

Online Static Complaint Logbook

Aditya Bokde¹ Pratik Badwaik² Palash Tahatwad³ Panakj Zore⁴ Akshay Gaigole⁵

^{1,2,3,4,5}B.E. Student

^{1,2,3,4,5}Department of Computer Technology

^{1,2,3,4,5}Priyadarshni College of Engineering, Nagpur, Maharashtra, India

Abstract— Static complaint register on a click, information regarding the crime, zone of the police station associated with and respective information on a click away. As digitalization is asked everywhere and which is the need of future it is necessary to look after this critical sections too. Many times crime happens but it is not get submitted that is no official registry is done due to some reasons whose ratio can be decreased by making an application which submit report of incidence with information associated with and no need to visit police station. This not only consumes time but also help cops in investigation as the fields are designed in such a way that all information which is supposed to asked or required for investigation is already been available in database.

Key words: Mobile Applications, Internet, Online, Complaint, Citizen

I. INTRODUCTION

Many times incident happened which has to be reported to police station but it doesn't act so due to several reasons one of the main reason is communication gap. Police cannot be available everywhere or the place where the incident or likely crime scene took place. Also police department has to keep data record. Now also data is being stored in the hard copy format which can be once misplaced cannot be retrieve chance of permanent loss is there whose recovery is near to impossible. Along with every single database which is hard copy format or the new upcoming databases are completely digital as concepts like data recovery, privacy and security are achieved which is way better and the demand of future. OSCL does the same it is fulfilling that communication gap that is one can easily report anything which is illegally found at that instant only. User or any individual who is reporting do not need to visit respectively police station response will be recorded and certainly action will be taken against it. Also the drawbacks associate with earlier technique will be overcome.

A. Goals or Objectives

- To simplify the process of lodging complaint into the Police station.
- To reduce efforts of going to police station for lodging complaint.
- To automate the complaint lodging process.

II. LITERATURE SURVEY

In current system, complaint registrations for government bodies i.e.: police department, etc. are offline. The seriousness of the problem is often not known by offline means. Even reporting some of the unsocial activities to police department have ended up in imagination based the eye witness to draw a sketch of the accused.

E-Governance would be more convenient, relatively secure and utilize fewer resources. In case of the

proposed system all the facilities provided are same as in the case of existing system but the proposed system provides all the functionalities without the use of papers. This system is developed and implemented to do the activities very quickly and easily. Proposed system is implemented in order to deliver the most effective and efficient system to users. It's less time consuming as it is online. E-Government can provide better service to citizens and businesses at less cost to the Commonwealth, and can make the Commonwealth a more attractive place to live and do business. To the extent that E-Government makes it easier for citizens to conduct their affairs with government and to simply retrieve important information they need, E-Government can both increase efficiency and increase the stature and relevance of the State government in the eyes of the citizens and businesses.

iComplaints is a platform to create free online complaints using the power of Internet to transform society and organization. It gives a chance to an ordinary people to speak, raise his voice for faulty services or products and get support from others. It provides all tools and a huge community to listen your voice for your online complaints.

The purpose of developing online complaint System is to computerized the traditional way of registering the complaints and helps the police constables in registering the OSCL easily without any burden. It also helps to give the present status of the case to the complainants through the notifications.

It next describes four initiatives they pioneered with this underlying philosophy in mind, and outline our learning and conclusions

- 1) Public grievance campaign through mobile phones
- 2) Citizen based monitoring of public services
- 3) Community driven complaint management system
- 4) News-over-phone service for rural are

A. Mobile Application Interface to Register Citizen Complaint

In this paper they proposed an Android Application Mobile interface which can be used to lodge complaints. The main idea is to make use of the existing web infrastructure and to provide an easy, cheap and quick mode of complaint registration. The proposed system will enable the citizens of city to lodge complaints anytime, anywhere.

This paper is useful for meaningful decentralization of any urban local body, the three types of decentralization i.e. Political, Administrative and Fiscal Decentralization is required.

III. PROPOSED METHODOLOGY & DISCUSSION

According to the proposed system it saves time of people by directly launching complaint with the help of proposed system. They need not go to the government office for launching the complaints. People can get their

problems/issues solved by directly posting it to the proposed system. People can post their suggestions.

