iJRASET
International Journal For Research in Applied Science and Engineering Technology

INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 14 **Issue:** V **Month of publication:** May 2026

DOI: https://doi.org/10.22214/ijraset.2026.83259

www.ijraset.com

Call: 08813907089 | E-mail ID: ijraset@gmail.com

International Journal for Research in Applied Science & Engineering Technology (IJRASET)
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 14 Issue V May 2026- Available at www.ijraset.com

Community Civic Issues Reporting Web Application

Prof. Anand Donald[1], Vikram Ade[2], Ayush Kakde[3], Ayush Nagpure[4], Janhavi Thak[5], Priyanshu Gedam[6]
Department of Computer Science and Engineering, Rajiv Gandhi College of Engineering, Research and Technology, Chandrapur, India

Abstract: ***Rapid urbanization and increasing population have created various civic problems such as potholes, garbage overflow, drainage blockage, water leakage, damaged streetlights, and poor road conditions. Traditional complaint management systems mainly depend on manual processes, making them slow, inefficient, and less transparent. Citizens often face difficulties in reporting issues and tracking complaint status, while authorities struggle to manage complaints effectively. To overcome these challenges, this research proposes a Community Civic Issues Reporting Web Application that provides a smart and user-friendly digital platform for reporting civic complaints.***

Keywords: Civic Issues, Complaint Management, Smart Governance, Web Application, Geo-Location, Analytics Dashboard, Smart City.

I. INTRODUCTION

Rapid urbanization and population growth have increased civic problems such as potholes, garbage overflow, drainage blockage, water leakage, and damaged streetlights. Traditional complaint reporting methods are often slow, inefficient, and lack transparency. To solve these issues, the proposed Community Civic Issues Reporting Web Application provides a smart digital platform for citizens to register complaints, track complaint status, and share suggestions online.

The system includes geo-location and map-based complaint reporting, helping authorities identify issue locations quickly and respond efficiently. Administrators can manage complaints through a centralized dashboard with features like complaint assignment, status updates, analytics, and report generation. The application is developed using modern web technologies such as React, Node.js, Express.js, and MongoDB. The main objective of the system is to provide a transparent, efficient, and scalable solution that improves public service management, reduces paperwork, and supports smart city initiatives.

II. LITERATURE REVIEW

Several research studies have been developed to improve civic complaint management and communication between citizens and authorities through digital platforms.

1) In 2018, Sandeep G. Shukla proposed an online civic complaint registration system that allowed citizens to submit complaints digitally, though it lacked real-time tracking and multimedia support.

2) In 2019, Danesh Walwadkar, Jayesh Patil, Mujahid Hussain, and Saurav Yadav developed the Smart Civic Issue Reporting System, which improved workflow automation and complaint classification but provided limited transparency for users.

3) In 2020, Anjaly Antony and Minla K. S. introduced image-based complaint reporting to improve issue analysis, but the system lacked analytics and real-time tracking features.

4) In 2021, Prathamesh Parsai, Tanmay Kaldate, Arfat Bagwan, and Chinmay Kamble developed the Jan Suvidha system, which simplified complaint registration but did not support geo-location or advanced transparency features.

The proposed Community Civic Issues Reporting Web Application (2025) overcomes these limitations by integrating complaint registration, real-time tracking, geo-location support, analytics dashboards, multimedia handling, administrative monitoring, and reporting features into a single platform, improving transparency and citizen participation.

III. PROBLEM STATEMENT

The major problems identified in existing civic issue management systems are as follows:

A. Problems in Existing Systems

1) Traditional complaint systems are slow and depend heavily on manual processes.

2) Citizens face difficulties in tracking the status of complaints in real time.
3) Most systems provide limited transparency in complaint handling and resolution.
4) Existing platforms mainly focus on complaint registration and lack community participation features.
5) Citizens cannot actively participate in development planning or decision-making processes.

B. Need for the Proposed System

The proposed system is required to provide:

1) A secure and user-friendly online complaint reporting platform.
2) Real-time complaint tracking and status monitoring.
3) Geo-location and map-based issue reporting for accurate problem identification.
4) Development suggestion submission for community improvement ideas.
5) A voting mechanism to prioritize development projects democratically.

