

Smart Complaint Management System

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Abstract—Municipal Corporations are responsible for maintaining cities and resolving citizens' complaints. Traditionally, complaints are handled either through surveillance systems or by citizens reporting issues manually at ward offices. However, manual reporting is time-consuming and inconvenient. With the growth of digital technology, an online mobile application can simplify this process. The proposed app allows users to register complaints, upload images, and automatically capture location using GPS. It also enables users to track complaint status, while officials can manage and respond to complaints efficiently. The main aim of this system is to make the complaint process faster, easier, and more cost-effective.

Index Terms—Municipal Corporation, GPS, Mobile Website, Cameras Internet, Online, Complaint, Citizen.

I. INTRODUCTION

This project is based on the domain of web application development and aims to improve the communication between citizens and municipal authorities. In many parts of India, people face difficulties in reporting day-to-day civic issues such as waste management, road damage, water leakage, and other local problems. The existing system often requires citizens to visit municipal offices physically, which is time-consuming, inefficient, and inconvenient. Additionally, there is a lack of direct and transparent communication between the public and government authorities.

To overcome these challenges, a web-based application is proposed that enables citizens to register their complaints online in a simple and efficient manner. Users can submit details of the issue, upload images as proof, and provide location information to help authorities identify the problem accurately. The system also allows users to track the status of their complaints, ensuring transparency and accountability.

On the administrative side, municipal officials can view, manage, and respond to complaints, as well as accept or reject them with valid reasons. The platform may also include additional features such as feedback forms and discussion forums, which help in improving interaction between citizens and authorities and allow the public to stay informed about development activities.

The main objective of this system is to reduce the communication gap between the government and citizens, eliminate unnecessary paperwork, and provide a faster, more reliable solution for handling civic issues. By leveraging digital technology, the proposed system makes the complaint registration process more accessible, efficient, and user-friendly in today's digital era.

II. METHODOLOGY

The proposed system is designed to manage citizen complaints through a web-based platform in a simple and efficient way. First, users register by providing basic details such as name, contact number, and email ID. After registration, they can log in and submit complaints by entering the issue details, uploading images, and sharing their location.

Once a complaint is submitted, it is stored in the system and an acknowledgement is sent to the user. The admin then reviews the complaint and assigns it to the appropriate department based on the type of issue. The concerned department takes necessary action to resolve the problem.

Users can track the status of their complaints in real time and receive updates at each stage. After resolution, they can also provide feedback. This method ensures faster processing, better communication, and improved transparency between citizens and authorities.

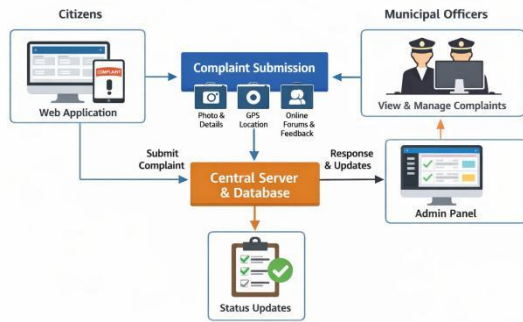


Fig. 1: System Block Diagram

III. LITERATURE SURVEY

1. Online Complaints Registration and Management System to Municipal Corporation (2023)

In this paper, Yogeshwar Shrinewar and his co-authors designed an online system that helps citizens register complaints directly with the municipal corporation. The main idea behind this system is to replace traditional manual complaint methods, which are often slow and inefficient. The system provides a simple interface where users can log in, submit complaints, and track their progress. On the administrative side, officials can view, manage, and respond to complaints more effectively. This reduces paperwork, avoids data loss, and improves record management. The study also highlights how digital systems can increase accountability, as every complaint is recorded and cannot be easily ignored [1].

2. Citizen Connect: Real-Time Grievance Management App (2024)

This study presents a modern mobile application that focuses on real-time complaint handling. One of its key features is GPS integration, which allows users to attach their exact location when submitting a complaint. This is especially useful for problems like road damage, water leakage, or waste management. The system also supports real-time notifications, so users are updated whenever there is progress on their complaint. Additionally, the app can help authorities prioritize issues based on location and severity. The paper shows how mobile-based systems can improve accessibility, as most users today rely on smartphones [2].

