

HACKATHON:

Online Hackathon on Data-driven Innovation for Citizen Grievance Redressal organised by the Department of Administrative Reforms & Public Grievances (DARPG) of the Ministry of Personnel, Public Grievances & Pensions.

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>) and expedite smooth submission of grievances.

Team Members:

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Project Report / Output Demonstration:

The screenshot shows a web browser window with multiple tabs open at the top. The active tab is titled "Centralized Public Grievance Redress And Monitoring System Knowledge ChatBot". A blue button labeled "Chatbot" is visible. In the main chat area, a user asks, "Can You explain the step by step process of grievances redressal". The chatbot responds with a list of 9 steps:

1. Lodge the grievance: This can be done online or by post.
2. Acknowledge the grievance: Once received, a unique registration number is assigned to each grievance.
3. Track the grievance: It can be tracked on the portal using the view status link and providing the unique registration number.
4. Redress the grievance: Every Central Ministry/Department has a designated Joint Secretary or Director/Deputy Secretary as its 'Director of Grievances'. They are responsible for redressing grievances related to their respective ministries/departments.
5. Close the grievance: Once resolved, the grievance is closed and a final report is provided.
6. Reopen the grievance: If dissatisfied with the resolution, the grievance can be reopened by lodging a fresh grievance, drawing reference to the closed grievance, and calling for details.
7. Contact the Nodal Officer: The contact details of the Nodal Officers of Public Grievances in Ministries/Departments are available on their websites.
8. Personal Hearing: Every Wednesday of the week has been earmarked for receiving and hearing of grievances by the Director of Public Grievances in person.
9. Types of grievances not taken up: Subjudice cases or any matter concerning judgement given by any court, personal and family disputes, RTI matters are not taken up for redress by the department.

At the bottom of the screen, there are standard Windows system icons for weather (25°C Partly cloudy), search, file explorer, and other system utilities. The date and time are also displayed as 10:08 PM on 02/26/24.

Country. It is available in multiple languages including English, Hindi, Gujarati, Marathi, Bangla, Telugu, Assamese, Odia, Tamil, Malayalam, Urdu, Sindhi, Bodo, Konkani, Nepali, Manipuri, Punjabi, Kannada, Dogri, Maithili, Kashmiri, Sanskrit, Santali, etc.

6. What is the department incharge for Grievances
7. Can we re-open closed grievances
8. Central Board of Indirect Taxes and Customs address
9. Can you provide the public nodal grievance officer details Indirect Taxes
6. The department in charge of Grievances is the Department of Administrative Reforms and Public Grievances (DARPO).
7. Yes, a citizen can re-open closed grievances by lodging a fresh grievance drawing reference to the closed grievance, and calling for details. Sometimes, the details are sent by post and mentioned in the final report. The postal delivery may be awaited before lodging a fresh grievance.
8. The Central Board of Indirect Taxes and Customs (CBIC) address is as follows:
Ministry of Finance, North Block, New Delhi - 110001.
9. The public nodal grievance officer details for Indirect Taxes are not provided in the given context. However, the list of Nodal Officers of Public Grievances in Ministries/Departments is accessible on the Department's website at <https://www.darpp.gov.in/>. Additionally, it is also available in the Citizen's Charter of the Ministries/Departments hosted on their websites.
10. I am sorry but I cannot provide the answer to this question as it is not clear what is being asked. Please provide more context or clarify your question.

Knowledge Bot

Chatbot

How do i know what is happening to my grievance request

To track the status of your grievance, you can visit the official website of the Centralized Public Grievance Redress and Monitoring System (<https://www.pgportal.gov.in/>) and log in using the credentials provided during registration. Once logged in, you can view the details of your grievance and its current status. If you have any further questions or concerns, you can contact the system's customer support team for assistance.

Knowledge Bot

Chatbot

What is the department incharge for Grievances

The Department of Administrative Reforms & Public Grievances is the centralized department responsible for handling public grievances arising from the work of various ministries and departments of the government of India.

Can we re-open closed grievances

1. No, if a grievance has been closed without providing any details, the citizen will need to lodge a new grievance drawing reference to the closed grievance and request for details. Sometimes, the details may be sent via post and mentioned in the final report, and the citizen will need to wait for the postal delivery before filing a new grievance.

Textbox

Can we re-open closed grievances

1

Can you provide the public nodal grievance officer details Indirect Taxes

1. According to the information provided, there is no specific nodal grievance officer for Indirect Taxes mentioned. However, if you have not received a satisfactory resolution to your grievance within a reasonable period of time, you can seek assistance from the Directorate of Public Grievances (DPG). The DPG is responsible for resolving grievances related to all Ministries/Departments and organizations under its purview. To get more information about how to file a grievance with the DPG, please visit <https://www.pgportal.gov.in/>.

Text

Audio

Chatbot

How can each grievance be solved? what are the steps to be taken?

