**ABSTRACT**

For the progressive increase in the technology, people aren’t managing the social barriers with the available scientific advancement in the resources. These kind of problems resist the civilization development of the environment. Basically government bodies don't have direct interaction with the people thus the grievance take more time to reach the government bodies or may not. People also lead a busy life, unable to look into the problems, to address these issues there has to be a platform, which makes people to come forward to solve the problems by joining their hands with the government bodies. Elicitation and handling complaint is one of the challenge and responsibility by the Municipal Corporation (MC) or local governing body with in the town limit. By using smart mobile, the system can solve this problem, so that authorized persons can response immediately, hence it improves the quality of services of the MC. The system aim is to analyze and maintenance of the complaint within the corporation area. By using the Mobile Complaint interface, citizens can interact with local body and citizens can lodge the complaints 24 × 7 or around the clock. The response regarding the complaints is fetched from the Government Officer (GO) and it is made display to the user. The essential idea is to make use of the existing web portal infrastructure and provide an easy, cheap and quick mode of complaint registration and complaint processing.