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AI POWERED PUBLIC GRIEVANCE INTELLIGENCE SYSTEM

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Abstract: This research explores the development of an intelligent civic complaint management system that aims to improve communication between citizens and municipal authorities. The system enables citizens to report public issues, track complaint status, and provide feedback on resolutions. It offers departmentwise complaint management to help authorities monitor, assign, and resolve issues efficiently. Additionally, hotspot detection identifies areas with a high concentration of complaints, supporting better resource allocation and data-driven decision-making. Developed using React.js, Spring Boot, and MySQL, the proposed system provides a centralized and transparent platform that enhances administrative efficiency, citizen participation, accountability, and the overall effectiveness of urban governance.

I. INTRODUCTION

Efficient management of civic issues is essential for maintaining clean, safe, and well-organized urban environments. Traditional complaint management methods often face challenges such as delays, lack of transparency, and inefficient coordination between citizens and authorities. This research presents an intelligent web-based system that simplifies complaint registration, tracking, and resolution. It incorporates departmentwise management, feedback mechanisms, and hotspot detection to identify frequently reported areas, enabling authorities to make informed decisions and improve public service delivery.

Purpose of the Project

a) To provide an integrated platform for citizens to register civic complaints with relevant details and images.
b) To enable real-time complaint tracking through status updates and resolution timelines.
c) To support departmentwise complaint assignment and management for efficient issue resolution.
d) To implement hotspot detection for identifying high-complaint areas and analyzing recurring civic issues.
e) To provide feedback, analytical dashboards, and performance monitoring to improve transparency, accountability, and administrative efficiency.

II. AIM AND OBJECTIVES

To develop an intelligent web-based civic complaint management system that streamlines complaint handling and improves coordination between citizens and municipal authorities.

To fulfill the aim of the project, the following are the objectives:

1. To enable citizens to submit complaints with descriptions, images, categories, and location details.
2. To provide departmentwise complaint assignment, tracking, and status management.
3. To identify high-density complaint areas through hotspot detection.
4. To analyze complaint distribution and resolution performance through dashboards.
5. To collect citizen feedback and monitor service quality for improved accountability.

III. LITERATUREOVERVIEW

Public grievance redressal has been an active area of research due to the increasing complexity of complaint management and the limitations of manual methods. Various approaches, including artificial intelligence, natural language processing, machine learning techniques, and semantic analysis, have been proposed to address complaint classification, priority

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assignment, duplicate detection, and departmental routing. These approaches aim to improve the efficiency of complaint handling, reduce processing delays, and support timely resolution of public issues.

Mary Snowfa A. et al. [1] presented a smart complaint routing system designed to improve public grievance management. The system analyzes textual complaint descriptions using Natural Language Processing (NLP) and examines submitted images using Convolutional Neural Networks (CNNs). The outputs of both models are combined through a multimodal fusion technique to identify the nature of reported issues. Based on the predicted complaint category, the system automatically routes complaints to the appropriate government department. The proposed approach aims to overcome the limitations of manual complaint classification and incorrect departmental routing. The study reports improved classification performance compared with single-modality approaches, helping reduce complaint misrouting and processing time. The system demonstrates the potential of multimodal artificial intelligence to support efficient and scalable complaint handling in urban governance.Source: Official IEEE publication record.

G. Raphael Benadit et al. [2] presented GrievAssist, an AIpowered framework designed to improve public grievance redressal and citizen satisfaction. The system uses Natural Language Processing (NLP) and machine learning techniques to analyze complaints submitted through a web-based interface. It supports automated complaint classification, urgency detection, priority assignment, and routing to the appropriate government department. The framework also incorporates chatbot assistance, notification services, and role-based administrative dashboards to support complaint submission and tracking. By automating complaint-processing activities, the proposed system aims to reduce delays and improve communication between citizens and government authorities. The study highlights the potential of AI-based grievance management to improve operational efficiency, transparency, and responsiveness in digital governance.

Diksha Jagtap et al. [3] proposed an autonomous grievance redressal system to address the challenges of duplicate complaints, incorrect categorization, and delays in public service delivery. The system integrates Natural Language Processing (NLP), ondevice machine learning, and cloud computing to process citizen complaints containing text, images, and GPS-based location information. A hybrid classification mechanism identifies complaint categories, while a multi-stage duplicate detection process combines category filtering, geographical proximity, and semantic similarity. The system also supports dynamic priority escalation and geographic hotspot visualization through an administrative dashboard. The authors report encouraging experimental results for complaint classification and duplicate detection. The proposed approach aims to reduce manual intervention, improve complaint organization, and help authorities identify recurring issues for more efficient e-governance services.

