

# ANDROID ENABLED SMARTPHONE FOR ONLINE VICTIM COMPLAINT SYSTEM (AESOVCS): A FEASIBLE INTERFACE & ADVANCEMENT IN COMPUTER TECHNOLOGIES

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**Abstract:** We have to sincerely admit that the power of digital technologies now days are integral part of our daily activities. One cannot live without it, in other words modern life style are completely incomplete without technologies. Our work entirely focused on crime related records and related complaint through online system. The proposed system is completely decentralized in different levels. In classical complaint system victim lodge his complain in nearest police station, and also he has to physically present there. Sometimes it is very cumbersome to do this process in absolutely remote locations. Considering above facts we are proposing SOA based model for online complaint system. Our framework based on android operating system and enabled with smart phone technologies with rapid 4G technologies. The set up installed in different locations and authorized by district level police station and centrally controlled by command controlled station (CCS). The proposed set up consists of an android application as client app and a pc acting as web server. The local complaint center has android application installed on his mobile phone. On first time use, the user may now have to register on the application. The user details are now stored on the server db. Next the user may now login using username and password. After login, the user has to fill his identity documents it can be anything and approved by government. After that one can access to the complaint form. User may post a complaint on the application and post it. The complaint message is sent to the server. Server may now reply to the complaint and the reply is sent on user's android phone. Every lodged complain has a unique ID with deadline if it not solved with stipulated deadline the auto reminder has been again transmitted by system to concern police stations. The proposed system enables and assists citizens to lodge complaint and seek redressal through their smart phone. It is based on android UI interface system and it emulates the functionality of the web portal based complaint filing system. This system will help the common man to lodge complaints and seek redressal for the same.

**Keywords:** -SOA, Android, 4G, web server, online complaint system.

## I. INTRODUCTION

Modern digital cutting technologies create an enormous opportunity in different domain with real world applications. Cell phones usability is increasing day by day it has become a need for users to provide on their mobiles, all facilities and newly application which can be used at any time [1]. Android is an operating system, middleware interface and key applications now days. Android is a software platform and operating system for mobile devices based on the Linux operating system and developed by Google and the Open Handset Alliance [2] [3]. The problem in the existing system is it is not possible to visit the particular office for complaining, and it is not possible to provide proof for complain the particular problem in case of complaints forward through mail also not sufficient enough as to initiate every department. And there is no possibility to find the fake

complaints and take action on them. The proposed system based on android enabled smart phone UI interface system emulates the functionality of the web portal based complaint filing system at end user level. The users use the mobile phone and do not need to access the web portal interface directly to file their complaint with some identity document. The priority of the complaint would be raised if the numbers of them are considerably more in an area. This application is basically created to help the people to solve the problems which they face in their day-to-day life. It is user friendly application. It takes less time to post their complaints. The main idea is to provide essential, cheap and easy complaint registration redressal system [3].

## II. CONNECTED AND PARALLEL WORK

Shukla et al have developed victim complaint system based on classical system. Y.Cho, R.Hiltz and J.Fjermestad proposed web based customer complaint system. Aditi Mhapsekar, Uma Nagarseka, Priyanka Kulkarni and Dhananjay R. Kalbande et al have developed an architecture for Voice enabled Android application for vehicular complaint system using GPS and GSM SMS technology. This application uses speech to text functionality to describe the complaint. It obtains the GPS coordinates, appends it at the end of the complaint information and sends the information as an SMS message to an SMS server over the GSM network. The server fetches this information and stores it in the database. The web interface then plots this information on a map. Kim Nee Goh, Yin Ping Ng, Kamaruzaman Jusoff, Yoke Yie Chen and Yoon Yeh Tan have developed architecture for GPS based road management system. In our work, we addressed the problem utilizing android enabled smart devices for online complaint system for individual victim. Smartphone based victim complain system reduces the time and also make complaint process easier.

