**PublicTrack**

             The **PublicTrack** is an innovative platform designed to address public grievances submitted to government authorities, ensuring transparency, accountability, and efficient resolution. This system allows citizens to submit complaints related to various social, civic, and administrative issues. If the responsible authorities fail to take action within a specified timeframe, the complaint is automatically escalated to higher government officials. By leveraging **blockchain technology**, the system ensures that every complaint and action taken is recorded on an immutable, transparent, and tamper-proof ledger. This fosters accountability, as stakeholders—including complainants, government officers, and supervisory bodies—can track the progress and history of each complaint in real-time.

The system provides several key features. Citizens can easily submit their grievances through a user-friendly interface, which routes the complaint to the appropriate government department. The system tracks all actions taken and, if necessary, automatically escalates unresolved issues to senior officials. Blockchain ensures that the process is secure, preventing any unauthorized alteration of complaint records. Moreover, the decentralized nature of blockchain maintains the integrity of sensitive information while allowing public access to track the status of complaints. The system supports multi-tiered government structures, enabling escalation across different levels, from local to national authorities. By promoting accountability and streamlining the resolution process, this **PublicTrack** strengthens public trust in governance and enhances civic engagement.

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# HARDWARE AND SOFTWARE REQUIREMENTS

The following requirements are only the minimal requirements to run this utility more successfully and efficiently, there should be sufficient memory and software tools for efficient processing.

**HARDWARE REQUIREMENTS**

The selection of hardware is very important in the existence and proper working of any software. Then selection hardware, the size and capacity requirements are also important.

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| • | Processor | : | Intel Pentium and above |
| • | RAM | : | 4GB or more |
| • | Storage | : | 40 GB hard disk and above |
| • | Monitor | : | LED display |
| • | Key Board | : | Windows compatible |
| • | Mouse | : | Windows compatible |

**SOFTWARE REQUIREMENTS**

One of the most difficult task is selecting software for the system, once the system requirements is found out then we have to determine whether a particular software package fits for those system requirements. The application requirement:

* Database : MySQL
* Operating System : Windows 8 or above
* Front End : HTML,CSS,BOOTSTRAP,JAVASCRIPT
* Back End : Python,
* Framework : Django
* IDE : PyCharm community / Android Studio
* Web browser : Chrome, Explorer, Edge…etc.

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