Each grievance can be solved through the following steps:

1. Identify the type of grievance: The first step is to identify the type of grievance that you have. This will help you understand the process and the appropriate authority to approach.
2. Lodge the grievance: Once you have identified the type of grievance, you need to lodge it with the appropriate authority. This can be done online or offline, depending on the preference of the authority.
3. Acknowledgement: After lodging the grievance, you should receive an acknowledgement from the authority. This will confirm that your grievance has been received and is being processed.
4. Investigation: The authority will investigate the grievance to determine the cause of the issue and gather all necessary information.
5. Resolution: Based on the investigation, the authority will take appropriate action to resolve the grievance. This may involve providing compensation, corrective action, or other forms of relief.
6. Follow-up: After the resolution, you should follow up with the authority to ensure that the grievance has been resolved satisfactorily.

It is important to note that the specific steps for resolving a grievance may vary depending on the type of grievance and the authority involved. However, the general

Textbox

DARPG Dataset Pre-processing:

```

> 
import pandas as pd
import json
from pandas import json_normalize
with open('/Users/supreethnp/Desktop/Hackathon/problem_statement_1_and_2/no_pii_grievance_v2.json') as f:
    data = json.load(f)
# Convert JSON to DataFrame Using read_json()
df2 = json_normalize(data)
print(df2)
[10] ✓ 3.7s
...
   _idUserCode      dist_name org_code pincode \
0  MORLY/E/2023/0000001  North 24 Parganas  MORLY  700130
1  GOVUP/E/2023/0000001       45427        NaN  GOVUP  203001
2  MOLBR/E/2023/0000001     1356254  Hyderabad  MOLBR  500023
3  MOLBR/E/2023/0000002     1092136      Nagpur  MOLBR  440001
4  GOVUP/E/2023/0000002       45427        NaN  GOVUP  203001
...
   ...
175779 UIDAI/E/2023/0001182      None  Pakaur  UIDAI  None
175780 DPOST/E/2023/0004221     785742  Cuttack  DPOST  753001
175781 MOMAF/E/2023/0000235     14256  Anantnag  MOMAF  192212
175782 MOLBR/E/2023/0010864     1722766  Mumbai City  MOLBR  400049
175783 MODEF/E/2023/0000652      None  Bhagalpur  MODEF  813209

   registration_no \
0  MORLY/E/2023/0000001
1  GOVUP/E/2023/0000001
2  MOLBR/E/2023/0000001
3  MOLBR/E/2023/0000002
4  GOVUP/E/2023/0000002
...
175779 UIDAI/E/2023/0001182
175780 DPOST/E/2023/0004221
175781 MOMAF/E/2023/0000235
175782 MOLBR/E/2023/0010864
175783 MODEF/E/2023/0000652
...
175782 2023-02-02T00:00:00.000+0000      NaN      NaN
175783          NaN      NaN      NaN

[175784 rows x 18 columns]
Output is truncated. View as a scrollable element or open in a text editor. Adjust cell output settings...

```

	Python															
	_id	UserCode	dist_name	org_code	pincode	registration_no	remarks_text	sex	state	subject_content_text	v7_target	CategoryV7.\$numberLong	DiaryDate.\$date	closing_date.\$date	recv_date.\$date	resoluti...
0	MORLY/E/2023/0000001	110124	North 24 Parganas	MORLY	700130	MORLY/E/2023/0000001	As per railway record, there is no authorization...	M	WB	Railways, (Railway Board)>> Miscellaneous\...	No	11578	2023-01-01T00:00:19.977+0000	04T00:00:00.000+0000	01T00:00:19.977+0000	04T00:00:00.000+0000
1	GOVUP/E/2023/0000001	45427	NaN	GOVUP	203001	GOVUP/E/2023/0000001	Sir/Madam, With reference to Grievance no. X0...	M	UP	XAXPX/X/XOX2X4X0X01REGARDING CBCID INSPECTION...	NaN	NaN	2023-01-01T00:01:29.780+0000	24T00:00:00.000+0000	01T00:01:28.567+0000	2023-01-01T00:00:00.000+0000
2	MOLBR/E/2023/0000001	1356254	Hyderabad	MOLBR	500023	MOLBR/E/2023/0000001	Please submit establishment clarification letter...	M	TG	Labour and Employment >> PF Withdrawal >> Other...	No	2369	2023-01-01T00:01:45.593+0000	12T00:00:00.000+0000	2023-01-01T00:01:45.593+0000	2023-01-12T00:00:00.000+0000
3	MOLBR/E/2023/0000002	1092136	Nagpur	MOLBR	440001	MOLBR/E/2023/0000002	NaN	M	MH	Labour and Employment >> Pension >> Others\...	No	2379	2023-01-01T00:02:07.247+0000	06T00:00:00.000+0000	01T00:02:07.247+0000	2023-01-06T00:00:00.000+0000
4	GOVUP/E/2023/0000002	45427	NaN	GOVUP	203001	GOVUP/E/2023/0000002	NaN	M	UP	XAXPX/X/XOX2X4X0X01REGARDING CBCID INSPECTION...	NaN	NaN	2023-01-01T00:02:25.663+0000	24T00:00:00.000+0000	01T00:02:24.913+0000	2023-01-01T00:02:24.913+0000

```

df2.isnull().sum(axis = 0)
[12]   ✓ 0.3s

...      _id          0
UserCode    77687
dist_name   52976
org_code     383
pincode     14282
registration_no  0
remarks_text  68880
sex          0
state        263
subject_content_text  0
v7_target    119121
CategoryV7.$numberLong  112162
DiaryDate.$date      0
closing_date.$date   13419
recv_date.$date      0
resolution_date.$date  68880
CategoryV7          175784
closing_date        175784
dtype: int64

