MINI PROJECT

On

SECURE PUBLIC GRIEVANCE PORTAL AND COUNSELLING CENTER

Submitted by:

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GLA University
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ABSTRACT

A social issue is anything that influences many individuals within the society. A social issue has many categories in depth as well as light. It is a common problem which we see happening in our society. The major social issues in our country like communalism, casteism, regionalism, poverty, population, environmental imbalance, gender discrimination, harassment, drug abuse, sexual abuse and many more which cannot be counted over our fingers. There are many people striving to solve these problems and many more who step back to these problems due to nature of the government and fear of the society. Our project aims to benefit those people who have any social issue and they are unable to raise their voice due to the power. In this project we have designed a portal where a person can lodge a complaint to any of these issues without revealing its identity. The idea is to connect some renowned personalities who will act as counsellors. We have some NGOs which will be providing guidance and help in case of any environmental issue. At last we have the feedback form to suggest some ideas to improve our website or portal if there is any discrepancy.

1. INTRODUCTION

Secure Public Grievance Portal and Counselling System is a full-stack technology based project. It aims to develop a working portal where people can lodge social-complains and get counselling and justifiable guidance from authorized experts. In Due to the increasing problem in the society and the corruption, people face problem to come forward and eliminate the issue. It aims to develop a working portal where people can lodge social-complains and get counseling and justifiable guidance from authorized experts.

1.1 GENERAL INTRODUCTION TO THE TOPIC

Social issues transcend almost every part of the society whether it is religion, caste, color or gender. There are several cases being reported daily but more than that remains unnoticed and buried under. These issues come into existence as our society comes in role. The reason behind the invisibility of these issues are mainly the powers who are supposed to eradicate them. Due to this majority prefers not to get involved in these as it is a kind of headache for them. There are a variety of methods which people use to combat these social issues. We aim to develop a working portal where people can lodge social-complains and get counseling and justifiable guidance from authorized experts.

1.2 AREA OF COMPUTER SCIENCE

As the increasing trend of digitalization and enormous growth of technology it has become necessary to update ourselves with the era of the technology and give proper answer to the problems using these. We have made use of PHP and other web development tools to develop this portal so that a candidate in need should get help as early as possible. We have used the concept of forms in order to design registration form. We also used different css tools to design and make the portal look attractive. We have made use of 'Brackets', a tool for writing web development codes. We also used MySql, Apache5, Linux and other tools to make this a successful one. Besides all these, we have given different options to categorize the problem so as to make it easy for the user. We have also provided with the different option which can be provided as a help during a particular time. For all these we made use of checkboxes, radio buttons, text areas and other different tags and attributes from html.

1.3 HARDWARE AND SOFTWARE REQUIREMENT

There is not any hard and fast requirement to use this portal. You can directly access it through your mobile phone. But still we prefer these Hardware requirements for the smooth functioning of the portal.

1.3.1   Hardware required:
   • RAM required- 8 GB or above
   • Processor- core i3 or above

1.3.2   Software required:
   •Linux
   • MySql
   • Apache5
   • Brackets
   • HTML
   • CSS

These are all the hardware and the software which we have made use of.

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2. PROBLEM STATEMENT

A social issue is anything that influences many individuals within the society. A social issue has many categories in depth as well as light. It is a common problem which we see happening in our society. The major social issues in our country like communalism, casteism, regionalism, poverty, population, environmental imbalance, gender discrimination, harassment, drug abuse, sexual abuse and many more which cannot be counted over our fingers. There are many people striving to solve these problems and many more who step back to these problems due to nature of the government. Here, **we collect a complaint from the user side without taking much of details from them so as to make them feel that their identity will be kept secret**. After taking the input we categorize the problem and ask that what type of help the user is seeking for. On behalf of that we send them the help needed. We have some renowned personalities and some NGOs who come to paly their role wherever needed. Moreover, there is medical help provided too. We have tried best to provide a proper help needed.