3. Grievance Redressal System: A Web-Based Public Grievance Redressal and Monitoring System (2024)

This paper focuses on building a complete web-based solution for managing public complaints. The system is designed to handle the entire lifecycle of a complaint—from submission to final resolution. One important feature is automatic categorization, where complaints are sorted based on type (such as water, electricity, or sanitation). This ensures that each issue is sent to the correct department without delay. The system also includes dashboards for administrators to monitor performance and identify pending cases. Security is another key focus, ensuring that user data is protected. Overall, the system aims to make complaint handling faster, more organized, and scalable [3].

4. E-Governance Through Technology: A Digital Platform for Local Grievances (2025)

According to research published in International Journal of Engineering Research & Technology, digital grievance systems play a major role in improving governance. The proposed platform allows citizens to easily submit complaints and track their status online. It also provides tools for government officials to monitor the progress of complaints and evaluate performance. The study explains that such systems increase transparency because citizens can see whether their complaints are being handled properly. It also reduces corruption by keeping a digital record of all activities. The paper strongly supports the idea that technology can improve public service delivery [4].

5. Public Online Complaint Registration and Management System (2024)

This paper explains the development of a system that focuses on ease of use and efficient complaint handling. The system is designed with a user-friendly interface so that even people with basic technical knowledge can use it. It stores all complaints in a structured database, which helps in maintaining proper records. The system also includes reporting features that allow authorities to analyze data, identify common issues, and improve services. By organizing complaints properly, the system helps in better decision-making and planning [5].

6. Public Grievance Redressal System: Challenges and Improvements (2023)

This study from IJSREM highlights the problems in existing complaint systems. It explains that many systems still suffer from delays, lack of proper updates, and poor communication between departments. In some cases, complaints are not handled efficiently due to lack of coordination. The paper suggests that adopting modern technologies such as automation and better system integration can solve these issues. It also emphasizes the

need for user-friendly systems that provide regular updates to citizens [6].

7. Issues with Existing Solutions for Grievance Redressal Systems and Blockchain Approach (2023)

This paper introduces blockchain as a solution to improve grievance systems. Blockchain technology stores data in a secure and decentralized way, making it very difficult to modify or delete records. This ensures that all complaints are recorded permanently and transparently. The system increases trust because users know their complaints cannot be manipulated. The paper also explains how blockchain can reduce corruption and improve accountability. Although it is a more advanced approach, it shows great potential for future systems [7].

8. Online Complaint Management System (Turkbilmat Journal, 2021)

This article provides a basic framework for designing an online complaint system. It explains the important components such as user interface, complaint database, and communication between departments. The study focuses on how complaints should be properly recorded, tracked, and resolved. While it does not include advanced technologies, it gives a clear understanding of the fundamental structure required for such systems [8].

9. Online Complaint Registration & Management System Report (2025)

This report available on Studocu explains a student-level project that demonstrates how a complaint system can be developed. It includes features such as login systems, complaint tracking, and status updates. The report also explains the workflow of the system, showing how complaints move from submission to resolution. It is useful for understanding practical

implementation and gives insight into how such systems can be built step by step [9].

10. Integrated Web Based Complaint Management System (2023)

This paper presents a system that integrates multiple departments into a single platform. One of its key features is automatic complaint forwarding, which ensures that each complaint reaches the correct department without delay. The system also provides real-time updates and maintains a centralized database for all complaints. This improves coordination between departments and reduces response time. The study shows how integration can make systems more efficient and reliable [10].

IV. MODELING AND ANALYSIS

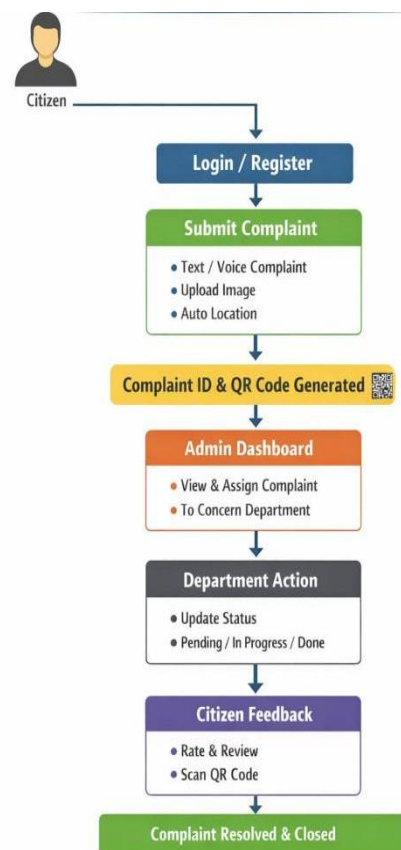


Fig. 2: System flow Diagram

The main purpose of this project is to help citizens who face various problems in their local areas by providing an efficient online platform. The system has the

