**Problem Statement**

**URL:** **https://innovateindia.mygov.in/darpg-challenge-2024/**

There are five problem statements for the Hackathon. **Link to the datasets will be available after registration on challenge page**. The problem statements are as following:

**PROBLEM STATEMENT 1 :**Develop an AI/ML-driven system for topic clustering/modelling to enable auto-categorisation of received grievance reports for sharing of the same with last-mile officers concerned. The proposed solution may include mechanism for sharing received grievance reports with various registered officials as well as monitoring/tracking of reports concerned.

**PROBLEM STATEMENT 2 :**Develop an AI/ML-driven Chatbot which is Ministry Specific to help the Citizens to resolve their common queries related to filing a Grievance in the CPGRAMS portal ([https://pgportal.gov.in](https://pgportal.gov.in/)) and expedite smooth submission of grievances.

**PROBLEM STATEMENT 3 :**Evaluate and optimize an existing open-source speech-to-text transcription tool for accurately converting feedback calls related to citizen grievances into English text. The goal is to benchmark the tool’s performance and implement enhancements to achieve measurable improvements in transcription accuracy for calls in Hindi, English, and Hinglish. This project does not involve creating a new system but rather focuses on refining an already established open-source solution.

**PROBLEM STATEMENT 4 :**Develop an AI/ML-driven system for granular monitoring, logging and analysis of the existing auto-routing system to identify and analyse pattern of 1) grievances being routed to incorrect agency/official, 2) Keep in mind that habitual complainants person/agency may file multiple grievances per Ministry and they not be made part of ranking and 3) grievance redressal performance of various Ministries/Departments/States/UTs so as to generate ranking of their effectiveness and efficiency. The proposed solution may be in the form of a dashboard, accessible via web and mobile for DARPG and other relevant officials, to monitor performance of the grievance redressal system and various registered government agencies. GRAI Report will be shared with all participants for understanding the existing ranking system.

**PROBLEM STATEMENT 5 :**Develop UI/UX solutions to improve adoption and usability (by Government Agencies/Officers) of DARPG portal/tool such as Tree Dashboard and IGMS website.