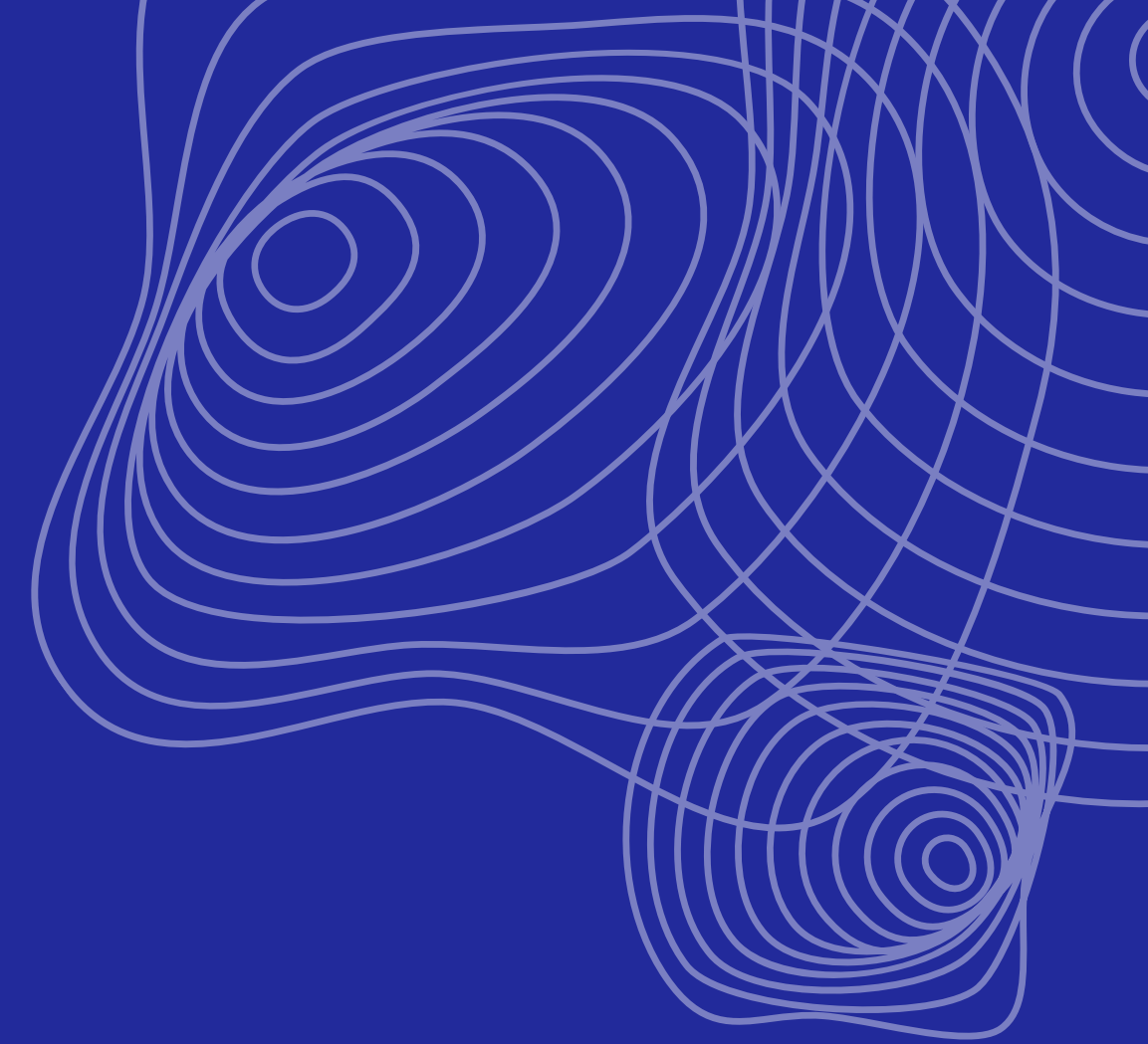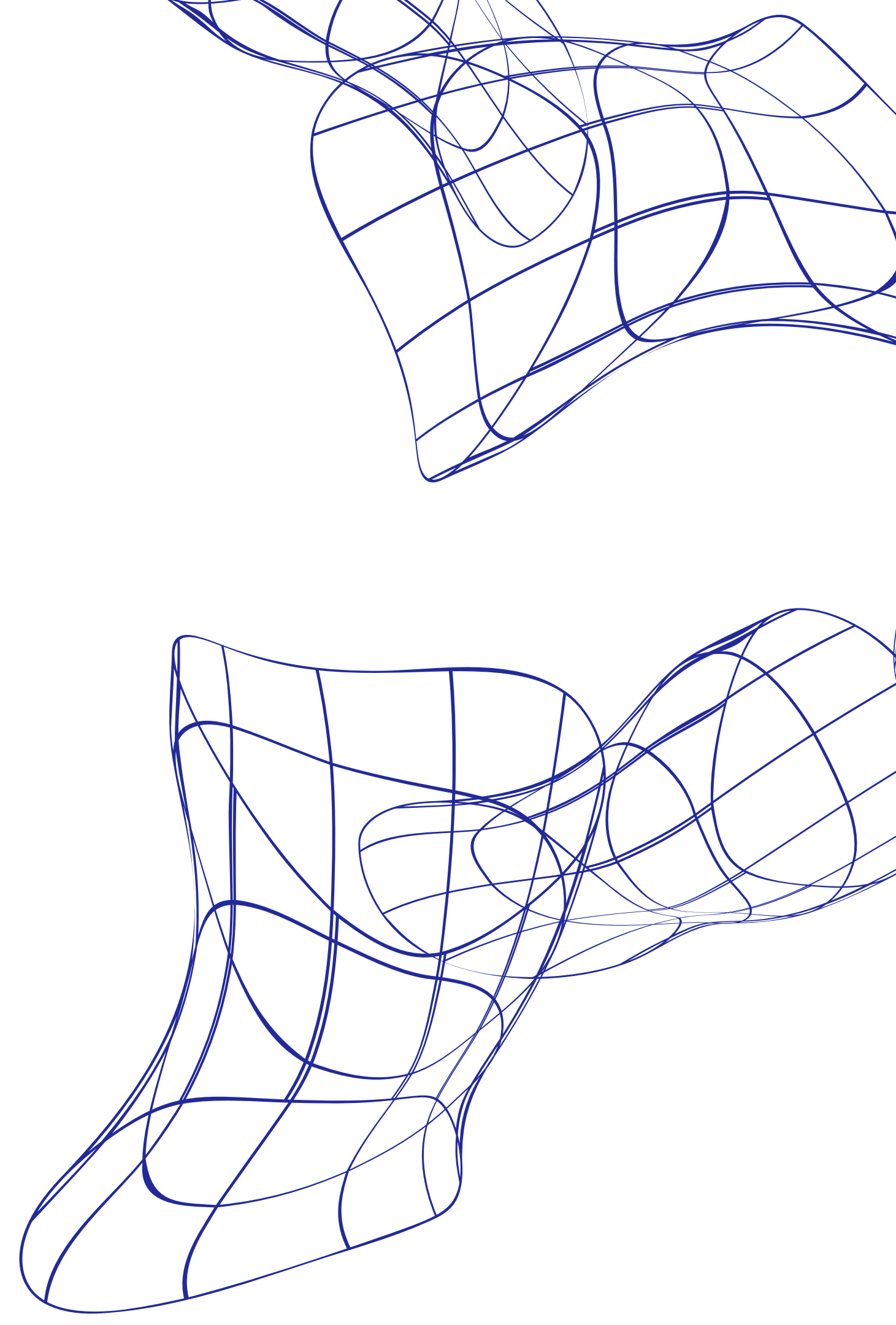# RakshakRita: Rajasthan Police's QR-based Citizen Feedback System

