

# Central Public E-Complaint System (Informal Document)

## Overview—

India has always been facing big challenges from centuries, yes, after 50+ years of Independence we are still developing. Earlier the challenges were Food, Shelter, Poverty, Population, and Education but now more major challenge is Governance. The Loop Holes in Indian Administration is somewhat found the root cause of extortion, Corruption and Scams.

Government has found that answer to all these challenges is E-Governance.

The Government has launched Digital India Mission, to fight all these problems and improvise the system. The government has started E-tendering , E-Auction, Connecting All the Gramin Panchayats of the villages through broadband , Each and Every Govt office computerized (i.e. all paper work to computer), all govt banks completely computerized. As on 1<sup>st</sup> july all the above mentioned were announced by P.M. Narendra Modi. At last Govt announced to invest 1.5 lakh crore in Digital India. Industry committed Rs 4.5 lakh crore investment. Pillars of Digital India-

1. Broadband Highways,
2. Universal Access to Mobile Connectivity,
3. Public Internet Access Programme,
4. e-Governance: Reforming Government through Technology,
5. e-Kranti - Electronic Delivery of Services,
6. Information for All,
7. Electronics Manufacturing,
8. IT for Jobs
9. Early Harvest Programmes.

The same we are planning to build a project **E-Complaint System** for E-governance.

## E-System already built--

- E ticketing
- E file locker
- E –tax pay
- E-Auction
- E-tendering

**E-Complaint can help the government to improve Administration. This system can help to manage complaints electronically resulting in centralized control, proper management and real time Monitoring.**

This is will be kind of a revolution in India. This can effect a lot to the GoI's Administration System for the good. This will improve in discipline in your system.

## Objectives—

- This project is for improving India's Administration System.
- Major problems – Corruption, Extortion, Misuse of Power and Position, Irresponsibility.
- Reasons why these problems persist – No monitoring, No pressure, Un-Awareness of the wrong work by juniors or colleges etc.
- The govt. employees are the roots of the system. They are building blocks of the administration. So if the govt. is able to manage the employees well then only we can improve.

We are taking complaints to improve the condition. **WHY?**

- Complaints are the easiest way to find out loopholes in the system.
- They are quick and efficient
- The person who is affected analyzes the problem well and reports it

### Issues in Current Complaint System-

- No monitoring of the complaints
- People think dropping a complaint is useless (as mindset, true at most times)
- Even if complaint is read, action is not taken---why??
  - It may not have the proof.
  - If complaint is serious the alleged person simply "DENIES", saying it's a trap (or because of KHunnas)
  - The authenticity of the complaint can't be judged.

### So what to do for improving this system. ?

- Govt. Employee takes bribe because more people are ready to give.
- There are a few people (relative) who are still against corruption in practice.
- We cannot just find 2-3 Corrupt officers and expect that other officers stop taking bribe.
- A govt officer is a lot smarter, and much more intelligent than you.
- Making an Electronic FIR system won't help because
  - Ultimately these are the officers who are capable of doing work
  - They are very well in doing their work
  - It's that they enjoy a lot of bribe because of power.
- So complaining in CBI or Anti-Corruption Bureau and getting an officer punished.
  - You are spoiling a well-reputed person's life for the crime that many do
  - If one then it must be for all guilty.
  - Making things better is good than simply removing things
  - The best to solve a problem is to solve it locally like it will be a lot better if the problem would be solved by local head. The directives taken by police might not be appropriate.

## Consideration of Scams—

Modi Govt. has successfully eradicated the Scams challenges. The solution is same. They did E-Auction. All the Coal Block Allocation, Mining, 4G spectrum allocation is done through E-Auction. E-Auction offers transparency, all no involvement of Govt. Officials. or Politicians Making it successful. The govt made a profit of 1lakh 10thousand crore in Coal Allocation.

## Consideration of Tender-

The govt has also overcome the problem of Corruption in Tender of Metro, Construction, Defense, Police, Edibles etc. Now all are done through e-tendering.

## Now is time for E-Complaint

The citizens of country can drop an ecomplaint to the govt. and can resolve the issue much more faster.

## Comparison-

Please do not try to compare this project to any senior's project. Many might say it is similar to Online FIR System made by Ruchi Sharma Mam. It is a whole new concept. Some complaint system were made but they were targeting only one department like JDA, but we analyzed that's not efficient as ours.