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3. OBJECTIVES

Secure Public Grievance Portal and Counseling Center is a full-stack technology-based project. It aims to develop a working portal where people can lodge social-complains and get counseling and justifiable guidance from authorized experts. The portal lets the victims and the witnesses to report any kind of molestation, harassment or any other kind of threats. The victim may approach us rather than going to the administration directly if he/she feels insecure in approaching there. Besides all these we provide medical facilities also to the victim if needed. The person lodging the complaint will be kept away from all these stuffs if he is not the victim.

The main portal is divided into three sub-portals.

The Complaint Box: Accepts a Complaint from the user keeping his/her identity secure.

The Expert Section: The supervisory unit which handles the grievances by interacting directly with the users after the admin verifies the complaints.

 Administrator: Collects the complaint data, ensure the confidentiality to end-users, checks its validity and forwards it to the associated help groups. Later, the feedbacks are sent to the user.

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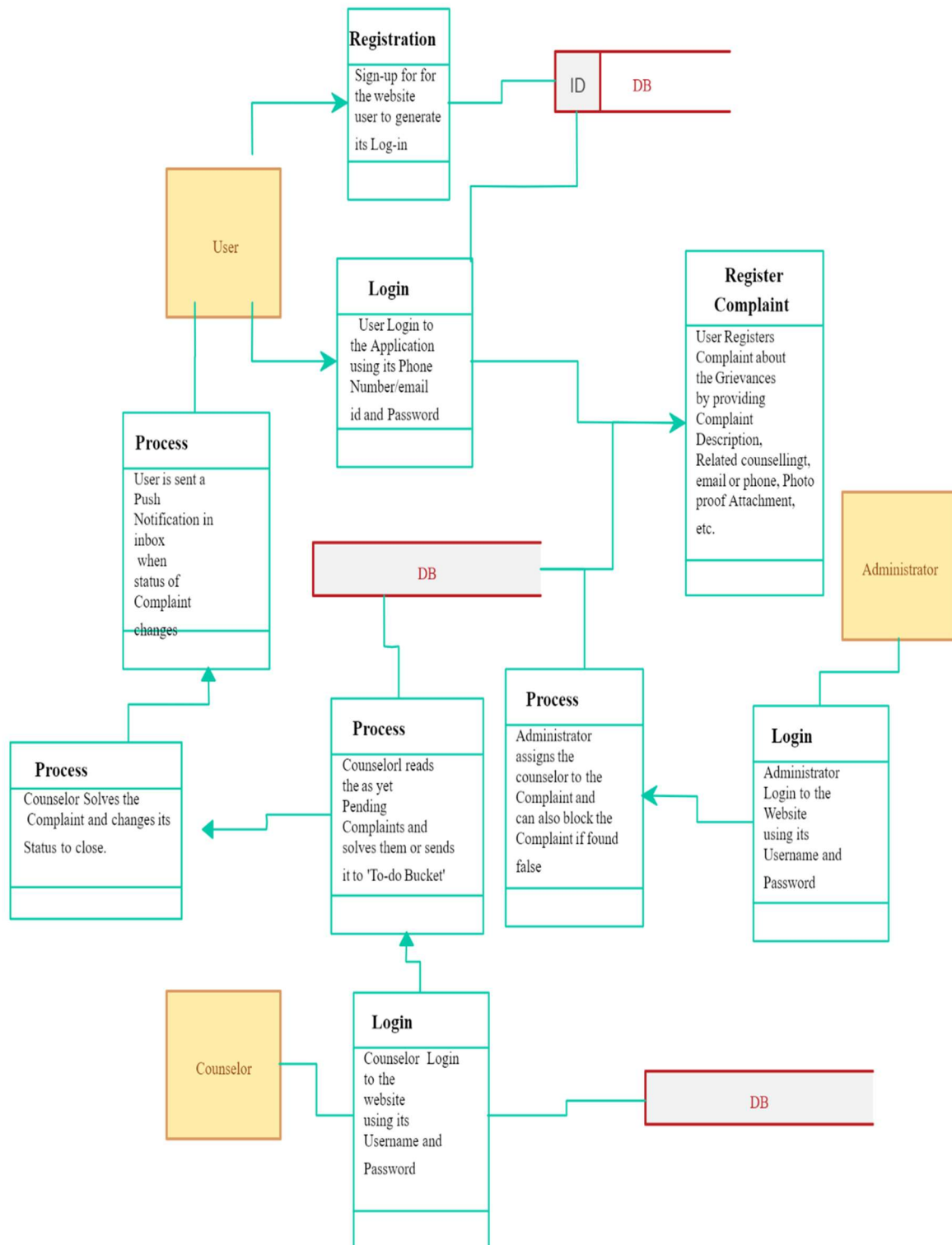**17 km. Stone NH#2, Mathura-Delhi Road, P.O. – Chaumuha,**