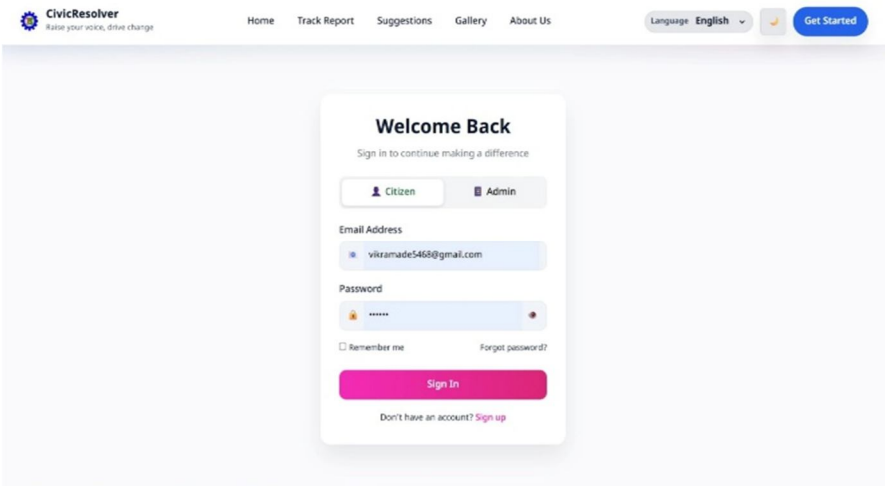
C. Objective of the Proposed Research

The main objective of this research is to develop a smart, transparent, secure, and scalable Community Civic Issues Reporting Web Application that improves complaint management, encourages citizen participation,

IV. METHODOLOGY

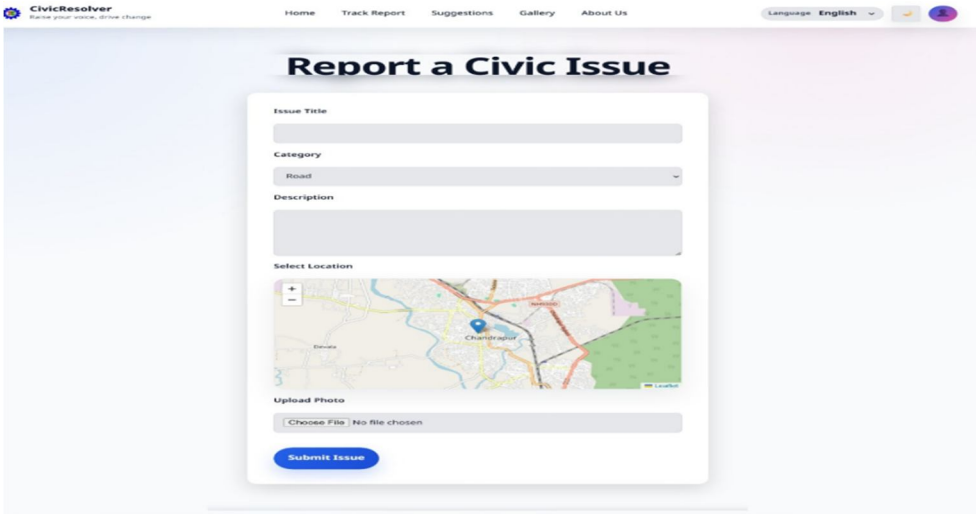
The proposed Community Civic Issues Reporting Web Application is designed to provide a smart, transparent, and efficient platform for reporting and managing civic complaints. The methodology focuses on improving communication between citizens and government authorities through complaint registration, real-time tracking, geo-location support, analytics, and administrative monitoring.

A. User Registration and Authentication



1) Users can register and log in securely using valid credentials.
2) JWT-based authentication is used for secure access control.
3) After login, users are redirected based on their roles:
   - Citizens → Complaint and suggestion modules
   - Administrators→ Management dashboard
4) The authentication system ensures data security and authorized access.

