

CITY CARE

Smart City Complaint Management System

Presented By:Christin Benny

Reg no : MGP24MCA-2030

Guide : Mr. Jacob Zachariah

Department : MCA

Saintgits College of Engineering (Autonomous), Kottayam

ABSTRACT

This project proposes a Smart City Complaint Management System that automatically categorizes citizen complaints using NLP and Machine Learning. It improves routing accuracy, reduces delays, and enables real-time complaint tracking for efficient municipal governance.

Problem Statement

- Manual sorting of complaints
- Delay in complaint forwarding
- Misrouting to incorrect departments
- Poor citizen satisfaction
- Lack of real-time tracking

Complaint Categories

The system classifies complaints into the following categories:

- Road & Infrastructure
- Water Supply
- Electricity & Streetlights
- Garbage & Sanitation
- Public Safety

Work Done After Review 1

- Finalized complaint categories.
- Identified important keywords for each category.
- Prepared dataset using:
 - Manually created complaints
 - Other relevant sources
- Ensured dataset covers different public vocabulary.
- Trained ML model for complaint classification.
- Designed UI using Figma.

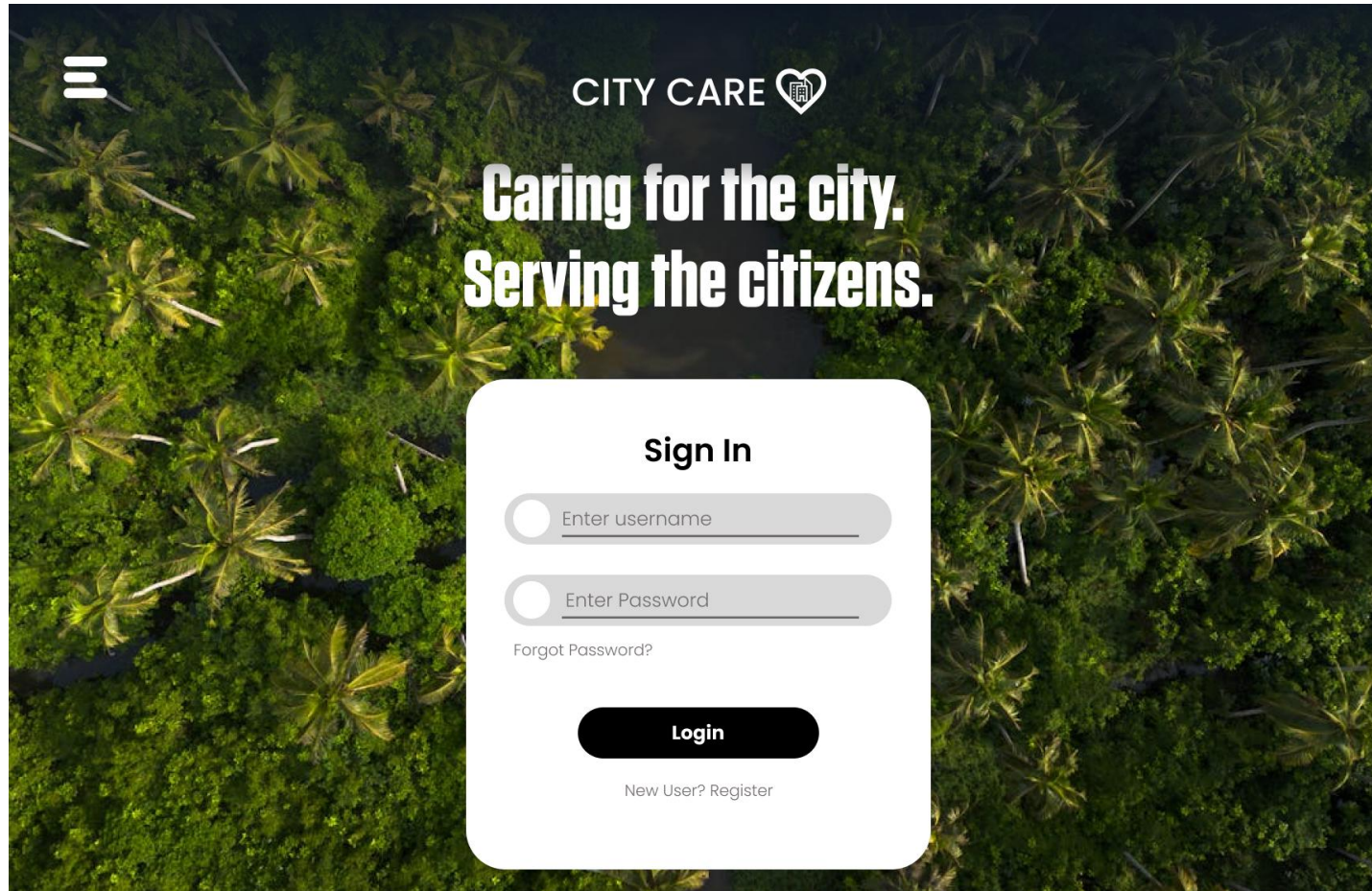
UI & Interface Development

- User Registration & Login
- Complaint Submission Form
- Complaint Status Tracking
- Department Admin Dashboard
- Admin Dashboard
- Visual Reports & Charts

