We have developed a chatbot based solution to automate the manual process of complaint processing from information collection to feedback analysis. The chatbot is capable of accepting image, video, audio and text as inputs from the user as complaints, feedback or queries. It utilizes multi-modal analysis to combine all the features obtained from different input streams. However, we have made sure that the proposed solution is technically and economically feasible by using open source and light weight models while ensuring high accuracy and efficiency of responses. When a user registers a complaint on the platform, the entered information is analysed on the basis of the input type and different models are used for the feature extraction of each input type, the obtained features are then fused together using an attention mechanism to classify the complaint into one of the 14 categories available on the rail madad platform for train or station complaints and then a priority for the complaint is also predicted in a hierarchical manner. The model generates a preliminary response for the user, which provides a complaint number, category, priority and description of the complaint. This generated information is also shown to the admin for taking further action on the registered complaint. We have used uuid to generate complaint numbers to ensure that each complaint number is unique and enables tracking of all complaints through the chatbot itself. The proposed network utilizes Google’s NoSQL based firebase datastore, which enables efficient and scalable data storage and retrieval along with storage of associated Image, Video or audio files. All features have been implemented through Rest API’s which allow for easy integration into the current Rail Madad platform, thereby ensuring that the enhanced platform can be built on the present website without the need of building the entire platform from scratch. The admin portal also incorporates a section to show the feedback and the categories requiring maintenance by using a combination of sentiment analysis and time series forecasting based models. Furthermore, the chatbot has been built from scratch without using any pre-existing frameworks through a combination of JavaScript based frontend and flask backend, thereby is fully flexible and customizable and does not have any added costs for the use of any proprietary frameworks.