MINI-PROJECT

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Secure Public Grievance Portal and Counseling Centre

SYNOPSIS

Institute of Engineering & Technology

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About the Project:

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.

Imagine the social grievance situations –

- **Domestic violence or Sexual Harassment:**
  The victims are afraid to expose the case to police or to the society due to the risk of emotional exploitation.
  The witnesses fear to report the cases due to fear of unnecessary investigation, court-cases and police-charges.

- **Child Marriages, Child Labor and Illiteracy:**
  The victims are neither mature enough to file a case nor do they have proper awareness of the laws and constitutional provisions.

- **Environmental issues:**
  Everyone watches the environment getting degraded due to pollution, garbage and industrial wastes etc. but they have no one to report such threats.

- **Corruption:**
  You are going to a government organization for a specific work. But employees are not helping to pass your file without bribe. Now you are helpless and don't know to whom you should complaint.

The idea of Secure Public Grievance Portal:
- This portal lets the victims and the witnesses to report any kind of molestation, harassment or any other kind of threats.
- The main portal is divided into three sub-portals-
  - ➢ **The Complain Box:** Accepts a Complain 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 complain 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.

The process-flow can be seen as-

The Secure Grievance Portal

Sub-portal 1: (Lodge a complain)	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 user
Environmental Issues	• Environmental activists • NGOs	• Choosing the support team • Providing feedback and appointment details to user
Corruption	• Civil Officials	• Choosing the support team • Providing feedback and appointment details to user

A connection is then established between the user and the expert groups for further actions to ensure the grievances are handled completely.

Motivation:

There are certain aspects which support the need of such model:

➢ Domestic violence and sexual harassment victims are under terror-sticken and emotionally challenged. There are thousands of cases which remain unreported each year due to **the fear of identity-disclosure and the social-shame that follows.**

➢ People do not report child abuse and corruption cases because they do not want their names in civil-files. No one wants to be trapped in the **vicious circle of court-hearings.**

➢ Environmental and illiteracy issues remain unreported because people **do not have active governing bodies** for required concern.

➢ Writing letters to government is a tedious and slow process.

➢ **This Online portal will**
-let the users access the concerned experts and officials right on their screen
-let the victims file complains and get expert guidance on fingertips
-user identity remains confidential
-victims can avoid civil-cases and court-hearings

Future Prospects:

▪ The portal can be extended to cover a wide range of intra-organizational as well as extra-organizational issues.

▪ User accounts can be created through registrations and a n account-to-account chat facility can be provided. Through this, users can have a conversation with other users as well as the experts.

Requirements:

a) **Hardware:**
• RAM required- 8 GB or above
• Processor- core i3 or above

b) Software:
- Linux
- MySql
- Apache5
- Brackets

c) Technology Used:
- HTML
- CSS
- PHP
- JavaScipt
- Bootsrap
- Sql