**ABSTRACT**

As public transportation vehicles are rapidly increasing, uncorrected and careless public vehicle drivers who commit misconduct nowadays greatly affect the population of commuters and fellow drivers. This uncontrolled issue affects public transport quality and reputation. Convenient and reliable public transport for the people is an essential part of everyday living. The purpose of this project is to make a complaint system that gathers the complaint of the people that are involved in a public vehicle incident or witnessed a misconduct behavior of that public vehicle through a mobile application wherein the submitted complaint will be validated through a verification code sent from the system to the complainer’s mobile number. The complaint fields will be based on the LTO’s common violations list. The gathered data or the records will be seen statistically by the operators and responsible authorities through a web application to evaluate or take action to the public vehicle driver. The results could lead to the awareness of the public vehicle operators if their records contain numerous complaint or negative feedbacks. The results can also be generated to a report in order to keep a hardcopy and make it as evidence.