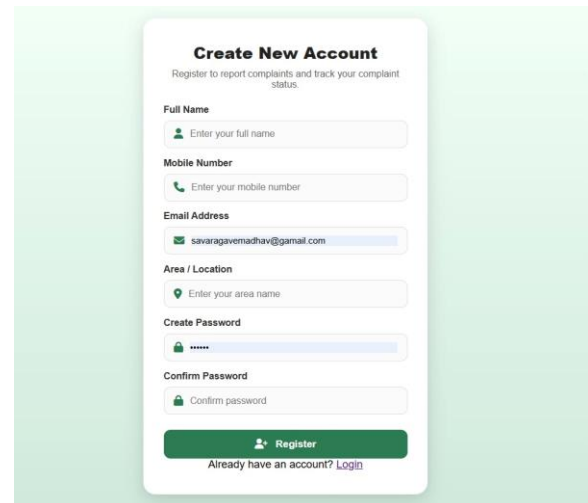
potential to reduce the gap between the public and government authorities. It also helps in minimizing unethical practices such as bribery and reduces the overall processing time for complaint resolution. The core concept of this project is to identify, manage, and resolve complaints submitted by citizens in a systematic and transparent manner.

The system consists of two main modules: the Citizen Dashboard and the Admin Dashboard.

The Citizen Dashboard is designed to provide a simple and user-friendly experience. In the first step, citizens can register by entering basic details such as name, phone number, address, and email ID. This ensures that every complaint is associated with a verified user, improving reliability and communication. Once registered, users can log in to their personalized dashboard to submit complaints and track their status. After submitting a complaint, citizens receive real-time notifications regarding updates, responses, and actions taken by the authorities. The system supports multiple features such as text and voice inputs, image uploads, and automatic location detection using GPS, which helps in accurately identifying the problem area. These features make the complaint process faster and more efficient.

The Admin Dashboard plays a vital role in managing complaints. Initially, the admin reviews all submitted complaints and assigns them to the appropriate department based on the issue type. The concerned department then examines the complaint and takes necessary action to resolve it within a given time frame. This structured workflow ensures that complaints are handled efficiently and reach the correct authority without delay.

Once the issue is resolved, citizens can provide feedback by rating and reviewing the service. This feedback helps in improving system performance and maintaining accountability. Additionally, a QR code feature allows users to quickly access details related to their complaints, enhancing transparency and ease of use. Overall, the system acts as a centralized platform that enables citizens to report problems, track their resolution, and stay informed. By leveraging modern web technologies, this project simplifies the complaint management process and promotes effective communication between citizens and government authorities.



Create New Account
Register to report complaints and track your complaint status.

Full Name
Enter your full name

Mobile Number
Enter your mobile number

Email Address
savaragavemadhav@gmail.com

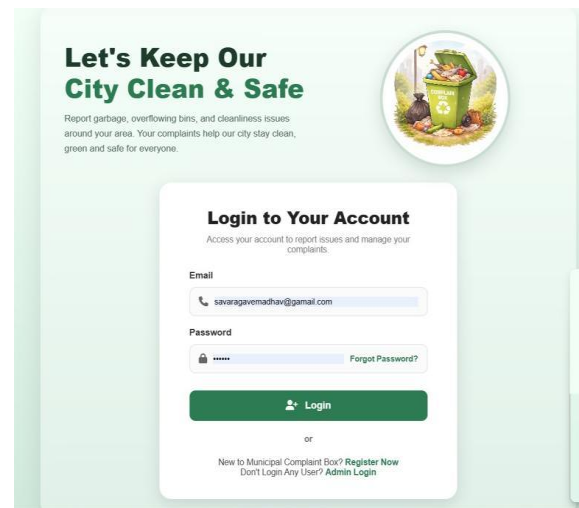
Area / Location
Enter your area name

Create Password
Enter password

Confirm Password
Confirm password

Register
Already have an account? [Login](#)

Fig. 3: User Registration



Let's Keep Our City Clean & Safe
Report garbage, overflowing bins, and cleanliness issues around your area. Your complaints help our city stay clean, green and safe for everyone.

Login to Your Account
Access your account to report issues and manage your complaints.