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METHODOLOGY

The specific procedure or techniques used to identify, select, process or identify about the topic. Here, we have divided the social issues in different category and accordingly we have provided help. In this we have focused on the solution of the problem. The portal designed here is divided into three main parts with specific function. The function and working of each is dependent on one another. Moreover, we have different people and organizations who are in support of us to eradicate the problem of the user. The main parts are as follows:

SECURE PUBLIC GRIEVANCE PORTAL.

Sub-portal 1: (Lodge a complaint)	Sub-portal 2: (Experts to counsel)	Sub-portal 3: (Admin)
Complain Type	**Support Team**	**Complain Verification**
Harassment and Violence	• Civil Officials (retired) • Medical Specialists • Expert counselors	• Choosing the support team • Providing feedback and appointment details to user
Social Rights (children exploitation and illiteracy)	Civil Officials • NGOs • Education activists	• Choosing the support team • Providing feedback and appointment details to the user
Environmental Issues	• Environmental activists • NGOs	• Choosing the support team • Providing feedback and appointment details to user
Corruption	• Civil Official	• Choosing the support team • Providing feedback and appointment details to the use

DATA FLOW DIAGRAM.

Registration

Sign-up for for the website user to generate its Log-in

ID | DB

User

Login

User Login to the Application using its Phone Number/email id and Password

Register Complaint

User Registers Complaint about the Grievances by providing Complaint Description, Related counsellingt, email or phone, Photo proof Attachment, etc.

Administrator

Process

User is sent a Push Notification in inbox when status of Complaint changes

DB

Process

Administrator assigns the counselor to the Complaint and can also block the Complaint if found false

Login

Administrator Login to the Website using its Username and Password

Process

Counselorl reads the as yet Pending Complaints and solves them or sends it to 'To-do Bucket'

Process

Counselor Solves the Complaint and changes its Status to close.

Counselor

Login

Counselor Login to the website using its Username and Password

DB

IMPLEMENTATION DETAILS

The execution of the project in a proper way was little difficult to carry out but with proper dedication and team-work we made it quite easy. The execution is step by step process. The implementation details with proper proof are attached below.