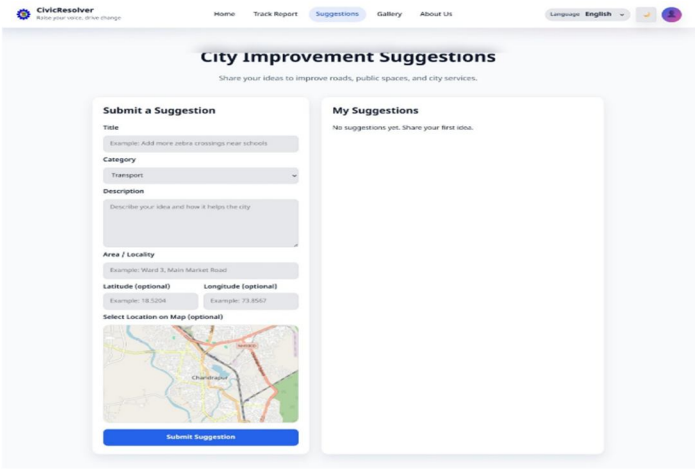
B. Complaint Registration Process



1) Citizens can submit complaints through an online form.
2) Complaint details include:
- Complaint title
- Complaint category
- Issue description
- Area/location details

3) The system supports geo-location and map integration for accurate issue identification.
4) Complaint data is sent to the backend using REST APIs.
5) All complaint information is stored securely in the MongoDB database.

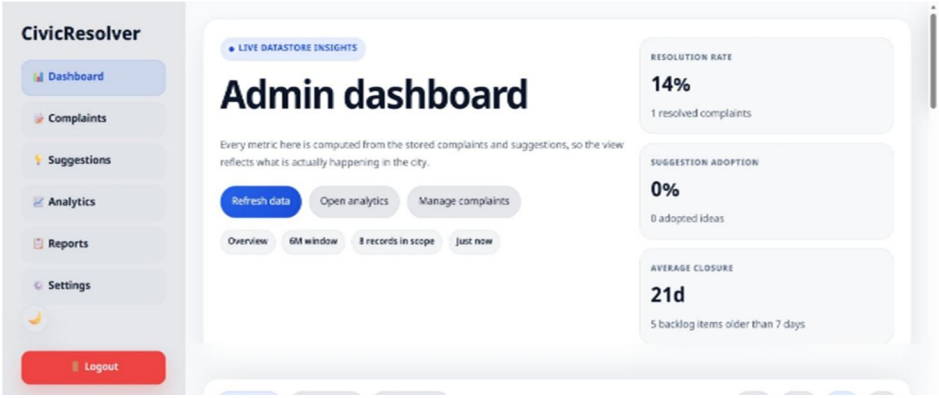
C. Suggestion Management



1) Citizens can submit suggestions related to:
- Public infrastructure
- Sanitation
- Transportation
- Community development

2) Suggestions are stored in the database for administrative review.
3) Administrators can monitor and approve submitted suggestions.