```

Python

text	DiaryDate.\$date	closing_date.\$date	recv_date.\$date	resolution_date.\$date
d >>	2023-01-01T00:00:19.977+0000	2023-01-04T00:00:00.000+0000	2023-01-01T00:00:19.977+0000	2023-01-04T00:00:00.000+0000
DING	2023-01-01T00:01:29.780+0000	2023-01-24T00:00:00.000+0000	2023-01-01T00:01:28.567+0000	NaN
> PF	2023-01-01T00:01:45.593+0000	2023-01-12T00:00:00.000+0000	2023-01-01T00:01:45.593+0000	2023-01-12T00:00:00.000+0000
n >>	2023-01-01T00:02:07.247+0000	2023-01-06T00:00:00.000+0000	2023-01-01T00:02:07.247+0000	2023-01-06T00:00:00.000+0000
DING	2023-01-01T00:02:25.663+0000	2023-01-24T00:00:00.000+0000	2023-01-01T00:02:24.913+0000	NaN
DING	2023-01-01T00:03:02.520+0000	2023-01-24T00:00:00.000+0000	2023-01-01T00:03:01.790+0000	NaN
epot	2023-01-01T00:04:02.500+0000	2023-01-03T00:00:00.000+0000	2023-01-01T00:04:02.500+0000	2023-01-03T00:00:00.000+0000
-----\	2023-01-01T00:04:11.570+0000	2023-01-04T00:00:00.000+0000	2023-01-01T00:04:11.570+0000	2023-01-04T00:00:00.000+0000
-----	2023-01-01T00:04:30.550+0000	2023-01-09T00:00:00.000+0000	2023-01-01T00:04:30.550+0000	2023-01-09T00:00:00.000+0000
antri	2023-01-01T00:05:15.500+0000	NaN	2023-01-01T00:05:15.500+0000	2023-01-31T00:00:00.000+0000

Retrieval of dataset PDF in the form of chunks of texts:

```
WARNING: langchain.text_splitter:Created a chunk of size 299, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 153, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 178, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 469, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 210, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 109, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 169, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 129, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 318, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 344, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 115, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 392, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 148, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 133, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 210, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 189, which is longer than the specified 100
WARNING: langchain.text_splitter:Created a chunk of size 169, which is longer than the specified 100
[Document(page_content=" * भारत सरकार Government of India\\n * कार्यालय, लोक विकास और पर्यावरण Ministry of Personnel, Public Grievances & Pensions\\n\\n * Home\\n * Contact Us\\n * About Us\\n * FAQs/Help\\n * Site Map\\n * 2024 Holiday List\\n\\n")]
```

```
modules.json: 100% 349/349 [00:00<00:00, 15.7kB/s]
```

```
config_sentence_transformers.json: 100% 116/116 [00:00<00:00, 5.58kB/s]
```

```
README.md: 100% 10.6k/10.6k [00:00<00:00, 486kB/s]
```

```
sentence_bert_config.json: 100% 53.0/53.0 [00:00<00:00, 2.14kB/s]
```

```
config.json: 100% 571/571 [00:00<00:00, 22.0kB/s]
```

```
pytorch_model.bin: 100% 438M/438M [00:02<00:00, 167MB/s]
```

```
tokenizer_config.json: 100% 363/363 [00:00<00:00, 17.1kB/s]
```

```
vocab.txt: 100% 232k/232k [00:00<00:00, 6.33MB/s]
```

```
tokenizer.json: 100% 466k/466k [00:00<00:00, 15.8MB/s]
```

```
special_tokens_map.json: 100% 239/239 [00:00<00:00, 9.09kB/s]
```

```
1_Pooling/config.json: 100% 190/190 [00:00<00:00, 6.14kB/s]
```

```
[26] print(chunked_documents)
```

```
the \\n Grievance Redressal Cell dated \\n
```

```
December 26th 2022. \\n
```

```
We request you to take up the \\n
```

```
request with the Bank of India \\n
```



```
[27] print(chunked_documents)
```

```
the \\n Grievance Redressal Cell dated \\n
```

```
December 26th 2022. \\n
```

```
We request you to take up the \\n
```

```
reques
```

```
[28] print(docs_transformed)
```

```
Namaste. \\n
```

```
Health & Family Welfare >> \\n
```

```
CGHS Health Centres >> Hospital \\n
```

```
Services >> Refusal of admission \\n \\n
```

```
[ ] #lets try inserting own documents
```

```
chunked_documents=text_splitter.split_documents(docs_transformed)
```

