

# Public Complaint and issue Reporting web Application

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## ABSTRACT

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The Public Complaint and Issue Reporting System is a digital platform designed to improve communication between citizens and government authorities by providing an efficient way to report and resolve public issues. The system allows users to register, log in, and submit complaints related to various civic problems such as garbage management, road damage, water supply issues, and street lighting. This platform enables users to upload relevant details and track the status of their complaints in real time. Administrators can view, manage, and respond to complaints through a centralized dashboard, ensuring faster resolution and accountability. The system may also integrate modern technologies such as image upload and optional facial recognition for secure authentication. The main objective of this project is to enhance transparency, reduce manual paperwork, and promote civic engagement by empowering citizens to actively participate in improving their surroundings. By digitizing the complaint process, the system ensures timely action, efficient resource management, and better governance

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## 1. INTRODUCTION:

The Public Complaint and Issue Reporting System is a web-based application designed to help users easily report issues such as water problems, electricity faults, road damage, or other civic complaints. In many places, people face difficulties in informing authorities about problems and tracking whether their complaints are resolved. This system provides a simple and efficient platform where users can register, log in, and submit complaints along with details like description, location, and images. Each complaint is stored in a database and assigned a status such as Pending or Resolved.

The admin can view all complaints, update their status, and take necessary actions. Users can also track the progress of their complaints using their registered email or user ID and receive notifications when the issue is updated. The main objective of this system is to improve communication between the public and authorities, ensure transparency, and provide a faster resolution process for reported issues.

## 2. LITERATURE SURVEY:

Singh & Verma (2021) [1] It uses an IoT-based system where connected devices and sensors are used to detect issues automatically. The main conclusion is that these systems enable automatic detection and reduce manual effort. However, one limitation is the high cost of implementation and maintenance.

Rao & Naidu (2022) [2] It uses a mobile application integrated with GPS for tracking locations. The main conclusion is that these systems provide accurate location tracking and help in efficient complaint handling. However, one limitation is that the system is limited to a smaller group of users, mainly those with smartphones.

Mehta & Jain (2023) [3] It uses a blockchain-based system to manage data securely. The main conclusion is that these systems ensure secure and reliable data storage. However, one limitation is the high complexity involved in designing and implementing the system.

Kumar et al. (2024) [4] It uses an AI-based system to automate complaint processing. The main conclusion is that these systems improve automation and reduce manual workload. However, one limitation is less human interaction, which may affect decision-making in some cases.

Reddy et al. (2025) [5] It uses an Android-based application for complaint tracking. The main conclusion is that these systems provide better tracking and user convenience. However, one limitation is that the system works only on Android devices, limiting accessibility.

## 3. PROBLEM STATEMENT

In many areas, citizens face difficulties in reporting public issues such as poor road conditions, improper waste management, water supply problems, and electricity failures. The existing complaint systems are often manual, time-consuming, and inefficient, making it hard for people to communicate their problems to the concerned authorities. Complaints may get lost, delayed, or ignored due to lack of proper tracking and management. Additionally, there is limited transparency in the current system, as citizens are usually unaware of the status of their complaints or whether any action has been taken. This leads to frustration, lack of trust in authorities, and unresolved civic issues. On the administrative side, managing a large number of complaints without a centralized system becomes difficult, resulting in poor coordination and slower response times. Therefore, there is a need for a reliable, user-friendly, and transparent system that allows citizens to easily report issues and enables authorities to efficiently manage and resolve them in a timely manner.

## 4. PROPOSED SYSTEM

The proposed system is a digital Public Complaint and Issue Reporting System designed to make reporting and managing civic issues easier, faster, and more transparent. Citizens can submit complaints online through a web or mobile platform, categorize them based on type, and even attach images or documents for better clarity. The system allows users to track the status of their complaints in real time, reducing uncertainty and frustration. For authorities, the system provides a centralized dashboard to manage, prioritize, and respond to complaints efficiently. It improves coordination between departments, maintains proper records, and ensures accountability. Notifications and updates keep citizens informed about the progress of their issues. Overall, the proposed system replaces the slow, manual process with a more organized, user-friendly, and reliable solution that benefits both citizens and officials.