D. Administrative Complaint Management

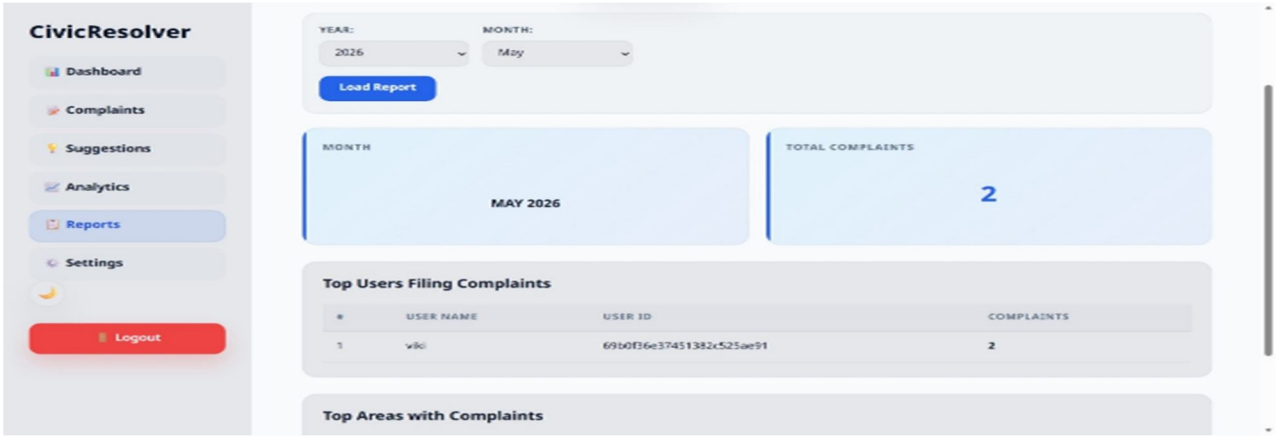


1) Administrators can:
- View complaints
- Assign complaints to officers.
- Update complaint status.
- Monitor complaint progress.
- Review citizen suggestions.

2) Complaint status stages include:
- Pending
- Assigned
- In Progress
- Resolved

3) Citizens can track complaint progress in real time.

E. Analytics and Reporting



1) The system provides graphical analytics dashboards.

2) Analytics features include:
- Complaint trends
- Category-wise complaint distribution
- Resolution rates
- Pending complaints
- User activity monitoring

3) Reporting modules generate:
   - Day-wise reports
   - Week-wise reports
   - Month-wise reports
4) Charts and graphs improve data analysis and decision-making.

V. SYSTEM ARCHITECTURE

The proposed React-based Community Civic Issues Reporting Web Application follows a multi-layer web architecture consisting of Frontend, Backend, Database, and Analytics layers. The system is designed to provide efficient communication between citizens and administrators for managing civic complaints digitally. It improves transparency, reduces manual work, and supports smart governance through secure and real-time complaint handling.

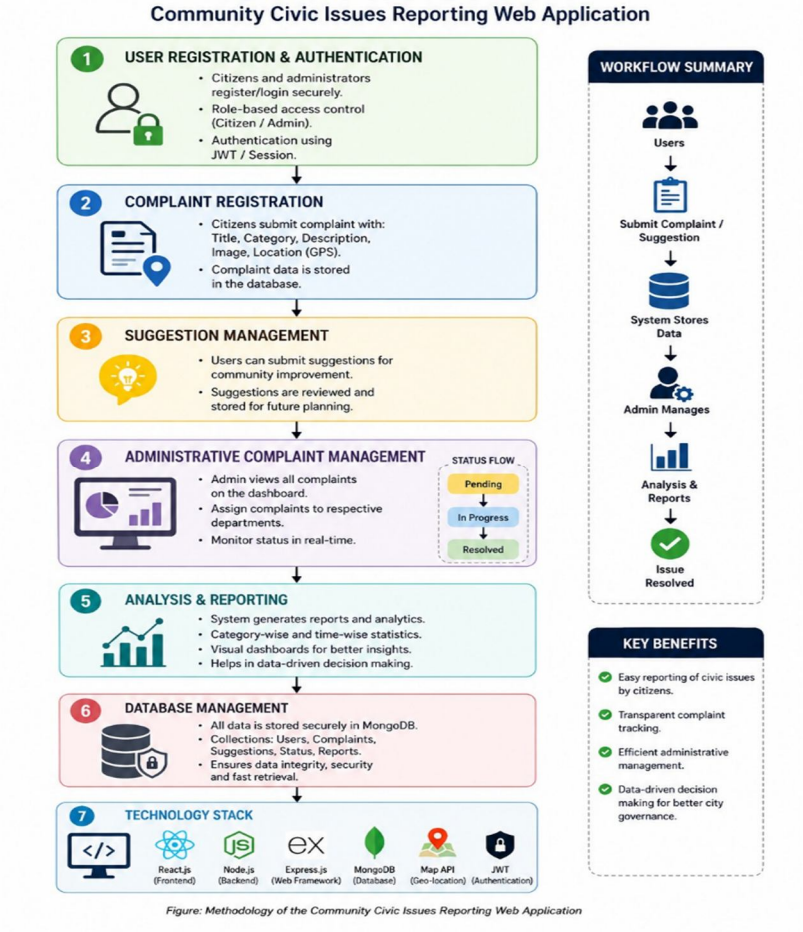


Figure: Methodology of the Community Civic Issues Reporting Web Application

A. *Frontend Layer*

The frontend layer is developed using React, HTML, CSS, and JavaScript. It provides the user interface through which citizens and administrators interact with the system. This layer includes modules such as user registration and login, complaint submission, suggestion management, complaint tracking dashboard, geo-location support, analytics dashboard, and admin dashboard. Users can submit civic complaints with details like title, category, description, and location using map-based geo-tagging.

