



RAJASTHAN POLICE HACKATHON 1.0 – POLICE FEEDBACK SYSTEM (PORTAL)

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ABSTRACT This research addresses the imperative need for enhanced police service optimization in Rajasthan, introducing a bespoke feedback system tailored for the Rajasthan Police Hackathon 1.0. Recognizing the pivotal role of public sentiment in shaping law enforcement efficacy, the system implements a structured feedback mechanism with dual categories. By actively engaging the community in assessing police performance, the objective is to instill transparency, accountability, and a culture of continuous improvement within the department. Leveraging citizen input, the system aims to elevate the quality of service rendered by the Rajasthan Police, envisioning a collaborative future where technology and public participation synergize to foster a safer society. Additionally, the study prioritizes the facilitation of citizen input to foster more responsive and efficient policing, underlining a commitment to inclusivity and equitable practices, notably through the online Complaint Registration portal. Moving forward, sustained collaboration between technology, public involvement, and law enforcement remains paramount for nurturing a safer and more inclusive society, which also includes mechanisms for case reopening without discrimination.

KEYWORDS :

INTRODUCTION:

In the realm of law enforcement, gathering feedback on police operations faces significant hurdles, largely due to outdated methodologies and privacy concerns. Traditional approaches, such as routine inspections and direct calls to complainants, often fall short in capturing the broader community sentiment. This limitation obstructs a comprehensive understanding of community needs and hinders the effective resolution of policing issues.

To address these challenges, our research aims to enhance police service in Rajasthan by developing a specialized feedback system tailored for the Rajasthan Police Hackathon 1.0. Acknowledging the crucial role of public opinion in shaping law enforcement effectiveness, our system introduces a structured feedback mechanism with two distinct categories.

OBJECTIVE:

1. To gather feedback from the community regarding the performance of the police force.
2. To promote transparency, accountability, and continuous improvement within the department.
3. To utilize citizen input to enhance responsiveness and efficiency in policing, thereby improving the quality of service provided by the Rajasthan Police.

Additionally, this study aims to bridge the gap between technology and public participation, envisioning a future where law enforcement agencies and the community collaborate collaboratively to enhance public safety and security.

Furthermore, it is imperative to note that my online Complaint Registration portal is firmly committed to combating discrimination based on societal and caste factors, thereby reinforcing our dedication to equitable and inclusive policing practices.

Research Methodology:

To develop this feedback portal, We utilized the following technologies and frameworks:

Frontend: React.js, Bootstrap, and CSS for the user interface design.

Backend: Firebase API for real-time database functionality and NLP (Natural Language Processing) for multi-lingual translation of the webpage.

Database: Firebase Realtime Database to store and manage user data and feedback submissions.

Our website offers two main avenues for feedback:

1. General Feedback: Users can provide feedback on the overall performance of the police force in public service.
2. Complaint-Specific Feedback: Users can provide feedback on specific complaints they have submitted through the portal,

utilizing the unique complaint ID generated during registration.

The login system is divided into two categories:

User Login: Users have access to functionalities such as Complaint Registration, Feedback Submission, and access to News and Events.

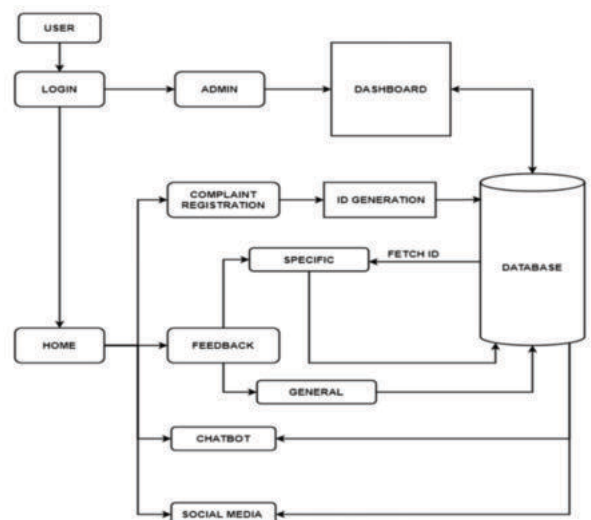
Admin Login: Administrators can access the Dashboard, view Recently Solved Cases, monitor the Leaderboard, and review Feedback Responses.

Additionally, our portal features the following components:

Chatbot Integration: A chatbot is integrated to facilitate user navigation and improve the user experience.

Cop Media Service: This platform functions akin to a social media platform, allowing users to anonymously share specific issues or comments without disclosing personal information. Users also have the option to tag the relevant police station.

Data analysis for the leaderboard involves evaluating various aspects of police officer performance, including the time taken to resolve cases, the efficiency of their approach, and user feedback. Officers are ranked on the leaderboard based on these criteria.



The implementation of this feedback system has significantly improved community engagement, providing valuable insights into police performance and public concerns. Through the analysis of feedback data, areas for improvement have been identified, guiding targeted initiatives aimed at enhancing service delivery. The Complaint Registration portal's commitment to inclusivity has been

well-received, fostering trust and collaboration between the police and diverse communities.

Furthermore, the authentication process utilizes the Aadhar Card's phone number, with an OTP sent to the registered mobile number to verify the user's authenticity. This ensures that only genuine individuals can access the system, with any attempt at providing false information promptly detected. Additionally, complainants are given the option to submit voice recordings, simplifying complaint filing without the need for written communication in English or their native language.

In addressing privacy concerns, the admin dashboard implements stringent security measures, including facial recognition for ADGP, DPG, IG, and other senior officials. This ensures that only authorized personnel can access sensitive database information such as the complainant's Aadhar card number, phone number, or address. These measures collectively bolster the integrity and confidentiality of the feedback system, promoting trust and transparency within the community.

CONCLUSION:

This research underscores the critical importance of integrating public feedback mechanisms into law enforcement practices. By soliciting and incorporating citizen input, the feedback system has the potential to drive meaningful improvements in policing effectiveness and community relations. Moving forward, a continued partnership between technology, public participation, and law enforcement is essential to create a safer and more inclusive society.

Additionally, we proposed the creation of two distinct types of feedback mechanisms. This approach aimed to differentiate between general complaints and specific complaints, with the latter having the capability to reopen the case if the complainant remained dissatisfied. We believed this could significantly impact society without any discrimination. Furthermore, we recognized the importance of maintaining a secure database accessible only to higher-level administrators and not disclosing it to anyone else.

In conclusion, our findings emphasize the necessity of integrating robust feedback mechanisms within law enforcement, fostering collaboration between technology, public engagement, and policing to cultivate a safer and more inclusive society while also ensuring confidentiality and fairness in addressing complaints.

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