Marco Esperança et al. [4] presented a semantic pattern recognition framework for analyzing complaints in public-sector information systems. The study employs BERT-based sentence embeddings, semantic clustering, and classification techniques to identify recurring complaint patterns. Unlike traditional keyword-based approaches, the framework can identify complaints with similar meanings even when they use different words. It analyzes interaction records to group related issues and support the identification of recurring technical or servicerelated problems. The framework also incorporates a dashboard to help monitor complaint patterns and support data-driven decision-making. The study demonstrates how semantic analysis can improve complaint categorization and help organizations recognize repeated issues. This approach supports proactive complaint management by providing useful information for identifying common problems and improving public services.

From the surveyed literature, it is evident that digital civic complaint management systems improve complaint handling, communication, transparency, and administrative efficiency. However, challenges remain in ensuring effective departmentwise coordination, timely complaint resolution, geographical identification of recurring civic issues, and continuous citizen feedback. Limited integration of hotspot detection and analytical monitoring also affects data-driven decision-making. These gaps motivate the development of an intelligent and centralized civic complaint management system that integrates complaint tracking, departmental management, hotspot detection, and feedback mechanisms to enhance public service delivery and accountability.

IV. SOFTWARE REQUIREMENT SPECIFICATION

Scope of the System

The proposed system focuses on improving civic complaint management through a centralized web-based platform.

a) Provides an online platform for citizens to report civic issues such as road damage, sanitation problems, waste management, and other public infrastructure concerns.
b) Enables citizens to submit complaints with descriptions, photographs, categories, and location details.

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c) Supports municipal authorities in managing complaints through departmentwise classification and monitoring.
d) Provides complaint tracking with status updates to maintain transparency throughout the resolution process.
e) Incorporates hotspot detection to identify geographical areas with a high concentration of complaints

1. USER REQUIREMENTS

The system identifies the following primary user requirements:

a) Citizens should be able to register, log in, and submit civic complaints through a user-friendly interface.
b) Users should be able to upload complaint images and provide relevant location information.
c) Citizens should be able to view their submitted complaints and monitor their resolution status.
d) Department authorities should be able to access assigned complaints, update their status, and manage resolution activities.
e) Administrators should be able to monitor complaints, departments, users, and overall system activities.
f) Users should be able to submit feedback regarding complaint resolution.

2. Software Requirements

The system requires the following software technologies and development tools:

- Frontend**:** React.js for developing interactive and responsive user interfaces.
- Backend**:** Java with Spring Boot for implementing business logic and RESTful APIs.
- Database**:** MySQL for storing user information, complaints, department details, feedback, and hotspot records.
- Programming Languages**:** JavaScript, Java, HTML, and CSS.
- Development Environment**:** Visual Studio Code and IntelliJ IDEA for application development.
- Database Management**:** MySQL Workbench for database operations and management.
- Platform**:** Modern web browsers for accessing the application.

3. Functional Requirements

The system should provide the following functionalities:

a) User authentication and role-based access for citizens and authorities.
b) Complaint registration with descriptions, images, categories, and geographical details.
c) Departmentwise complaint classification and management.
d) Complaint status tracking and updating throughout the resolution process.
e) Hotspot detection to identify locations with repeated or concentrated complaints.
f) Dashboard visualization of complaint statistics and departmental performance.
g) Feedback submission and management for evaluating complaint resolution.
h) Complaint filtering and viewing based on departments, categories, and status.

4. Non-Functional Requirements

a) Performance**:** The system should process user requests and display complaint information efficiently.
b) Security**:** Authentication and role-based authorization should protect sensitive information.
c) Usability: The interface should be simple, interactive, and easy to navigate.
d) Reliability: The system should maintain accurate complaint records and consistent database operations.
e) Scalability: The architecture should support increasing numbers of users and complaints.
f) Maintainability: The modular architecture should allow future modifications and feature enhancements.

5. Domain Requirements

- Complaints must be associated with appropriate civic categories and responsible departments.
- Each complaint should maintain essential information, including its description, location, submission date, and current status.
- Complaint priority should support identification of issues requiring attention.
- Hotspot identification should consider the geographical distribution and concentration of reported complaints.
- Department authorities should manage complaints relevant to their assigned responsibilities.
- Citizen feedback should be associated with the corresponding complaint to support service evaluation.

