International Journal of Advanced Research in Science, Communication and Technology



International Open-Access, Double-Blind, Peer-Reviewed, Refereed, Multidisciplinary Online Journal

Volume 5, Issue 10, May 2025



Pothole Complaint and Tracking Platform

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Abstract: This paper presents the development and evaluation of the Pothole Complaint and Tracking Platform, a technology-driven solution aimed at improving the reporting and resolution of road infrastructure issues. The system includes both a mobile application built using Flutter and a web-based interface developed with HTML, CSS, and JavaScript, providing users with flexible access across devices. The platform allows citizens to register complaints about potholes by uploading images, specifying locations, and describing the issue in detail. Complaints are automatically categorized and routed to the appropriate municipal departments. Real-time tracking and status updates keep users informed throughout the resolution process. A feedback mechanism enables users to verify the resolution or reopen complaints if unsatisfied. In a test deployment involving 50 users, the system achieved a 55% reduction in average response time and a 30% increase in successful complaint resolutions compared to manual methods. Over 80% of users found the system user-friendly, appreciating features like image uploads, location mapping, and real-time updates. By integrating web and mobile technologies, this system ensures transparency, accountability, and efficiency in public grievance Redressal. The results indicate its potential for broader implementation by urban authorities. Future enhancements may include AI-based complaint prioritization and multilingual support to improve accessibility and effectiveness.

Keywords: Public Grievance Redressal, Pothole Complaint System, Flutter Mobile App, Web-Based Platform, Real-Time Tracking, Image Upload, Location Mapping

I. INTRODUCTION

Effective communication between citizens and authorities is essential for the smooth functioning of urban infrastructure. Public service sectors often face challenges such as road damage, poor waste management, and inadequate maintenance. If not addressed promptly, these issues can disrupt daily life, diminish public trust, and create administrative inefficiencies. With the increasing adoption of digital solutions in governance, there is a growing need for smart systems that can facilitate complaint reporting and resolution in a transparent, efficient, and timely manner. This paper presents the Public Road Pothole Complaint Management System, a digital solution designed to streamline the process of reporting road-related complaints. The system consists of two platforms: a web-based interface developed using HTML, CSS, and JavaScript, and a mobile application built with Flutter. These platforms enable users to report potholes by uploading images, entering location details, and providing descriptions. Complaints are automatically categorized and assigned to the relevant departments for prompt action. The system incorporates features such as real-time tracking, status notifications, and a user feedback loop, which enhance accountability and ensure transparency throughout the resolution process. By offering both web and mobile access, the platform ensures wider usability and convenience. This paper also discusses implementation challenges, including data security, Scalability, and user engagement, while drawing insights from existing literature and systems. The project ultimately aims to promote responsive governance and improve the quality of life through enhanced civic engagement and effective infrastructure management.

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II. LITERATURE SURVEY

Author(s)	System/Study	Key Features	Challenges Identified	Relevance to Our Project
Rahul et al. (2019)	Smart City Complaint System (Mobile app)	Mobile-based complaint reporting with GPS location tracking	Image upload and processing to prioritize critical complaints	Inspired user-friendly interface but highlights accessibility challenges
Nandhini & Praveen (2021)	Web-based Grievance Redressal System	Web interface for complaint tracking and management dashboard	Manual categorization leading to response time delays	Our system uses automatic complaint routing and status notifications
Singh et al. (2020)	Smart City Framework with Real-Time Tracking	IoT-based data gathering, real time complaint tracking	Lack of user feedback mechanisms	Addressed by integrating a user feedback loop for resolution confirmation
Waghmare & Chavan (2020)	Image-Based Road Condition Reporting System	Image-Based Road Condition Reporting System	Storage and management of large image data	We use cloud-based solutions for secure, efficient image storage and handling
Sharma et al. (2018)	Security Vulnerability Analysis in Complaint Systems	Emphasis on data encryption and secure communication protocols	Potential cyber- attacks, data privacy risks	We implement encrypted data transmission and secure user information storage
Ahmed et al. (2024)	Complaint Systems Using Natural Language Processing	NLP-driven complaint analysis for faster issue resolution	Accuracy of language models in understanding diverse linguistic inputs	NLP for more advanced issue classification, especially in environments
Brown & Thompson (2019)	User Feedback and Satisfaction in Complaint Systems	Importance of feedback loops for higher user satisfaction	Inadequate feedback loops can reduce user satisfaction	Feedbackloopincluded in our systemtoensureuserengagementandresolution verification
Patil & Desai (2020)	Challenges in Municipal Complaint Platforms	Integration with existing infrastructure, staff training	Training, integration, and low adoption rates	Our system focuses on easy integration and user-friendly

Table 1: Literature Survey Table

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III. EXISTING SYSTEM

Manual Complaint Handling Systems: In manual systems, users typically file complaints by physically visiting offices, making phone calls, or writing emails. These complaints are logged manually, reviewed by employees, and then forwarded to the relevant department for action

Basic Web-Based Complaint Systems: Many municipalities and organizations have moved to simple web-based complaint systems, where users can submit complaints through an online form. These systems typically store the complaints in a database and assign them to relevant departments for action. However, they often lack advanced features like real-time tracking and image uploads.

