

Sakhi One-stop Center

1. Homepage:

- The homepage welcomes users and provides options where user can either login as admin or create complaint



2. Complainant Registration and Login:

- New complainants need to login using their mobile number, and can select their district from a dropdown list.
- This selection helps in routing the complaint to the appropriate state admin.
- After this ,a one-time password (OTP) is sent to their registered number.

3. Complaint Registration:

- Complainants can choose the type of complaint (text, audio, video).



Switch to Punjabi

COMPLAINTS

SERVICES

ABOUT

GALLERY

CONTACT

Offices Locations

Logout



Police Help

Create Text complaint

OR

Create Audio/Video Complaint

My Complaints

Complaint ID 756	18/12/24 12:21 PM	Complaint ID 755	18/12/24 14:45 AM
View	Audio/Video	Response Required	Complaint type

- For a text complaint, they can enter the details in the provided text box.

CREATE COMPLAINT

Name of the Service/Aggrieved Person*	Age*	Address*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Place of Incident / Residence*	Date of Incident / Registration date*	Alternative Contact No. / Family Contact No.*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Response Required*	Emergency*	Nature Of Complaint*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Department Applied*	Add image/video as proof (Optional)	
<input type="text"/>	<input type="text"/>	
Any Other Comments (Optional)		
<input type="text"/>		
<input type="submit" value="Submit"/>		

-Uploading Text Complaint

File Formats Allowed:

PDF , doc

Maximum File Sizes:

- 500 KB

Complaint form has fields such as Name ,Age , Place of incident ,Date of incident

Complaint form will have field "Response Required" , where complainant can choose type of response -

- Emergency -Select the "Emergency Complaints" category if the issue requires immediate attention due to safety concerns or potential harm.
- Non emergency- Choose the "Non-Emergency Complaints" category for issues that are important but not of an urgent nature.

Nature of Complaint Selection

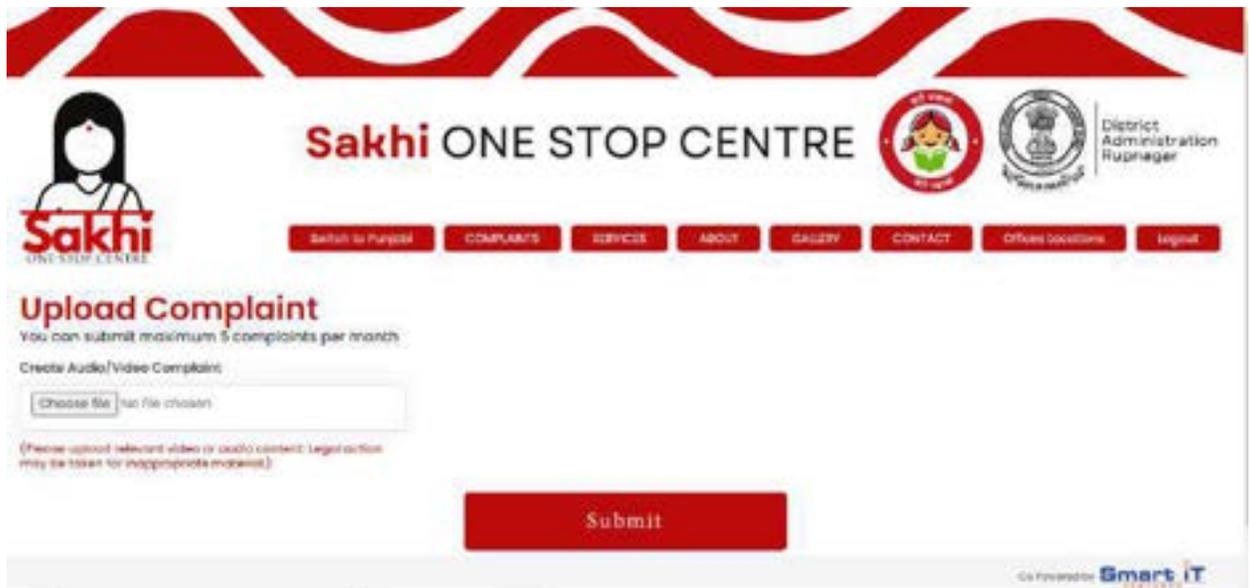
Based on the selected category, a dropdown is provided to choose the specific nature of the complaint.

Emergency , Non Emergency and Nature of complaint fields data will be added by the district admin , each district admin can have a different list of options for all the fields , and the complainant will be able to choose only from the options that a particular district admin has added .

