

QR Code based citizen feedback system for Gujarat Police

Problem ID: PID084

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Abstract. We know that a feedback system is very important for system improvement. Therefore we create a QR-based police feedback system for citizens so that they can easily give feedback about what they feel and help the police to improve. Using this feedback police can easily track their mistakes and can easily improve them. This genuine feedback from the public is very important for the system if the feedback is negative then it indicated that the police station has to be more proper in service and the government can easily check the progress of that particular station.

1. Existing System

To get the required insights, you'll have to obtain your customer's feedback. And generally, there are two ways to go about it:

First, you distribute paper-based feedback forms to your customers. And ask them to fill the form on the spot.

With this method, you have to face a couple of challenges.

1. First, it involves the consumption of a lot of paper. And as an environment-friendly citizen, you wouldn't want that.
2. Second, gathering data on papers means you need to put a lot of effort into generating reports and insights and even keeping the data saved for future references.

2. Proposed System

So the other alternative is—creating a digital form and getting your audience to fill it. And to do that, you can add the link to the form on your invoices, marketing creatives, etc.

In our case the feedback form is for police officer and the police station.

So in this people can easily give the responses of a police officer or a police station. After that police can analyse the responses of all the people and they can improve their system or

they can find what they are doing wrong so they can improve.

3. Major Components of our system

1. QR CODE:

If anyone who is willing to give the feedback they can give the feedback by scanning a QR code which will be available at the police station.

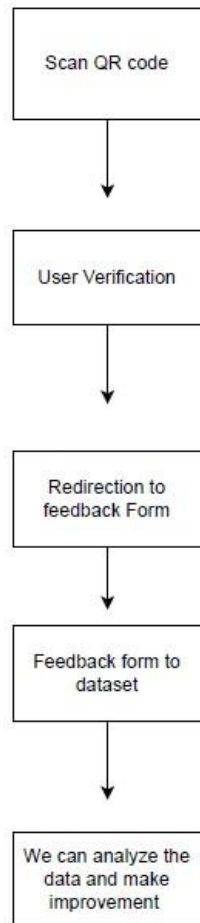
2. User Verification:

After Scanning the QR code it will automatically redirect to the User verification page, where they have to submit their phone number and then they will get a one time password (OTP), after entering the OTP they will be redirected to feedback form.

3. FEEDBACK FORM

After verifying user, user will be redirected to the feedback form page, where they can give the feedback police station.

4. Flow of work



The interface shows the Gujarat Police logo and a verification code: **406749 is your verification code for 127.0.0.1.** Below this is a text input field containing '406749' and a 'Verify' button. The main section is titled 'Feedback Form' and contains several questions with radio button options:

- How did you come to the police station?
 - ☐ Through a neighbour's local leader
 - ☐ On your own
- After how much time you were heard in Police Station?
 - ☐ Immediately
 - ☐ 5 minutes
 - ☐ 10 minutes
 - ☐ 15 minutes
 - ☐ 20 minutes
- How would you describe your experience with police officer?
 - ☐ Good
 - ☐ Bad

At the bottom, there is a 'Submit' button.

The screenshot shows a database table named 'feedback' with the following data:

No.	How did you come to the police station?	After how much time you were heard in Police Station	How would you describe your experience with police officer	dt
1	With a neighbour/ local leader	15 minutes	test 1	2022-09-24 18:34:56
2	On your own	Immediately	test 2	2022-09-24 18:35:19
3	On your own	5 minutes	test 3	2022-09-24 18:36:58
4	On your own	5 minutes	test 3	2022-09-25 10:42:10
5	With a neighbour/ local leader	Immediately	test 4	2022-09-25 10:44:17

6. Conclusion

Through this feedback form police can easily identify their mistakes, so they can improve that and also citizens will get better behaviour of police and faster response from police in due course of time.

5. Functionality

The interface shows the Gujarat Police logo and a text input field for 'Enter Phone No. For Feedback' containing '+91'. Below this is a 'Send' button. At the bottom, there is a dark bar with a user icon, the phone number '51404', the verification code '406749 is your verification code for 127.0.0.1.', the time '10:47 pm', and a red notification bubble with the number '1'.