Email
savaragavemadhav@gmail.com

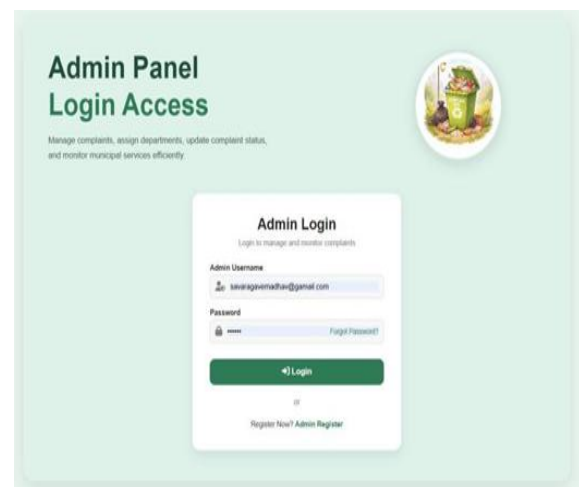
Password
Enter password [Forgot Password?](#)

Login

or

New to Municipal Complaint Box? [Register Now](#)
Don't Login Any User? [Admin Login](#)

Fig. 4: User Login



Admin Panel Login Access
Manage complaints, assign departments, update complaint status, and monitor municipal services efficiently.

Admin Login
Login to manage and monitor complaints.

Admin Username
savaragavemadhav@gmail.com

Password
Enter password [Forgot Password?](#)

Login

or

[Register Now?](#) [Admin Register](#)

Fig. 5: Admin Login

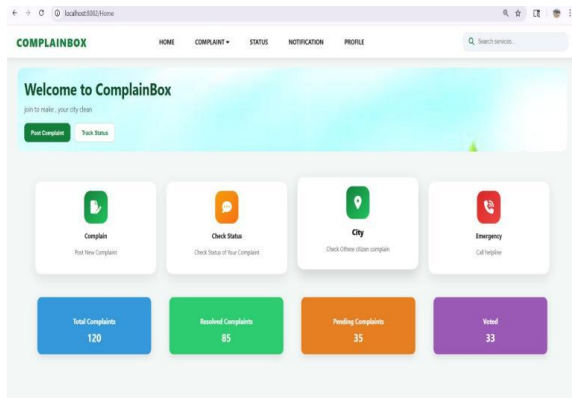


Fig. 6: User Dashboard

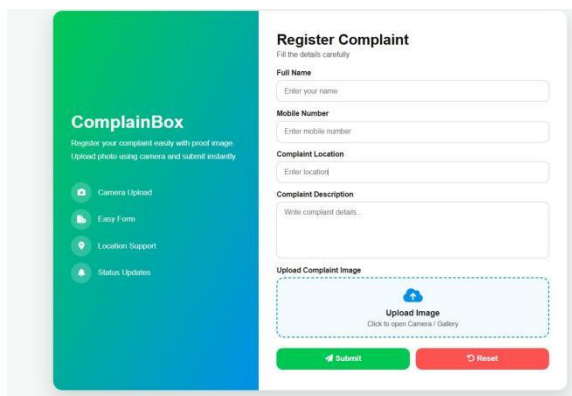


Fig. 7: Complaint Registration

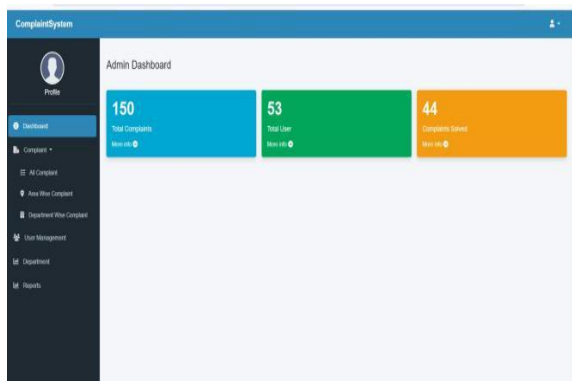


Fig. 8: Admin Dashboard

V. CONCLUSION

In conclusion, the Citizen and Admin Dashboard system creates a smart and efficient bridge between citizens and government authorities for handling complaints. It simplifies the entire process from registering issues to tracking their resolution through a user-friendly and transparent platform. Citizens benefit from easy complaint submission, real-time

updates, and the ability to provide feedback, which increases their involvement and trust in the system. At the same time, the Admin Dashboard ensures proper management by organizing, assigning, and monitoring complaints across departments. This structured workflow improves response time, accountability, and overall service quality. Features like auto-location, multimedia uploads, notifications, and QR code access further enhance the system's effectiveness and usability.

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