For an audio or video complaint, they can upload the respective file format.

Upload Supporting Files:

- Allow users to attach audio, video files that provide evidence or additional context for the complaint.



The screenshot displays the 'Sakhi ONE STOP CENTRE' website interface. At the top, there is a navigation menu with buttons for 'Return to Pujari', 'COMPLAINTS', 'SERVICES', 'ABOUT', 'GALLERY', 'CONTACT', 'Offices locations', and 'Logout'. The main heading is 'Upload Complaint', followed by the instruction 'You can submit maximum 5 complaints per month'. Below this, there is a section for 'Create Audio/Video Complaint' with a 'Choose file' button and a note: '(Please upload relevant video or audio content; Legal action may be taken for inappropriate content)'. A large red 'Submit' button is positioned at the bottom of the form area. The footer includes the text 'Co-Partnered by Smart IT'.

-Uploading Audio or Video Complaint

File Formats Allowed:

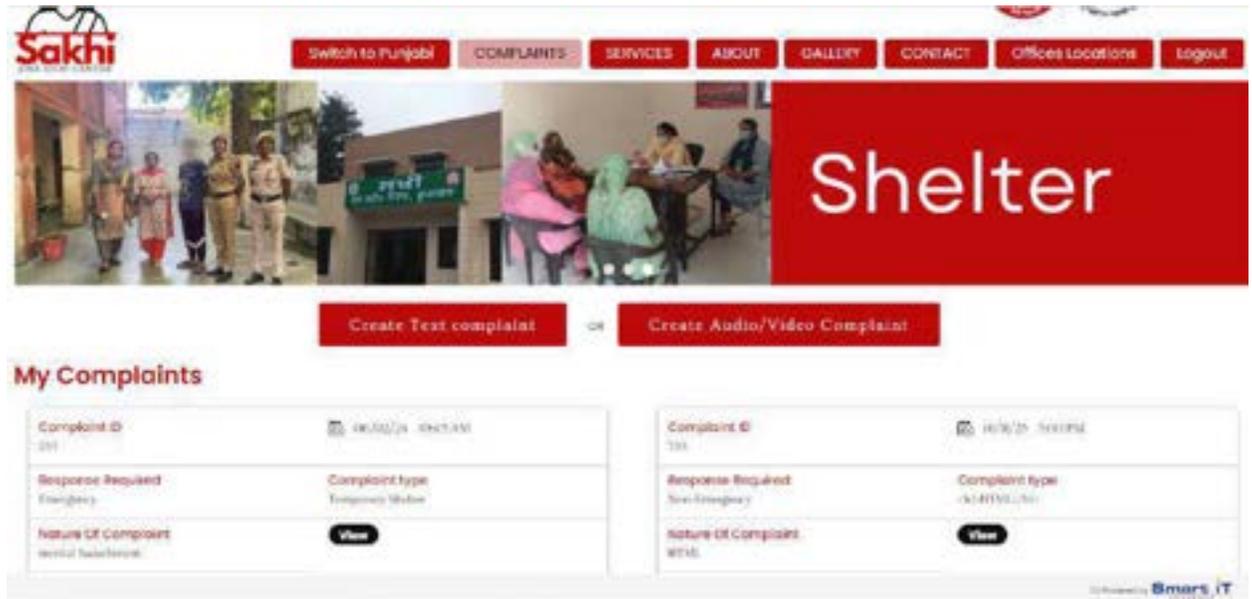
- Audio: MP3
- Video: MP4

Maximum File Sizes:

- Audio: Up to 5 MB
- Video: Up to 50 MB
- Only 5 audio/ video complaints can be registered per user per month

Check the size of the audio or video file to ensure it's within the specified limits.

After submitting complaint, complainant can see all the complaints under “My Complaints”



- Complainant can view complaints under “My Complaints”.
- Complainant can edit complaints till the status remains “Pending”, once the complaint goes “In Progress” or “Resolved”, complaint cant be edited.
- After a complaint will be assigned to respective departments, then the complainant can see the status of her complaint department wise.

Sr. No	Department	Status	Resolved Time	Department Document	Complaint Response	Video Status
532	Police/Field Officer	Resolved	48 mins	N/A	Revisit Feedback	
535	DALSA	Pending	N/A	N/A	N/A	

Like for the above complaint , it is assigned to “Police” and “DALSA” , and status is “resolved” from Police Department and “pending” from DALSA department.

