

# MOBILE APPLICATION INTERFACE TO REGISTER CITIZEN COMPLAINT: E-POLICE COMPLAINT

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**Abstract**---The Governmental bodies were built to work for the public's ease and serve the nation for the better future. But the vision becomes blur if the subject too does not coordination in developing the nation. One such issue is the reporting of any crime witnessed by anyone to police stations. The paperwork for such task is tedious. The aim is, to be retired of this excuse of time and physical energy drained with the technologies found to be in and around everyone. With the increase in the technological usage and the usage of the electronic devises, it is firmly the era of the utilization of these technologies not blindly but knowingly. This paper primarily focus on the future implementation idea an application such as to ease the efforts to diminish lengthy process of crime reporting and thus encouraging the time utilization in solving cases.

**Keywords**—Web Protal; Android App; track; Global Positioning System;

## I. INTRODUCTION

The Government of any state is built for the helping of its subjects. Which turns out to be filled with process too time consuming and also maintaining the records are much more then stressful process. The Governmental serving bodies have the police serving bodies, the municipal corporations, to name some. The public finds it too much suffocating to register their complaints to the police station. The reason primarily found universal were that a) the time taken to fill up the form or any paperwork; b) the travelling for others were and issue too to not to be neglected. The problem cannot be eradicated completely but can be optimizngly reduced to a certain level.

Our idea about this eradication is that to utilize the technologies with which every naïve user is friendly with. The e-service, since past decades has been an area of research for the implementation not only in the social medias only to define them into the day to day life to be more beneficial. Surely it will help both the bodies to work with each other more efficiently. Also, digitalizing the work which was manually done will sure help in maintaining the records more better than that on paper. Each city has been divided into wards/ divisions and every division has been allotted some official to look after for the ward.

The digitalized approach will be easy and fair for the bodies to know the problem faced by the public which they might not be able to express earlier. The confidence is busted and the working for the swiping out of the crime and thus decrementing the rate of it can be done silently without the threat to many lives. the daily use of internet and applications which uses internet is a normal thing in today's world. And so we firmly believe that our project will be a help in the progression of clearing covertness and coming forward for fighting the crime.

The citizen participation and handling of the job by correct ward in-charge will definitely work. The citizen has to take a step of installing an app and uploading a complaint he/she want to register. The complaint is issued using an electronic device which is commonly used by every person. The interface used is easy one so as one need not be a pro might also manage to launch complaint. The launching of compliant is proceeded by registration of the user or victim or the complainer. The registered user who reported the crime will be given a trace-number which is a very unique id number and will be used to trace down the work progress done on the issue complained.

## II. PROBLEM STATEMENT

Develop an application for the client side to operate and a web portal on the other hand for the higher official to work on is not a tiny task to implement. The correct use of such a system to decrease the headache of all is the main purpose of this paper. Secure surrounding and crime rate drowning, will let the Nation shine in pride farther then just describing.

## III. EXISTING SYSTEM

Website named "Aaple Sarkar" was launched by the Chief Minister Davendra Fadnavis of Maharashtra state in the year 2016. As an initiative to improve the problem of state, the Web Portal and the App of the same system was monitored from the Chief Minister's Office(CMO).

The moto was to encourage the general public to put forth the step towards the acquaintance of their problem to the authorities who are supposed to solve them. The complaints-

redressal time downed to 7 days as deadline would have the system work in discipline<sup>[3]</sup>.

The citizen can mention the complaint type, give description of their complaint, fill the location where this issue is particularly about, his/her personal details<sup>[1]</sup>.

Further, a code number was generated by the administrative body for the user who registered their grievance will be also able to trace the amount of work done on their complaint<sup>[3]</sup>.

Another system built by the clustering efforts of District Administration and National Informatics Centre in Ranga Reddy (AP, India) to be called as Prajavani<sup>[2]</sup>. It was providing job opportunities for those in need in its area i.e. in Ranga Reddy.

#### IV. PROBLEM WITH EXISTING SYSTEMS

1. The data is not secure enough.
2. Although there is the GPS introduced, these systems needed a manual check too for the confirmation of the complaints.
3. The identity of user registering the complaint is not hidden which might force the user in some to roll-back the complaint launched.

#### V. SYSTEM FEASIBILITY

##### A. Technical Feasibility

Introduction to new system in an environment of the long working requires a much training and understanding. However, our proposed system is working with the Android phone application which is widely used by the majority of the public. Easy to use as the Internet has also been embedded part of our day to day lives, it is least to cause any issue to handle.

##### B. Economic Feasibility

The cost required to have this application according to our proposed system, is negligible. The user has to download app from the site for once and then use it for the purpose it is proposed for. Also, Android phones are daily used device so the maintenances cost of it is not much to be clear.

#### VI. PROPOSED SYSTEM

This paper assembles the drawback and tries to integrate the solution for them. The proposed system enables and assists citizen to lodge complaint and follow through complaints using their mobile phone. The main objective of this proposed system is to provide an easy way to lodge complaint related to crime or any other catastrophe without the need of so much time

The system proposed by us can be disintegrated into modules, namely client-side module and another is server-side module.