**Retrieving the External Database (PDF & URLs) via RAG chain:
Printing the Retrieved Context:**

```
# Create llm chain
llm_chain = LLMChain(llm=mistral_llm, prompt=prompt)
```

▼ Build RAG Chain

```
rag_chain = (
    {"context": retriever, "question": RunnablePassthrough()}
        | llm_chain
)
result = rag_chain.invoke("List some grievances faced?")
/usr/local/lib/python3.10/dist-packages/transformers/generation/utils.py:410: UserWarning: `do_sample` is set to `False`. However, `tf
  warnings.warn(
Setting `pad_token_id` to `eos_token_id`:2 for open-end generation.
```

```
[ ] result['context']
```

[Document(page_content='10\\. What are the types of grievances which are not taken up for redress by\\nthe Department?', metadata={'source': '<https://www.poportal.gov.in>'}, page_content='6\\. What happens to the grievances? How are the grievances dealt with in\\nCentral Ministries/Departments?', metadata={'source': '<https://www.poportal.gov.in>'}, page_content='15\\. What can a citizen do if he is not satisfied with the redressal of his\\ngrievance?', metadata={'source': '<https://www.poportal.gov.in>'}, page_content='2\\. Where can the grievances be sent?\\n\\nThe grievances can be sent to :', metadata={'source': '<https://www.poportal.gov.in>'}]]

```
▶ print(result['text'])
```

- 1. Grievances related to corruption and maladministration
 - 2. Grievances related to non-delivery of public services
 - 3. Grievances related to violation of human rights
 - 4. Grievances related to environmental degradation
 - 5. Grievances related to social justice and equality
 - 6. Grievances related to health and education
 - 7. Grievances related to employment and labor issues
 - 8. Grievances related to taxation and financial matters
 - 9. Grievances related to security and defense issues
 - 10. Grievances related to foreign policy and diplomacy issues

Printing a part of the Context being passed to the LLM:

The screenshot shows a Jupyter Notebook interface with the following details:

- File Menu:** File Edit View Insert Runtime Tools Help
- Files:** A sidebar showing files: .., sample_data, Grievances_dataset.pdf, remarks&subject_content.csv.
- Code Cells:**
 - [25] {question} [/INST]
Create prompt from prompt template
prompt = PromptTemplate(
 input_variables=["context", "question"],
 template=prompt_template,
)

Create llm chain
llm_chain = LLMChain(llm=mistral_llm, prompt=prompt)
 - [26] rag_chain = (
 {"context": retriever, "question": RunnablePassthrough()
 | llm_chain
})
result = rag_chain.invoke("List some grievances faced?")

/usr/local/lib/python3.10/dist-packages/transformers/generation/configuration_utils.py:410: UserWarning: `do_sample` is set to `F
warnings.warn(
Setting `pad_token_id` to `eos_token_id`:2 for open-end generation.
 - [27] result['context']
[27] print(result['text'])
- Output:**
 - Cell [26] output:
[Document(page_content='10\\n. What are the types of grievances which are not taken up for redress by\\nthe Department?', metadata={
'https://www.pgportal.gov.in/Home/Faq'}),
 Document(page_content='6\\n. What happens to the grievances? How are the grievances dealt with in\\nCentral Ministries/Departments
'https://www.pgportal.gov.in/Home/Faq'),
 Document(page_content='15\\n. What can a citizen do if he is not satisfied with the redressal of his\\ngrievance?', metadata={
'source': 'https://www.pgportal.gov.in/Home/Faq'}),
 Document(page_content='2\\n. Where can the grievances be sent?\\n\\nThe grievances can be sent to :', metadata={'source': '<https://www.pgportal.gov.in/Home/Faq>'})]
 - Cell [27] output:
1. Types of grievances which are not taken up for redress by the Department.
2. What happens to the grievances? How are the grievances dealt with in Central Ministries/Departments?
3. What can a citizen do if he is not satisfied with the redressal of his grievance?
- System Status:** Disk 27.15 GB available
- Execution Status:** ✓ 0s completed at 14:36

Based on the Dataset provided by DARPG:

We asked the following grievance queries to our interactive Chatbot, let us look at the responses.