## 5. METHODOLOGY:

The proposed system is a digital platform designed to simplify complaint registration, tracking, and resolution through automation and centralized management.

### a. Data Collection

The complaint data is collected from users (citizens) through a web or mobile interface. Users enter details such as complaint type, description, location, and can upload images or documents for better clarity. This information is captured and sent to the central system for processing.

### **b. Data Monitoring**

The system continuously monitors all incoming complaints and stores them in a centralized database. Each complaint is assigned a unique ID, allowing both users and authorities to track and manage issues efficiently.

### **c. Data Processing and Analysis**

The collected complaints are processed and categorized based on their type and priority. The system analyzes the data to identify the concerned department and urgency level, ensuring that each complaint is directed appropriately.

### **d. Decision Making (Automation)**

Based on the analysis, the system automatically assigns or forwards complaints to the relevant department. Priority levels may be set to handle critical issues faster, ensuring timely action without manual intervention.

### **e. Control and Notification System**

Authorities access a centralized dashboard to view, manage, and update complaint statuses (such as pending, in progress, or resolved). The system sends notifications to users regarding status updates. Users can also track their complaints in real time, ensuring transparency and effective communication. The entire process runs continuously to provide an efficient and reliable complaint management system.

## **6.ALGORITHM:**

### **1. Start**

### **2. Initialize the System**

- Load application and connect to database
- Initialize user and admin modules

### **3. User Authentication**

- User registers or logs into the system
- Verify login credentials

### **4. Input Complaint Data**

- User enters complaint details (type, description, location)
- Upload images/documents (optional)

### **5. Validate Data:**

- Check if all required fields are filled
- If invalid → show error message
- If valid → proceed

### **6. Store Data**

- Save complaint in database
- Generate unique Complaint ID

### **7. Process Data**

- Categorize complaint based on type
- Assign priority level

### **8. Decision Making**

- Identify concerned department
- Automatically forward complaint to that department

### **9. Control Action**

- Display complaint on authority dashboard
- Authority reviews and updates status (Pending / In Progress / Resolved)

### **9. Notification System**

- Send status updates to user
- Allow user to track complaint using Complaint ID

### **11. Display/Monitor Data**

- Show complaint status and history to user
- Maintain records for future reference

### **10. Repeat Process**

- Continuously accept and process new complaints

### **13. End (Continuous System)**

## 7.RESULTS:

This image represents the **Login Page** of the Public Complaint and Issue Reporting System. It provides a simple and user-friendly interface for users to access the system. The page contains input fields for entering the user's email and password, which are required for authentication. Once the user enters valid credentials and clicks the login button, the request is sent to the backend server for verification. If the details are correct, the user is granted access to their dashboard, where they can submit or track complaints. If the user does not have an account, the "New user? Register here" link allows them to navigate to the registration page and create a new account. This login page ensures secure access and acts as the entry point to the system.

This image represents the **Registration Page** of the Public Complaint and Issue Reporting System. It allows new users to create an account before accessing the system. The page includes input fields for entering the user's name, email, and password, which are essential for user identification and authentication. Once the user fills in the details and clicks the register button, the information is sent to the backend server, where it is validated and stored in the database. After successful registration, the user can log in using their credentials. The link "Already have account? Login" helps existing users navigate

directly to the login page. This page ensures that only registered users can access the system securely.

[My Complaints](#) | [Check Status](#)

This image represents the **Complaint Submission Page** of the Public Complaint and Issue Reporting System. It allows users to register their issues in a structured way. The user selects the type of complaint (e.g., water issue) and can also specify other issues if needed. A text area is provided to describe the problem in detail, such as "water leakage." Users can upload supporting images or documents as proof using the file upload option.

Additionally, the system allows users to enter their location manually or fetch it automatically using the "Get Location" feature, which helps authorities identify the exact problem area. After filling in all details, the user clicks the submit button, and the complaint is sent to the backend server for processing and storage in the database. The page also includes options like "My Complaints" to view submitted issues and "Check Status" to track the progress of complaints. This page plays a key role in collecting accurate and complete complaint information.