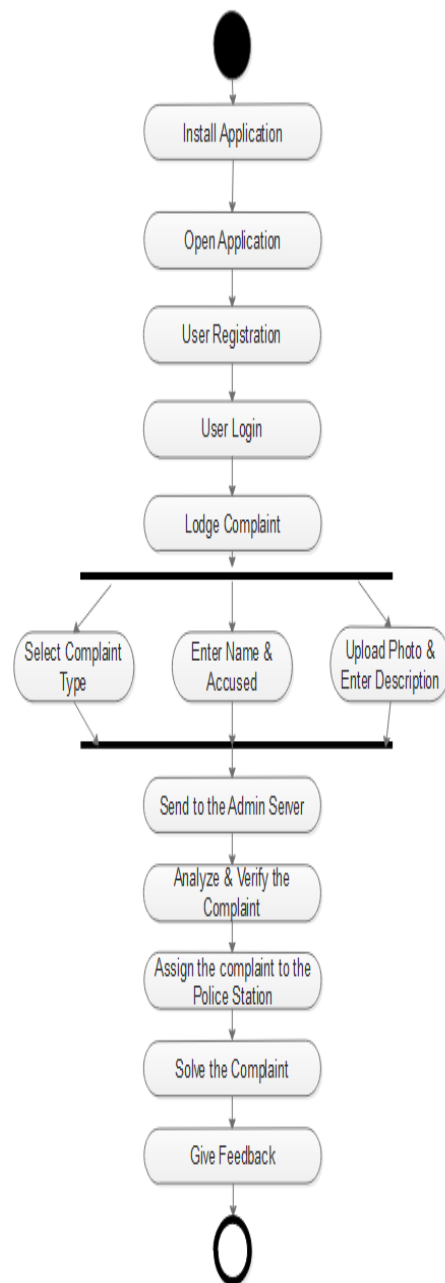


Fig1: proposed system

##### A. The client-side module

The client or naïve user downloads the Android application developed for them from the site. While doing so, the client will have to fill some details about themselves. Once the application is downloaded and the installation is done, then the real work will start.

The user when witness any incidence which is supposed to be handled by the officials, will then open the app in his/her Android phone and have to register themselves (if they are using the application for the first time ever since they downloaded and installed it).

The user now can have the authentication to further access the application and fill a form stating the description of the incidence he/she is complaining about. Also, the user is allowed to upload a photo which depict the scenario stated by the user in the complaint launched.

Soon when the complained is fired and is been registered, the user will get a Unique ID number which is a tracking number. Using this number, the user can trace the progress state of the complaint launched.

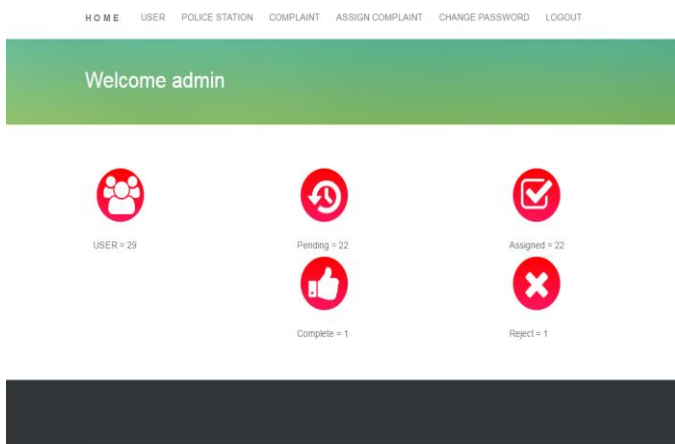
**B. The server-side module**

On the other hand, the server side is the side handled by the official such as the Central office(CO) on a region and those by the sub-office where the complaints are actually supposed to be reported.

Each region is sub-divided for the better monitoring of the area. The Web Portal forms the server-side working module. The Android app used by the naïve user to get registered and generate complaint are stored in the database which is connected to the Web Portal present at the Central office.

The allocation of the complaint according to the location mentioned in it is done by the CO. The branches where these complaint is discarded to from the CO is the one which is nearest to the place of incidence.

The branch which get the complaint, immediately defines the state of the complaint (as stated working/ pending). Once allotment is done, the user can use its tracking number provided to them via an e-mail and trace the work progression if they wish to.

