback by just scanning a QR code pasted in Police Station for feedback. Citizens will be required to fill out a feedback form online. Any officer with login rights can directly monitor the perception of the public regarding policing in Police Station/ Subdivision/ Districts/ Cities.

FLOWCHART



FLOW OF THE PORTAL

Scans the QR Code -> Login screen opens on Respondent Portal-> OTP is sent on respondent mobile -> Respondent fills the Feedback form -> Respondent submits feedback.

Firstly, The QR Code Is Scanned and Screen is opened on the portal which requires Login as necessary for giving Feedback. Then User will login to the Portal with its account and OTP is sent to that particular user for authentication. Then user fills the feedback form easily, and then submits it.

QUESTIONS FOR FEEDBACK

- 1) How did you come to the police station?
 - a. Through a person known to a police officer
 - b. With a neighbor/ local leader
 - c. On your own
- 2) After how much time you were heard in PS
 - a. More than 15 minutes
 - b. 15 minutes
 - c. 10 minutes
 - d. 5 minutes
 - e. Immediately
3. How would you describe your experience with police officers in the police station?

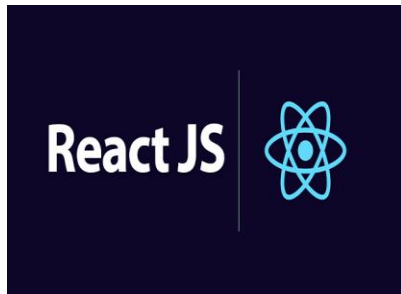
Ans: (_____) Maximum 300 characters allowed.

- After the submission, there is information about citizens on the Portal and contact number of the police control room.

There is an admin login that consists of the following components:

- 1. Admin Login Screen**
 - 2. Admin Overview**
 - 3. Admin Detailed**
 - 4. Generate QR code**
- There shall be a website for accessing the feedback management system. Login will be via email id and password. Captcha will be included.

TOOLS AND TECHNOLOGIES



OTHER TOOLS

Figma

<https://www.figma.com/file/iApq6rkEf3EWGdUAZN2rXZ/Flowchart>

Adobe Photoshop

<https://www.adobe.com/in/products/photoshop.html>

Kaggle for Datasets

<https://www.kaggle.com/>

REFERENCE

StackOverflow:

<https://stackoverflow.com/questions/tagged/django>

GeeksforGeeks:

<https://www.geeksforgeeks.org/dbms/>

Quora:

<https://www.quora.com/What-is-Bootstrap>

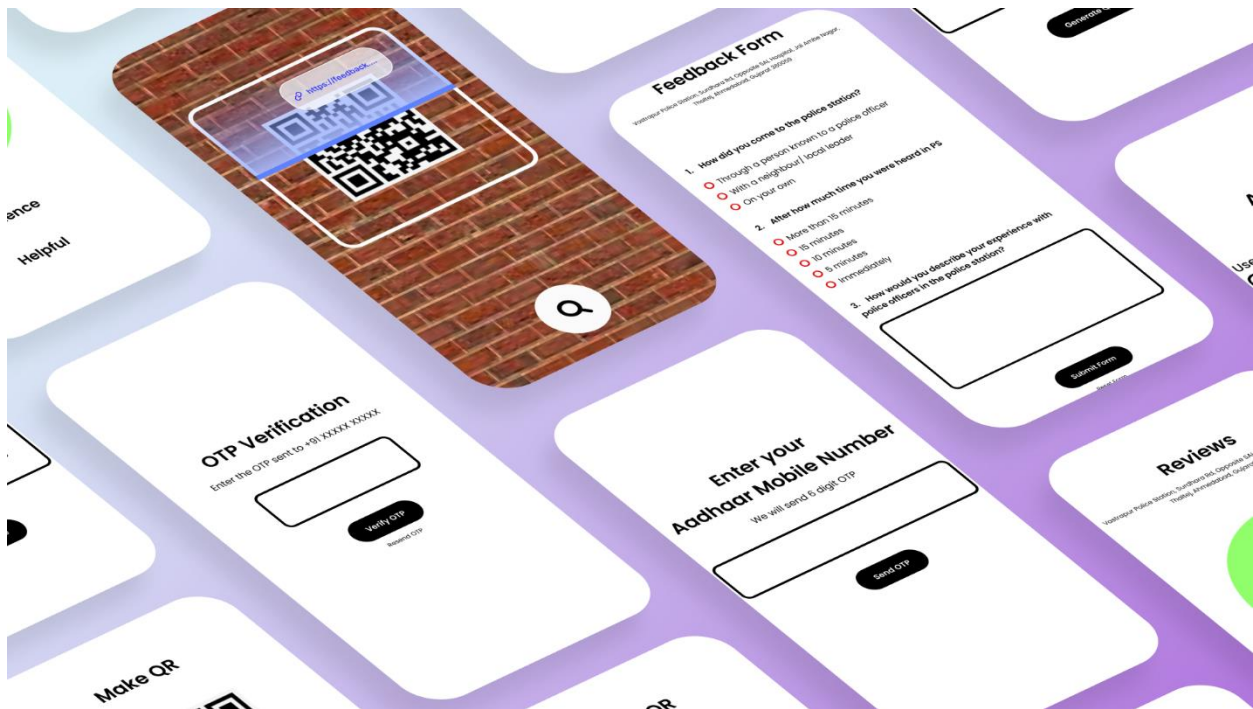
OUTCOME OF THE PROJECT

Citizens can easily give feedback. Mobile web browser-based interface. Officers can get details of quality of service of any police station by analysis of related data. Web/App based interface for Police Officers.

IMPACT

Citizens will get better behavior of police and faster response from police in due course of time.

MOCKUP OF PROTOTYPE



SCREENSHOT OF PROTOTYPE

