**Project Title: Civic Bridge – Community Complaint Reporting & Escalation System**

**Abstract :**The CivicBridge project is a web-based application designed to improve the communication and problem-resolution process between citizens and local government authorities. Often, addressing civic issues such as road damage, waste disposal problems, streetlight malfunctions, or water supply interruptions involves slow and inefficient manual systems.

CivicBridge provides a centralized online platform where citizens can conveniently register their complaints and monitor the progress of their resolution. The system is developed using the Django framework in Python for the backend, and HTML, CSS, and JavaScript for the frontend. Once a complaint is registered, it is automatically categorized and assigned to the concerned officer based on the issue type and location. Officers can update the complaint status as they process it. If an officer is unable to handle a complaint, they can use the “Escalate” button to forward it to a higher-level officer for further action. The system also incorporates email notifications to inform users about complaint updates, ensuring smooth and transparent communication.

By offering a structured, user-friendly, and efficient platform, CivicBridge promotes accountability, enhances transparency, and simplifies the grievance redressal process. This project contributes to the development of smart governance by bridging the gap between citizens and administrative authorities.