Muncipalty grievance management system is used to provide the citizens ability to register complaint in the system and they could send. complaint to the municipal authority responsible for that particular ward. The officer will be able to see complaints and assign them a worker. The worker will see the data information about his/her task and the amount of time that would be given to complete task. The citizen's will be given complaint number to track the status of the issue, the officer assigned for the issue and time remaining for completion of the problem. The citizen can also comment on the complaint after the complaint is registered, Citizen while registering complaint will be asked to give his phone number, email ids upload issue's image / video , delete the complaint and rate the complaints working. Muncipal officer will be able to see complaints and he could even search using complaint number or type of complaint and will be able to reply comments put by citizen and will have power to delete complaint and state the reason of dissmal to the registered complaint. The worker will see all the tasks or complaints assigned to him and his timing will be registered when he see’s the complaint. The worker can also deny the request with appropriate reasons and will be considered if appropriate. The officer will see denied request by workers. The worked will have to upload image and video of completed work. They have to complete within given time.