

Online Crime Complaint System (OCCS): Application Package for Crime Free Society (CFS) A Feasible Application

Research Article

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Abstract: Crime complaint is valuable information for Police and also personal satisfaction towards crime. Rapid response to these complaints is an essential index of organization's performance. The presented model and tool for the Online complaint System will have the ability to minimize crime dissatisfaction and on the other hand it can encourage crime to participate in controlling the quality of security provide for them not only during lodging complain but also asking for their feedback. The Proposed model aims to develop a Service-Oriented framework for online complaint system. Due to different obstacles in analogy system or conventional lodging complaint system those services may not be applied in appropriate way. Therefore, a need for a system that could detect Citizen's problems and provide them with suitable feedback. In our model we develop a software tool based on SOA architecture. Online crime Complain System (OCCS) act as managing tool for crime record as well as making online complain with unique complains ID. One can easily short out such record or procure such complaint based on unique ID. Also, Online crime Complain System oriented by Web-application which will be used by crimes as well as concerned department in order to make complaints about their dissatisfaction on provided services. This system will be able to handle complaints by recording and giving feedback for each raised complaint.

Keywords: OVCS, SOA, Web-based.

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1. Introduction

Now a days development cycle of web application system such as web portals and dedicated services are getting day by day short because of continuous improvements and demand for new services with enhance features. So considering the above fact developing such web based system using Service Oriented Planning (SOP) design is broadly defined and quit accepted principle.

User's complaints are in higher priority but if it fails due to inappropriate communication services and organization itself. Bad service due to poor communication can result in poor services. While concentrating on the topic of online complaint system, concern organizations can achieve an ultimate and efficient success factor by increasing their user satisfaction and their loyalty with user friendly services. Hence each service sector needs to develop its own intramural and extramural communication towards its employee and Crime to achieve great success and satisfaction. Obviously appropriate proper

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communication can reduce somehow user dissatisfaction, one cannot eliminate crime complaint.

For a Social obligation and Solidarity purpose, need for a crime Complaint System in order to tackle with crime complaints concerning their quality of service (QOS) and also quality of maintenanc (QOM) action based on crimes complain. Every day crimes complaint to against incidents or named and unknown first information report (FIR) through web-application system through small cyber based centre.

The urgent action & resolution of such complaints are highly important for crimes as well as concerned departments. However, many works have been done on the topic of online complaints management system but we focused on SOP to make good relationship between complain lodger and receiver. During work we believe using SOP in online crime complaint system can bring better solution and hassle free easy to record such complain in very lucid manner to department. In this paper we focus on concept of OVCS and SOP were discussed first then a new findings and easy model are discussed.

2. Proposed Application Package

Smart Online Crime Complaint System: Every service department has certain criteria for lodging online complaint. Hence definitions are different because of the variety of services among the organizations. Crime complaining behaviour defined as the consequences of victim satisfaction, it has great feedback from victim's as well as concerened department.

On other words, victim complain is becoming a critical key success factor in today's causal world. Time bound crime complain is a system 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.

3. Service-oriented planning architecture (SOPA)

Service-oriented architecture (SOA) is a new look of development and final intergration of software[1].SOA based software mainly a designing system with services instead of procedures [2]. 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 [3]. Therefore it helps system to be more flexible to change.

With using SOA 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 SOA but the researcher deeps all definitions are same in concept. In SOA 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 [4]. The researcher believes that e-complaint based on SOA talks about designing a system based on different services beyond a common interface[5].

4. Our Proposed Model Structure

1. System Analysis:

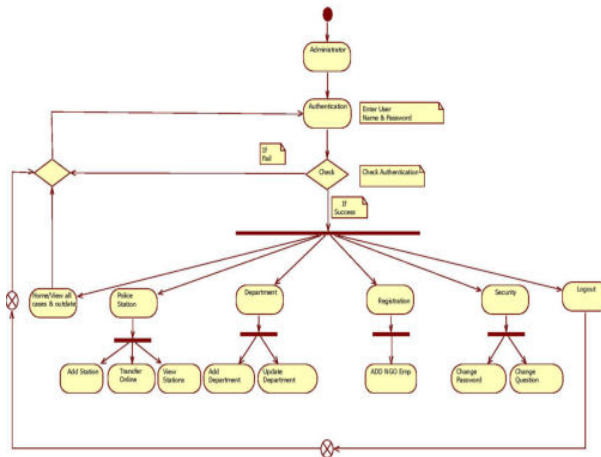


Figure 1. Administrator (District Officer)