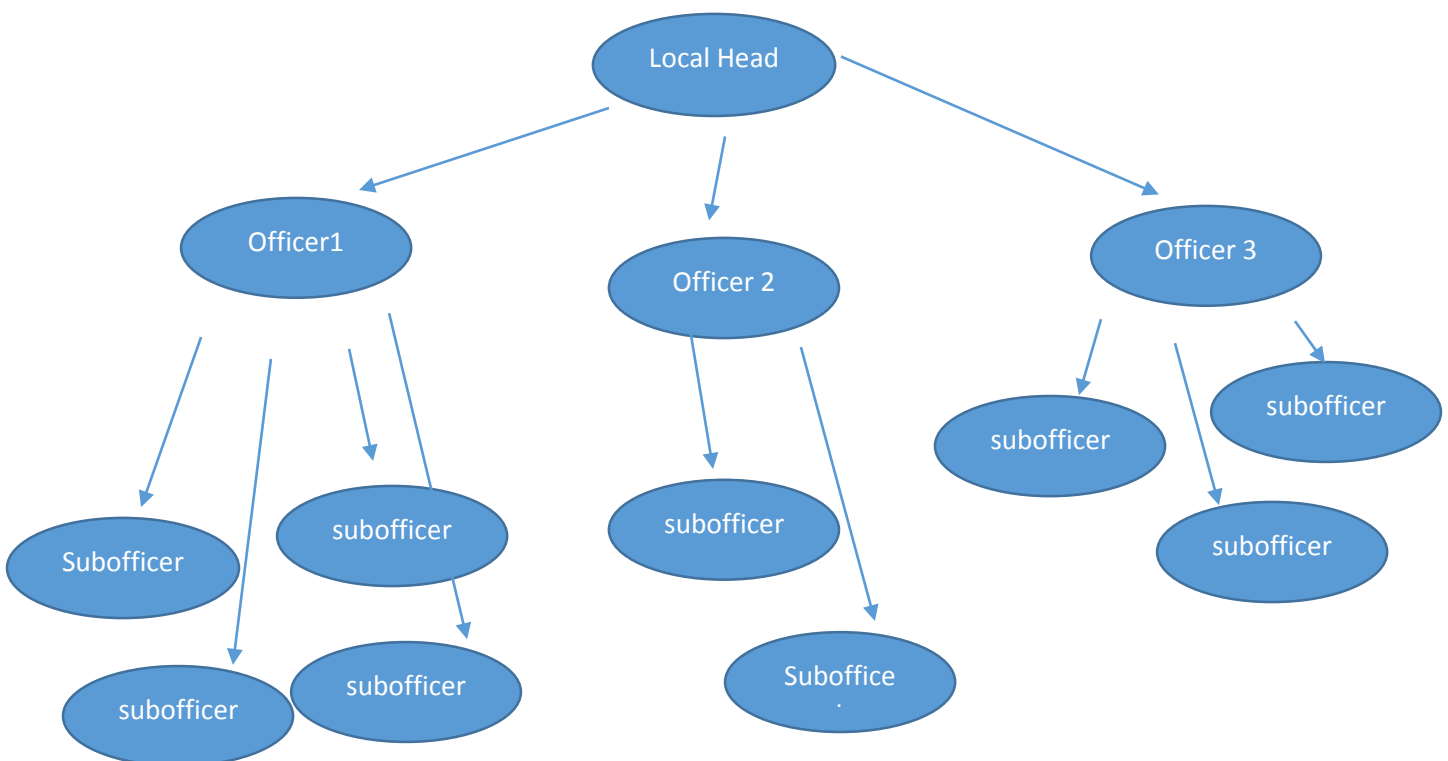
This is generalized system for all the departments in GoI. Make a system for one targeted department is understandable but developing a system as a whole is different.

## Solution through E-complaint System

As we all know GOI is divided into Ministries and then into Departments. The departments are then divided into offices. Each department has a Head (I would call the higher authority person as head).

Each of these are divided on Central and State Basis also.

The offices such as Local Electricity office, Waterworks, Jaipur Development Authority (JDA) has also a local head. They have a huge hierarchy of officers. Each officers commands several officers.



### **Concept of E-Complaint—**

The major problem of normal complaint system is that the complaints are not monitored. These complaints are automatically managed by this system.

The system would register a user's complaint and directly report the complaint to the desired employee.

Each time the complaint against which is booked, the complaint would be reported to appropriate employee.

If the solution is not provided within 15 days (may be 7) the complaint would be reported to the senior just above. A senior just above can solve the problems easily.

### **Types of Complaints---**

1. Anonymous Complaint-----The identity of the person would be hidden
  1. If with proof ---- Don't say that if you have the proof you have a win win case. If a video is recorded for any govt officer taking bribe, no action is placed. The officer simply replies "The person borrowed money from a month ago and someone has recorded".  
A video is not enough to prove a officer corrupt. "Remember officers are a lot smarter than you. These kinda videos aren't recorded."  
So with the proof also you require a lot of other things to prove.
  2. If without proof – The local head would have to coordinate with the person to find out the problem. This would be a personal level investigation. Investigation internally is a lot better and efficient than investigation from police or CBI.
2. Open Complaint----- The identity of the person would be open.  
If the person trusts the senior employee he/she can file a open complaint. The proof and without proof cases are understood.