🔒 b97c752a3836eec366.gradio.live

Text

Audio

💬 Chatbot

List some of the grievances faced by families

1. Lack of access to basic necessities such as food, water, and shelter
2. Health issues and lack of healthcare facilities
3. Education-related problems such as lack of schools or inadequate education facilities
4. Employment opportunities and unemployment issues
5. Financial difficulties and debt
6. Legal issues and lack of legal aid
7. Environmental degradation and pollution
8. Social discrimination and inequality
9. Political repression and lack of freedom of expression
10. Violence and crime against family members.

Textbox

Text

Audio

Chatbot

processing | 9.3/8

13. Filing an appeal within 30 days if dissatisfied with the grievance redressal.

what grievances do farmers face?

There are several types of grievances that farmers may face, including issues related to land acquisition, compensation, irrigation, agricultural inputs, and other farming-related matters. These grievances may be related to central ministries or departments such as the Ministry of Agriculture and Farmers' Welfare, the Ministry of Rural Development, or the Ministry of Water Resources. It is important for farmers to understand their rights and seek appropriate redress if they encounter any issues with their farming operations.

Text

Audio

Chatbot

what can be done in case of any fraud transactions from my bank account?

If you have experienced a fraudulent transaction from your bank account, you should first contact both your bank and the bank where the money was transferred in order to resolve the issue. After receiving a response from the bank where the money was transferred, you may want to request your bank to investigate the transaction, recover the stolen funds, and credit them back to your account. Additionally, you may want to be informed of the actions taken.

I have not yet received my pension. what do I do now?

If you have not yet received your pension, there are several steps you can take to resolve this issue. First, you should visit the official website of the Department of Pensions and Pensioners' Welfare (DPPW) at <https://www.pension.gov.in/pension/>. From there, you can access the online grievance redressal system and lodge a

what issues did A CGHS beneficiary in Varanasi face?

A CGHS beneficiary in Varanasi faced issues with two empanelled hospitals (Galaxy and Popular) during an emergency for their spouse. Both hospitals refused admission and cashless treatment despite a valid CGHS card. The author contacted relevant authorities but received no response initially. They eventually received assistance from another source to recover the cost from one hospital and are requesting action against both hospitals for violating the CGHS scheme.

what is the solution for it?

The solution for the grievance would depend on the specific issue raised by the individual. However, some general solutions mentioned in the context include:

1. Closing the complaint at the end of the investigation.

Textbox

|

Use via API 🔍 · Built with Gradio 🎨

Text

Audio

Chatbot

The solution for the grievance would depend on the specific issue raised by the individual. However, some general solutions mentioned in the context include:

1. Closing the complaint at the end of the investigation.
2. Investigating the matter and taking appropriate action.
3. Providing the name of the ISP of the internet connection.
4. Removing the hold on the account after completion of the required signatures.
5. Reporting the matter to the respective department.
6. Resuming benefits after land seeding.
7. Verifying the documents and resuming payments.
8. Contacting the circle office.
9. Forwarding the grievance to the District Collector for further handling.
10. Taking action against the hospitals for violating the CGHS scheme.
11. Expediting the passport application after submitting the missing document.
12. Fixing the crossing immediately to prevent potential accidents.
13. Filing an appeal within 30 days if dissatisfied with the grievance redressal.

Textbox

|

Text

Audio

Chatbot

I have not yet received my pension. what do I do now?

If you have not yet received your pension, there are several steps you can take to resolve this issue. First, you should visit the official website of the Department of Pensions and Pensioners' Welfare (DP&PW) at <https://www.pgportal.gov.in/pension/>. From there, you can access the online grievance redressal system and lodge a complaint regarding the delay in receiving your pension.

Alternatively, you can also contact the Director of Public Grievances of the Ministry/Department concerned, whose details are available on the pgportal.gov.in. This is mentioned in the FAQ section of the pgportal.gov.in.

It is important to note that any grievance sent by email will not be attended to or entertained. Therefore, it is recommended to lodge your grievance through the online portal or by contacting the Director of Public Grievances as mentioned above.

Text

Audio

Chatbot

I want to express my concern regarding inadequate train and bus connectivity to Bhadrachalam, making travel difficult for pilgrims and visitors like me. It would be nice if there was an improvement in the train and bus services. To whom can i report my grievance and what steps should i take?

To report your grievance regarding inadequate train and bus connectivity to Bhadrachalam, you can lodge it online on the official website of the Ministry of Railways or the Ministry of Road Transport. Alternatively, you can also send your grievance by post to the respective authorities.

If you do not receive a satisfactory redress of your grievance within a reasonable period of time, you can seek help from the Directorate of Public Grievances (DPG). The DPG is responsible for resolving grievances related to Ministries/Departments and Organisations under its purview.

It is important to note that the government is not charging any fees from the public for filing grievances. All money paid by the public for filing grievances goes only to M/s CSC.