Introduction

- Location-Based Verification
- Speech to Text Support
- Multilingual Support
- Customizable Forms
- ML Analysis
- Graphical Reports
- Feedback Templates
- Live Rating Heatmap
- Public Ratings for Stations
- Timely Reports to Authorities
- Chatbot for App Support

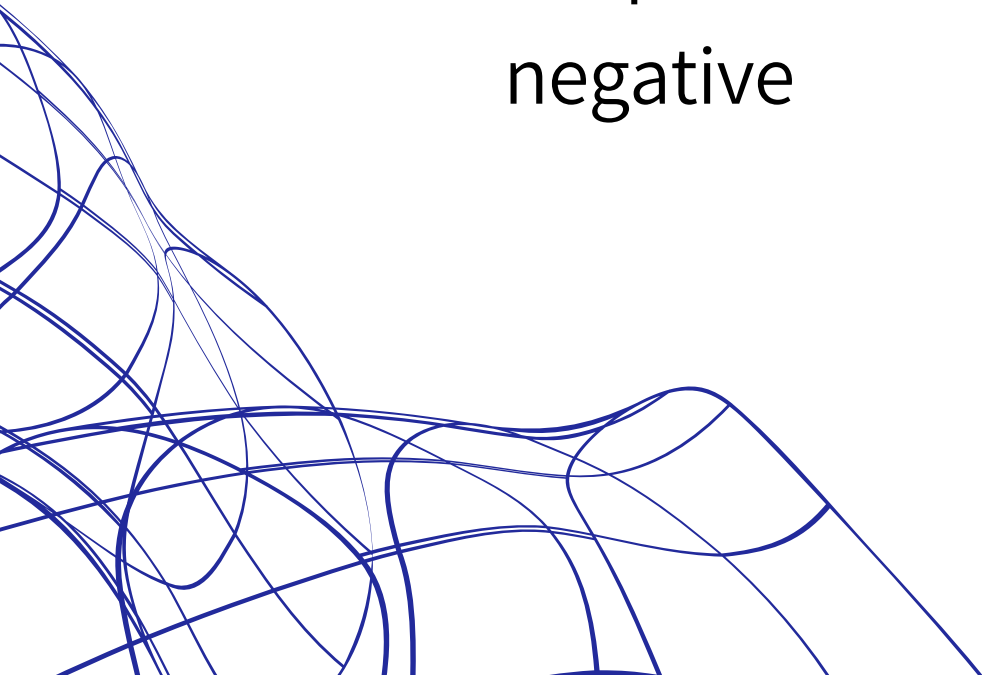# ML Implemented in the PS

Sentiment Analysis

Analyses words from the given feedback by the citizens and classifies it as either positive or negative
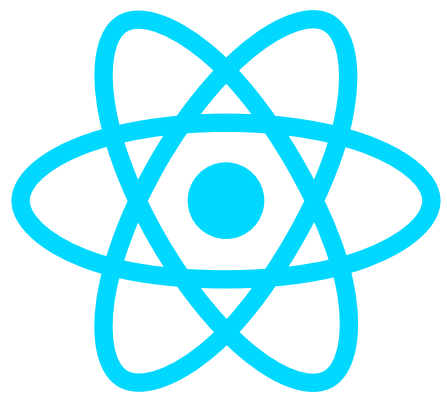
Issue Grouping

