# TALLA PADMAVATHI COLLEGE OF ENGINEERING (AUTONOMOUS)

Approved by AICTE , Affiliated to JNTUH

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING(ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING)

A Real Time Research Project Presentation

On

**"Digital public complaint management"**

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# Abstract

- Many people face problems like being asked to give a bribe by a constable or buying a product that is not useful, but they do not know where or how to complain. Most people are not aware of consumer forums or the complaint process, even when they have proper evidence like a bill, photo, or recording. This project proposes an online app called (JanNyay – People's justice)where people can easily raise complaints with valid proof, without visiting consumer courts or offices, making the process simple and accessible for everyone . This app will be beneficial to everyone

# Introduction

- Most citizens do not know where or how to register a complaint.
- The existing complaint system is time-consuming and complicated.
- People hesitate to visit courts or government offices to file complaints.
- JanNyay-People's justice provides an easy online platform to raise complaints with proof.

# Literature survey

➢Heeks (2006):Identified the digital divide in E- Governance and lack of accessible grievance systems.

➢UN E-Government Survey (2018): Reported poor user interface and low adoption of government complaint portals.

➢Rao & Mehta (2022): Concluded that mobile access and real-time complaint tracking improve citizen participation.

# Existing system

- Complaints are mostly registered through physical visits to offices or courts. The process is time-consuming, involves paperwork .

➢ **<u>Limitations:</u>**

- Requirements internet access and digital devices
- Some users may have low technical knowledge

➢ **<u>Disadvantages:</u>**

- Hard for people without internet or digital skills
- Complaints may take time to get resolved
- Limited language support

# Proposed system

- JanNyay is an online and mobile-based application where users can submit complaints with evidence.

➤ **Advantages:**

- Easy access: citizens can register complaints fastly

- Time-saving: Reduces the need to visit courts physically.

- Transparency: citizens can complaint status in

  real-time.

- Evidence support: complaints can include photos,

  bills, or recordings.

# System requirements

➢Hardware  requirements :Smartphone /Computer , Internet.

➢Software requirements:

▪ **Front-End :**

• Web :HTML,CSS,Javascript

• Mobile app: Android/Ios

▪ **Back-End:**

• Database:MySQL/PostgreSQL

• Server-side : Node.js/Python

➢Users:

• Citizens/complainants

• Admin/Authorities

# Conclusion

- The JanNyay – People's Justice system provides an easy way for citizens to register complaints online with valid proof. It saves time and effort, ensures transparency, and allows users to track their complaints in real-time. It helps the government handle complaints quickly and fairly. Overall,it gives people easy access to justice and improves public services.

# Future scope

- AI-based Complaint Processing for faster classification and resolution
- Mobile App Integration to file and track complaints easily
- Multi-language Support for better accessibility
- Real-time Status Updates through SMS and notifications

# References

- CPGRAMS (Centralized Public Grievance Redress And Monitoring System)

- E-Gov Foundation

- E- Daakhil (National Consumer Helpline)