**PUBLIC COMPLAINT SORTING USING BLOCK CHAIN**

This system is used to resolve problem in less time and to keep track on all process which will going on after registering particular complaints. Municipal authorities and users both will get notifications from each other. To develop this system, use block chain and data mining .

The main purpose of the system to resolve problem in less time and to keep track on all process which will going on after registering particular complaints . In this system we can sort the complaint using image processing and send it to the corresponding authority .Identify which complaint is through image processing and forward it to the corresponding department . Actions taken against the complaint may not be updated or edited . In order to provide security for these complaints , store information and complaints to the block chain . The complaints can be changed or hacked online . Security is provided to overcome this problem . If an information is saved in block chain , we can identify it when changed . Set aside a section for users to provide reviews in addition to the time each issues is resolved . In a way that identifies opinions about each department or staff become data mining included opinions mining .

**Block chain**

All the complaints and information is stored in block chain . Block chain is a record-keeping technology designed to make it impossible to hack the system or forge the data stored on it , thereby making it secure and immutable .

**Opinion mining**

This is a popular way for organizations to determine and categorize opinions about a product , service , or idea . It involves the use of data mining . In a way that identifies opinions about each department or staff become data mining included opinion mining .

**Natural Language Processing (NLP)**

**Sentiment Analysis**

Sentiment analysis is used to determine whether a given text contains negative , positive, or neutral emotions. It’s a form of text analytics that uses natural language processing (NLP) and machine learning. Sentiment analysis is also known as “opinion mining” or “ emotion artificial intelligence”.

**RSA Encryption**

RSA or Rivest-Shamir-Adleman algorithm for transmission of secure and highly sensitive data across an insecure network . The RSA algorithm has achieved profound popularity because of support for using public and private keys for message encryption .