

# Vehicle Theft Online Complaints App

## ABSTRACT:

The Vehicle Theft Online Complaints App is a web-based platform designed to empower citizens to report vehicle thefts conveniently and efficiently, providing a bridge between the public and law enforcement agencies. Developed using the MERN stack (MongoDB, Express.js, React.js, Node.js), this application aims to improve the process of reporting thefts, enhance transparency, and accelerate the response time for recovery operations. The core feature of the app is its secure user authentication system, ensuring that only authorized individuals can file complaints. This feature protects sensitive data and maintains the integrity of the reporting process. Once authenticated, users can easily submit detailed theft complaints, providing crucial information such as vehicle identification numbers (VIN), make, model, colour, and location of the incident. The user-friendly interface guides citizens through the complaint submission process, making it accessible for individuals with varying levels of technical expertise. Real-time updates are a key aspect of the app, allowing both users and law enforcement personnel to track the progress of their cases. As investigations unfold, users receive notifications regarding case status, updates on recovery efforts, and any new developments, ensuring they stay informed throughout the process.

The app also includes a dedicated admin panel for law enforcement agencies to manage complaints, monitor case progress, and coordinate recovery efforts efficiently. The admin panel allows authorities to quickly access case details, prioritize cases, and streamline their workflows, leading to faster response times and more effective theft recovery operations. By leveraging technology, the Vehicle Theft Online Complaints App enhances the reporting process, promotes transparency, and improves public safety. Its focus on secure, real-time communication and efficient case management helps citizens and law enforcement agencies work together to address vehicle thefts more effectively.

## MODULES

### 1. User Registration and Login

Secure sign-up and login for users, police officials, and administrators. Role-based access for personalized dashboards.

### 2. Complaint Registration

Easy form for users to file theft complaints, including vehicle details, theft date, and location.

### 3. Incident Details Dashboard

Display all reported thefts with status updates for users and authorities. Include theft date, location, vehicle type, and progress notes.

### 4. Case Status Tracking

Provide real-time updates on complaint progress (e.g., "Registered," "Under Investigation," "Resolved").

### 5. Notifications and Alerts

notify users of updates on their cases via email, SMS, or in-app notifications. Send reminders for incomplete complaints

### 6. Search and Filter Options

users can search for their complaints using case ID or other details. Authorities can filter complaints by area, date, or vehicle type.

### 7. Admin Dashboard

Manage all complaints, users, and police stations from a centralized dashboard. Generate reports on theft trends and case resolutions.

### 8. Chat Support

A Integrate live chat for instant support and guidance.

### 9. Crime Statistics Dashboard

Display vehicle theft statistics for public awareness.

### 10. Vehicle Recovery Tips

Provide resources and tips for users on recovering stolen vehicles.