If you wish to take up the matter with the Director of Public Grievances of the Ministry/Department concerned, you can find their contact details on the official website of the pgportal.

ext

Audio

Chatbot

I am experiencing call drops and internet outages frequently. How do I solve this issue?

To solve the issue of frequent call drops and internet outages, you can try the following steps:

1. Check your internet connection: Make sure that your internet connection is stable and working properly. If you are using a mobile device, check if your phone signal is strong enough to connect to the network.
2. Restart your devices: Try restarting your phone, laptop, or any other device that you are using to access the internet. Sometimes, simply restarting your device can help resolve connectivity issues.
3. Clear your cache and cookies: Clearing your browser's cache and cookies can help resolve connectivity issues. This will help your browser load the website correctly and improve your browsing experience.
4. Update your software: Ensure that your operating system and software are up to date. Outdated software can cause compatibility issues and affect your internet connectivity.
5. Contact your internet service provider: If none of the above steps work, contact your internet service provider to see if there are any issues with the network in your area. They may be able to provide additional support or troubleshoot the issue for you.

In case of broadband failures, whom should i contact?

If you are experiencing broadband failures, you can contact the Public Grievances Officer of the Ministry/Department concerned. The details of the Public Grievances Officer are available on the pgportal.gov.in website. Alternatively, you can also report the issue to the Nodal Agencies that receive grievances online through pgportal.gov.in, as well as by post or by hand in person, from the public.

Textbox

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Text Audio

Chatbot

Why am I facing a delay in my passport application? I had applied for fresh/re-issue of passport. I have not yet received. What should i do to solve this issue?

If you are facing a delay in your passport application, there could be several reasons for it. One possible reason could be that the passport office is currently experiencing a backlog due to a high volume of applications. Another possibility is that there may be some issues with your application that need to be resolved before it can be processed.

In such cases, it is recommended that you first check the status of your application on the official passport website or contact the passport office directly to find out if there are any specific issues with your application that need to be addressed. If you are unable to resolve the issue on your own, you may also consider taking up the matter with the Director of Public Grievances of the Ministry/Department concerned, as mentioned in the FAQs.

Additionally, you can also communicate any queries, comments, or discrepancies related to your passport application to the Department of Administrative Reforms and Public Grievances, as per the contact address provided in the FAQs. They will be able to assist you in resolving the issue and provide further guidance on how to proceed.

Text Audio

Chatbot

processing | 9.3/8.95

13. Filing an appeal within 30 days if dissatisfied with the grievance redressal.

what grievances do farmers face?

There are several types of grievances that farmers may face, including issues related to land acquisition, compensation, irrigation, agricultural inputs, and other farming-related matters. These grievances may be related to central ministries or departments such as the Ministry of Agriculture and Farmers' Welfare, the Ministry of Rural Development, or the Ministry of Water Resources. It is important for farmers to understand their rights and seek appropriate redress if they encounter any issues with their farming operations.

Text

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Chatbot

what are the steps to be followed to file a grievance report

1. To file a grievance report, you need to visit the official website of the Public Grievance Redress and Monitoring System (PG Portal) at <https://www.pgportal.gov.in/>.
2. Once you are on the homepage, click on the "Contact Us" button located in the top right corner of the page.
3. On the Contact Us page, you will find various options for lodging a grievance, including email, phone, and common service centers.
4. If you choose to lodge your grievance via email, make sure to include all relevant details such as your name, contact information, and the nature of your grievance.
5. If you choose to lodge your grievance via phone, call the toll-free number provided on the website and follow the instructions given by the customer care representative.
6. If you choose to lodge your grievance via common service centers, locate the nearest center and follow the instructions provided by the center staff.
7. After lodging your grievance, wait for a response from the concerned department.

Text

Audio

Chatbot

Additionally, you can also communicate any queries, comments, or discrepancies related to your passport application to the Department of Administrative Reforms and Public Grievances, as per the contact address provided in the FAQs. They will be able to assist you in resolving the issue and provide further guidance on how to proceed.

Can a missing document cause delay in my passport application process?

According to the information available in the documents, there is no specific mention of a missing document causing a delay in the passport application process. However, it is important to ensure that all required documents are submitted along with the application to avoid any delays or rejections. If a document is missing, the applicant may need to provide additional information or submit the missing document before the application can be processed. It is recommended to check the official website of the passport office or contact their customer service for more information on the specific requirements for a passport application.

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Chatbot

what role does the District collector of Bhadrachalam play

The District Collector of Bhadrachalam plays an important role in the functioning of the public grievance redress and monitoring system in India. As per the information available, the District Collector is responsible for ensuring that all grievances related to the district are addressed promptly and effectively. This includes receiving and processing complaints from citizens, coordinating with other government departments to resolve issues, and maintaining records of all grievances and their resolutions. Additionally, the District Collector may also be involved in implementing policies and programs aimed at improving the overall functioning of the public grievance redress and monitoring system in the district.