- After a complainant issue is resolved, she can view the related document and provide the feedback accordingly. And if complainant is unhappy with the resolution then she can re raise the complaint from Re- raise button for a more effective resolution.

-In case complaint is assigned to DPO or DALSA department , than victim has option for video conferencing also , she can select from one of the option whether she want to
 →Request Video conference with the Medical facilitation officer for registering complaint or
 →Request online video conference with Para Legal Personnel/ Lawyer for legal advice

Sr. No	Department	Status	Resolved Time	Department Document	Complainant Response	Video Status
540	Shelter Inpurchaa	Pending	N/A	N/A	N/A	
54	MEDICAL	In Progress	N/A	N/A	N/A	<input checked="" type="radio"/> Request Video conference with the Medical facilitation officer for registering your complaint. <input type="radio"/> Request online video conference with Para Legal Personnel/ Lawyer for legal advice <input type="button" value="Submit Request"/>

After submitting request , if related department accepts the request , department will see video request like this under in progress complaints

Complaint No	Name of Survivor/Aggrieved Women	Age	Assign time	Assign Hours	Video Request	Department	Phone Number	Complaint Type	Action
# 523			15-06-2023 12:50:52	24	Yes	Medical	9875468799	Audio/Video	<input type="button" value="View"/>

On viewing complaint , admin will see this option

has requested for video conference with Medical

After accepting , admin will see option to send a link

Accepted

Send Conference Link Here

Enter Conference Link Here

At victim end , she will have option to have video call via whatsapp.

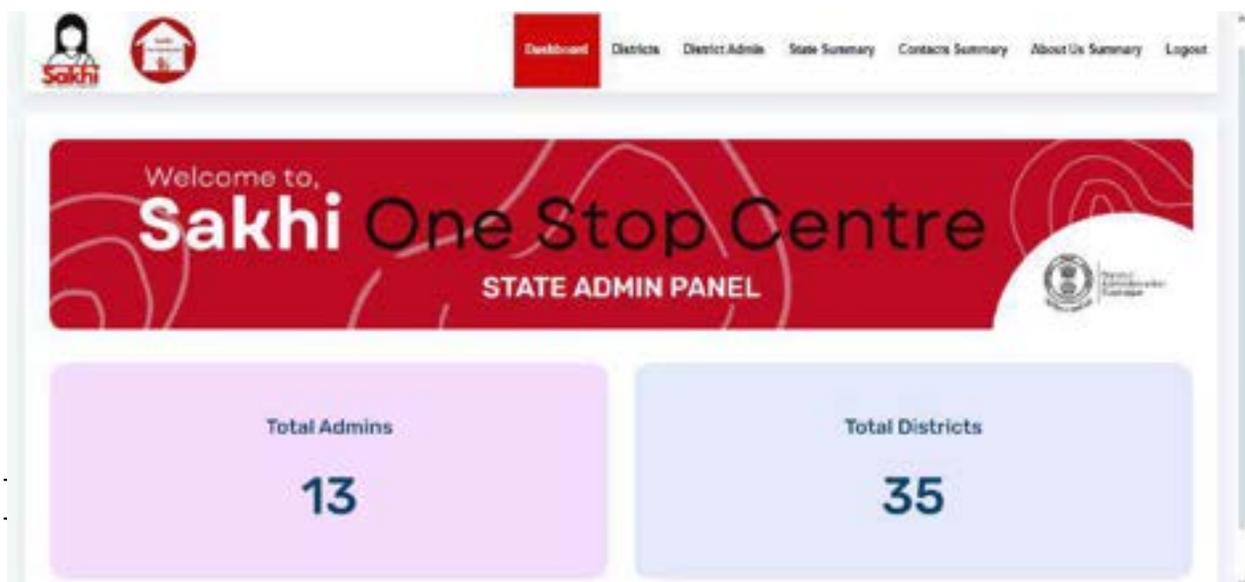
After admin sends the conference link, victim will see option to start video conference button at her end.

Complaint ID	Department Assign	Current Status	Resolved Time	Action taken Document	Remarks / Feedback	Video Call Request
752	Police/Ward Officer	In Progress	N/A	N/A	N/A	Your request has been accepted Start Video Conference

Victim will have option to start video call via whatsapp.

State Admin Dashboard

- The state admin, upon login, is directed to their dashboard.



update, using these details district admins can login to their respective district dashboards.

- Districts

Under district , superadmin can add, edit and delete districts and their corresponding codes

- District Admin - State admin can add, edit or delete district admin from here.

