**Abstract**

Effective public complaint management plays a vital role in improving governance, enhancing service quality, and ensuring a timely response to citizen grievances. The **Smart Complaint Management System (SCMS)** is a modern, web-enabled solution developed to automate and streamline the complete process of complaint handling — from registration to final resolution — across multiple government or organizational departments.

The system is built using the **MERN stack (MongoDB, Express.js, React.js, and Node.js)**, which provides a robust, scalable, and efficient platform for both administrators and users. Citizens can easily lodge complaints by entering detailed descriptions, selecting the relevant department, specifying the location, and uploading supporting media such as images or documents. The system automatically categorizes and routes each complaint to the appropriate department for faster response and accountability.

For employees, the application provides an intuitive dashboard where they can view, manage, and update complaints assigned to their department. They can track progress, modify complaint statuses, and communicate resolutions in real time. The **Admin module** oversees the entire operation, with privileges to manage departments, employees, and monitor complaint analytics across the system.

Key features such as **real-time status updates, geolocation tracking, image upload support, and automated notifications** ensure a transparent and citizen-friendly experience. The integration of modern web technologies enhances system performance, data security, and scalability.

By bridging the communication gap between citizens and authorities, the **Smart Complaint Management System** not only improves operational efficiency but also builds public trust. It supports **data-driven decision-making**, helps identify recurring service issues, and contributes to developing a more responsive, transparent, and citizen-centric governance model — paving the way for smarter urban infrastructure and better quality of public service delivery.