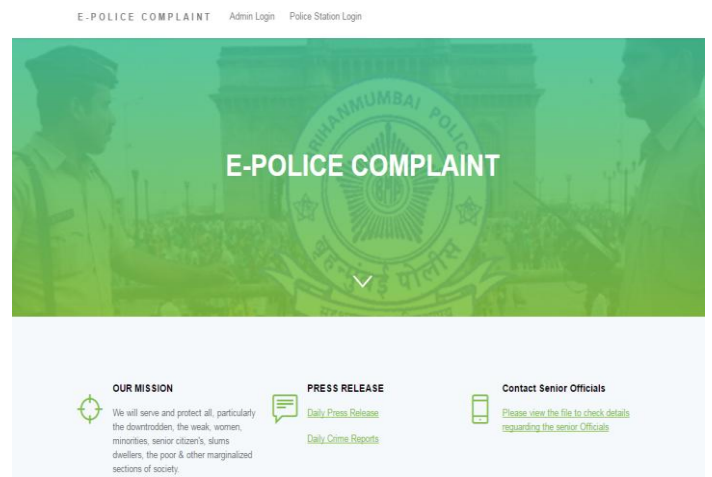


**Fig2: Web page**

**VII. PROPOSED SYSTEM WORKING**

The following components used and its role for its working in our system:

**A. Web Portal**



**Fig:3 Web Portal**

The Portal is a digital display notice board which is present at Central Office and at the sub police stations. At Admin’s Portal, on logging in, he/she can view if any new complaint arrived, can see the status of the complaints already registered, can have a list of all those police stations under his region which further helps in allocation of cases to the police station.

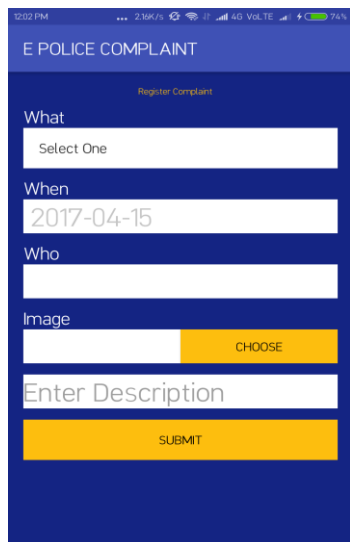
**B. Databases**

Keeping the records of cases solved, pending, progress states, registered users, the records of police station existing and updating the new police station, updating the in-charges of those police stations.

**C. Mobile Application**



**Fig4: App Icon and Splash page**



**Fig5: Complaint Form on App**

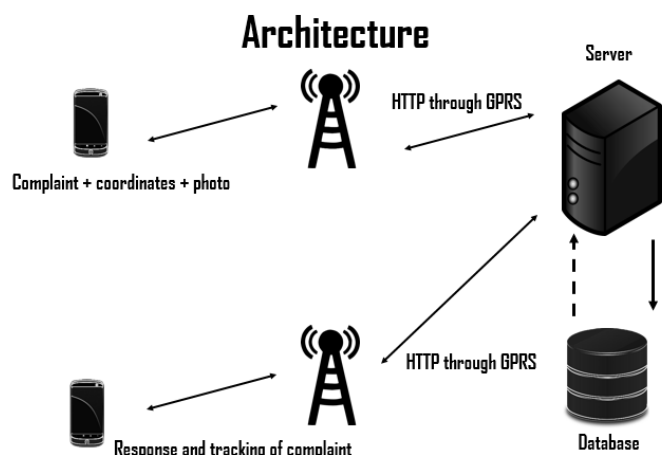
#### D. Server

The monitoring of the functions is to be done at the server section. Generation of unique ID is done by the server.

It is where the acceptance of complaint is done. Also, the division where the complaint is/are to be headed is decided by the server. Only handful of people which is mostly the group or team of Admin are granted the access to the server.

#### E. Communication network

The communication network allows the interaction between the mobile system and the server which is located at a static geostationary location. Also the satellite via which the GPS system interact to find the location detail mentioned in the complaints. Also for the application, the internet is required (uploading photo supporting the incidence).



**Fig6: Architecture**

#### F. Global Positioning System

The complaint launched by the user cannot be just like that carried forward. The user will use his/her mobile phone to register complaint<sup>[5]</sup>. The Admin using the GPS can trace the location of the registered user (by tracking the mobile device

operated for the complaining) and also about the place of accident mentioned in the description given by user. Google Map and APIs<sup>[4]</sup> are used for this.

#### VIII. FUTURE SCOPE

1. The project we proposed through this paper is limit to uploading of images. Further work on this system will be enhancing the picture quality and its media sharing to videos also.
2. This project is a mere move towards the better environment around ever common man but increment of feature such as to work for the visual impaired people will create ease for the distinguishably abled human too.

#### IX. CONCLUSION

To maintain discipline throughout the crowd of such a vast Nation is not a cup of tea. Technologies are for the easy and smooth processing which now is the time to be utilized in a manner that it adds to the growth of the Nations' prosperity and peace.

Our project proposed a system which lets both the police and the common man to eradicate the crime. This can be done when the common man feels safe enough to come forward and police to investigate on the crime rather than on the complainer.

The system does not reveal the identity of the complainer at the police station. Only the central Office knows the identity of the complainer.

Moreover, the time to find the proper police station to complain and the paper work maintaining is reduced. The maintaining of the digitalized data is efficient than the file system management. Being mobile and internet a daily partner of every live, it is not hard to use it by majority of people.

#### X. ACKNOWLEDGMENT

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