The proposed system contains the following facilities over the present system:

- 1) Time and En rgy saving:
- 2) Ease of Accessibility for Public:
- 3) Ease of Accessibility for Public:

A. Flow of the System

There are sections that are divided as commissioner, grievance officer, head of the department and employee each have their individual login section. When the user launches complaint, it is forwarded to grievance officer. It's the duty of grievance officer to forward the complaint to the respective head of the department if the complaint is genuine. Then the head of the department will view the complaint and forward it to their employee and finally the employee will allot the problem to the co -worker. Co-worker will visit the place and check whether the problem is true or not if true then he will solve the problem.

B. Functional Modules

1) Complaint Module

In this module user can launch their complaints. . The complaint form will be simple so that a common man can use.

2) Login Modules

Individual login facility is there for every officers and employee so that they can see the complete procedure of complaint and can even solve the complaints. The procedure of forwarding the complaints and solving complaints will not be visible to the user. The user will only get to know the status.

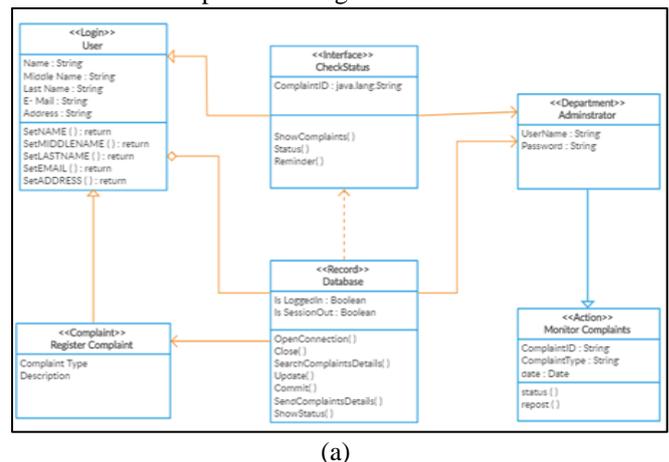
3) Complaints Management & Updating

Admin based on the different department can view the complaints that is being launched to particular department. The Admin has the authority to open or close the complaint. Then Admin can also reply to the user in the form of notification that is being created when the admin update the complaint and will be made visible.

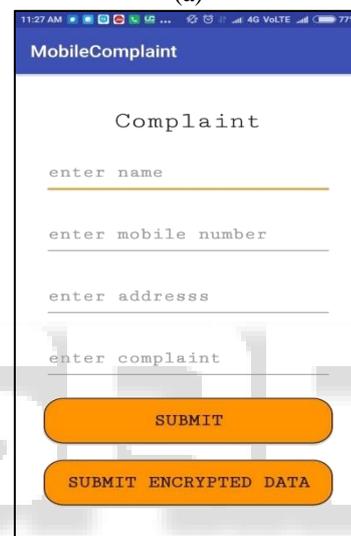
IV. EXPERIMENTAL RESULTS & ADVANTAGES OF OSCL

- In this technological world, this system is useful for the people to file a complaint with the help of mobile application which will save time of people.
- It will reduce the time and effort of registering the complaint manually by lodging complaint online.
- Also the status of the complaint lodged can be tracked easily i.e whether the complaint is rejected, accepted, processing or solved.
- It is user friendly and cost effective.
- A remainder system will be there which will be helpful for the pending complaints. It will keep on reminding the officer about the pending problems or unsolved problems. So, that each and every problem must be solved effectively.
- Communication gap is fulfilled between the reporter and the investigation team that is police department.
- Instant reporting of any kind of incident happened concerned with police.

- Data security and data privacy is achieved.
- Advanced step towards digital tomorrow.



(a)



(b)

Fig. 1 (a) Class Diagram of Online Complaint System & Fig (b) show the structure of app from which data will enter.

V. CONCLUSION

We proposed and introduced a mobile application for citizens to register complaints against the problems they're facing which can be solved by Police department. As nowadays android phones are much used by people so we created an app which can be used to lodge a complaint in a very simple way in form format with needed blocks.

As digitalization is asked everywhere and which is the need of future it is necessary to look after this critical sections too. Many times crime happens but it is not get submitted that is no official registry is done due to some reasons whose ratio can be decreased by making an application which submit report of incidence with information associated with and no need to visit police station.

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