Categorizes data into different complaint types related to grievances people have towards police stations
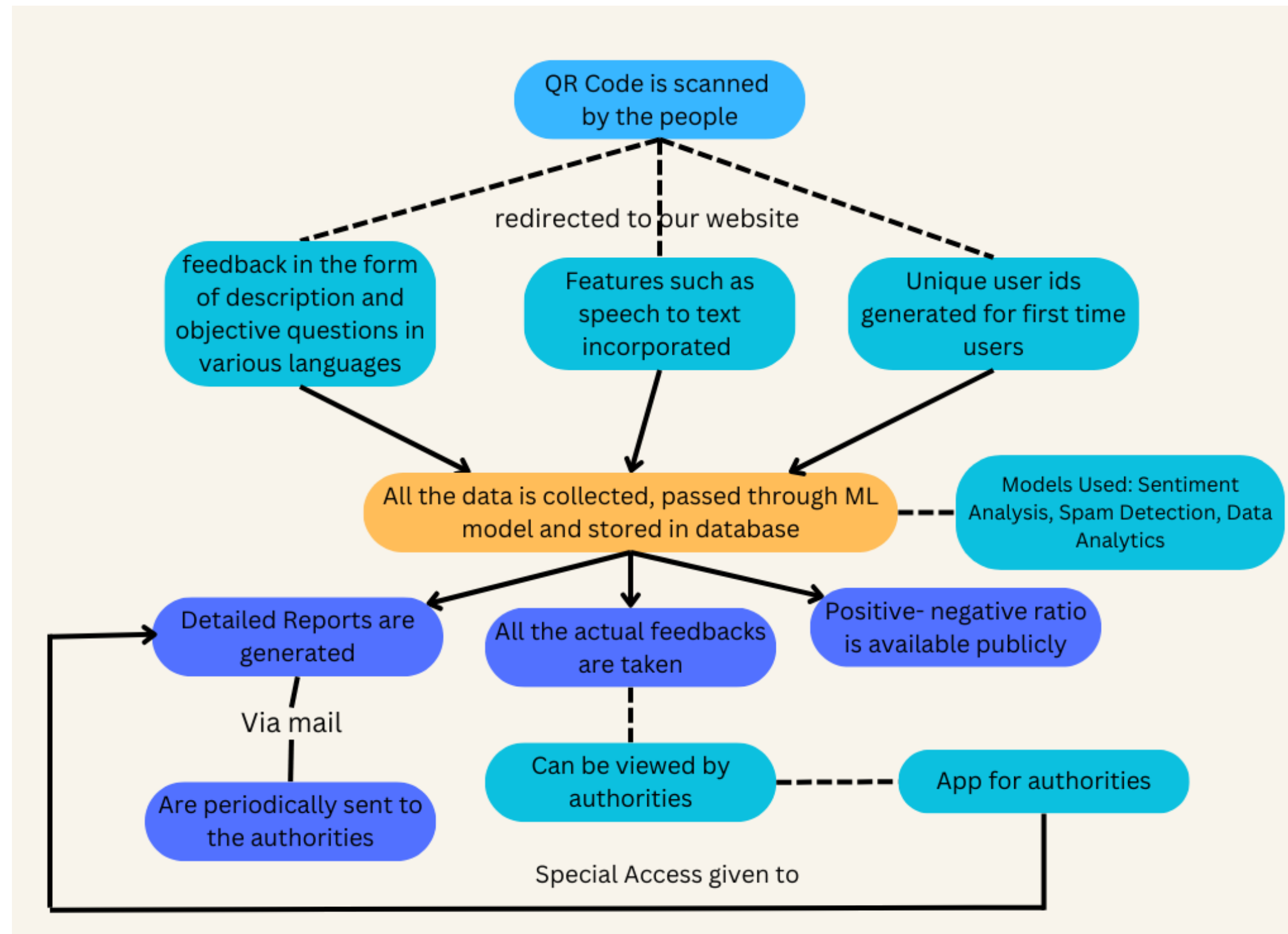
Data Analysis

