

## R - Help

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### ABSTRACT

R-Help registers a complaint with minimum inputs and issues unique ID. It relays the complaint online to relevant officials for immediate action. It allows passengers to lodge complaints through mobile application and enables them to check real time feedback on the status of redressal of their complaint. There are some existing applications for the registration purpose but with some drawbacks. The proposed system tries to overcome them. Slow registration of FIR in Accidents and assault cases is one of the biggest problems of the existing system. Often the victims are told by the hospital authorities that the treatment would not be started unless an FIR has been registered. The slow registration of FIR leads to loss of precious time and other issues. We have proposed to develop a system which provides an easily accessible android mobile application. The complaints would be registered over the application. The complainant would be filling up the FIR form, he would be providing the proofs and details related to the complainant on the application. The user can upload images, and details as records. These details would then be received by the Railway Police Force (RPF). They will verify the details of the complainant and carry out further proceedings of the case. There is an option of updating the status complaint for the user as well as the RPF. Thus the entire process would be carried out online, without much manual intervention.

**Keywords:** FIR, Complaint, Two Way Updation, RPF.

### I. INTRODUCTION

Railways are one of the most important transportation system in India. Now-a-days large number of crimes, missing complaints, robberies as well as accidents are happened. So, for this type of complaints, users required a platform where they can register their complaints. The complaints are of various types, it may be missing of persons, valuable things, luggage, robbery complaints or it may be accidental cases. For registering the complaints user have to go into RPF ( Railway Police Force) station manually but it takes much time for registration of complaints.

There are online FIR registration systems available in the form of railway websites, railway helpline web portals, and android mobile applications. This systems are very useful in instant registration from anywhere without going to RPF station manually.

In India previously the user had no other option than lodging the complaints manually by going to nearby Railway police stations, and this process used to take longer time to solve or investigate the particular case and less chances of getting results too. Later on the ministry of railways takes initiative to launch

applications regarding railways, But these applications have some drawbacks due to which these applications fails to fulfill user requirements.

R-HELP is an online FIR Registration and Reporting in Railway System which is accessed by Public, Railway Police Force (RPF) and Government Railway Police (GRP), which covers the cons of existing systems.

## II. LITERATURE SURVEY

In [1] Authors has proposed a system that contained all the information related to the police officers. There were various departments like traffic, narcotics and anti-trafficking and all the officers and their names and all the necessary details were in the database.

In [2] Ministry of Railways developed a website called as IRCTC. It is one of the busy website and by offering the same services on the Yatra platform, they achieved two objectives. Yatra was able to now offer a complete portfolio of travel options to its customers from flights, hotels, holiday packages, car rentals to train reservations. Secondly it gave customers a more seamless customer experience on its website, thus encouraging them to use the Yatra platform for train reservations.

In [3] Railway Minister Suresh Prabhu launched an application which is Rail SAARTHI (Synergized advanced application rail travel help and information) which was developed by CRIS ( Centre for Railway Information System ) in the rail budget 2016-17. It is a single window interface for Indian railways which provides safety for women, complaint facility and suggestion. And other use of the application is that One can also book air ticket through the app and give feedback.

In [4] Railway Minister Shri Piyush Goyal launched an android application Rail Madad. The application is used as desired assistance during travel through railways.

In [5] authors Archana Iyer, Prachi Kathale, Sagar Gathoo, Nikhil Surpam proposes an E-Police System, in which the FIR is registered and track through Android application. this system provides an easily accessible android application which forms the front end and web portal for the police department. The complaints are registered over the application. By allowing citizens to lodge their complaints directly, this system circumvents police officers who are often reluctant to register FIRs, particularly in kidnapping and ransom cases.

In [6] Authors Dr. Ayesha Butalia, Nilofar M. Shaikh, Avez Quadari, Roshan Undirwade, Nahid Pathan proposed an E-POLICE SYSTEM based on android application which is made for people and for the police to get complete electronic data framework to them so as to complete the work faster.

In [7] Authors Prof. Anindita Khade, Sanket Yerigeri, Kaustubh Sonde, Shivaganesh Pillai creates a system where the user can register an FIR in an emergency situations and police department can take immediate actions on it.

## III. IMPLEMENTATION

Our Application provides an FIR login system where after login into system user get an interface where he can register complaint, check Complaints and can check status of their complaints. This system also provides an emergency option to user for emergency purposes.

Basic modules of the system :

### 1. USER :

User is the one who will lodge or register the Complaint, for this user need to download or install the application in their device to access it. Once installation is done, the user need to login onto the application. And can take advantages of features present on application.

### a) Local User :

In this Application, Local User need to fill all the details and data for registering the complaint which includes name, train name, date, complaint type and images if needed.

#### 1. Reserved User :

In this application, Reserved user have to fill PNR number and remaining details of user such as incident date and complaint type and other data such as images if needed.

#### 2. RPF (Railway Police Force) :

RPF is the authority who will take actions on the complaints registered by the user. RPF have to login into application where they are able to see the complaints and status updated by user and vice-versa. RPF are able to update the complaints in two sections, solved and unsolved respectively.

#### 3. GRP (Government Railway Police):

GRP is main authority who will only check all the solved and unsolved case reports send by RPF and accordingly do the following investigation.

#### 4. Two Way Updation :

In this system user as well as RPF has the options to update their status in case they want to add some information regarding to their case.

#### 5. Complaint Status :

Users can check their current status updated by RPF and RPF can also check status from users side.

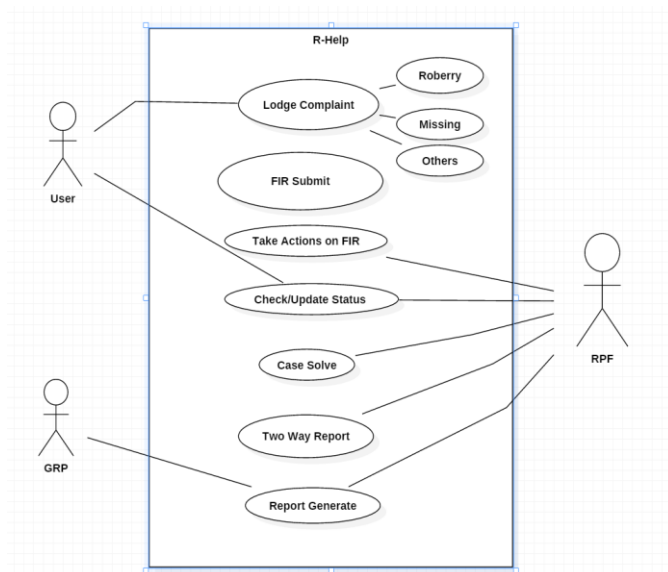


Figure 1. Use case diagram for proposed system

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