

## Registration form for Minor Project-II

Roll No	Regd No	Name of the Student
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**Proposed Project Title: My Panchayat**

**Supervisor Name: Mrs. Geetanjali Panda**

**Abstract:**

**Smart Local Complaint Routing: for Gram Panchayats**

In many rural areas (Gram Panchayats), simple problems like broken water pipes or faulty streetlights often take weeks to fix. This happens because complaints are handled manually and often get lost or sent to the wrong government department.

This project introduces a Smart Complaint Routing System to solve this problem. Built using Java Spring Boot, the system allows villagers to submit a complaint via a mobile-friendly website by uploading a photo and writing a short description. Instead of waiting for a human to read it, it instantly identifies the correct category (Water, Civil, or Electrical) and forwards the complaint to the exact officer responsible for that village.

By removing manual sorting, this system ensures that complaints reach the right person in seconds, not days, making rural governance faster and more transparent.

**The Problem:** Rural complaints get stuck due to manual paperwork and confusion about which officer to contact.

**The Solution:** An website that reads the complaint text and routes it to the correct department immediately.

**Official Use**

<b>Group No:</b>	<b>Section:</b>	<b>Category:</b>
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**Supervisor**

**Class Teacher**

**Mr. Bhavani Sankar Panda**  
**Project Coordinator, 3rd Year**