Text

Audio

Chatbot

I have submitted a life certificate in the previous month but haven't received my current month pension. what is the solution?

If you have submitted a life certificate in the previous month but haven't received your current month's pension, there could be several reasons for this. One possibility is that the processing of your pension payment has been delayed due to technical issues or other administrative reasons. In such cases, it is recommended to wait for a few more days before contacting the Department of Pensions and Pensioners' Welfare (DP&PW).

If you still do not receive your pension after waiting for an appropriate amount of time, you can take up the matter with the Director of Public Grievances of the Ministry/Department concerned whose details are available on the pgportal.gov.in. Alternatively, you can also lodge your grievance at the website of the DP&PW.

It is important to note that any grievance sent by email will not be attended to or entertained. Therefore, it is recommended to use the online portal to lodge your grievance.

In summary, if you have not received your current month's pension despite submitting a life certificate in the previous month, you should wait for a few more days and then contact the DP&PW or the Director of Public Grievances of the Ministry/Department concerned through the online portal.

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Text

Audio

Chatbot

I have not yet received my credit or ATM card from my Bank. What is the solution?

According to the information provided in the documents, if you have not yet received your credit or ATM card from your bank, you should lodge your grievance at the website of the bank. The documents state that any grievance sent by email will not be attended to or entertained. Therefore, it is important to follow the proper channel for lodging your grievance.

Once you have lodged your grievance, you should wait for a response from the bank. According to the documents, the bank has thirty (30) days to respond to your grievance. If there is a delay in receiving a response, the bank is required to provide an interim reply with reasons for the delay.

If you are still not satisfied with the response from the bank after thirty (30) days, you can take up the matter with the Director of Public Grievances of the Ministry/Department concerned whose details are available on the pgportal.

Text Audio

Chatbot

I am a farmer, I am currently facing an issue with the payment for crop insurance due to technical issues. what should i do?

As a farmer, you have several options available to you if you are facing issues with the payment for crop insurance due to technical problems. Here are some steps you can take:

1. Contact the Insurance Company: The first step would be to contact the insurance company directly and explain the problem you are facing. They may be able to provide you with assistance or resolve the issue quickly.
2. Lodge a Complaint: If the insurance company is unable to resolve the issue, you can lodge a complaint with the Director of Public Grievances of the Ministry/Department concerned whose details are available on the pgportal. This will ensure that your grievance is heard and addressed by the appropriate authorities.
3. Seek Legal Assistance: If the issue persists, you may want to seek legal assistance from a lawyer who specializes in agricultural law. They can guide you through the process of filing a lawsuit against the insurance company and help you recover any damages you may be entitled to.
4. Follow Up Regularly: It is important to follow up regularly with the insurance company and the Director of Public Grievances to ensure that your grievance is being addressed and resolved in a timely manner.

Remember, it is important to lodge your grievance at the website as per the instructions on the pgportal.

Text Audio

Chatbot

what should I do if my savings account has been put on hold?

If your savings account has been put on hold, you can follow these steps:

1. Contact your bank: Reach out to your bank's customer service department and explain the situation. They may be able to provide you with more information about why your account was put on hold and how long it will remain that way.
2. Review your account activity: Check your account activity to see if there were any suspicious transactions or other issues that could have led to your account being put on hold. If you find any discrepancies, report them to your bank immediately.
3. File a complaint: If you believe that your account was put on hold unfairly or without proper cause, you can file a complaint with your bank's compliance department. Be sure to include all relevant documentation and details about your account activity.
4. Seek legal advice: If you are still unable to resolve the issue with your bank, you may want to consider seeking legal advice from a consumer protection lawyer. They can help you understand your rights and options for pursuing legal action against your bank.

Vocal Grievance Queries -> LLM generated accurate outputs:

Voice Query: How long does a redressal process take to complete?

The screenshot shows a user interface for a digital service. At the top, there are two tabs: "Text" and "Audio". The "Audio" tab is selected, indicated by a blue border. Below the tabs is a player interface for an audio file. The file is labeled "audio" and has a play button icon. The duration is shown as 0:07. Below the player are standard media controls: a volume icon (1x), a double-left arrow, a play/pause button, a double-right arrow, a circular repeat button, and a circular shuffle button. Underneath these controls are download and microphone icons. At the bottom of the player is a "Clear" button. To the right of the player is a "Flag" button. The main content area is titled "output" and contains the text: "The time limit for redress of grievance is thirty (30) days. If there is a delay, an interim reply with reasons for delay must be given."

Voice Query: Can we re-open closed grievances?

