

# ONLINE HACKATHON ON

## DATA DRIVEN INNOVATION CITIZEN GRIEVANCE REDRESAL - 2024



# SHATYAK

— CHAT NOW, GET HEARD! —

**Developed by:**

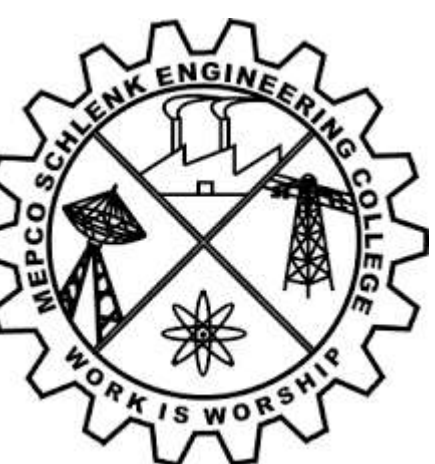
**Team members:**

**1. Jeeva Joslin Y**

**2. Sanjay M**

**Mentor: *Dr. T. Manonmani***

**Mepco Schlenk Engineering College, Sivakasi**



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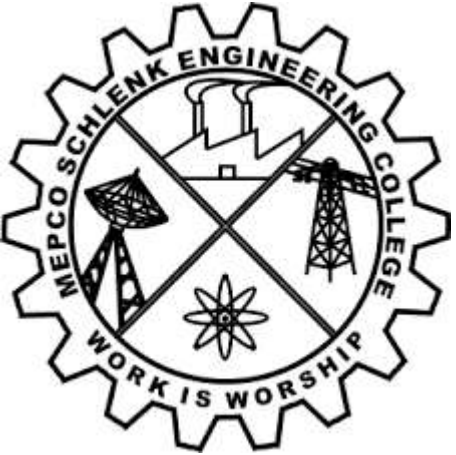
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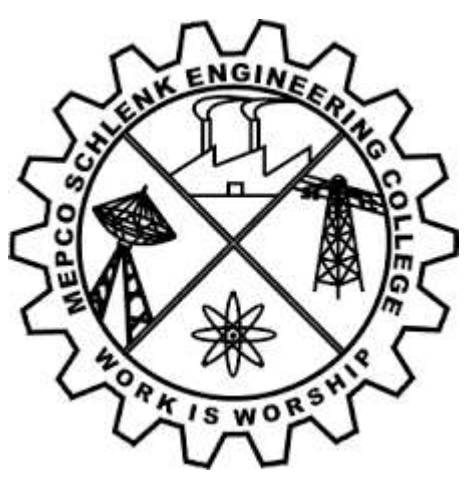
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# INTRODUCTION

## Sahayak

- Sahayak is an AI/ML-driven chatbot designed for CPGRAMS grievance filing.
- It streamlines the process by providing automated assistance to users, enhancing efficiency and user experience.
- With its intelligent algorithms, Sahayak can understand and respond to user queries, guiding them through the grievance filing process seamlessly.





# WHAT'S THE HASSLE

02

- Filing complaints can be a *tedious* and time-consuming process.
- From navigating complex phone menus to waiting on hold, the experience can be *frustrating*



*Let's change that!*

**Say goodbye to long wait times and  
frustrating customer service calls**

*Meet Sahayak !!*





# HOW IT WORKS

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- Using **advanced natural language processing**, *Sahayak* can understand your concerns and guide you through the complaint filing process.
- It's like having a knowledgeable friend by your side!