B. *Backend Layer*

The backend layer is developed using Node.js and Express.js. It handles all server-side operations and business logic. The backend manages authentication, complaint processing, suggestion handling, status updates, officer assignment, report generation, analytics processing, and API management. Secure access control is implemented using JWT authentication.

C. Database Layer

The database layer uses MongoDB for secure data storage and management. It stores user details, login credentials, complaint information, suggestions, complaint status, reports, analytics data, and geo-location information. MongoDB provides scalability, fast data retrieval, and efficient handling of large datasets.

D. Analytics and Reporting Layer

The analytics and reporting layer helps administrators monitor complaint activities and system performance. It provides visual reports on complaint trends, resolution rates, complaint categories, pending complaints, and user activities. Charts and graphs are used to improve data visualization and support better decision-making.

VI. FUTURE SCOPE

The system can be further enhanced with:

1) AI-based complaint classification
2) GIS-based issue mapping
3) Mobile application integration
4) Real-time analytics dashboard for authorities
5) Blockchain-based secure voting mechanism
6) Integration with smart city IoT infrastructure.

These features will further strengthen transparency, accountability, and smart governance.

VII. CONCLUSION

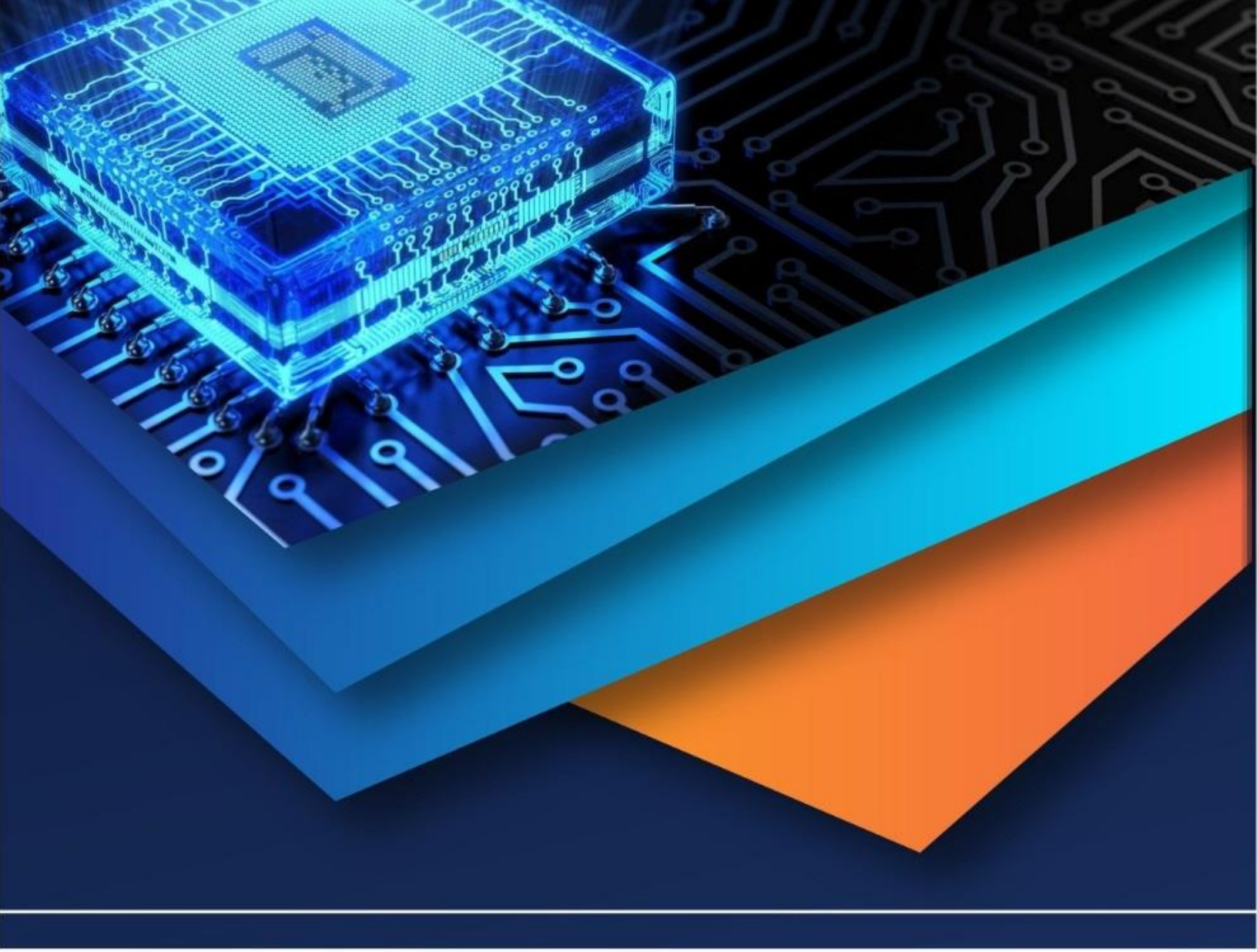
The Community Civic Issues Reporting Web Application serves as an efficient digital platform for reporting, monitoring, and resolving civic issues in a transparent and well-organized manner. By combining user-friendly complaint registration, image-based reporting, real-time tracking, and administrative management, the system overcomes the shortcomings of traditional grievance-handling methods.

