**1.2 Statement of the Problem**

There are many numerous events in which they encounter misbehavior and undesirable actions from public vehicle drivers be it commuters or passengers and fellow drivers. Verbal complaints and feedback on these issues have little corrective effect. Leading to no immediate actions intended to correct or improve the situation.

**1.2.1 General Objective**

The main objective of this project is to develop a public vehicle complaint management system for the operators, responsible authorities, and people that are involved in a public vehicle misconduct or incidents.

**1.2.2 Specific Objectives**

This project intends to:

1. Check the LTO’s common violation list.
2. Categorize the LTO’s common violation list by nature.
3. Design and develop a mobile and web application.
4. Test and evaluate the system.