V. METHODOLOGY

The methodology adopted for developing the proposed civic complaint management system addresses challenges such as delayed resolution, lack of transparency, and inefficient departmental coordination. It follows a systematic approach involving requirement gathering, system design, algorithm development, database implementation, and testing to ensure

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efficient complaint management, hotspot identification, and improved communication between citizens and municipal authorities.

1. Problem Analysis
The initial phase involves identifying the limitations of conventional civic complaint management practices. Problems such as manual complaint reporting, delayed responses, improper tracking, and lack of coordination between departments are analyzed. The system is designed to overcome these challenges through centralized complaint management, location-based monitoring, and structured complaint resolution.

2.Requirement Gathering
Requirements are gathered based on the needs of citizens, authorities, and administrators. Citizens can submit complaints with descriptions, images, categories, and locations, track complaint status, and provide feedback. Authorities can access departmentwise complaints, update statuses, and monitor resolutions. Administrators manage users, departments, and overall complaint activities.

3.System Design & Modeling
The system follows a three-tier architecture consisting of presentation, application, and database layers. React.js is used to develop the frontend, Java Spring Boot handles backend operations and REST API communication, while MySQL manages data storage. Separate interfaces and role-based access are provided to support citizen and authority operations.

4.Algorithm Development
The development phase focuses on implementing the logic required for complaint management and hotspot identification. Complaint information is processed to support category-based organization and departmentwise handling. The hotspot module analyzes complaint distribution across geographical locations to identify areas experiencing a higher concentration of civic issues. The identified information supports authorities in monitoring recurring problems and prioritizing administrative attention.

5. Database Design
MySQL is used to organize and maintain system information through structured relational tables. Data related to users, complaints, departments, feedback, and geographical information is maintained with appropriate relationships. This design supports consistent data storage, efficient retrieval, complaint updates, and reliable communication between the application components.

6. Testing & Error Checking
The final phase involves testing individual modules and their integration to ensure correct system functionality. Complaint submission, image uploading, authentication, departmentwise access, status updates, hotspot visualization, and feedback operations are validated. API communication, database connectivity, and input validation are also checked to identify errors and improve the system's reliability, security, and overall performance.

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XII. PROPOSED MODEL

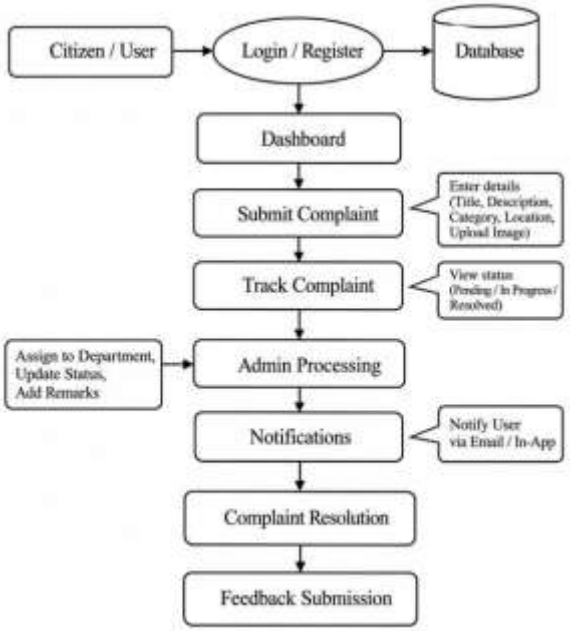

Fig.1

A. Data Flow Design

The data flow design illustrates the sequence of operations performed within the proposed civic complaint management system. It describes how citizens interact with the application, how complaints are submitted and processed by administrators, and how updates are communicated to users. The workflow ensures systematic complaint handling, tracking, resolution, and feedback collection.

1. Citizen / User

Citizens are the primary users of the system. They access the platform to register, log in, submit civic complaints, track their progress, and provide feedback regarding resolved issues.

2. Login / Register

Users can create accounts or log in using their credentials. The authentication process verifies user information and provides access to the system according to their roles.

3. Database

The database stores and manages user credentials, complaint details, uploaded images, location information, status records, and feedback. It maintains the information required for system operations.

4. Dashboard

After successful authentication, users are directed to the dashboard, which provides access to complaint submission, complaint tracking, and other available functionalities.

5. Submit Complaint

Citizens submit complaints by entering essential details, including title, description, category, location, and supporting images. The submitted information is recorded for further processing.

