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Smart Civic Complaint Management System

Mr. S. Sabari , Mr. B. Khalid, Mr. K. Manojkumar, Mr. K. Kamal Basha

[1]*Student (Mechanical Engineering) at Bannari Amman Institute of Technology*
[2]*Student (Mechanical Engineering) at Bannari Amman Institute of Technology*
[3]*Student (Information Technology) at Bannari Amman Institute of Technology*
[4]*Assistant Professor (Mechanical Engineering) at Bannari Amman Institute of Technology*

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Abstract - *Urban areas often face a wide range of civic problems such as garbage overflow, damaged roads, water leakage, malfunctioning street lights, and poor sanitation. In many places, citizens still rely on manual processes such as visiting municipal offices or submitting written complaints to report these issues. These traditional systems are often slow, inefficient, and lack proper tracking mechanisms, which results in delays in resolving problems. This paper proposes a Smart Civic Complaint Management System that allows citizens to report civic issues through a digital platform. The system enables users to submit complaints by selecting a specific sector such as waste management, electricity, water supply, or road maintenance. once the complaint is submitted, it is stored in a centralized database and forwarded to the responsible municipal department for further action.*

KeyWords: Smart city, civic complaints, municipal services, complaint tracking, e-governance, waste management, public infrastructure

1.INTRODUCTION

With the rapid growth of urban populations, cities are experiencing an increasing number of civic issues related to infrastructure and public services. Municipal authorities are responsible for managing services such as waste collection, water supply, street lighting, road maintenance, and sanitation. However, many citizens face difficulties when reporting problems because traditional complaint systems are often manual and poorly organized. In many municipalities, complaints are recorded on paper or through basic communication channels, which makes it difficult to track their progress. As a result, some complaints remain unresolved for long periods of time. Citizens also lack transparency regarding whether their complaints have been acknowledged or acted upon.

1.1 Need for an Efficient Complaint Management System

In many cities, the lack of a structured complaint management system leads to delays and inefficiencies in resolving civic problems. Citizens often do not know which department to contact for a specific issue, and even when complaints are registered, there is no proper mechanism to track their status.

An efficient complaint management system helps address these problems by providing a centralized platform for reporting and managing issues. Citizens can easily submit complaints from their homes without needing to visit municipal offices. The system records all complaints in a database, which allows authorities to monitor them and take appropriate action.

1.2 Overview of the Proposed System

The proposed Smart Civic Complaint Management System is designed to provide a simple and user-friendly interface for both citizens and administrators. Citizens can create an account, select the type of issue they want to report, and submit details about the problem. They may also provide additional information such as the location of the issue or supporting images.

Once a complaint is submitted, the system forwards it to the relevant municipal department. Administrators can view all complaints through a dashboard where they can categorize them, assign tasks, and update their status. Each complaint is tracked through stages such as pending, in progress, and resolved.

2. SYSTEM DESIGN AND IMPLEMENTATION

The Smart Civic Complaint Management System is developed as a web-based application that connects citizens and municipal authorities through a centralized platform. The system is designed to be simple, scalable, and easy to use.

The user interface allows citizens to submit complaints by selecting the relevant category and providing details about the issue. The application processes the request and stores the information in a database for further processing. Each complaint is assigned a unique identifier, which allows both users and administrators to track its progress.

Municipal administrators have access to a management dashboard where they can review complaints, assign them to appropriate departments, and update their status. The system also maintains records of resolved complaints, which helps authorities analyze trends and identify areas that require improvement.

By using a digital platform, the system reduces paperwork and ensures that complaints are documented properly. This improves the efficiency of municipal services and enables authorities to respond to civic issues in a timely manner.

3. CONCLUSIONS

The Smart Civic Complaint Management System provides an effective solution for improving communication between citizens and municipal authorities. By allowing users to submit complaints online and track their progress, the system increases transparency and ensures that civic issues are addressed more efficiently. The platform simplifies the complaint registration process and helps municipal departments manage complaints in an organized manner. It also creates a reliable database of civic issues that can be analyzed to improve city infrastructure and services. In the future, the system can be expanded by integrating mobile applications, location-based reporting, and data analytics tools. These enhancements can further improve the efficiency of urban governance and contribute to the development of smarter and more responsive cities.

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