FRONT PAGE
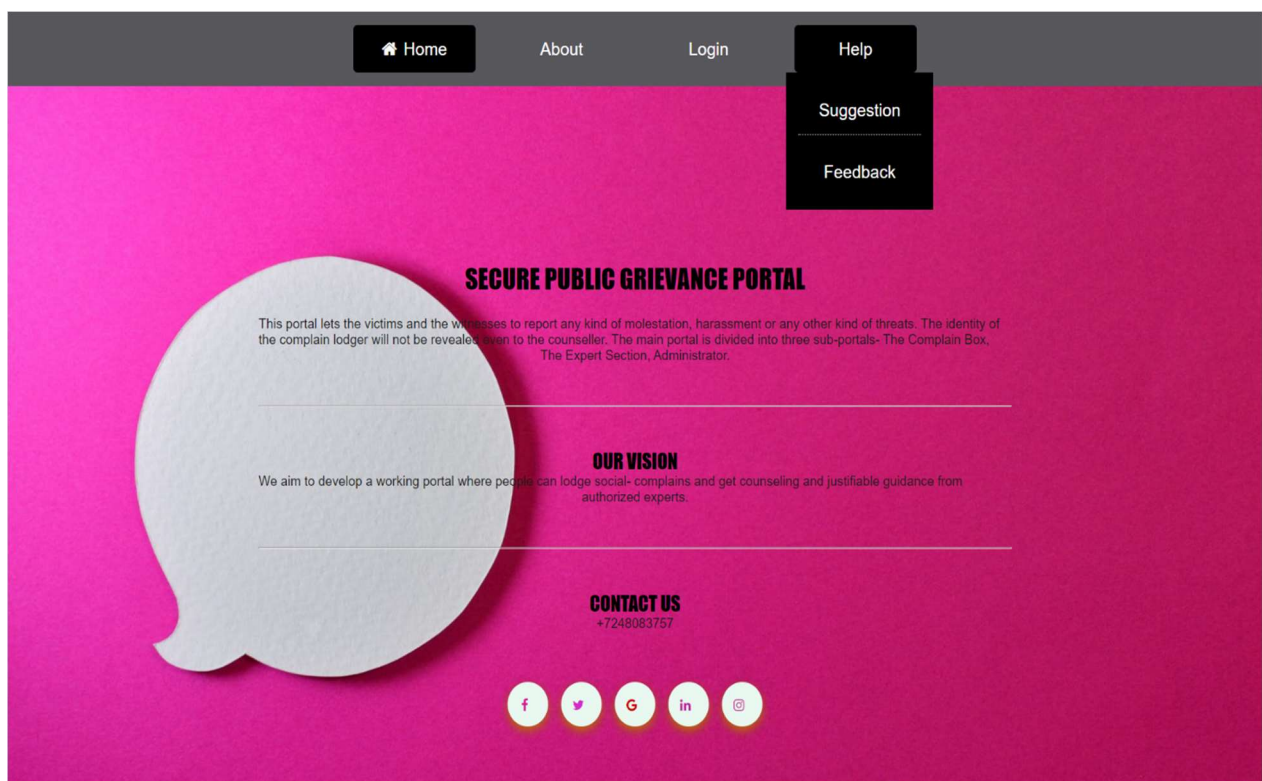
USER LOGIN PAGE

COUNSELLOR LOGIN PAGE
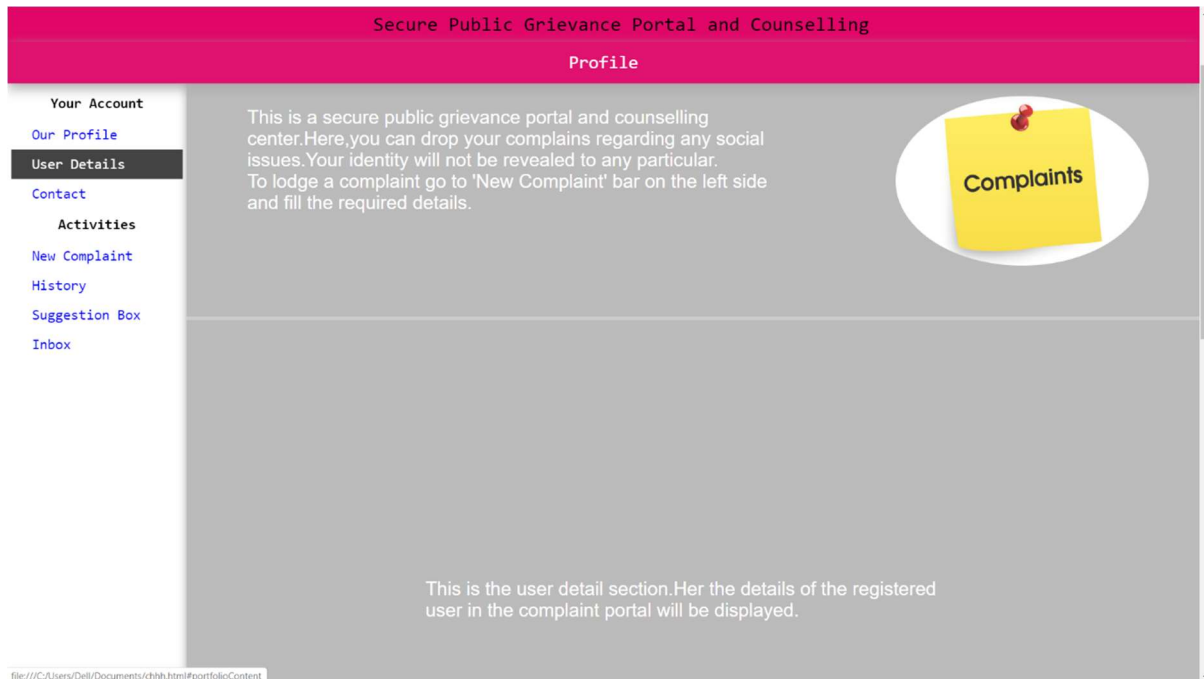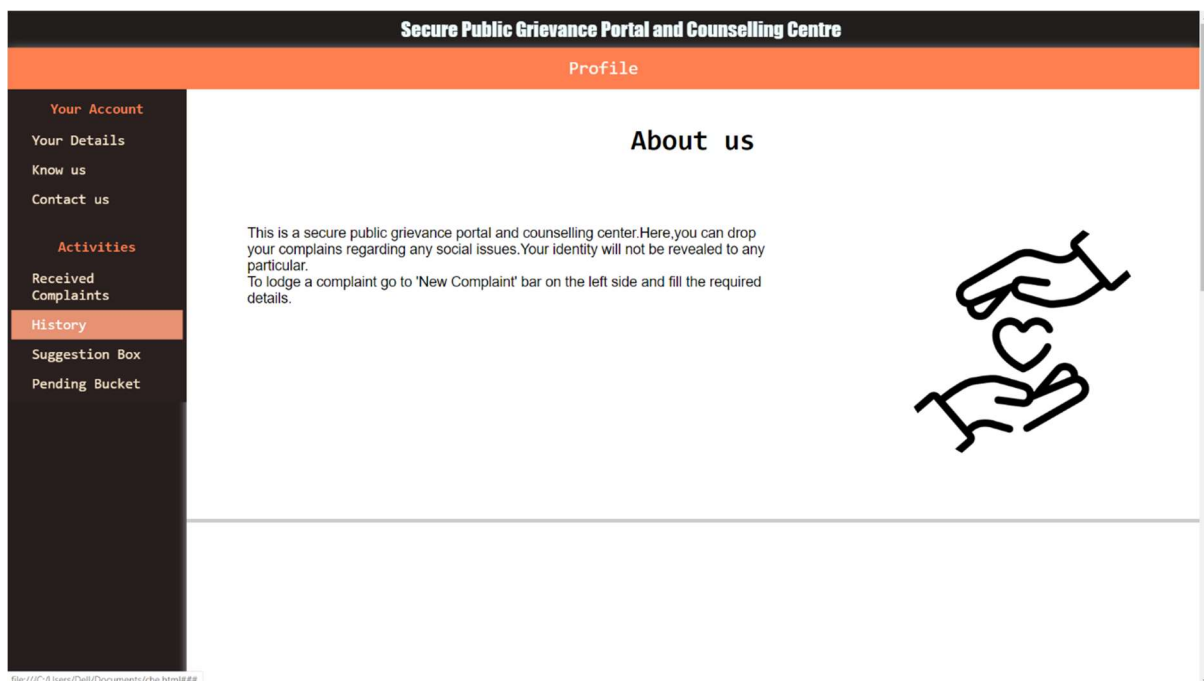
USER'S PORTAL

COUNSELLOR'S PORTAL

FEEDBACK FORM

FEEDBACK

Please provide your valuable feedback.

Mobile:

Do you find this website useful??

Good:⚪   Satisfactory:⚪   Bad:⚪

Further Improvement Needed??

Yes:⚪   No:⚪

Easy to use??

