

# **CITY CARE**

## **Smart City Complaint Management System**

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# ABSTRACT

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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.

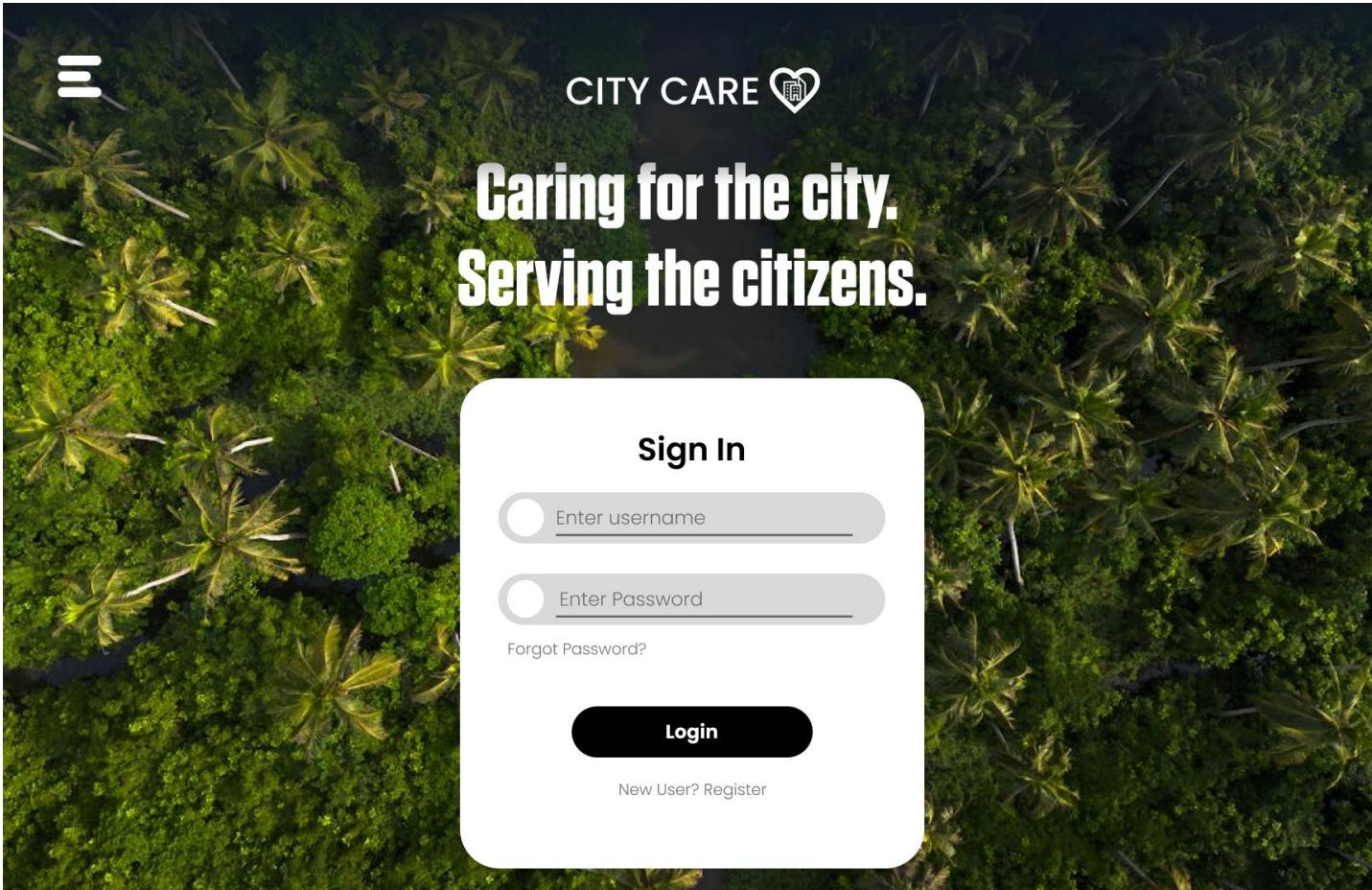
# UI & Interface Development

- 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

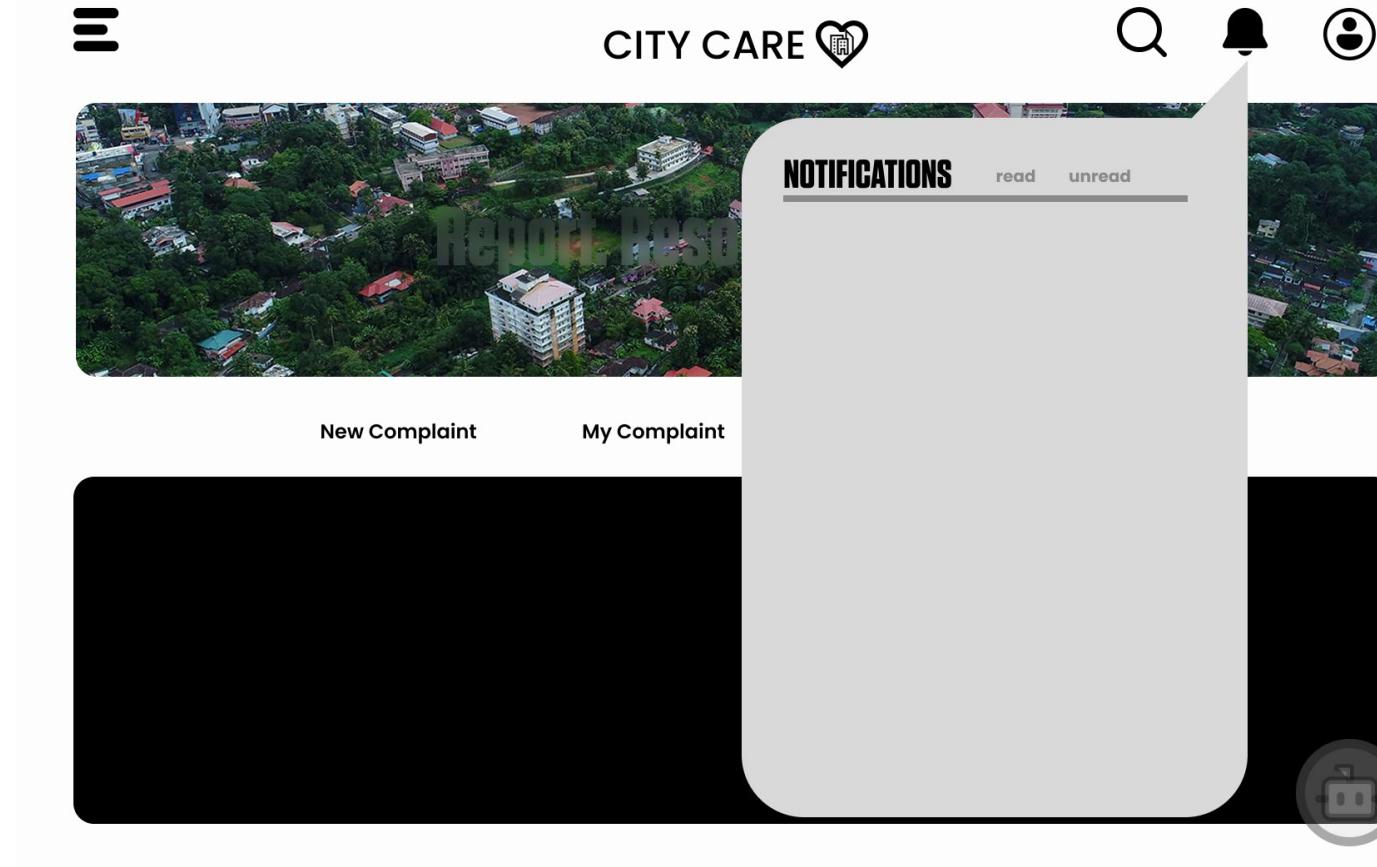
My Complaint

Track Complaint

Help



# UI Design



# UI Design

CITY CA

JARVIS  
AI Chatbot

New Complaint      My Complaint

Report. Resolve.

# UI Design



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## Complaint Form

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

Complaint Title	<input type="text" value="Enter title"/>
Description	<input type="text" value="Enter Description"/>
Location	<input type="text" value="Enter Location"/>
Image	<input type="text"/> Choose Image

ResetSubmit



# UI Design



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## My Complaints

"Track the progress and status of your complaints."

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

# GANNT CHART

