Vehicle Grirvance Handling

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Abstract:- Our project entitled as "Vehicle Grievance Handling Portal" is an application mainly aims to locate missing vehicles. This project helps users and police departments to search the vehicles easily. User can post missing vehicles complaint through this website. Police can also maintain the database of cases and accident details related to particular vehicles. Users can verify other vehicles details using this portal without visiting RTO offices with the permission of vehicle owners, Vehicle Grievance Handling Portal is almost safe, private, secure, user friendly and comfortable. Vehicle Grievance Handling Portal application is developed with the HTML, PHP languages as front end and My-SQL as back end.

I. INTRODUCTION

➢ *Aim*

Vehicle Grievance Handling Portal is aim to circulate missing vehicles information to all police station just by clicking on few buttons without spending time. This application also aims to maintain the database of entire information of the vehicles.

➢ *About Project*

Life today is highly dependent on computers - they do most of the important work and are found everywhere -from homes, to police stations, government institutions and military facilities. However, the computer would have never been so popular and widely spread if it was not for the Internet. The main importance of the internet is that it has made information available in a quick and easy manner, publicly accessible and within easy reach. It has revolutionized communications. Vehicle Grievance Handling Portal for police department and vehicle owners. This project provides knowledge about the latest technology in developing application, this application has to web enabled application and it provides more knowledge about client server technology how they are communicating in a sufficient manner. This portal is meant for tracing and providing a platform to maintain the database of vehicles details. Key feature of our application users can post the complaint of missing vehicles. SMS based technology used to circulate the information of missing vehicles information immediately. Vehicle Grievance Handling Portal is a web-based application being designed for the use by the public service as well as the police department. Our application aims in providing service to public and police stations. It helps to track the various cases for the police stations and help to provide service for the users to use it efficiently thus saving lot of time in accessing information and is user friendly for all. It helps the public to know the entire information about the vehicles just by clicking on few buttons. Vehicle Grievance Handling Portal contains Admin, users and police stations as its modules for designing. Admin is a chief person who monitors the application effectively in providing service. He is going to add various police stations located within the Davangere district. The username and password are sent to their respective police stations after entering to the website. Admin is responsible to maintain the database of all vehicles. A username and password will be sent via SMS to the users. Admin can view the entire user's and vehicles information that gets registered within the application. Application is designed for the use of Davangere people's only. Users when he login to the application, he can view his vehicle's complete information. He can post the vehicles missing case. Once when user make entry of cases, case details are sent to all the police stations situated within the city via SMS. User can also search other vehicles information by requesting to vehicle owners. Police Station when login to the application, he can view the users and vehicle details. He can view the list of all hosted case details for handling those cases. He views the cases that are to be investigated by them. He can also maintain the information of accident cases and other related cases about vehicles. Our application is a user friendly and saves lot of time in accessing information. This helps to provide service to public as well as police department in storing all details safely for further cases.

➢ *Existing System*

Lakhs of automobiles are missing every year. Missing Vehicle Case is processed in police station by filling a complaint against lost vehicles from their owners. Owners need to go police station to file complaint about the missing vehicles. It is time consuming process. It is also difficult for the users to search the other vehicles information. Users need to visit police stations and RTO offices to collect the information about the vehicles. Present system is not time efficient.

• *Disadvantage:*

Owners need to go to police station to file complaint about the missing vehicles.It is time consuming process. It is also difficult for the users to search the other vehicles information.

➢ *Proposed System*

As the technology is growing day by day new applications can be developed for solving above stated problem. This website project is designed and developed to trace missing vehicles. Owners can also post their missing vehicles complaints through this web site. Users can view the vehicles information without visiting RTO offices.

- *Advantages*

It is fast and effective. Users can view the other vehicles information without visiting RTO offices.

➢ *Objectives of the project*

- Customers can post the missing vehicles complaint through website anytime and anywhere.
- Complaint is circulated to all the police stations immediately through SMS based technology.
- It is fast and effective.

- Users can view the other vehicles information without visiting RTO offices.
- It is secure application.
- User friendly web pages are provided so users with minimum computer knowledge can use this application.
- We provided Android app to post the missing case, which is convenient way for users to post the case anytime and anywhere.

II. SYSTEM REQUIREMENT SPECIFICATIONS

A. Functional requirements

➢ *Admin*

- Admin responsible to add the police station to the database and he provides the login credentials for police station.
- Admin add the vehicle owner details and sends login credentials to owner mobiles.
- Admin view vehicle information.
- Admin view all cases information.

➢ *Police Station*

- Police Station can update the contacts information and password.
- Police station adds violation and accident cases of vehicles.
- Police station views the missing cases.

➢ *Vehicle Owner*

- User should be login to our application with the valid details.
- User can update the password.
- User can post the complaints.
- User can search vehicle information.

B. Non-functional requirements

➢ *Correctness*

Since this project is used to provide the actual and correct information about details of the particular project which were done by students.

➢ *Reliability*

The system as to provide the correct information under any situation, In case of any error in input or operation, system should reflect proper message or give proper helping information.

➢ *Robustness*

It's vital that the system should be a fault tolerant with respect to illegal user input. Error Checking must be built in the system to prevent system failure.

➢ *Maintainability*

The project will be used for a long time, it must be easy to maintain and easy to incorporate future changes. The design if the system should be module based and changing the design of the one module should not affect the proper operation of the other module.

➢ *Portability*

The system should be portable so as to can run in any web browser with very little or no modifications.

➢ *Security*

All security precautions are taken to make the product more reliable, only valid i.e. registered persons can access it.

C. Hardware Requirements
Platform: Windows 7 or Higher
System : i5 2.8 GHz
RAM: 8GB
Hard disk: 50GB
Android phone

D. Software Requirements

Web server	:	XAMPP Server
Back end	:	MYSQL
Server side scripting	:	PHP
Client side scripting	:	HTML, Java Script
Designing Tools	:	Dreamweaver,

Android Studio.

III. FUTURE ENHANCEMENTS

We implemented this project by thinking only to send alert about power cut. This project has numerous future applications as follows. We can implement detailed complaint process system. We can provide the power available and power consumption details of feeders or stations to customers.

IV. CONCLUSION

In this competitive world, faster execution, user satisfaction timely and accurate information have become valuable pre-requisite. This software is developed with the fact in mind, that web-based application, are becoming more and more popular. Efficiency and correctness of the application is evaluated with the help of various test cases we are sure the

problems in the present system would be overcome by implementing our project. The successful implementation of our project "Vehicle Grievance Handling Portal", involving the design, development, implementation and testing application gives us satisfaction. My-SQL is very good backend server with lots of error recovery capabilities and consistency along with the provision of a tight security system. Vehicle Grievance Handling System is a web application is designed to trace the missing vehicles. Through the efforts put in may not reach the level of full satisfaction of the user, we expect that it nearly satisfies him. The whole experience of working for our project was quite a rewarding one for us as it gave us the opportunity to improve our skills on the finer things.

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