Dashboard | Districts | **District Admin** | State Summary | Contacts Summary | About Us Summary | Logout

Select Admin District
 Select District

Enter Admin Email
 Enter Admin Email

Enter Password
 Enter Password

Enter Address
 Enter Address

Enter Phone Number
 Enter Phone Number

Is this account for do T
 yes

Sign Up

All District Admins List

ID	Name	Action
18	sakh@gmail.com	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
22	suo@gmail.com	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

State summary - It shows all districts complaints list .

Dashboard | Districts | District Admin | **State Summary** | Contacts Summary | About Us Summary | Logout

All District Complaints List
 Show 10 entries

District Name	Total Complaints	Pending Complaints	In Progress Complaints	Resolved Complaints	Reassign Complaints
Gurdaspur	10	10	0	0	1
Ferozpur	0	0	0	0	0
Fatehgarh Sahib	0	0	0	0	0
Fazfka	0	0	0	0	0
Firozpur	0	0	0	0	0

- The dashboard provides an overview of pending, In Progress , Resolved complaints and reassigned complaints in their state.

Contacts Summary

It shows all the police stations, corresponding contact numbers of the district.



Enter Name Of Police Station

Enter Landline Contact No.

Mobile No.

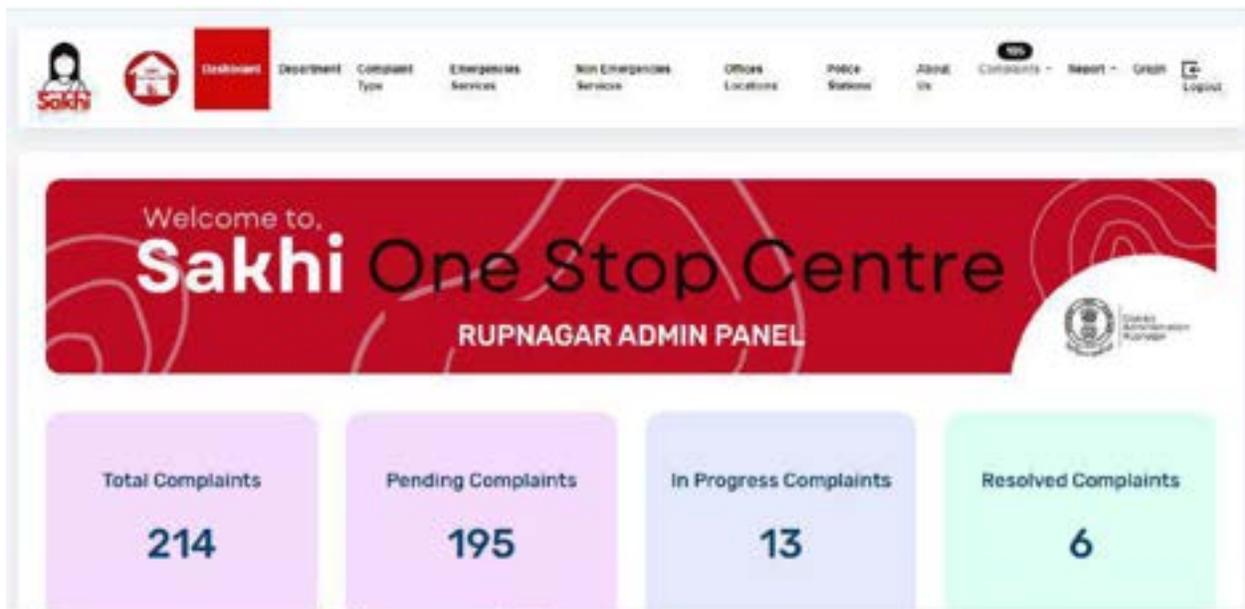
Save

All Contact Summary

ID	Name Of Police Station	Landline Contact No.	Mobile No.	Action
3	City Rajnagar	01885 221177	85568 10164	Edit Delete
4	Rajnagar Dabai	01885 221178	85568 10170	Edit Delete
5	Singh Bhagwanpura	01885 266123	85568 10173	Edit Delete
6	Rohi Chankaur Sahib	01885 263002	85568 10174	Edit Delete

District Admin Dashboard:

- The district admin, upon login, is directed to their dashboard.
- The dashboard provides an overview of Total complaints , Pending, In Progress and Resolved complaints in their state.



Under this , district admin can also view the status of the complaints in each department graphically .



