PGS - public grievance system

Problem Statement

Lack of system that lets the public to put up their grievances to the concerned department in an easy and hassle less way has been stopping the citizens to play their part in bringing the government to notice the issues on the ground.

Solution

One stop web application for all the grievances, requests and complaints for citizens, whatever is the concerned department. The system allows the citizens to track the progress of the issue. All the issues are open to the public (unless marked otherwise). The dashboard helps the citizens to analyze the performance of departments, officers and the governments.

Overview of application

The goal:

The primary goal is to introduce the enterprise practices to bring in transparency, accountability in the government and increase the involvement of the citizens in bringing the change.

The proposal:

Software companies use an issue tracking system to keep account of the bugs/lack of functionality in the existing products and to prioritize the new functionality to add to the product in the later releases. The system also helps them to assign the issue to be resolved by an employee and hold them responsible for the same. Moreover, the system is open to the public (customers) so that they can lodge any issues they come across and track its progress and that of others as well.

A similar system to track and resolve public grievances can significantly improve the transparency in the system and make the public as active citizens in the betterment of the society.

The existing system:

Public grievance systems are already in place for most of the governments. But most of the citizens are not aware of them because they are neither advertised nor are easy to use. And some of such systems do not even have a domain name and any user has to remember the IP address to use it. Also, the citizen has to be aware of the concerning department that is responsible to resolve the issue.

The proposed system:

One stop for all the grievances, requests and complaints for citizens, whatever is the concerned department. The system and the management are responsible to sort-out the issue to the concerning department.

The proposed system will make lodging a complaint as easy as updating your WhatsApp status or tweeting. In fact, a tweet to the right twitter handle will formally lodge a complaint in the system.

The system allows the citizens to track the progress of the issue. All the issues are open to the public (unless marked otherwise). The dashboard helps the citizens to analyze the performance of departments, officers and the governments.

Architecture
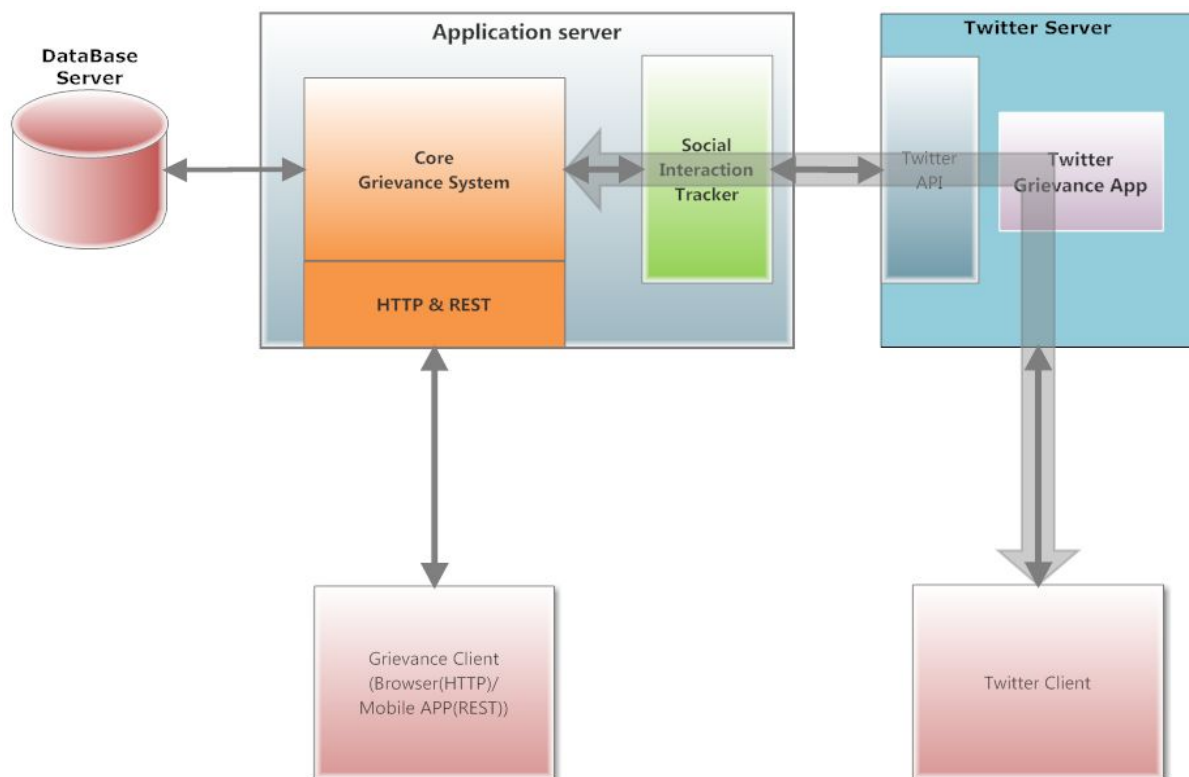
Technologies

- ❏ Python 3 on Django 1.8
- ❏ Nginx and Gunicorn HTTP servers
- ❏ PostgreSQL database
- ❏ Tweepy - Twitter OAuth client library
- ❏ NLTK - Natural Language Tool Kit for machine learning in python
- ❏ GoogleMaps - google's GeolocationAPI client library