Processes feedback to generate graphical reports on various complaints against police stations, providing actionable insights
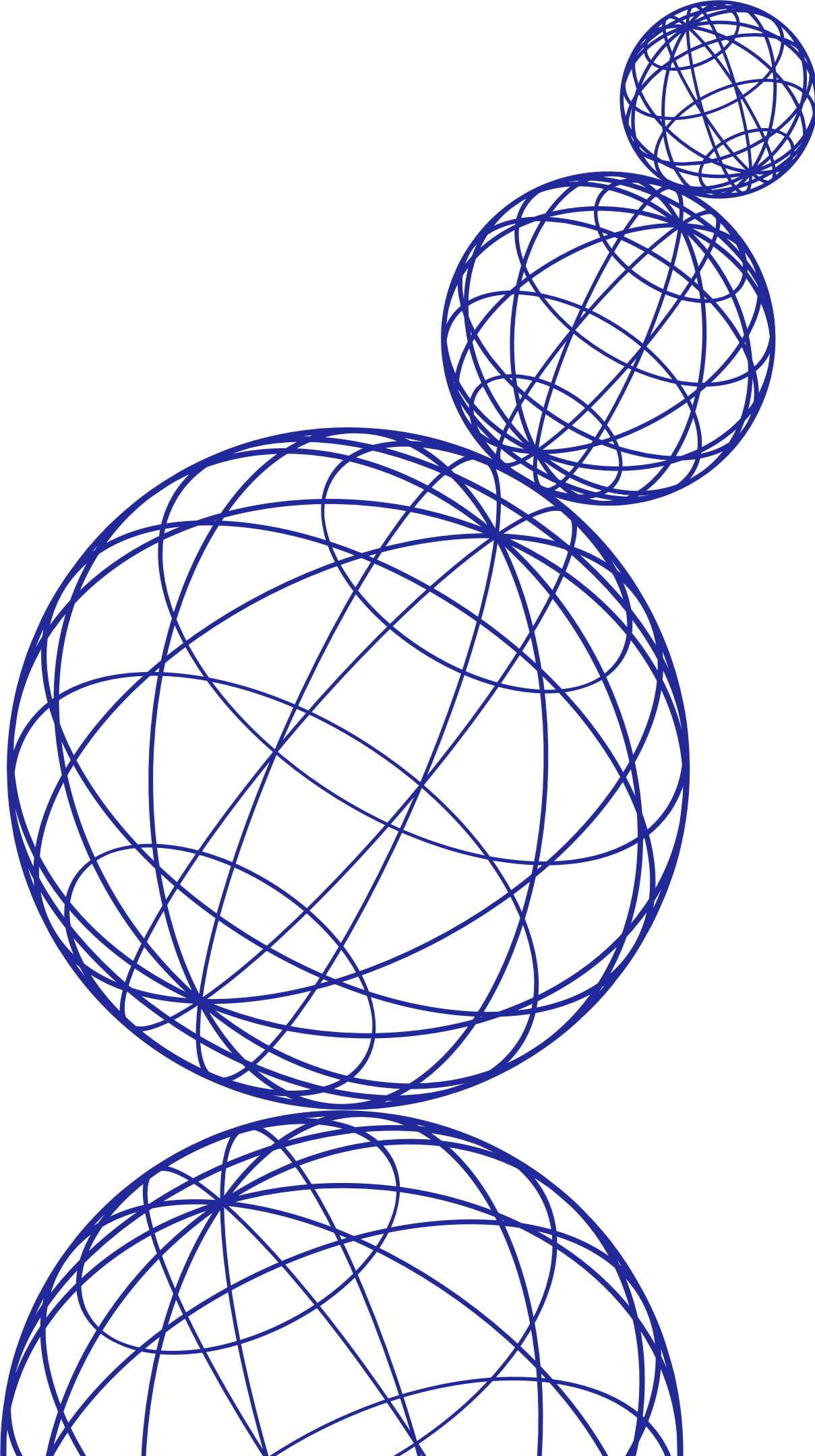
Tech Stacks Used

Flow Diagram

QR Code is scanned by the people

redirected to our website

feedback in the form of description and objective questions in various languages

Features such as speech to text incorporated

Unique user ids generated for first time users

All the data is collected, passed through ML model and stored in database

Models Used: Sentiment Analysis, Spam Detection, Data Analytics

Detailed Reports are generated

All the actual feedbacks are taken

Positive- negative ratio is available publicly

Via mail

Can be viewed by authorities

App for authorities

Are periodically sent to the authorities

Special Access given to

Solution for prevalent issues.

- Effectively eliminates spam and fake feedback by implementing geolocation verification.
- Generates unique id to restrict users to one review per 24-hour period.
- Exceeding the feedback limit from a specific ID results in blacklisting, nullifying all past and future feedbacks. This will prevent bot attacks.
- We added speech to text to our app to help people who can't read or write.
- Multimedia attachments to make the feedbacks more precise.