- **District Admin Dashboard Options**

Upon logging into the District Admin Dashboard, administrators will have access to a range of options and features to manage and resolve complaints efficiently. The dashboard is designed to provide a comprehensive view of incoming complaints and enable administrators to take appropriate actions based on the nature of the complaint and its urgency.

District administrators have the ability to customize options within the dashboard to align with the specific needs of their district. This includes adding unique complaint categories, nature of complaint options that may be relevant to their region.

- **Complaint Type** : District administrators can categorize complaints based on their nature. This classification allows for efficient distribution of complaints to specialized officers or departments equipped to handle specific issues.

ID	Nature of Complaint (English)	Nature of Complaint (Punjabi)	Action
12	Crime	ਜੁਰਮ	Edit Add
13	Injustice	ਅਨਿਆਈ	Edit Add

- **Emergency**

District admin can add emergency list of complaints which are high-priority complaints that require immediate attention and resolution.

ID	Nature of Complaint (English)	Nature of Complaint (Punjabi)	Action
7	Attack	ਮਾਰਾਮਤ	Edit Add
8	Bad name	ਬੁਰਾ ਨਾਮ	Edit Add

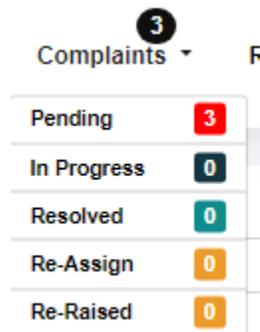
- Non Emergency

District admin can add emergency list of complaints which are are important but do not require immediate action. They can be addressed within standard response times.

- Complaints

It is used to track the complaints; it enables administrators to track the status of each complaint from receipt to resolution.

- Pending: The complaint has been received and is awaiting review.
- In Progress: The assigned officer is actively working on resolving the complaint.
- Resolved: The complaint has been successfully addressed and resolved.
- Re- Assign : The complainant is not satisfied with the resolution and district admin has again assigned the complaint to the related department.
- Re- raised : The complainant is not satisfied with the resolution and has re -raised the complaint .



Whenever a complaint is received, it shows the count as the notification of the pending booking.

-Departments

State admin can add departments which are available in that particular district .

Enter Department English <input type="text" value="Enter Department"/>	Enter Department Punjabi <input type="text" value="Enter Department"/>
Email <input type="text" value="Enter Email"/>	Password <input type="text" value="Enter Password"/>
Mobile Number <input type="text" value="Enter Mobile Number"/>	
Address <input type="text" value="Enter Address"/>	
<input type="button" value="Save"/>	

Office locations-

[Dashboard](#) [Department](#) [Complaint Type](#) [Emergencies Services](#) [Non Emergencies Services](#) **[Office Locations](#)** [Police Stations](#) [About Us](#) [100 Complaints](#) [Report](#) [Dash](#) [Logout](#)

Enter Office Name (English) <input type="text" value="Enter Office Name (English)"/>	Enter Office Name (Punjabi) <input type="text" value="Enter Office Name (Punjabi)"/>
Enter Office Address (English) <input type="text" value="Enter Office Address (English)"/>	Enter Office Address (Punjabi) <input type="text" value="Enter Office Address"/>
Enter Office Latitude <input type="text" value="Enter Office Latitude"/>	Enter Office Longitude <input type="text" value="Enter Office Longitude"/>
<input type="button" value="Save"/>	

Offices List

Show 10 entries

Search

ID	Name (English)	Name (Punjabi)	Address (English)	Address (Punjabi)	Lat	Long	Action
3	test 1	ਟੈਸਟ 1	test 1	ਭੈਸ਼ਟਿਕ 1	30.67911	34.45631	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Office location will have a complete list of offices in that area.

Complaint Review and Assignment:

