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PS-12 : AI FOR GRIEVANCE REDRESSAL IN PUBLIC GOVERNANCE

AI-POWERED GRIEVANCE ANALYSIS PLATFORM

🔍Team Error404🎙



THE PROBLEM



- ⌚ Manual grievance handling
- ⌚ No priority system
- ⌚ Delays and backlog
- ⌚ Citizen dissatisfaction
- ⌚ Urgent complaints often get delayed due to lack of intelligent prioritization.

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OUR OBJECTIVE

AI Classification

Smart Prioritization

Correct Routing

Transparency

Our goal is to automate grievance understanding and decision-making using AI.



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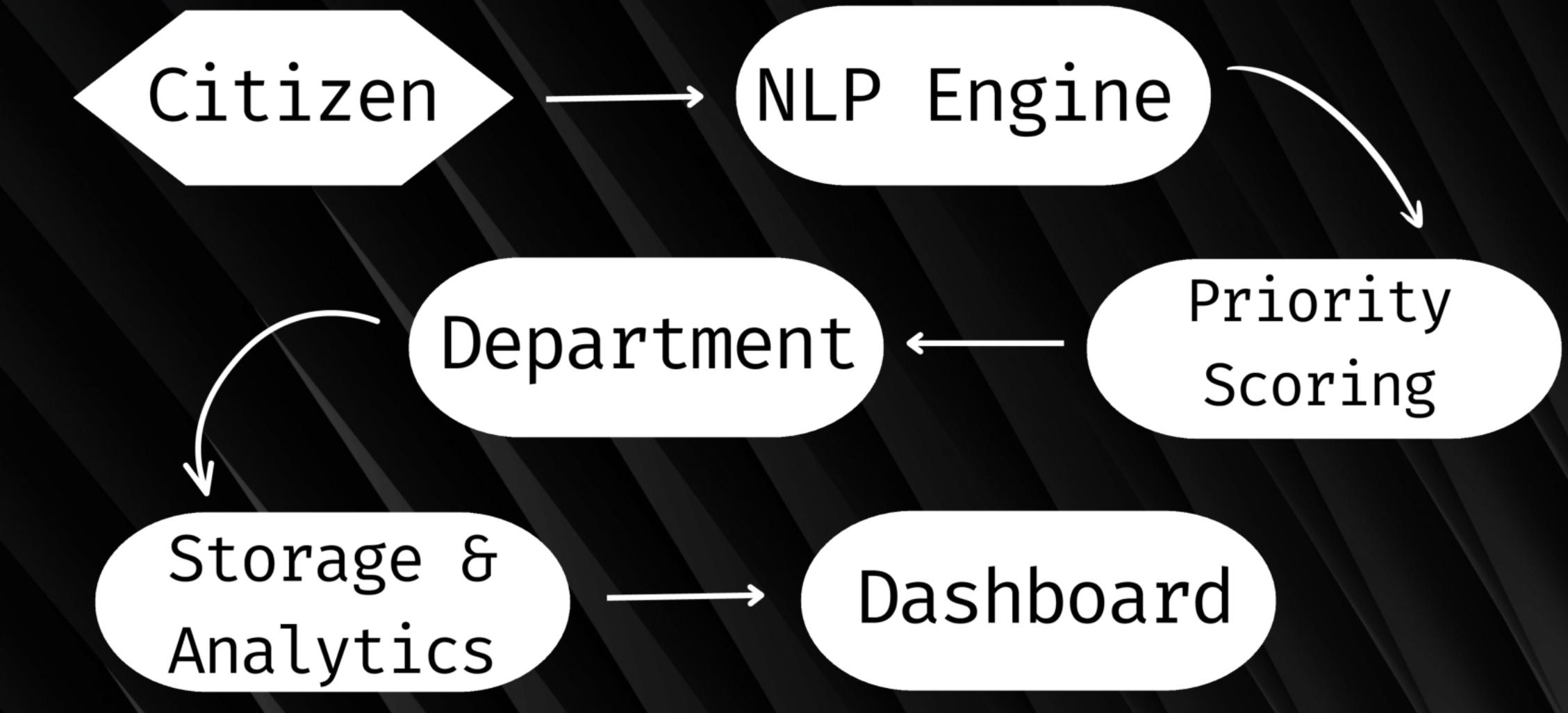
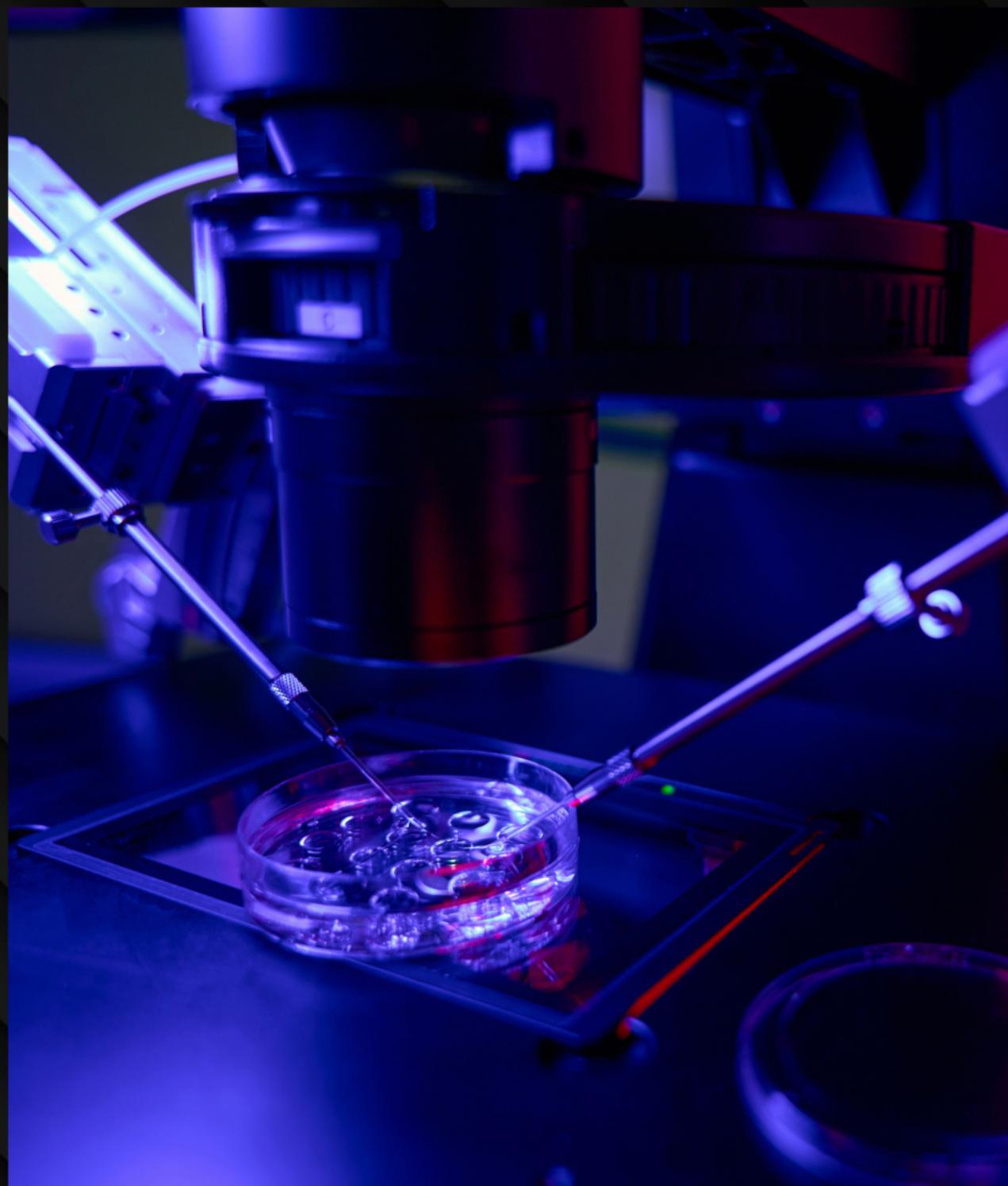
OUR SOLUTION