Side of police officials

- Specialized app for police officials
- Features graphs, reports, and feedback for review
- Higher authorities can edit the feedback forms according to their needs
- Notifications based on duty, ranging from monthly to yearly
- Goal: Address common local issues and promote solutions
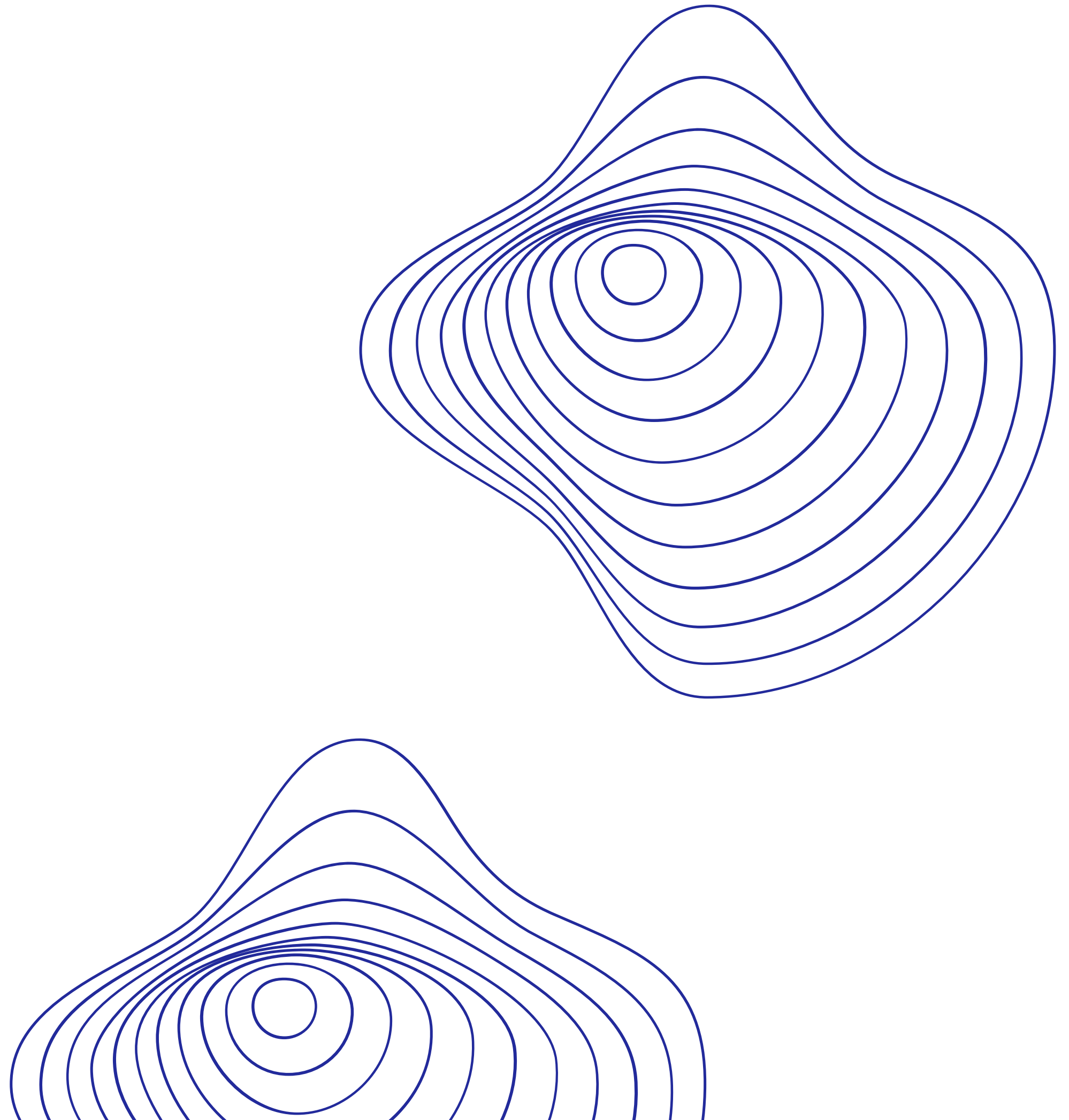
SMART POLICING

- Sensitivity: Instill greater confidence in female victims to report their issues by ensuring their anonymity and safety.

- Transparency: Critical feedbacks act as a medium of communication between the police and the public.

