

# Help On-Service Portal

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## ABSTRACT

This paper is on the project 'HelpOn-Service Portal'. It is designed to bridge the gap between the police and the common people. There are plenty of applications nowadays for shopping, travel and even for gaming purposes. However there is no application for the purpose of registering FIR or for helping the people while facing emergency situations. We intend to create a system where the users could register an FIR under various IPC sections and inform the police whenever in an emergency situation. Also, sometimes may occur that the person does not know his/her exact location. The 'HelpOn' system which will be created will be a better option than '100' dialing system. Using this system police can easily manage criminal records and the citizen can also get direct help for ambulance, fire-brigade. The memo generation process will also going to be systematically. We believe this will be a widely used system in the future and will help to bridge the gap between police department and the citizen.

**Keywords :** FIR, Help Button, Memo generation, Criminal/Vehicle records, Rule book

## I. INTRODUCTION

'HelpOn' is an android application which works on two sides: 1. Police and 2. Citizen. The Mobile Application at your service which shall be with you 24\*7 to attend all emergence situations such as online FIR Registration, FIR Tracking, Online memo generation, Online memo payment and many more. At Police side FIR Viewing, Duty Reminding, Criminal records management activities can be done. There is also a role for Traffic Police who can manage vehicle records and can generate Online Memo. And Citizen can press help button for getting direct help of ambulance, fire-brigade and police as well as able to register online FIR, track FIR and pay memo.

### Online FIR:

The crime rate is increasing at an alarming rate and there are no existing technical systems in our country for the purpose of registering a case and managing the activities related to the FIR. We intend to create a project which will help to bridge the gap between the police department and the common man. 'HelpOn-Service Portal' project will have an app from where the users can file FIR against the offender under the various sections. The main site will be maintained by the admin, from the Police, who will then notify the user by sending alert message if the FIR has been registered and the necessary action has been taken. There will be a robust authentication process so that only the genuine citizens can register a case. The user will have to send scanned copy of his aadhar card. While registering a case if user has photo evidence he

can send it too through the app for making a strong case. Here, the user can also track the FIR to know how the process and progress is going on.

#### **Criminal Records:**

This Project is also useful for managing criminal records. The site will have a database of the criminals which the Police can access anytime. If the number of cases on any person or criminal goes up by more than 3 then his name will go automatically in a 'Wanted' list. So, using this application, Police can easily access the old records of any criminal. The database stores FIR, No. of cases, crimes and each and every detail of criminals which can later be used. This is an application with database system in which Police will keep the records of criminals. There is no any existing application using which the records can be managed systematically. So, this will be very useful for managing record.

#### **Online Memo:**

Collecting data of violators by the Traffic Police is not possible in the current system, as they are not connected to database in any way. There is no any information about the previous offences committed by the Traffic violator. Also, there is no proper track record of the fines collected by Traffic Police. This problem can be overcome by using 'HelpOn' application. The application has a rule book in which all the rights of citizen, and the rules have to be followed by them are precisely described, User can access this rule book. All the vehicle records have already been stored in the database which is collected from the RTO. When a violator is stopped, he is asked to show his driving license. The Traffic Police will retrieve the vehicle details from the database by the help of vehicle registration number and driving license. And he is also able to see the past records of the vehicle or driver because the system will store all the previous records and offences committed by the driver. The Traffic Police will generate online memo by using 'HelpOn' application. The user will receive the challan or notice generated by traffic police. And

this system also provides the online payment facilities to users. In some cases, If Traffic Police found the violator who committed offences three or more times in single month his license can also be cancelled as per punishment. By using this application, Traffic Police can manage the memo generation process systematically and easily retrieve the past records of vehicles.

#### **Duty Reminder:**

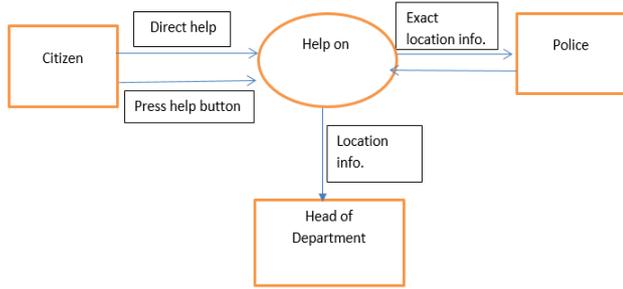
The 'HelpOn' application has the duty reminder which reminds the duty to Police and Traffic Police by sending them alert message if their duty has been changed. The Traffic Police's duty will be changed many times but The Police's duty will be changed occasionally if some special occasion is occurred or for security purpose of special guests.

