

Complaint Management Application for Lack of Mask and Helmet

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Problem Statement:

One of the major and significant changes in lifestyle we have gone through is most probably the mandatory usage of masks in public spaces such as Schools, Colleges, Buses, Shops, etc. Experts have said that Masks and face coverings can prevent the wearer from transmitting the COVID-19 virus to others and may provide some protection to the wearer. 40% of people having Covid-19 are asymptomatic but they are potentially able to transmit the virus to others. Universal mask use can significantly reduce virus transmission in the community by preventing anyone, including those who are unwittingly carrying the virus, from transmitting it to others. Disease modeling suggests masks worn by significant portions of the population, coupled with other measures, could result in substantial reductions in case numbers and deaths. Even in such circumstances, we can see that a significant proportion of the population are roaming around freely without wearing masks. There are also anti-mask communities and people easily get away with the act of not wearing the masks just because of the fact that there is not enough manpower from the authorities to check if all of us are wearing masks.

Similar to the case of masks, we have a huge proportion of the population that do not wear helmets while driving vehicles. Some of us do not wear the helmets we have unless we get to know the presence of a traffic police in advance. For a fact, we know that Those who wear a helmet when riding a motorcycle, bicycle, scooter or skiing are much less likely to suffer a serious head injury in a crash and even statistics back this up. The numbers don't lie. They show that helmets do save lives and reduce the risks of head trauma.

Irrespective of the advantages of wearing both the helmet and the mask, people often tend to ignore this simple task because of the lack of authority to question them and lack of any serious consequence.

Solution:

So, even though we agree that wearing a helmet and a mask is collectively a good thing, the majority of us ignore doing so. This is either because of the lack of awareness of the benefits of helmets and masks or because people believe they won't get caught. In order to overcome this problem, the solution is to give the authoritative power to all the people in the country a way to file a complaint on people that are not following the rules with the proof. This way, the probability of a person not getting caught while not wearing a helmet or a mask can get extremely

reduced. We can accomplish this through an app that lets users complain against the people who are not following the rules with the appropriate proof. In the backend of the application, verification of whether the person was following the rules or not can also be accomplished using an automated approach.