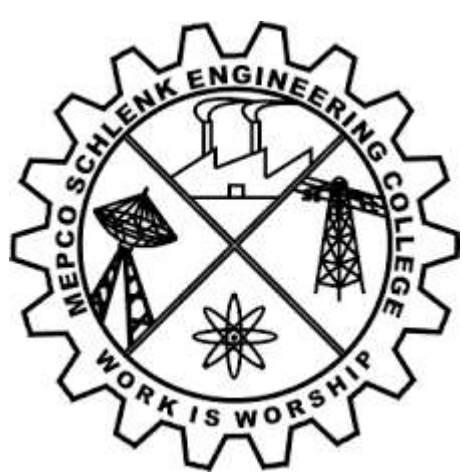


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# IMPLEMENTATION

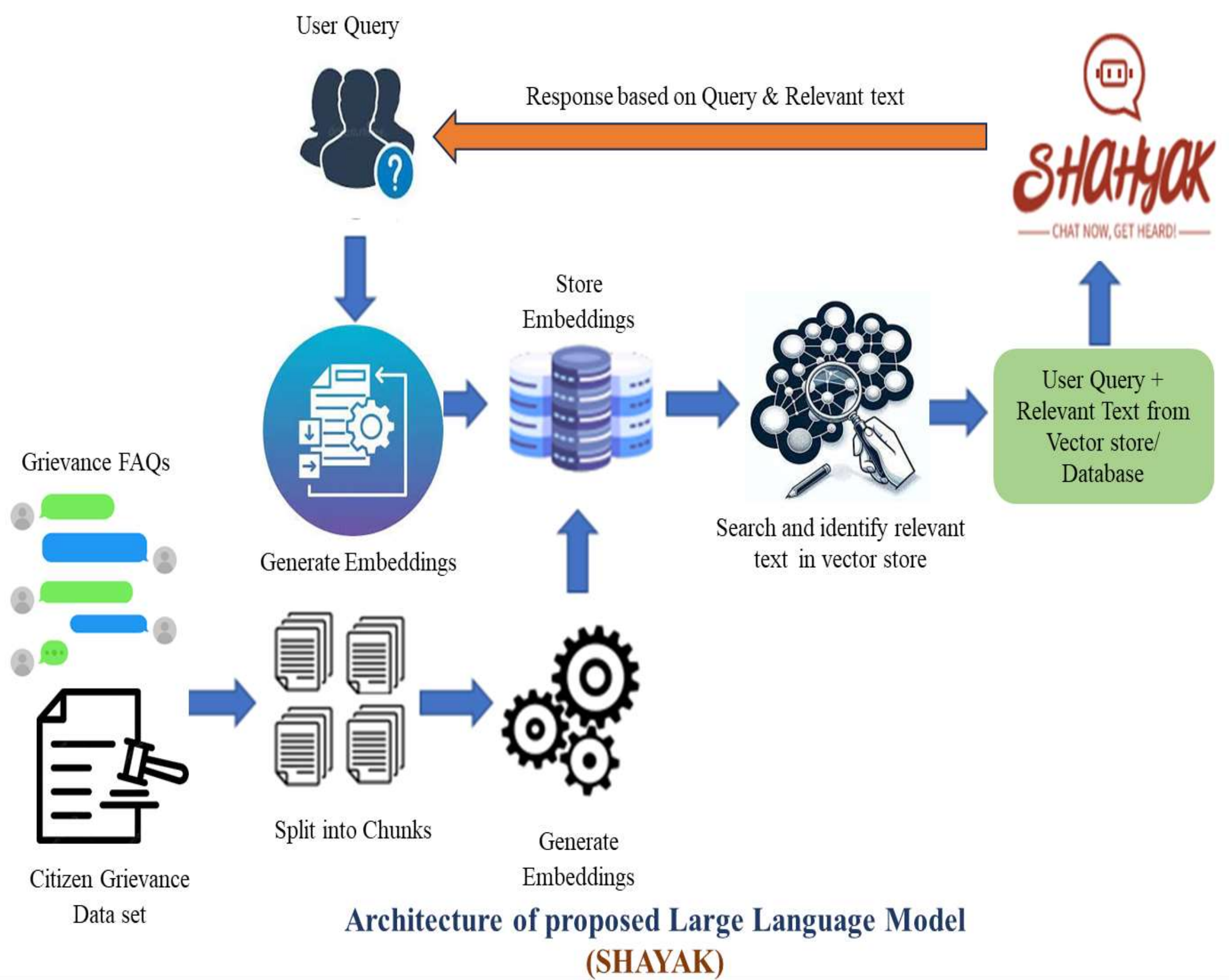
- Data Collection and Analysis
- Chatbot Development
- Integration and Promotion
- Machine Learning Integration
- Deployment and Maintenance
- Additional Considerations





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# WORK FLOW





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# BENEFITS

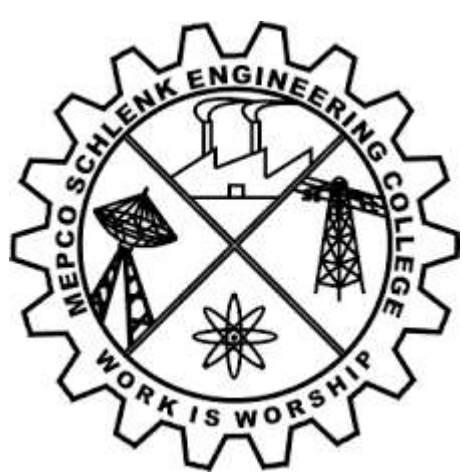
## **For Users:**

- Increased Accessibility
- Simplified Process
- Transparency and Tracking
- Multilingual Support (if applicable)
- Empowerment