### **QUIZ—**

- Imagine situation of real life, the practical ones (not from movies), situations from newspapers mainly.
- Try to apply the above system in the condition and tell me if it can solve.

Solutions already built with clear logic—

- Authenticity of the complaint can be done via digital certificate (not digital signature) (php)
- The portal will be accessible by user (php) ----
- Another system in java for govt employee
- 1 android app for the users
- Payment gateway in php and java
- Database in php ---mysql
- Database in java --- oracle
- Java's application in jsp is strongly recommended ( but desktop application can work too,)
- The user would have the power to update the status of complaint to "RESOLVED"
- If the complaint is not resolved it will go up in the hierarchy.

Dummy Protocols ---

- If complaint is not solved by a particular employee in 15 days, it would be reported up.
- If the complaint is urgent one can file an urgent complaint which is to be responded on same day.(Logic already build)
- Every 3<sup>rd</sup> or 4th officer higher in heirarchy can discard a complaint. (optional might not be a good idea)
- Only the Head of State Department (Say head of JDA) or District Collector has the power to reveal complainer's info.
- If no proof the senior has to coordinate with complainer, if he doesn't again 15 days and up in heirarchy

## **Benefits of Central Public Electronic System**

- Management of Complaints Electronically
- Organization of Complaints
- Better Results
- More effective Action
- If unresolved will move to higher officer in the hierarchy

Notes-

1. 15 Days report goes to seniors auto.
2. Identity Hidden(optional) for complainers
3. Digital Certificate Authentication
4. Senior will coordinate acc to the situation, if no proof and likewise...

Why 15 days is necessary—

Hum sab Indian administration system ko samajhte h...koi expect nhi krta 1 din m result aa jaye...

even telecom companies 24hours mangti h for problem solving...

companies like Infosys handle complaints in 7 working days...

RTI khud 1 month procedure h...30 working days.

15 days limit h... kaam 1 din bhi ho sakta h... qki govt employee ko bhi pta h... use solve krna hi h

govt officer ki gardan (neck) pe koi talwaar nhi latkani h...they should treat it as a part of there regular work

apne college m assignment k liye 1 week diya jata h...koi 1 din m mange toh koi nhi krta... ulta hungama krte h student

### **Another dummy protocol- optional**

ek officer k paas 14 complaints h... toh uski limit hogi... ki per month wo 10 complaints handle krrega... mtlb solve krna zaroori hoga...

wo saari handle krr leta h same month toh good...warna 4 complaints next month m shift ho jaengi ..

but think a little bit practical

sabhi officers galat nhi hote... bahot kaam hota h unke paas

toh apanko time dena padega unhe for solving

India m **27 lakh case** local courts m pending h 25 saalo se.

1.5lakh cases pending h , high court m

aur lakhon complaint padi h pending jinhe koi kholke bhi nhi dekhta

### **Daily Problems in our System**

- RTO licence office --- Without agent no licence
- Police station --- fir and fr is done.. No action if no bribe
- Road Construction --- not built according to standards. No action of JDA for bad condition of roads
- Defense contractor --- my dad's example
- JDA a hundred problems can be quoted.

#### **Requirements by a User-**

- This portal is for only Citizens of India. (No migrant or subject of Bhutan , similar should be allowed)
- A user should be 18+ years of age.
- A bank account

#### **Logic of Authenticating a User-**

- The user shall register at the portal with obvious details like name ,phn no, email etc
- Next step is to send the Aadhar card no. and 18+ age proof like voter id or pan card.
- A transaction to be made by the bank account for bank account no. and Bank Name
- A token containing the certificate is issued by NIC and will be given by the Bank to the user.

### **Banks work on the principle of honesty.**

- For coordination Banks will be responsible.

### **Target Audience**

- This system is targeted to middle class + people.
- Practically seeing A **rikshaw wala** cannot drop a complaint using a website.

### **Points to be Notes-**

- Modi Gov has opened crore of bank accounts and connected to Jan Dhan Yojna
- Almost all Farmers and Poor People has a bank account.

### **How A rikshaw wala or a person with no computer knowledge will book a complaint?**

**Ans.** The banks will have to coordinate with them and will file there complaint.

### **So, does the banks will do complaint work all day?**

**Ans.** Applying a little sense any system/facility requires time to be adopted by public. We wont expect lakhs of complaints in a day by our 125 crore population. It's going to be slow. And that's our power here.

Usually because of one issue 100s of complaints might be booked. Imagine if the 1<sup>st</sup> complaint is solved other 99 complaints wont arise.

We can somewhat say **padha likha insan** knows what is right and whats wrong. As the complaint would be reviewed by admin panel before it will be booked, the complaints from educated person will be effective.

One can say a garib aadmi might not know what to complain, that's why banks will be there.