COMPLAINT MANAGEMENT SYSTEM: CROWDSOURCING
AN EXAMPLE

Indian Institute of Technology Kanpur
Commonwealth of Learning Vancouver
Abhinav Tripathi
Arnium Technologies Pvt.
IIT Kanpur
www.arnium.com
A person facing a community problem/issue
Person goes to Govt. Office

Chain grows

Difficult to monitor, track, ensure service delivery

SOLUTION

FWD?

ESC?
We need smart solutions which

Bridges communication gap by facilitating instant communication

Improves monitoring & service delivery

Reduces time, increases worker’s efficiency

Mobile could facilitate a suitable platform which

Provides instant & personalized communication

Provides location, multimedia & other essential data

Is low cost & widely used

Therefore we opted Android: one of the most widely used Mobile Platform
Stake Holders and Software Architecture

Crowd-sourced Information on the Cloud Server

Better Governance

Report Complains through Web or Mobile

Authorities can get Information online or on their mobile
THANK YOU