## Admin Dashboard

ID	Issue	Description	Image	Location	Address	Status	Action
1	Road	we have pothole problem in our area		 Kondapur, Ghatkesar mandal, Medchal-Malkajgiri, Telangana, 500088, India		Closed	<a href="#">Resolve</a> <a href="#">Feedback</a>
2	Water	less water in our area		 Ghatkesar, Ghatkesar Main Road, Ghatkesar mandal, Medchal-Malkajgiri, Telangana, 501301, India		Resolved	<a href="#">Resolve</a> <a href="#">Feedback</a>
3	Road	potholes problem		 Kondapur, Ghatkesar mandal, Medchal-Malkajgiri, Telangana, 500088, India		Resolved	<a href="#">Resolve</a> <a href="#">Feedback</a>
4	Water	leakage problem		 Kondapur, Ghatkesar mandal, Medchal-Malkajgiri, Telangana, 500088, India		Pending	<a href="#">Resolve</a> <a href="#">Feedback</a>
5	Garbage	lots of waste in our area causing unhygienic		 Kondapur, Ghatkesar mandal, Medchal-Malkajgiri, Telangana, 500088, India		Pending	<a href="#">Resolve</a> <a href="#">Feedback</a>
6	Garbage	lots of waste causing unhygienic in our area		 Kondapur, Ghatkesar mandal, Medchal-Malkajgiri, Telangana, 500088, India		Pending	<a href="#">Resolve</a> <a href="#">Feedback</a>
7	Garbage	lots of waste in our area causing unhygienic		 Kondapur, Ghatkesar mandal, Medchal-Malkajgiri, Telangana, 500088, India		Pending	<a href="#">Resolve</a> <a href="#">Feedback</a>

This image represents the **Admin Dashboard** of the Public Complaint and Issue Reporting System. It provides a complete view of all complaints submitted by users in a tabular format. Each complaint is displayed with details such as ID, type (e.g., road, water, garbage), description of the issue, uploaded image, location, address, and current status. The dashboard helps the admin easily monitor and manage complaints. The location column includes a map link, allowing the admin to identify the exact area of the issue. The status column shows whether a complaint is pending, resolved, or closed. In the action column, options like “Resolve” and “Feedback” allow the admin to take necessary actions, such as updating the complaint status or responding to users. Overall, this dashboard acts as a central control panel for administrators to efficiently track, manage, and resolve public complaints

## 8. CONCLUSION:

The Public Complaint and Issue Reporting System has been successfully designed and implemented to provide an efficient and user-friendly platform for reporting and managing public issues. The system enables users to easily register, submit complaints, and track their status, while the admin can effectively manage, assign, and resolve the complaints.

By digitizing the complaint handling process, the system reduces manual effort, minimizes delays, and improves transparency and accountability. The use of modern web technologies such as Python (Flask), HTML, CSS, JavaScript, and MySQL ensures that the system is reliable, scalable, and easy to maintain.

The testing phase confirms that all modules function

correctly and meet the intended requirements. Overall, this project enhances communication between citizens and authorities, promotes better governance, and ensures timely resolution of public issues, making it a valuable solution for real-world applications.

## 9. FUTURE SCOPE:

The future scope of the Public Complaint and Issue Reporting System includes several enhancements to improve efficiency and user experience. The system can be upgraded by integrating a mobile application (Android/iOS) for easier access. Advanced features like real-time notifications (SMS/Email) can be added to inform users about complaint updates instantly. The system can also incorporate AI-based analysis to categorize complaints automatically and prioritize urgent issues. Additionally, GPS-based live location tracking can improve accuracy in identifying problem areas. Integration with government databases can help in faster resolution and better coordination between departments. The system can also include chat support or chatbot assistance for user guidance. In the future, implementing data analytics and dashboards can help authorities identify common issues and take preventive actions. These improvements will make the system more intelligent, scalable, and user-friendly.

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