This platform empowers citizens to actively contribute to community development by reporting issues such as potholes, garbage accumulation, water leakage, and damaged public infrastructure. The inclusion of multimedia support enhances the authenticity of complaints, while real-time updates improve transparency and strengthen trust between citizens and civic authorities. From an administrative standpoint, the system streamlines complaint management, minimizes manual effort, and ensures accountability through structured workflows and centralized data storage.

Overall, the implementation highlights how a technology-driven civic engagement platform can significantly enhance the efficiency of issue management and foster stronger collaboration between citizens and municipal bodies. Future enhancements—such as integrating advanced analytics, mobile app support, and intelligent issue prioritization—can make the system even more scalable, sustainable, and aligned with smart city initiatives.

REFFERENCES

[1] Bhatnagar, S. (2014). ICT and governance: A practitioner's perspective. SAGE Publications India.
[2] Janssen, M., & Estevez, E. (2013). Lean government and platform-based governance—Doing more with less. Government Information Quarterly, 30(S1), S1–S8.
[3] Singh, S., & Chatterjee, S. (2019). Role of e-governance in improving public service delivery. International Journal of Computer Applications, 178(46), 10–15.
[4] United Nations Department of Economic and Social Affairs. (2022). UN E-Government Survey 2022: The Future of Digital Government. United Nations.
[5] Al-Khouri, A. M. (2013). E-government strategies: The case of the United Arab Emirates (UAE). European Journal of practice, 17, 126–150.
[6] Meijer, A., & Bolívar, M. P. R. (2016). Governing the smart city: A review of the literature on smart urban governance. International Review of Administrative Sciences, 82(2), 392–408.
[7] Sharma, R., & Gupta, P. (2020). Smart city solutions through citizen engagement and ICT. Journal of Urban Management, 9(2), 167–178.
[8] +Kumar, V., & Prasad, R. (2021). Development of a web-based complaint management system for municipal services. International Journal of Advanced Computer Science and Applications, 12(3), 65–72.
[9] National Informatics Centre (NIC). (2021). Digital India initiatives for smart governance. Government of India.
[10] World Bank. (2020). Digital government for development: Leveraging technology to improve public services. The World Bank Group



10.22214/IJRASET

45.98

IMPACT FACTOR: 7.129

IMPACT FACTOR: 7.429

INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY