Grievance Redressal - eGov

Problem Context:
Citizens face a lot of civic issues very often. Most of them, depending on the severity and urgency of the situation, get reported by citizens and solved by the respective department in the government (local).

Samples of problem type and subtype listed here

Problem:
Since, the complaint raising process needs a lot of information, it takes time and effort from citizens in raising one. There is also a good drop-off rate in the complaint creation funnel. To make it more usable and accessible, we should ease the complaint raising process.

AI Prototype to Demo:
- Chatbot hosted on Telegram
- LLM base will be ChatGPT ($25-$50) tokens for the demo
- Customer will be able to send voice and text along with photos
- Customer will be able to select location through auto-detection
- The AI will respond conversationally (in the local language) and register a structured complaint from this conversation

Channel:
There are multiple channels on which a citizen can raise a complaint.

1. Usually a toll-free number / IVR developed by the local governing body and found on Google SERP.
2. Form Filling on government website
3. Raise Complaint through mobile app/WhatsApp.
4. Counter employee at a grievance cell.

Having DIGIT PGR in place, all these complaints get directly logged into DIGIT by citizens or a counter employee on behalf of citizens, or IVR posting onto DIGIT.

Workflows:
1. Once the citizen logs the complaint, the complaint arrives into a central grievance cell, to a GRO (Grievance Redressal Officer).
2. The officer will assign it to LME. (last mile employee)
3. LME solves the grievance and workflow ends there.
4. Citizen gets a notification to provide feedback.

Raising a grievance:
Citizen needs to fill following to raise a grievance
1. Complaint Type

2. Sub Type
3. Location
    a. City
    b. Locality
    c. Pincode
    d. Ward
    e. GPS (AutoCaptured from Map pointer)
    f. Image
    g. Additional Info (Free Text)

Once this information is filled, a complaint is submitted.

Information about the user:
We know the following details of the user while registering a complaint
1. Name
2. Phone Number

Solution:
1. Citizens can use any mode (Free form text or voice) as supported by respective channels and be able to raise a complaint in less time.
2. This should automatically create a complaint in DIGIT for the employee.

Language
Complaints mostly come in local language where the DIGIT grievance solution is deployed.

Sample Complaints

Complaint (English)	Complaint (Punjabi)
Street Lights	ਸੜਕ ਦੀਆਂ ਲਾਈਟਾਂ
Garbage	ਕੂੜਾ
Drains	ਨਾਲੇ
Water and Sewage	ਪਾਣੀ ਅਤੇ ਸੇਵੇਜ਼
Property Tax/House Tax	ਸੰਪਤਿ ਟੈਕਸ/ਘਰ ਟੈਕਸ

Roads and Footpaths	ਸੜਕਾਂ ਅਤੇ ਪੈਦਲ ਮਾਰਗਾਂ
Mosquitos	ਮੱਛੀਆਂ
Animals	ਜਾਨਵਰ
Public Toilets	ਸਰਕਾਰੀ ਸ਼ੌਚਾਲਯ
Land Violations	ਜ਼ਮੀਨ ਉਲਲੰਘਨ
Trees	ਰੁੱਖ
Open Defecation	ਖੁੱਲੇ ਖੁਲਲਾਹਟ
Parks	ਬਾਗਾਂ
Birth and Death	ਜਨਮ ਅਤੇ ਮੌਤ
eGovernance Related	ਇ-ਗਵਰਨੈਂਸ ਸੰਬੰਧਿਤ
Environment Related	ਪਰਿਸਥਿਤੀ ਸੰਬੰਧਿਤ
Mseva Application Related Issues	ਐਮਸੇਵਾ ਐਪਲੀਕੇਸ਼ਨ ਸੰਬੰਧਿਤ ਮੁੱਦੇ
Canal Based Water Supply Project	ਨਹਰ ਆਧਾਰਤ ਪਾਣੀ ਪ੍ਰਬੰਧਨ ਪਰਿਯੋਜਨਾ