An AI-powered platform that understands,
prioritizes, and routes citizen grievances



- The platform reduces manual effort and ensures faster, fairer resolution.

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SYSTEM ARCHITECTURE

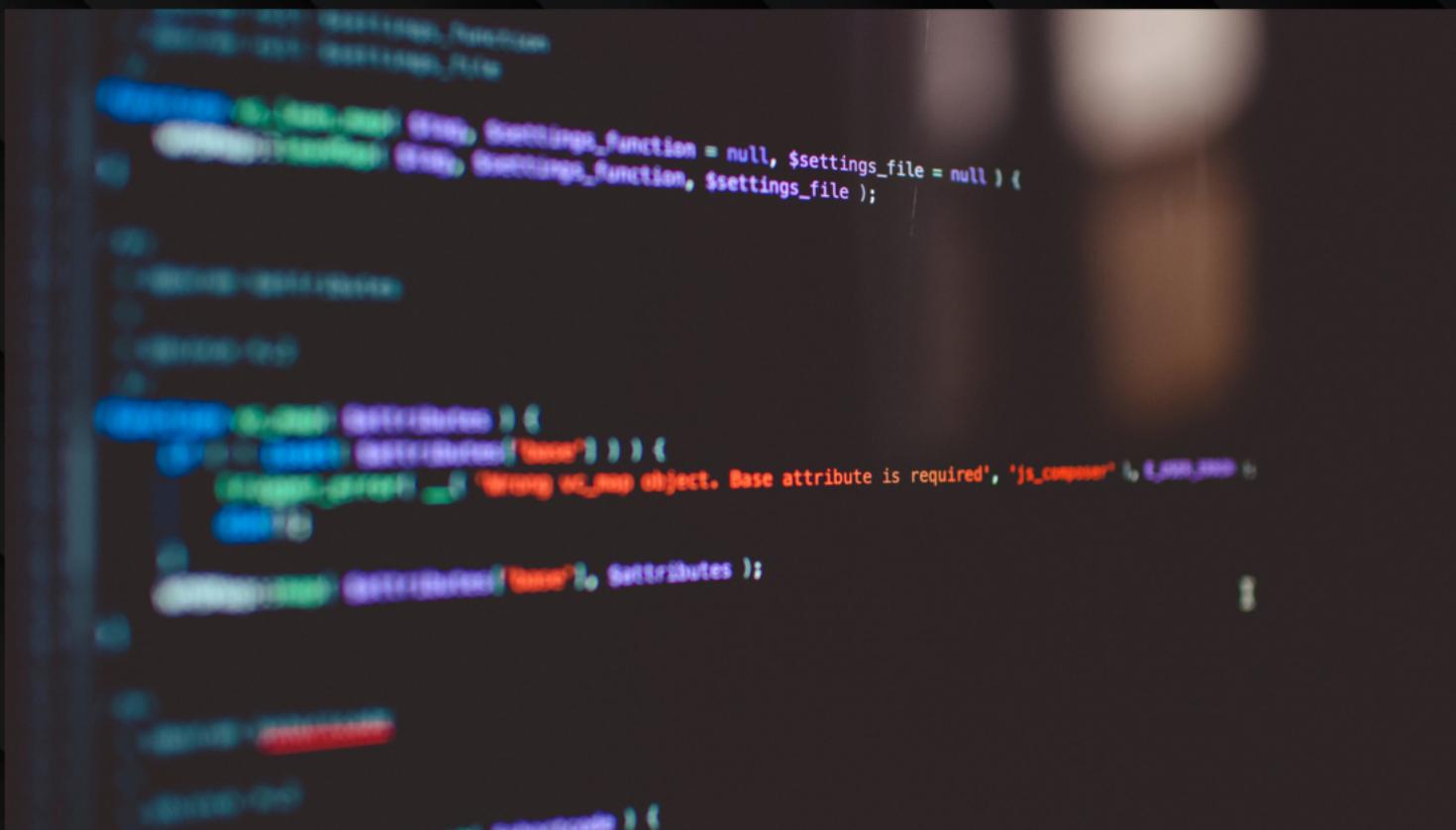


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Frontend



Backend



AI / NLP

TECHNOLOGY STACK



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- ⊕ Complaint classification
- ⊕ Severity scoring
- ⊕ Keyword & sentiment analysis
- ⊕ Multilingual ready

AI & NLP INTELLIGENCE



These AI models help authorities focus on high-impact grievances first.

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LIVE GRIEVANCE DASHBOARD

GrievanceAI
Public Governance Portal

Dashboard Submit Grievance

Grievance Dashboard
View and manage your submitted grievances

+ Submit Grievance

Total Grievances **0**

Pending Review **0** Awaiting action

In Progress **0**

Resolved **0**

Search grievances by title or description...

Filters: All Status, All Priority, All Categories

No Grievances Found

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PS-12 ALIGNMENT

Problem:

Manual grievance processing causes delays, backlog, and lack of accountability.

Solution:

AI-powered NLP models classify complaints, assign priority, and route them automatically.

Impact:

Faster resolution, transparent tracking, and data-driven governance.



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- # IMPACT[™]
- ⚡ 40–60% faster grievance resolution
 - ⚡ Reduced backlog through automation
 - ⚡ Increased citizen trust and transparency
 - ⚡ Scalable across government levels



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FROM MANUAL DELAYS TO AI-DRIVEN GOVERNANCE

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