Public Grievances Application

Devila Bakrania, Rajit Gohel, Y. Steven Gunarso, Samir Shah

Imagine this

- The taxi driver charged you more than what was previously agreed upon and when you were in a rush
- The street light in front of your house has not worked for a week now and no action has been taken
- The garbage collectors in your area throw the bins around, damaging them

Wouldn't you be frustrated ?

- We say move on after reporting it to the authorities
- I am busy with my life and it would take time to report it
- What if you had a website where you can directly address these issues?
- We all can spare a few minutes
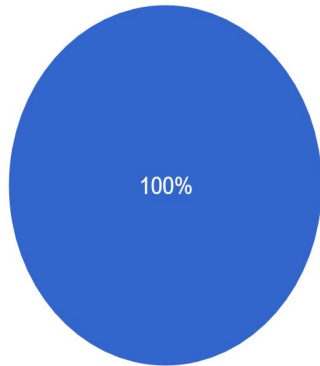
Why Public Grievances?

- Wouldn't it be great if you had a website where you can directly address these issues
- If you have an issue with anything, you have a right to complain

Survey Results

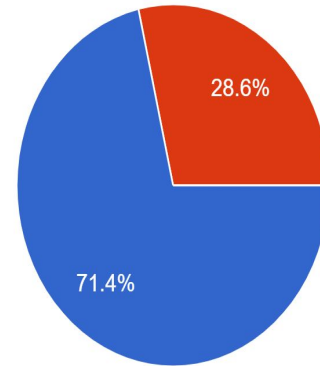Would you share a grievance you faced in your city on a online platform?

14 responses

● Yes
● No

100%

Are you comfortable with sharing your identity while posting a grievance?

14 responses

● Yes
● No

28.6%

71.4%

Public Grievances Application

A website where the residents can post about the grievances/issues they are facing. It has two types of users, admins and citizens. Citizens can post the issues with

- Location
- Categories

The other users can

- View the posted issues when they login
- Show support by liking the post
- Share their experiences by commenting on it

Public Grievances Application

The police department, fire department and government organisations of the city have the admin role. They can

- Look at all the issues addressed to them
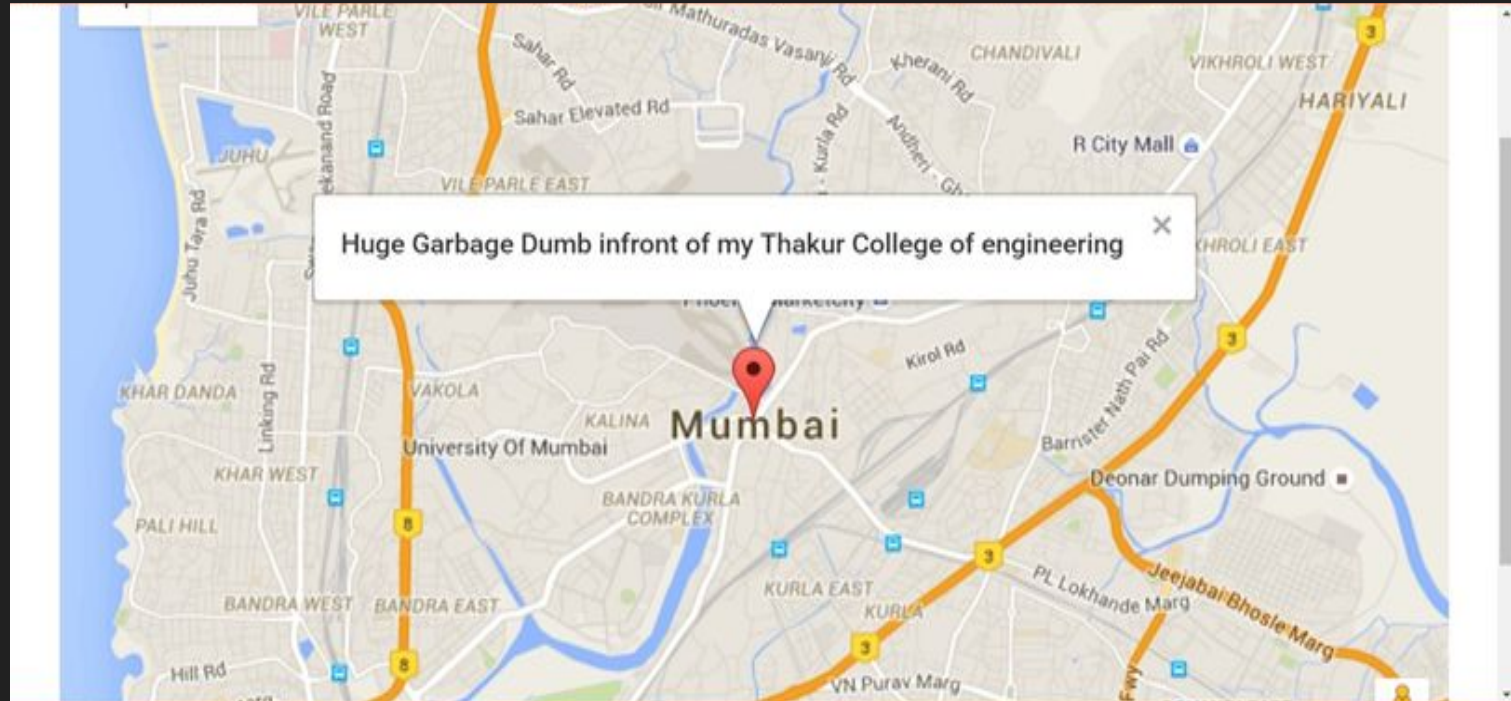- Mark issues as resolved, once solved

Impact

- Full transparency to grievance handling
- Easy access
- Users become more aware and prepared for next time
- Citizens can track progress
- Admins (Governing bodies) can feel proud of their work
- Website helps to make city a better place to live

Core Features

- All nearby grievances will be visible on Google Maps
- Create, Read, Update and Delete complaints/grievances
- Like and Comment on complaints/grievances
- Mark as Open/Closed by Admin
- Provide a report of grievances to the admin

UI showing issues on Google Maps

Future Scope

- Specific Admin Roles (police officer, firefighter, etc)
- Customer Service Chat
- Show Statistics/Data Visualization
- Social Media Login
- The users can directly tag their grievance to a government body handle on the website (eg: Police Dept, Fire Dept)

- Helpful to local residents
- Easy to use for everyone

- Expenses incurred in API calls to Google Maps

Strength

Weakness

Opportunity

Threat

- Advertisement revenue
- Sell application to local governments
- Provide useful data

- Cyber attack
- Data breach/leak

Business Proposal

The website can earn profits in future by

- Showing advertisements of local businesses on website
- Showing local businesses on the Maps interface

Thank you