The screenshot shows a user interface for a digital service. At the top, there are two tabs: "Text" and "Audio". The "Audio" tab is selected, indicated by a blue border. Below the tabs is a player interface for an audio file. The file is labeled "audio" and has a play button icon. The duration is shown as 0:02. Below the player are standard media controls: a volume icon (1x), a double-left arrow, a play/pause button, a double-right arrow, a circular repeat button, and a circular shuffle button. Underneath these controls are download and microphone icons. At the bottom of the player are "Clear" and "Submit" buttons. To the right of the player is a "Flag" button. The main content area is titled "output" and contains the text: "According to the information provided, if a grievance has been closed without providing details, the citizen will need to lodge a fresh grievance drawing reference to the closed grievance and call for details. Sometimes, the details may be sent by post and mentioned in the final report, and the citizen will need to wait for postal delivery before lodging a fresh grievance."

Voice Query: Which is the Department incharge for Grievances?

8516f82ad4854a2b1f.gradio.live

audio

0:02 0:02

Clear

output

The Department of Administrative Reforms & Public Grievances is the chief policy making, monitoring, and coordinating department for public grievances arising from the work of ministries/departments/organizations of the Government of India. The department receives grievances and forwards them to the respective ministries/departments for redressal.

Flag

Voice Query: In case of Broadband issues, whom do I contact?

ba4c91f45dc6482337.gradio.live

Text Audio

audio

0:00 0:06

Clear

output

If you are experiencing issues with your broadband connection, you can contact the customer support team of your internet service provider (ISP) for assistance. The ISP is responsible for providing and maintaining the broadband connection, and they should be able to help you troubleshoot any problems you are experiencing. If you are unable to reach the ISP directly, you can also contact the Ministry of Communications and Information Technology (MoCIT) or the Department of Telecommunications (DoT), which are responsible for regulating the telecommunications industry in India.

Flag

Text

Audio

audio



0:05

0:05

1x



Clear

output

of India's Ministry of Personnel, Public Grievances & Pensions. I can assist you with information about various aspects of the ministry, including its functions, services, and

Flag

Multi-Lingual Queries:

Text

Audio

Chatbot

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ବ୍ୟାଧିବ୍ୟାଧି ପ୍ରେଫ୍ଲ୍ୟୁଗଲ୍ ସଂଦର୍ଭରେ, ନାମୁ ଯାରଙ୍କୁ ସଂପର୍କିନ୍ତେଇ?

The Department of Administrative Reforms and Public Grievances (DARPG) plays an important role in addressing grievances related to Central Ministries/Departments/Organizations. The DARPG is responsible for monitoring and redressing public grievances, as well as providing support and guidance to various government departments in managing their own grievance mechanisms. If you have a grievance related to a Central Ministry/Department/Organization, you can contact the DARPG through their website or by email. They will provide you with information on how to proceed with your grievance and may also offer assistance in resolving it.

Text

Audio

Chatbot

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यदि मेरा बचत खाता रोक दिया गया है तो मुझे क्या करना चाहिए?

If your account has been blocked from accessing the PG Portal, it means that you have violated the terms and conditions of the portal. The specific actions that led to the blockage may vary depending on the nature of the violation. However, in general, if your account has been blocked, you will need to contact the Ministry of Personnel, Public Grievances & Pensions (MoPPG&P) to appeal the decision.

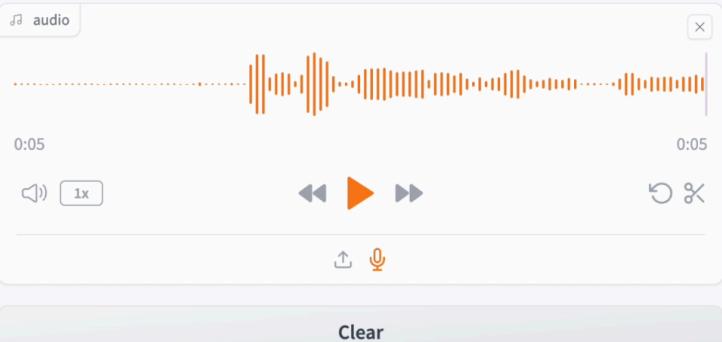
To appeal the decision, you can visit the MoPPG&P website or contact their customer service department. You will need to provide details of your account and the reasons for the violation. The MoPPG&P will review your appeal and may ask for additional information or documentation. If your appeal is successful, your account may be reinstated, and you may be required to comply with certain conditions or restrictions.

It is important to note that the MoPPG&P reserves the right to take legal action against individuals who repeatedly violate the terms and conditions of the portal. Therefore, it is advisable to comply with the rules and regulations of the portal to avoid any legal consequences.

Voice Query in Hindi: "Yeh Document mein kya hein?"

Text

Audio



output

I am a centralized public grievance redress and monitoring system knowledge chatbot designed to provide accurate and detailed answers to queries related to the Government

Flag

Text Audio

audio



X

0:05

0:05

1x



Clear

output

contact details. If you have any specific questions or concerns, please feel free to ask and I will do my best to provide you with a helpful response.

Flag

Leukaemia (Preetni)

6/28 PM