6. Track Complaint

Users can monitor their submitted complaints and view their current status, such as Pending, In Progress, or Resolved, providing transparency throughout the complaint lifecycle.

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7. Admin Processing

Administrators process submitted complaints by reviewing the provided information, monitoring complaint activities, and ensuring that issues are directed towards the appropriate departments.

8. Assign to Department, Update Status, Add Remarks

Administrators assign complaints to relevant departments, update their processing status, and add remarks to maintain proper communication and tracking during resolution.

9. Notifications

The notification mechanism communicates important complaint-related updates to users whenever relevant processing or status changes occur.

10. Notify User via Email / In-App

Users receive notifications through email or in-app communication, keeping them informed about complaint assignments, progress, and resolution updates.

11. Complaint Resolution

The concerned department addresses the reported civic issue and updates the complaint as resolved after completing the necessary corrective actions.

12. Feedback Submission

After resolution, citizens can submit feedback regarding the handling of their complaints, helping authorities evaluate service quality and improve future complaint management.

B. User Interface Prototypes

The user interface of the proposed civic complaint management system is developed to ensure smooth interaction between citizens, department authorities, and administrators. The prototypes illustrate the visual layout and operational flow of different modules, including complaint registration, status tracking, departmentwise management, hotspot analysis, and feedback submission. They provide a clear representation of screen arrangements and user interactions, serving as a reference for the actual application development.

The following are the key UI screens used in the system:

• Home Page

The home page provides an overview of the platform with dedicated access to citizen and authority portals. It highlights key features such as AI-based complaint classification, duplicate detection, GIS hotspot clustering, and automated complaint routing. The interface also presents the system's objectives and functionalities through an interactive layout, enabling users to easily navigate and report civic issues.

1. Citizen Portal

A. Login Page / Create Account

The Citizen Access page provides login and registration options for citizens to access the platform. New users can create an account by entering their name, phone number, email, and password, while existing users can log in using their credentials. It also includes a guest access option, allowing users to submit complaints without creating an account.

B. Submit Complaint Form

The Submit Complaint Form allows citizens to report civic issues by entering a complaint title, detailed description, and location information. It provides GPS auto-linking to capture geographical coordinates and an option to upload photographic evidence. Upon submission, the complaint is sent to the AI pipeline for automatic classification, priority assessment, department identification, and duplicate checking.

C. My Complaints Page

The My Complaints page displays all complaints submitted by the citizen in a structured table. It provides search and filtering options based on complaint ID, keywords, status, category, and priority. Users can view complaint details, including location, assigned department, and submission date, and monitor the progress of each complaint through its current status.

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2. Authority Portal

A. Authority Login Page

The Authority Login Page provides secure access to the municipal administration portal. Authorized officers can authenticate using their official government email address and password. It includes restricted access information, session management, and an authentication option to ensure that only authorized personnel can access the complaint management and administrative dashboard.

B. Grievance Assignment

The Grievance Assignment interface allows authorities to review individual complaints and manage their resolution process. It displays complaint details, category, priority, location, and current status. Authorities can assign the complaint to the appropriate municipal department, add work orders or remarks, and initiate the resolution process using the Start Work option.

C. Complaint Resolution

The Complaint Resolution interface enables authorities to complete the complaint handling process by recording inspection notes and resolution details. It displays the complaint category, priority, location, current status, and assigned department. Authorities can provide a resolution description and use the Mark as Resolved option to update the complaint status, allowing citizens to verify the completed work.

a) Department-Wise Complaint Status The Department-Wise Complaint Status page provides an overview of complaints handled by individual municipal departments, including Road, Electricity, Water, and Sanitation. It displays the total, resolved, and pending complaints along with resolution rates and SLA compliance indicators. The View

Department Complaints option allows authorities to access complaints belonging to a specific department for focused monitoring and management.

D. Grievance Hotspots

The Grievance Hotspot Detection page identifies geographical areas with high concentrations of civic complaints using GIS-based spatial analysis and DBSCAN clustering with a 100-meter radius. It displays complaint locations on a density map, categorized into high, medium, and lowdensity levels. Authorities can view active hotspot clusters, affected locations, and complaint counts to support informed decision-making and resource allocation.

C. Purpose of UI Prototypes

- Illustrate system interfaces and layouts.
- Simplify user navigation and interaction.
- Represent module-wise functionalities.
- Understand application workflow.
- Guide actual interface development.