#### **Help Button:**

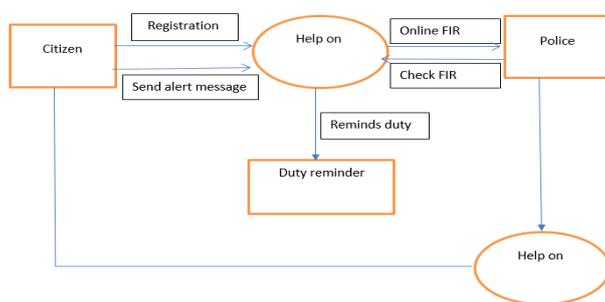
Help-Button works from the citizen side. It is helpful in an Emergence situations. Using Help Button Citizen can get direct help for the Ambulance, Police and the Fire-Brigade. When Citizen press the Help-Button the exact location of citizen is sent to the headquarters and they provide emergency services to the citizen. Before that, they send the confirmation message to the user so that user can be informed with the system's response. There is also a facility of tracking system so that the user can track the vehicle and get idea about

Vehicle's location. And if critical situation occurs, they can take quick actions if they have idea that the help may be reaching late. Because sometimes, Vehicle may be trapped in Traffic especially ambulance and can't reach on time. At this time quick actions are necessary. So, At that time the 'HelpOn' system which will be created will be a better option than '108' dialling system. Because it's not only providing emergency services but also a tracking system. Also, sometimes may occur that the person does not know his/her exact location and he/she needs a Police help urgently then the 'HelpOn' system will be a better option than '100' dialling system.

## System flow



### Level 0



### Level 1

#### User:

First of all the users within the organization register themselves in the system and the registration request goes to admin.

#### Login:

Only after the admin grant the permission user will be able to login into the system.

#### Set Profile and Search Information:

After logging into the system users can set their profile or search for the information.

#### Check Rights and roles:

At the time when user requests for information the system check rights and role of that user if he/she has rights to access the requested information

#### Verify Key and Sensitive Data:

The key will be verified and based on that the system will give an access to either sensitive information or an anonymous data within their imprecision bound.

This key will be auto generated by the system when admin grants the permission.

#### Anonymous data:

In case if the key is not verified or its invalid or wrong then anonymous data will be return rather than sensitive data.

#### View Request:

An admin can see the pending user request and can grant for further login or reject the request.

#### Assigns security key auto generated by the system:

After user has successfully logged in into the system, he/she will make a request for data. If admin allow the user to access the information he/she will send the key into mail account. This key is auto generated by the system so that it's unique for all records.

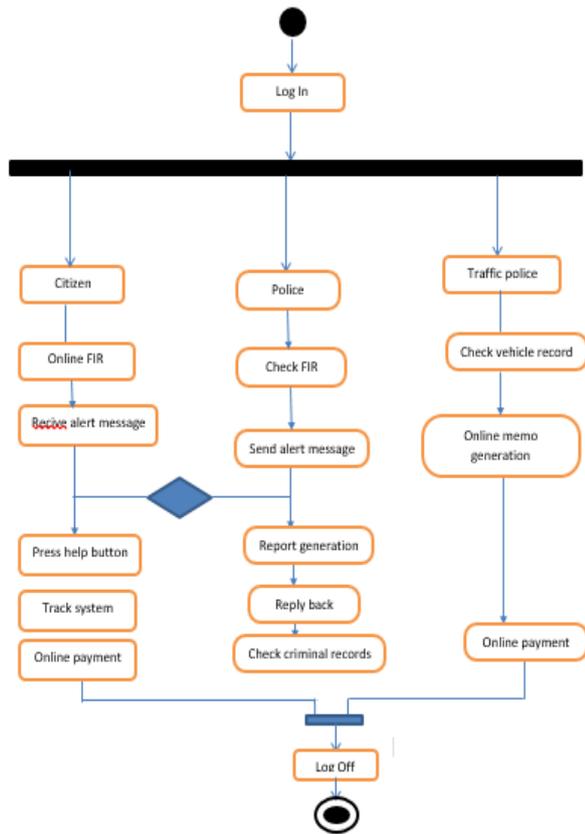
#### Grant/Reject permission:

Admin can grant or reject the permissions, sets role and their permissions and set the user imprecision bound that only within this the particular role can access the sensitive information.

## II. COMPARISION

In the existing system static access control and relational data model has been assumed. We plan to extend the proposed privacy-preserving access control to incremental data and cell level access control. In the current work, this system is useful for the organization which works on Database and primary need is to provide the role based security on database. Also provides privacy preservation on confidential data of organization.

### Activity Diagrams



### III. CONCLUSION

We have created an android mobile application named 'HelpOn' which is completely integrated and compact system used by both the Common man and the Police. Using this system would be like a win-win situation for both of them. This system will improve the FIR system, Criminal Records management system and Memo generation system as well as emergency services. In future, it will be widely useful for Police department, Traffic Police department and for common men the specialty of this system is that it offers new features as well as retaining the old features of existing system.

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