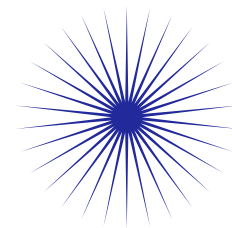- Reliability: Increase people's trust in police once they see action taken against their complaints.
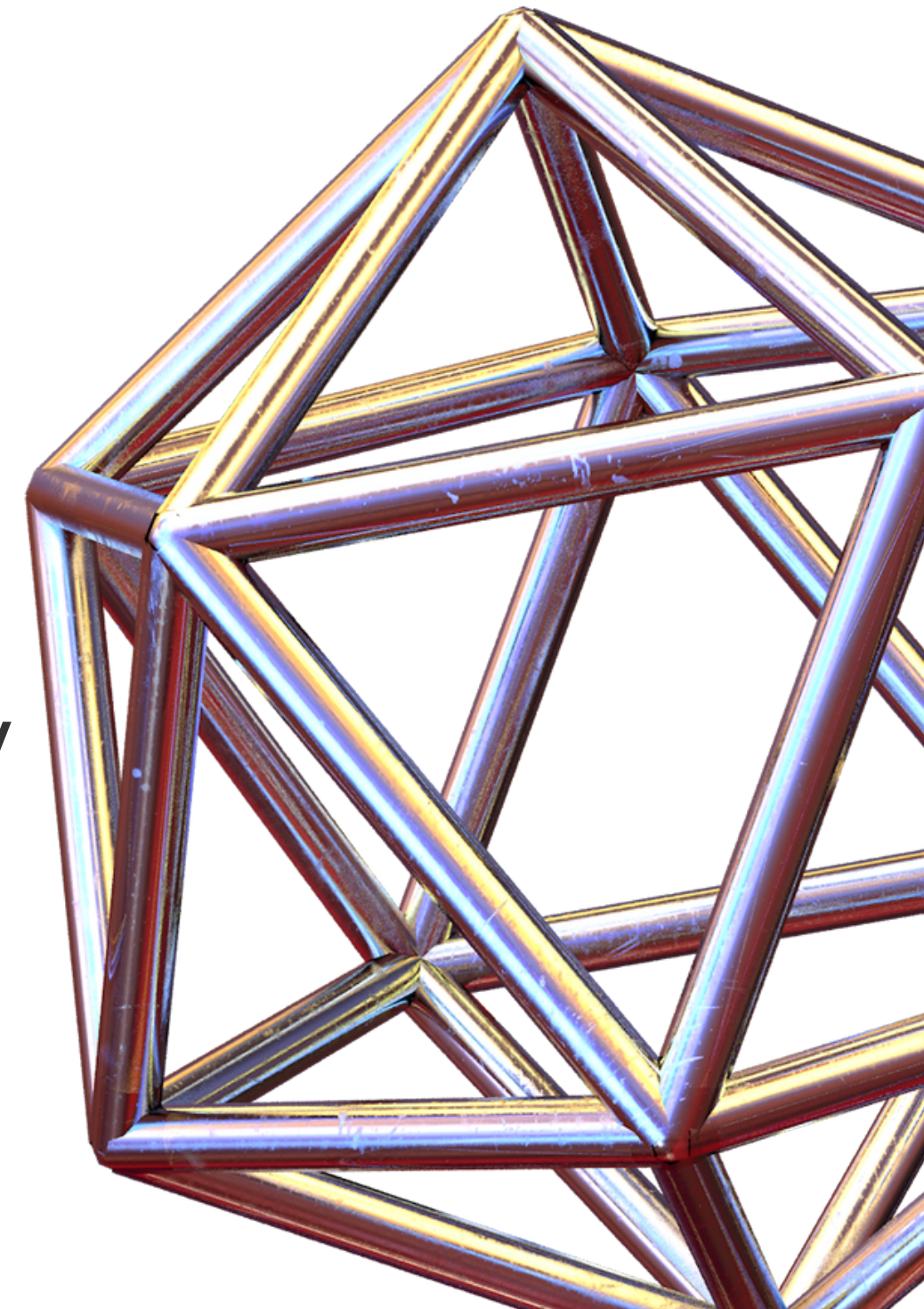
Future prospects

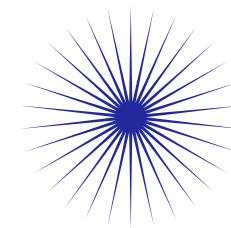Possible changes to improve RakshakRita's user experience
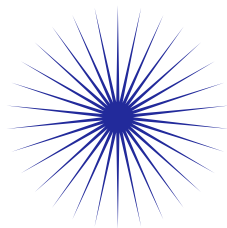
Automatic SMS

Users who have visited the station , will recieve a personalized SMS prompting them for feedback.

Chatbot for IPC

Users can ask questions related to Indian Penal Code and get to know about their rights , the law , etc.

Honour System

We will create a public leaderboard , based on the ratings stations recieve.

Thank You

Varad Prabhu
Tirath Bhathawala
Siddhant Uniyal
Rudra Shukla