Core Logic & Backend

- Text preprocessing Feature extraction
- ML model inference
- Department prediction
- Status updates & remarks
- Trend analysis & reporting

UI Design



UI Design



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New Complaint

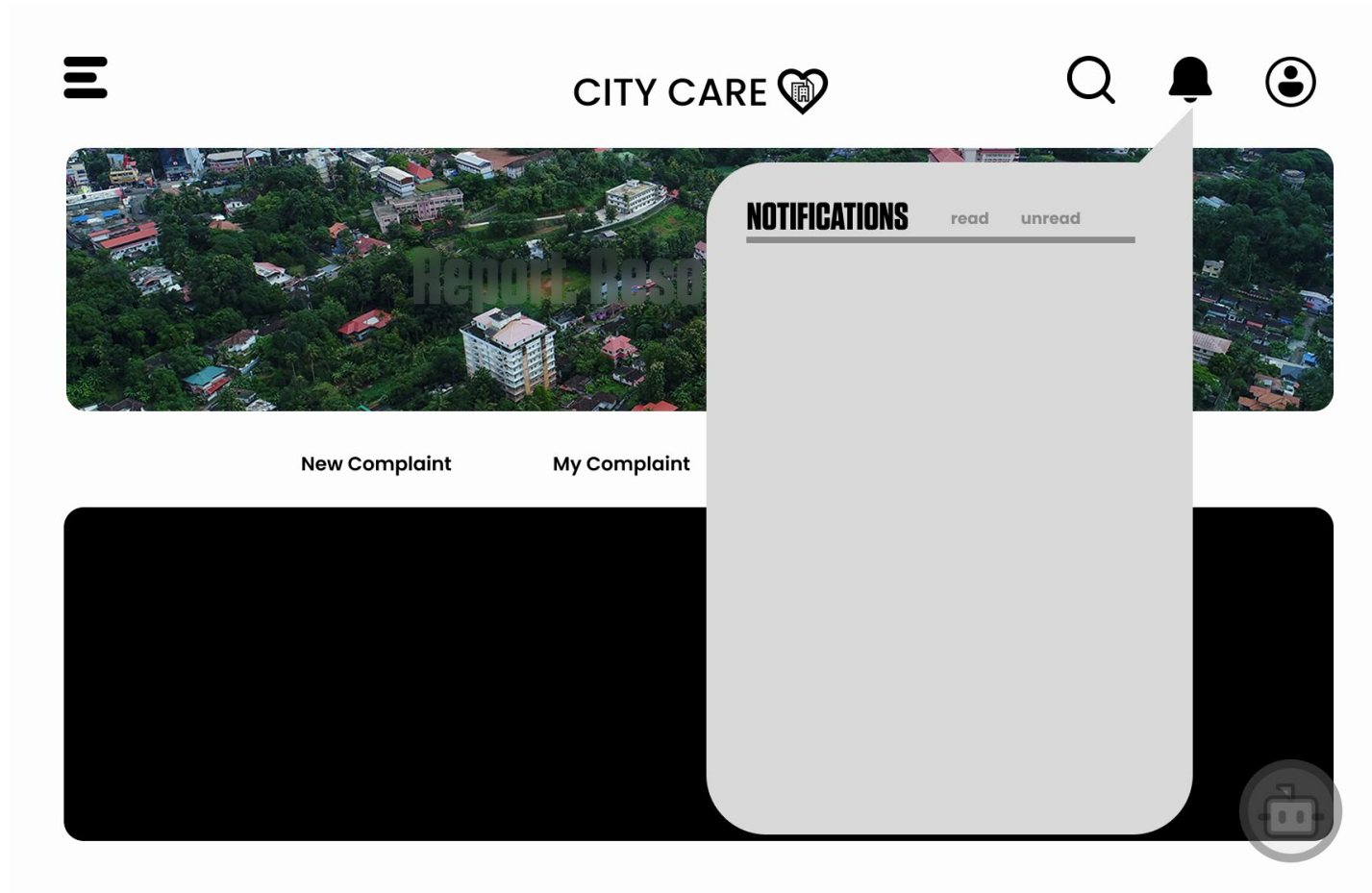
My Complaint

Track Complaint

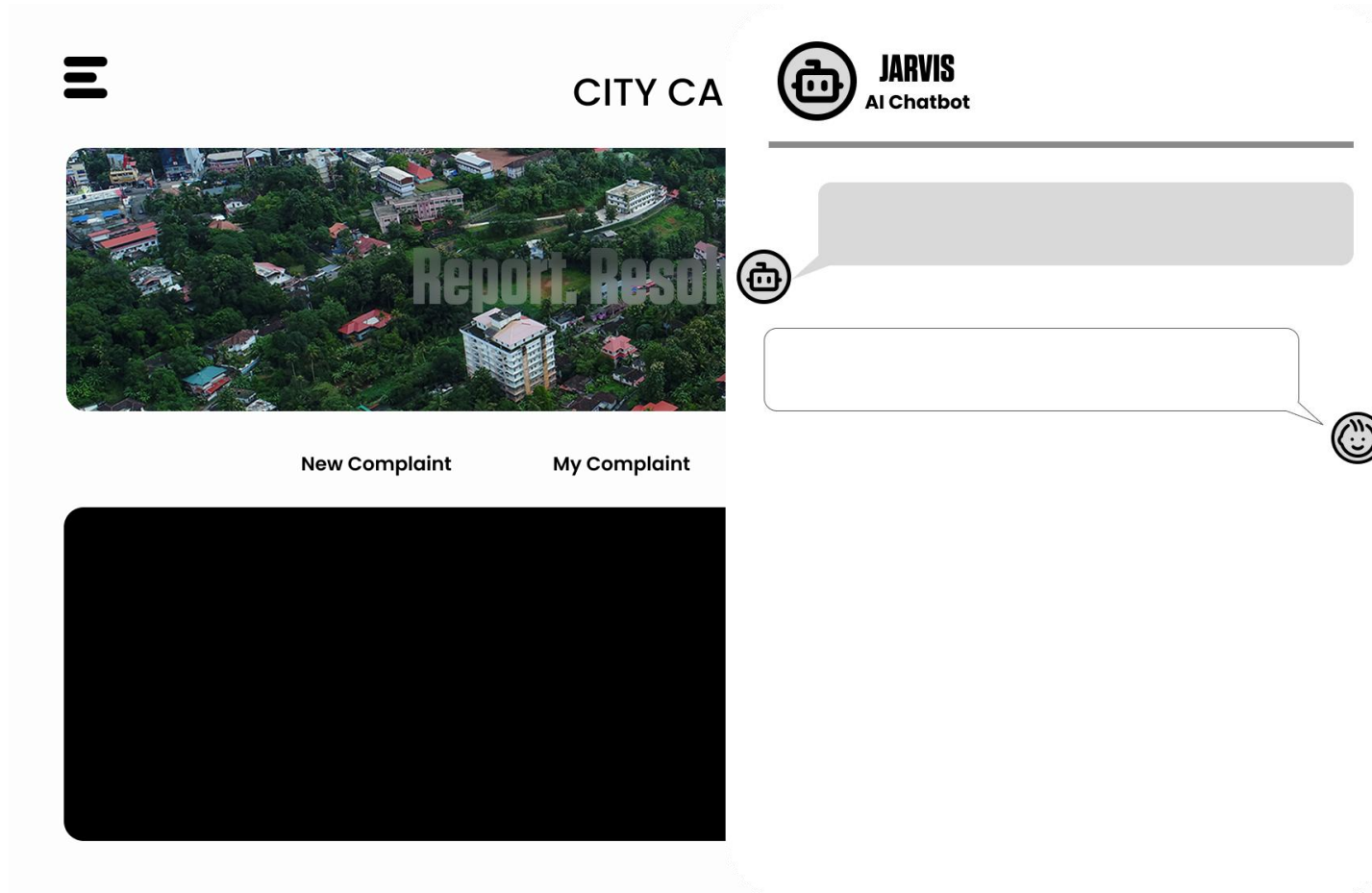
Help



UI Design



UI Design



UI Design



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Complaint Form

"Please fill in the details below to submit your complaint."

Complaint Title

Description

Location

Image



Choose Image

Reset

Submit



UI Design



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My Complaints

“Track the progress and status of your complaints.”

Complaint ID	Category	Date	Status	
				<div>View</div> <div></div>

GANTT CHART