D. System Development / Implementation The system is implemented using React.js for frontend development, Java Spring Boot for backend services, and MySQL for database management. REST APIs facilitate communication between frontend and backend components. The implementation includes citizen authentication, complaint registration, AI-based classification, duplicate detection, GPS-based location capture, departmentwise complaint management, and status tracking. GIS-based hotspot detection using DBSCAN clustering identifies high-density complaint areas. Additional modules provide dashboards, authority monitoring, and citizen feedback, ensuring an integrated platform for efficient civic complaint management and resolution.

E. Module Development

1. Citizen/User Module

- Provides access to citizens for using the complaint management system.
- Allows users to register, log in, and access available services.

2. Login And Registration Module

- Handles user authentication and account creation.
- Validates user credentials and maintains user information in the database.
- Provides secure access to the citizen dashboard.

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3. Dashboard Module
- Provides a centralized interface for citizens.
- Offers access to complaint submission, complaint tracking, and other available features.
- Simplifies navigation between different functionalities.

4. Submit Complaint Module
- Allows citizens to submit complaints with title, description, category, and location details.
- Supports uploading images as proof of the reported issue.
- Stores complaint information for further processing.

5. Track Complaint Module
- Enables citizens to monitor their submitted complaints.
- Displays complaint status as Pending, In Progress, or Resolved.
- Provides access to complaint details and resolution progress.

6. Admin Processing Module
- Allows administrators and authorities to manage submitted complaints.
- Supports assigning complaints to appropriate municipal departments.
- Provides options to update complaint status and add administrative remarks.

7.Department Assignment Module
- Facilitates allocation of complaints to relevant departments based on the reported issue.
- Supports departmentwise complaint handling and coordination.
- Helps authorities manage complaints systematically.

8. Notification Module
- Provides updates to citizens regarding complaint activities.
- Supports notifications through email and in-app communication.
- Keeps users informed about complaint status changes and resolution progress.

9. Complaint Resolution Module
- Enables authorities to process and resolve assigned complaints.
- Records resolution details and updates the final complaint status.
- Ensures that completed complaints are reflected in the tracking system.

10. Feedback Submission Module
- Allows complaint resolution.
- Collects user responses regarding the complainthandling process.
- Helps evaluate service quality and improve municipal services.

11. Database Module
- Stores user registration details, complaint records, department information, status updates, and feedback.
- Maintains organized data for retrieval and processing.
- Supports information exchange between different system modules.

F. Testing & Verification

Unit Testing: Individual modules, including login, complaint submission, complaint tracking, department management, and feedback, are tested to ensure their proper functioning.

Integration Testing: Verifies the interaction between frontend, backend, REST APIs, and MySQL database to ensure smooth data exchange and module connectivity.

Validation Testing: Checks user inputs, complaint details, image uploads, location coordinates, and authentication credentials to ensure accurate and valid data processing.

User Testing: Evaluates the system from citizen and authority perspectives to verify ease of use, navigation, complaint tracking, departmental operations, and overall system functionality.

G. Deployment

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Deployment involves making the developed complaint management system accessible to citizens and municipal authorities for actual usage.

- Frontend Deployment: Deploys the React.js application to make the user interface accessible.
- Backend Deployment: Configures the Spring Boot application to handle API requests and business logic.
- Database Configuration: Connects the MySQL database to maintain user, complaint, department, and feedback records.
- System Accessibility: Ensures that citizens and authorized officers can access the application and its functionalities.

H. Maintenance

Maintenance ensures the continuous performance, reliability, and effectiveness of the system after deployment.

- Bug Fixing: Identifies and corrects errors occurring during system operation.
- Database Maintenance: Maintains data accuracy, consistency, and proper database operations.
- Performance Monitoring: Monitors application response time, API performance, and complaint processing.
- Feature Updates: Improves existing functionalities and updates AI-based classification and hotspot detection when required.

VII. CONCLUSION

The proposed civic complaint management system provides an efficient and transparent approach to handling public grievances by connecting citizens with municipal authorities. It simplifies complaint registration, tracking, departmental assignment, and resolution through an integrated digital platform. AI-based complaint classification and duplicate detection reduce manual effort and improve complaint processing. GIS-based hotspot detection using DBSCAN clustering helps identify areas with higher complaint concentrations, supporting better resource allocation and planning. Departmentwise monitoring enables authorities to evaluate complaint status and resolution performance. The feedback mechanism further helps assess citizen satisfaction and improve service quality. Developed using React.js, Spring Boot, and MySQL, the system offers a structured and accessible solution for improving municipal grievance management, administrative coordination, and public service delivery.

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