## **For Organizations:**

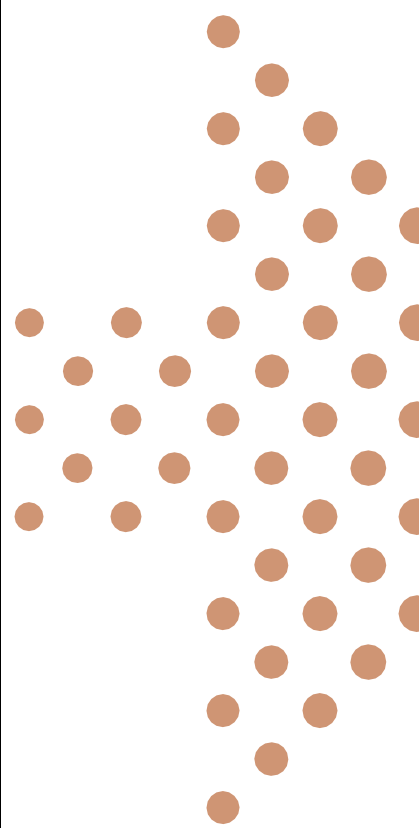
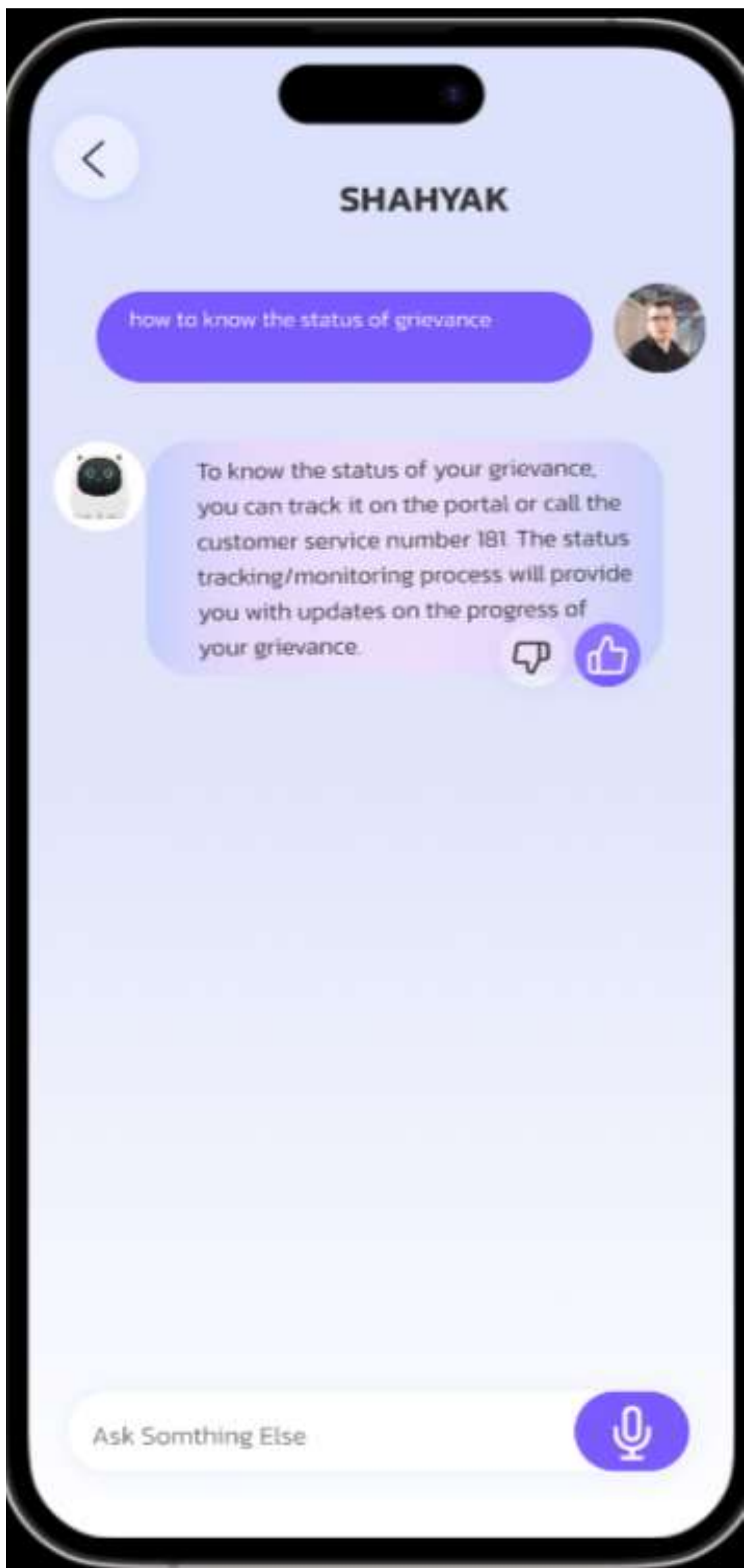
- Improved Efficiency:
- Cost Savings:
- Increased Data Collection
- Improved Customer Satisfaction