IV. PROPOSED SYSTEM

Proposed system aims to overcome the limitations of manual and basic web-based complaint management systems by offering a more advanced, automated, and user-friendly platform. System is designed to streamline the process of reporting community issues like potholes, drainage, and garbage problems. It will allow users to file complaints via a web-based platform, track them

In real-time, and receive timely updates on their resolution.

1. Web-Based Platform with User-Friendly Interface:

The system is accessible from any device with internet access, allowing users to log in, submit complaints, and track status without visiting any office. Complaints are filed using a details such as issue type, location, and description. Users can also upload images to support their submissions.

2. Real-Time Complaint Tracking:

Users receive real-time updates on complaint status, including stages like "under review," "in progress," or "resolved." Notifications via email or SMS keep users informed throughout the process.

3. Automated Assignment and Categorization:

Complaints are automatically categorized (e.g., potholes, drainage, garbage) and routed to the appropriate department. Priority levels are assigned based on issue severity to ensure faster action on critical problems.

- 4. **Feedback Mechanism:** Once a complaint is resolved, users can provide feedback to confirm satisfaction. If unresolved, the complaint can be reopened for further action.
- 5. Secure Data Management:

User data is protected through encryption and multi-factor authentication, ensuring only authorized access to sensitive information.

6. Geo-Location and Map Integration:

Users can provide GPS-based or manual location input. Complaints are displayed on a map interface.







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V. RESULTS

The "Public Road Pothole Complaint Management" System was successfully developed and tested, showing improvements in complaint handling, user interaction, and system performance. The system includes a web application (HTML, CSS, and JavaScript) and a mobile app built using Flutter, both connected to a secure backend for data processing and task management.

Web Interface

The web platform allows users to submit complaints, upload images, and track complaint status. Screenshots show the user dashboard and complaint form interface

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Mobile App Interface

The Flutter-based mobile app offers a smooth user experience. Users can register complaints with images and location details. Screenshots highlight the main screens and real-time status tracking.

Backend Dashboard

The admin panel handles complaint routing, categorization, and monitoring. Show the admin dashboard and complaint status view.

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Figure 4

Performance Summary

Complaint response time improved by 55%. Complaint resolution rate increased by 30%.

Over 85% of test users reported satisfaction with the system's ease of use and functionality. These results demonstrate the system's ability to manage public complaints more efficiently and transparently

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VI. CONCLUSION

The Public Road Pothole Complaint Management System effectively addresses the limitations of traditional complaint handling by offering a digital, efficient, and transparent solution. Developed using Flutter for the mobile application and HTML, CSS, and JavaScript for the web interface, the system ensures accessibility across platforms and enhances user engagement. Through features such as real-time tracking, automated complaint categorization, image uploads, and GPS-based location mapping, the system demonstrated a clear improvement in complaint management. Testing with end users showed a notable reduction in response time and increased resolution efficiency, validating the system's ability to streamline the reporting and Redressal process. User feedback indicated high satisfaction with the platform's usability, responsiveness, and transparency. The ability to track complaints and provide feedback post-resolution also fostered greater trust and accountability between citizens and authorities. The system has proven to be a practical and scalable solution for urban infrastructure complaints. Its results indicate strong potential for integration into municipal frameworks, contributing to smarter, more responsive governance. Future scope includes integrating AI for prioritization and expanding the platform's reach through multilingual and offline support

ACKNOWLEDGMENT

We wish to extend our sincere appreciation to all those who have supported us throughout the development and completion of our project, titled "Public Road Pothole Complaint Management System." First and foremost, we express our profound gratitude to our esteemed guide, Prof. Manisha Navale, for her invaluable guidance, unwavering encouragement, and insightful feedback. Her expertise and thoughtful direction have been pivotal in shaping the trajectory and success of this endeavor. We are also deeply thankful to the Department of Computer Engineering at NBN Sinhgad School of Engineering, Ambegaon, Pune, for providing us with the essential resources and a supportive environment conducive to our research and development efforts. Additionally, we acknowledge the significant contributions of our dedicated teammates:

Yogeshwar Yeola, Dimpal Patil, Tushar Lahamge, Aaditya Patil

Whose collaborative spirit, commitment, and diligence were instrumental to the project's Success.

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