

<b>Problem ID:</b>	PID084
<b>Challenge Title</b>	: QR Code based citizen feedback system for Gujarat Police
<b>Name of the Department</b>	: Home Department
<b>Challenge Description with context</b>	<p>: QR (Quick Response) Code based citizen feedback system.</p> <p>This project will give solution to citizens to provide feedback by just scanning a QR code pasted in Police Station for feedback. Citizens will be required to fill a feedback form online. Any officer with login rights can directly monitor the perception of public regarding policing in Police Station/Sub Division/District/City.</p> <p>The application calculates the perception of public about Police.</p> <p>Flow Example: Respondent Scans the QR Code -&gt; Login screen opens on Respondent mobile -&gt; OTP is sent on respondent mobile -&gt; Respondent fills the Feedback form -&gt; Respondent submits feedback.</p> <p>The QR code pasted will also have instructions/ guide regarding the steps. Viz. open camera, select the type of phone (iPhone/Android) user, Tap the notification for further action on Web based feedback form.</p> <p>There will be no installation of any App on citizen mobile phone. Feedback will be taken on the following questions:</p> <ol style="list-style-type: none"><li>1. How did you come to the police station?<ol style="list-style-type: none"><li>a. Through a person known to a police officer</li><li>b. With a neighbour/ local leader</li><li>c. On your own</li></ol></li><li>2. After how much time you were heard in PS<ol style="list-style-type: none"><li>a. More than 15 minutes</li><li>b. 15 minutes</li><li>c. 10 minutes</li><li>d. 5 minutes</li><li>e. Immediately</li></ol></li><li>3. How would you describe your experience with police officers in the police station? (_____) Maximum 300 characters allowed.</li><li>4. Submit</li></ol>

After the submission, there is information about citizen service app and contact number of police control room.

Admin Login

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.

The reports will be

1. Number of feedbacks
2. Total Feedbacks
3. Police station wise
4. Sub division wide
5. District wise
6. Responses

This will be shown in a bar/pie/histogram color chart format. The data should be able to be view in tabular format and also can be downloaded in excel format.

**Users**

: Citizens, Officers and Personnel of Gujarat Police

**Expected  
Outcomes**

: 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 behaviour of police and faster response from police in due course of time.