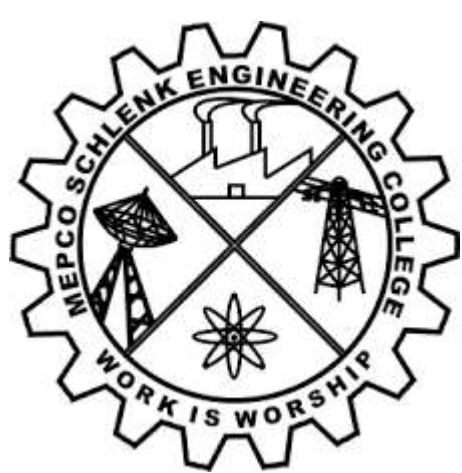




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# CHATBOT





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# RESOURCES

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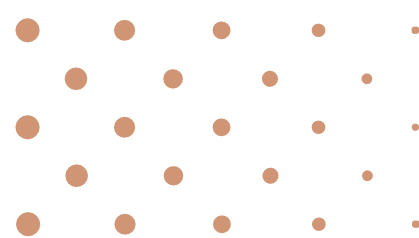
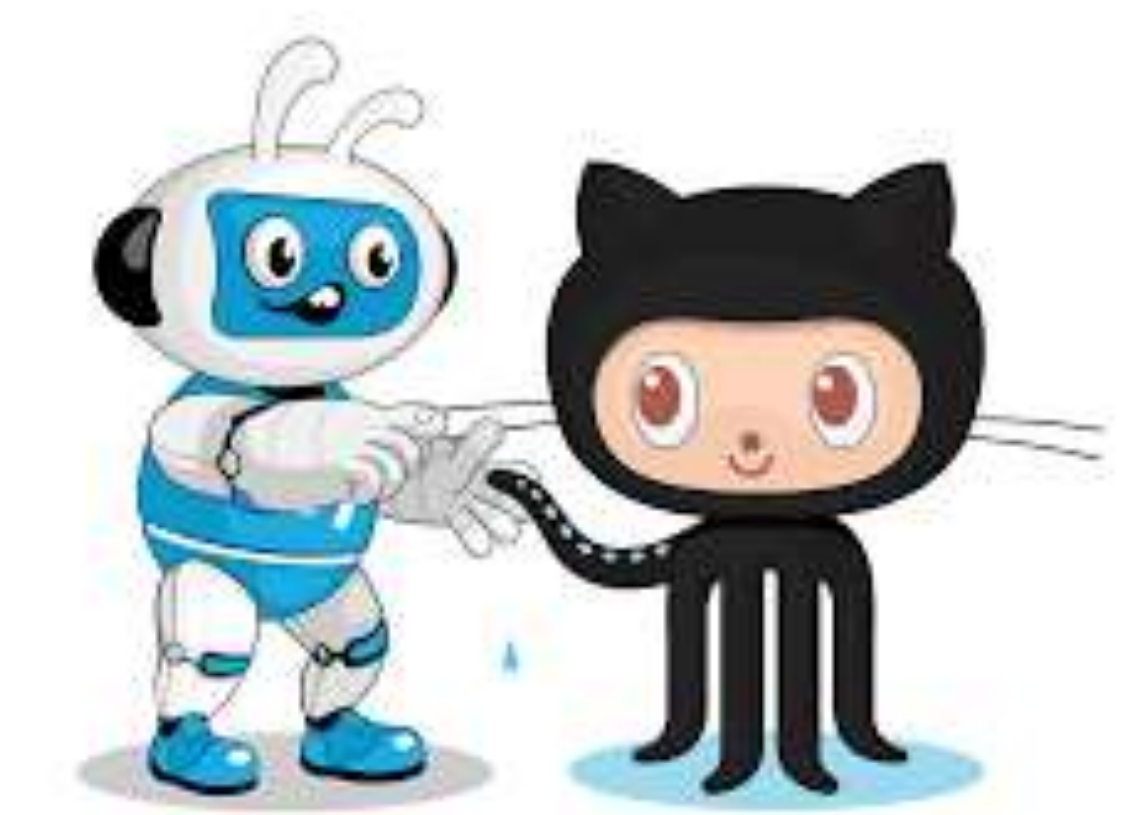
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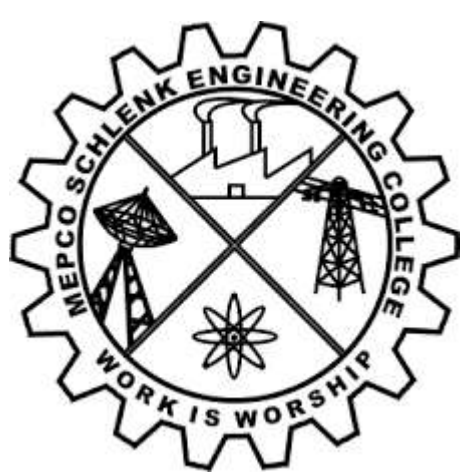
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GITHUB links