Yes:⚪   No:⚪

Your comments:

Submit

HTML CODE (FEEDBACK FORM)

```
src="https://ajax.googleapis.com/ajax/libs/jquery/3.2.1/jquery.min.js"></script>
        <link rel="stylesheet" href="../Documents/L1c.css">
        <script src="https://ajax.googleapis.com/ajax/libs/jqueryui/1.12.1/jquery-
ui.min.js"></script>
    </head>
    <body>
        <div class="menus">
            <ul class="top-banner">
                <li>Secure Public Grievance Portal and Counselling </li>
            </ul>
            <ul class="nav-bar">
                <li id="text">Profile</li>
            </ul>
            <ul class="side-nav">
                <li style="text-align: center;" ><h4>Your Account</h4></li>
                <li id="aboutme"><a href="#aboutMeContent">Our Profile</a></li>

                <li id="portfolio"><a href="#portfolioContent">User Details</a></li>
                <li id="contact"><a href="#contactContent">Contact</a></li>
                <li style="text-align: center;" ><h4>Activities</h4></li>
                <li><a href="##">New Complaint</a></li>
```

CSS CODE (FEEDBACK FORM)

```
body{
    background-color:dimgray;
    color: antiquewhite;
    font-family:  sans-serif;
    font-size: 20px;
    margin: 0;
    padding: 0;
    background-attachment: scroll;

}
input[type="radio"]{
  margin: 0 60px 0 0px;
    padding: 12px 20px;
}
form{
    font-size: 20px;
    height: auto;
    width: 650px;
    margin: 0;
    padding: 10px;
    background: #000;
```

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CONTRIBUTION SUMMARY

This project is being prepared by three students. All of us have equal contribution in designing the project. We are working together with helping each other and dividing the task in such a way that none of us should feel like doing extra effort. We have discussed all the heads and tails of this project as far as our knowledge and experience helped us to do so. We have also divided the task in such a way that the person with better knowledge in a particular field was given a priority to perform the definite task and help the other to understand the things going on. Although we have not developed the back-end of the project. The sub-tasks performed by each of us are as follows:

Details of the task performed:

Name	Page(s) designed	Function of the page(s)
Shilpy Raghav (171500316)	• Homepage	Login to existing account, sign up, Help and contact, Vision and about
	• Counsellor's portal	Complaint inbox, suggestion box, Pending requests, History.
Avani Singh (171500068)	• Login Page	New login, f a person is an existing user then to complain or for counselling, he/she can log in from this page.
	• Create account	Creates new account
Shoyab Alam Idrisi (171500327)	• Feedback form	Gets input and feedback from the user.
	• Lodge a complaint	This page lodges a complaint from the user side.
	• User portal	This is the user view.

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PROGRESS TILL DATE & REMAINING WORK

As far as the progress of the project is concerned, we have completed a major portion of the project after designing all the web pages which are required for the proper functioning of the project. The project does not contain any task related to the data-sets and all. All we need to do is, collect the details from the user that what complaint he has to lodge and what sort of hep he seeking for. On this basis we have designed certain number of web pages and forms to get our task done. The main pages are as follows:

- Front page: This is the first page which will appear as we open up the portal. This page contains a welcome note and some help and guidance for the user.
- Login Page: We have created a login page from where a user with account can login into us by filling its credentials.
- Complaint Page: Here we can lodge our complaint by filling the details.
- Administrator Page: Here one can see the number of complaints lodged, number of complaints fulfilled and number of complaints which are pending.
- Feedback: After a user lodges a complaint and it undergoes process and when all is done it is asked for valuable feedback. For this the user need to give its valuable feedback so we can further improve accordingly.

REMAINING WORK:

The majority of the project consist of the webpages. The work which is leftover is the designing of the back-end and hence connecting the back-end to the designed front-end. For that we need to make use of PHP and other tools.

Tables in Database-

- Verified Counsellors' Table
- Registered User's Table
- Lodged Complaints Table
- Pending Request Table
- Feedback Store

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<u>REFERENCES</u>

The references which we used to fulfil this project requirements are as follows:

- www.w3shools.com
- www.javatpoint.com
- www.stackoverflow.com
- Basics of HTML and CSS by Jennifer Niederest Robbins
- CSS Tutorials by EJ Media