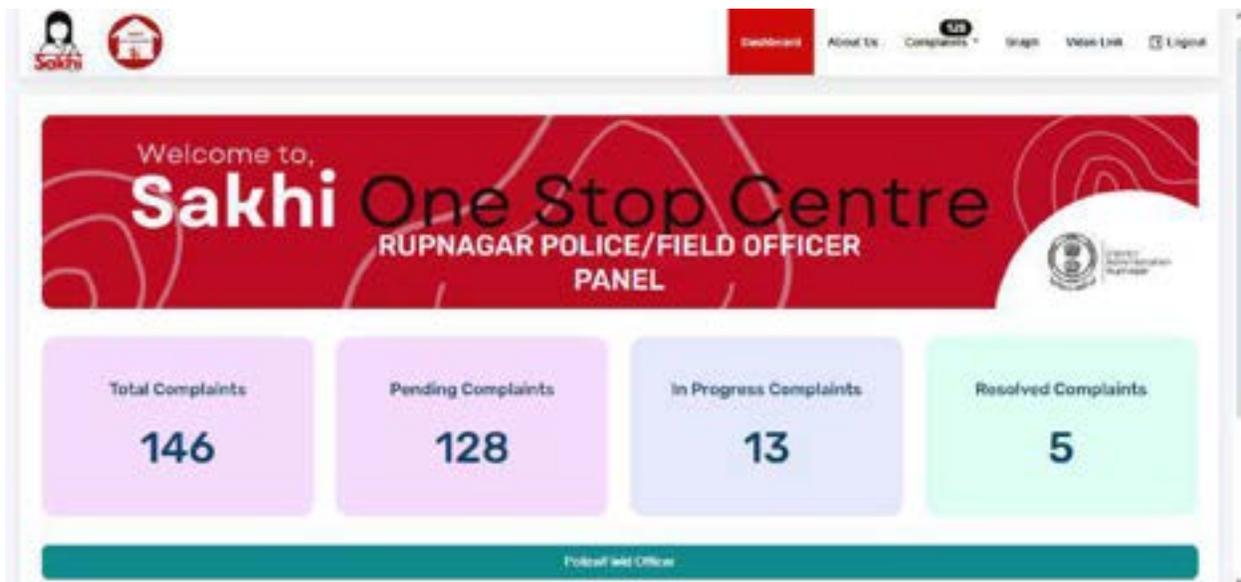
- The state admin can review incoming complaints and assign them to relevant district departments based on the selected district by the complainant.
- They can listen to/view audio/video complaints directly from the dashboard.
- Admin can also re upload a document on their end too under “Upload document” section.
- District admin can assign complaint to one or multiple departments under “Assign to”.



-Whenever a complaint is assigned to the department , then a notification will be sent to the particular department in form of SMS and alerts.

Department Admin Dashboard

Within department dashboard, admin can initiate and oversee various tasks related to your department, such as assigning complaints, monitoring complaints in progress, and accessing relevant documents.



Under this, department admin can view the status of the complaint graphically



Managing Complaint Status and Resolution Time

Our system provides a structured approach to handle and track the status of complaints. When the concerned department receives the complaint, then department admin can change the status of the complaint. Upon accessing the complaint dashboard, a list of complaints categorized as "Pending" appears

Pending Complaints								
Complaint No	Name of Survivor/Aggrieved Women	Age	Assign Hours	Assign time	Department	Phone Number	Complaint Type	Action
# 503	Pakti	25	2023-03-24 14:45:45	24	Shree- kapurthala	9878967890	Text	View

Showing 1 to 1 of 1 entries

Previous **1** Next

Each complaint will have details such as the complainant's information, Assigned hours , Assigned time , department , type of complaint and option to "view'. On viewing a complaint, all the information appears along with the status and attached document with option to download as well.



- Changing Status to "In Progress":

Department admin can select the pending complaint and then change status to "in Progress" to mark the complaint as actively being worked on.



- Resolution and Changing Status to "Resolved":

After addressing the complaint, department admin can return to the complaint details and change status to "Resolved " to indicate that the complaint has been successfully resolved along with remarks (optional).

Status

Pending In Progress Resolved

Save

Enter remarks here

submit

-Resolution Time Calculation and Display:

As soon as the complaint status is changed to "Resolved," the system automatically records the current date and time.

This time stamp is used to calculate the resolution time.

-Displaying Resolution Time

Within the complaint details, the system calculates the difference between the submission time and the resolution time.

The resolution time is displayed prominently, providing a clear understanding of how quickly the complaint was addressed.

< Back

Complaint number: # 503 Resolved

Name of the Survivor/Aggrieved Women Pakhi	Age 25	Phone Number 5463214555
Address: model town , kapurthala	Place of Incident kapurthala	Date of Incident 2023-08-23
Alternative Contact No 9878987898	Response Required Emergency	Complaint Type Bad name
Nature Of complaint Chronic	Department Applied Medical	Comment

Video Link

- If department is related to police , than it will have option of video link in the menu bar , here department can add their respective video conferencing link (it can be via whatsapp video calling)

Language Support

Incorporated the Punjabi language into the website for filling form or floating text. User can switch between English and Punjabi.