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# REFERENCES

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<https://sites.google.com/view/chatbots-in-mobile-learning/references>

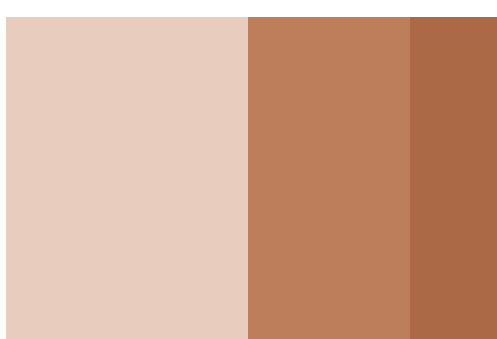
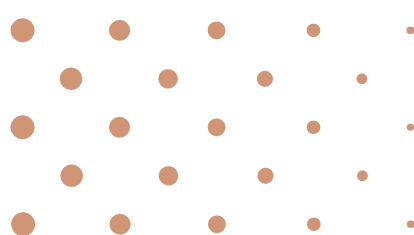
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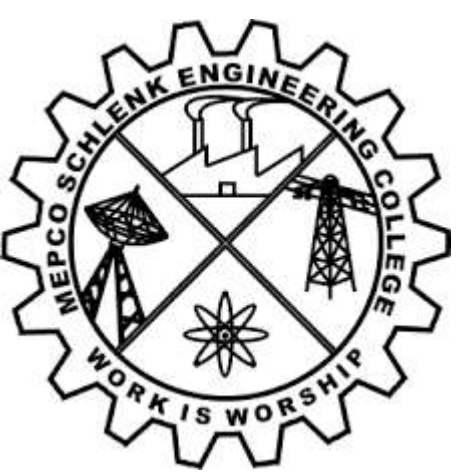
<https://mitre.github.io/chatbot-accessibility-playbook/docs/references.html>

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<https://gemini.google.com/>







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## TEAM DETAILS

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Jeeva Joslin Y

jeevajosliny\_bcs25@mepcoeng.ac.in

Team Member 1

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Sanjay M

sanjay.m15f4\_bcs25@mepcoeng.ac.in

~~Team Member 2~~

Dr. T. Manonmani

manonmani@mepcoeng.ac.in

Mentor

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Affiliated to

Department of Computer  
Science & Engineering

Mepco Schlenk Engineering  
College, Sivakasi



Department of Computer  
Science Engineering,  
Mepco Schlenk Engineering  
College, Sivakasi,  
Tamilnadu – 626005, India

Email: [manonmani@mepcoeng.ac.in](mailto:manonmani@mepcoeng.ac.in)

Website: [www.mepcoeng.ac.in](http://www.mepcoeng.ac.in)