## III. PROPOSED ANDROID ENABLED SMART PHONE BASED COMPLAINT SYSTEM DESIGN AND OVERVIEW

### Application Package

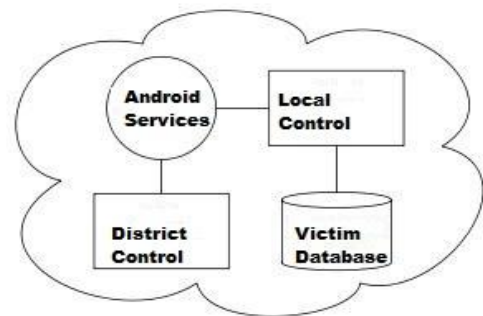
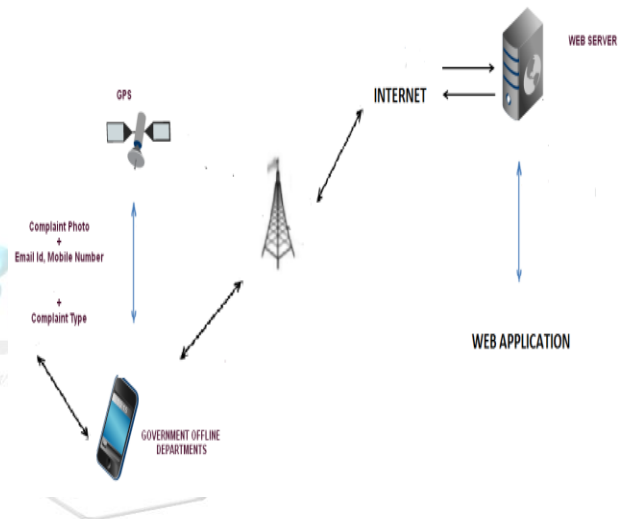
Android enabled Smart phone Online Crime Complaint System: Every service department has certain criteria for lodging online complaint. Crime complaining behavior defined as consequences of victim satisfaction, it has great feedback from victim's as well as concerned department. On other words, victim complains is becoming a critical key success factor in today's causal world. Time bound crimes complain systems that can lodge complain and also solve such problems with in stipulated time. Best-practice organizations consider crime records as opportunities for improvement. We have introduced time bound complain and its executive action in our application package. On other words, victims complain is becoming a critical key success factor in today's causal world. Time bound crimes complain is systems that can lodge complain and also solve such problems with in stipulated time. Best-practice organizations consider crime records as opportunities for improvement. We have introduced time bound complain and its executive action in our application package.

### Multiple Service-oriented planning architecture (MSOPA)

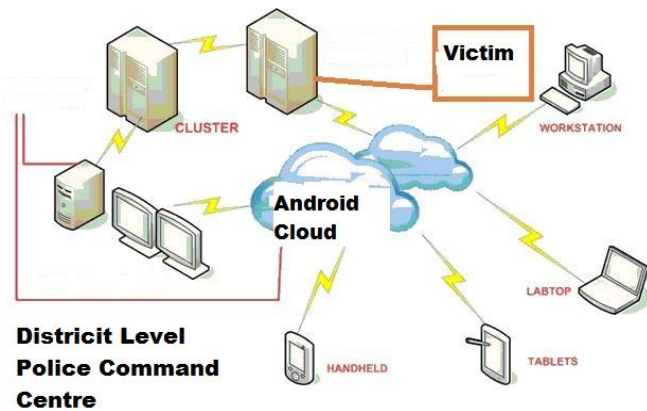
Service-oriented architecture (SOA) is a new looks of development and final integration of software. SOA based software mainly a designing system with services instead of procedures [5]. It involves breaking an application down into common, repeatable services "that can be used by other applications, both internal and external, in an organization

independent of the applications and computing platforms on which the business and its partners rely . Therefore it helps system to be more exile to change. With using MSOPA the costs of change will be decreased enormously since administrator does not need to change the whole system and they just need to change or add the service which system needed. There are many definitions for the MSOPA but the researcher deeps all definitions are same in concept. In MSOPA base systems we have different systems with different services which have to collaborate with each other through a common bus and unique data type although each system has its own data type. The researcher believes that e-complaint based on MSOPA talks about designing a system based on different services beyond a common interface[6].

## IV. OUR PROPOSED MODEL STRUCTURE



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## V.CONCLUSION

This paper introduces android enabled based online victim complaint system with time bound using smartphone from different remote locations. The application developer has summarized how the system works and its functions and who all are the main users. This system also explains services and behaviors of the system. The researcher has highlighted how the system works, who are the main users, services and how they can deal with the proposed system. This paper presents an overview of the development and implementation of the Crime Complaint System as a web-service based on SOA & MSOPA. We developed this system for android platform, but in future we are planning to develop this system for iOS platform.

## VI.REFERENCES

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