**Smart Public Complaint Box: AI-Powered Complaint**

**Management System**

**Problem Statement:**

In many communities, citizens often struggle to get their complaints about local issues—such as damaged roads, irregular water supply, power cuts, or poor sanitation—properly addressed. Traditional methods like complaint registers, phone calls, or visiting offices in person are time-consuming, lack transparency, and frequently result in delays or unresolved issues. Citizens are left frustrated, with no clear way to track whether their concerns are being noticed or acted upon. At the same time, authorities face difficulties in handling a large volume of complaints, especially in identifying which issues are most urgent and need immediate attention. Without a proper system for sorting and prioritizing complaints, valuable time and resources are often wasted, and critical problems remain unresolved. This project aims to solve these challenges by developing a Smart Public Complaint Box, a simple digital platform (mobile + web app) that allows citizens to submit complaints instantly. The system will automatically sort and prioritize issues based on type and urgency (for example: water, electricity, or roads), and forward them to the concerned department. Citizens will also be able to track the progress of their complaints in real-time, ensuring transparency and accountability. By making the complaint process faster, more organized, and citizen-friendly, this project can strengthen trust between the public and authorities while helping communities address problems more efficiently.