Create Complaint API

```
curl
'https://staging.digit.org/pgr-services/v2/request/_create?tenantId=pg.city
a' \
 -H 'authority: staging.digit.org' \
 -H 'accept: application/json, text/plain, */*' \
 -H 'accept-language: en-GB,en-US;q=0.9,en;q=0.8' \
 -H 'content-type: application/json;charset=UTF-8' \
```

```
 -H 'cookie: intercom-id-xp1951jv=029baba2-f0f8-4c6f-86f9-2a93bd590098;
intercom-device-id-xp1951jv=7fb25316-be2b-4eb4-aedf-1079c17c8621;
_ga_XBQP06FR8V=GS1.1.1690541597.2.0.1690541597.60.0.0;
_ga_6130JJKLD4=GS1.1.1695644958.1.1.1695644970.48.0.0;
_ga_2E44ZSYXS7=GS1.1.1695644945.9.1.1695644976.0.0.0;
_ga_0JZG96DZSM=GS1.1.1700496102.7.0.1700496102.60.0.0;
_ga_V2CPZCVTXQ=GS1.1.1700542957.3.1.1700542981.0.0.0;
_ga_H9YC8FEN6F=GS1.1.1700561845.106.0.1700561845.60.0.0;
_gid=GA1.2.1092943266.1701160119; __cuid=f2abccb1ceee4eec83ee870361ecc1f1;
_ga_P1TZCPKF6S=GS1.1.1701160119.57.1.1701160127.52.0.0;
_ga=GA1.1.1304358364.1673352718;
amp_fef1e8=21b0f7da-cab2-434b-b301-986821b19c15R...1hgagmthc.1hgah00fr.121.
13.134' \
 -H 'origin: https://staging.digit.org' \
 -H 'referer:
https://staging.digit.org/digit-ui/citizen/pgr/create-complaint/additional-
details' \
 -H 'sec-ch-ua: "Google Chrome";v="119", "Chromium";v="119",
"Not?A_Brand";v="24"' \
 -H 'sec-ch-ua-mobile: ?0' \
 -H 'sec-ch-ua-platform: "Linux"' \
 -H 'sec-fetch-dest: empty' \
 -H 'sec-fetch-mode: cors' \
 -H 'sec-fetch-site: same-origin' \
 -H 'user-agent: Mozilla/5.0 (X11; Linux x86_64) AppleWebKit/537.36 (KHTML,
like Gecko) Chrome/119.0.0.0 Safari/537.36' \
 --data-raw
'{"service":{"tenantId":"pg.citya","serviceCode":"NoStreetlight","descripti
on":"near tank
bund","additionalDetail":{},"source":"web","address":{"landmark":"test
landmark","city":"City A","district":"City A","region":"City
A","state":"Demo","locality":{"code":"JLC477","name":"Gali No,. 2 To Gali
No.
6"},"geoLocation":{}}},"workflow":{"action":"APPLY","verificationDocuments"
:[{"documentType":"PHOTO","fileStoreId":"338efe0d-605a-4982-8cd9-182ffe630e
70","documentUid":"","additionalDetails":{}}]},"RequestInfo":{"apiId":"Rain
maker","authToken":"542397bc-bd8e-43d2-a72a-dc039ed11107","userInfo":{"id":
1699,"uuid":"08088137-c0f9-4337-800b-8f7a66d1b83d","userName":"9449944900",
"name":"Sushan","mobileNumber":"9449944900","emailId":"sushan@gmail.com","l
ocale":null,"type":"CITIZEN","roles":[{"name":"Citizen","code":"CITIZEN","t
enantId":"pg"},{"name":"BPA
Architect","code":"BPA_ARCHITECT","tenantId":"pg"}],"active":true,"tenantId
":"pg","permanentCity":"pg.citya"},"msgId":"1701160512368|en_IN","plainAcce
ssRequest":{}}}' \
 --compressed
```