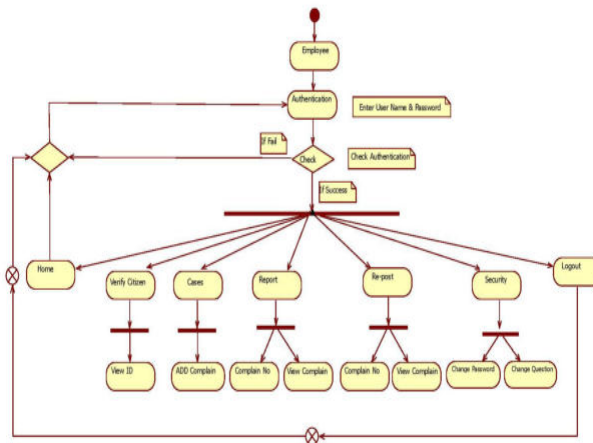
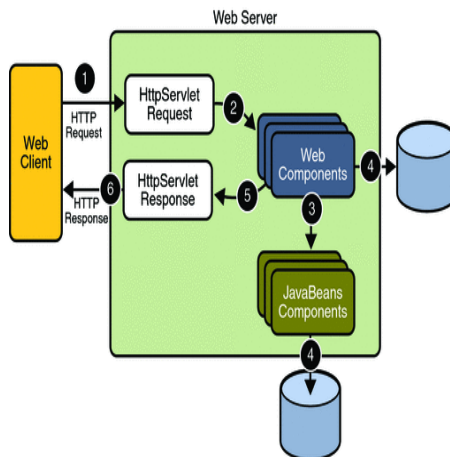


Figure 2. NGO Employee

2. System Design:



5. Implementation Design

USE CASE DIAGRAM:

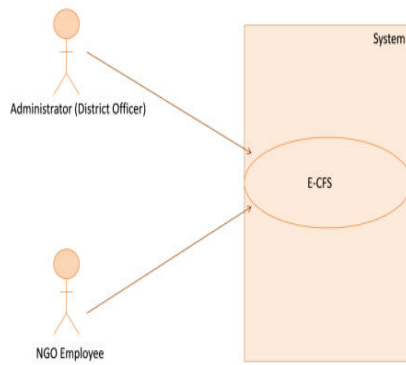


Figure 3. System Diagram

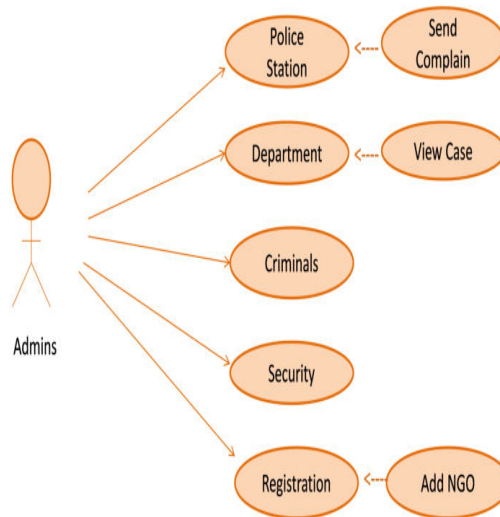


Figure 4. Administrator (District Officer)

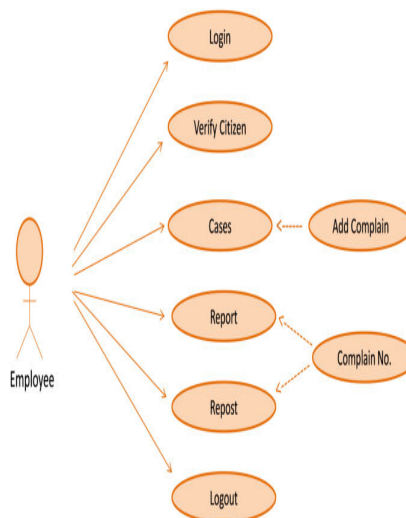


Figure 5. NGO Employee

6. Conclusion

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 behaviours 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 & SOAP. Rapid development in Information Communication Technology (ICT) as well as growth and nature of the crime has also significantly changed as time progress. We have to understand that no system is perfect as time moving ahead, there are always scope of further development. One can also smart based crime complaint system needs parametric study as well as little knowledge from victim side, in future we are planning to develop smart phone device based or android based victim complaint system (a-BVCS). In addition we are also implementing our application package as a crime complaint service web portal.

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