



प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES



Data Driven Innovation for Citizen Grievance Redressal - 2024

Online Hackathon - Problem Statement 2

Submission by : Aman Ulla

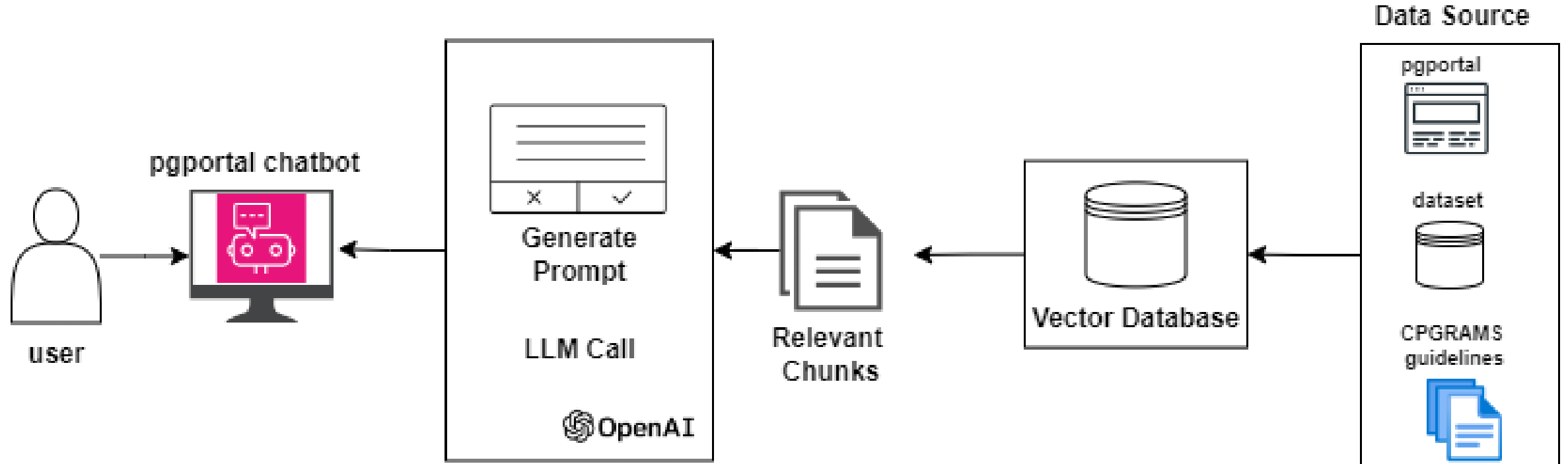
<https://in.linkedin.com/in/connectaman>



Problem Statement


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.

Solution Implementation




DEMO


DARPG ChatBot

**ChatBot**
Hi, welcome to DARPG ChatBot! Please ask your query here. 😊

You 19:11
What can i do if i'm not satisfied with the redressal of grievance?

**ChatBot** 19:11
If you are not satisfied with the redressal of your grievance, you have the option to file an appeal. An Appeal provision has been made for the redressal of grievances that have not been satisfactorily resolved in respect of Central Ministry/Department identified through a mandatory feedback rating to be given by the Citizen on disposal of the grievance by the Nodal Grievance Officers. You need to file the appeal within 30 days of the grievance disposal. [SOURCE 1]

You 19:12
How can i deactivate my CPGRAMS account?

**ChatBot** 19:12
The information provided in the sources does not include specific instructions or procedures for deactivating a CPGRAMS account. For assistance with this request, it's best to contact the Department of Administrative Reforms & Public Grievances directly. You can reach out to them using the contact details provided:

- Email for technical issues: cpgrams-darpg@nic.in
- For other queries or suggestions, you can contact Ms. Jaya Dubey, Joint Secretary, Department of AR & PG, at jaya.dubey@nic.in. However, please note that grievances sent by email will not be entertained. For lodging grievances, visit <http://pgportal.gov.in>.

Phone: (011) 23360208
Fax: 011-23360352

Address:
DEPARTMENT OF ADMINISTRATIVE REFORMS &

Key Features

- Easy Integration to pgportal
- Helps resolve query / answer from
 - pgportal
 - FAQ page
 - Existed / resolved grievance (from dataset provided in hackathon)
 - Grievance guidelines, User Manual other files from Portal
- Multi Language Support
- Easy expansion of Knowledge



Future Enhancement

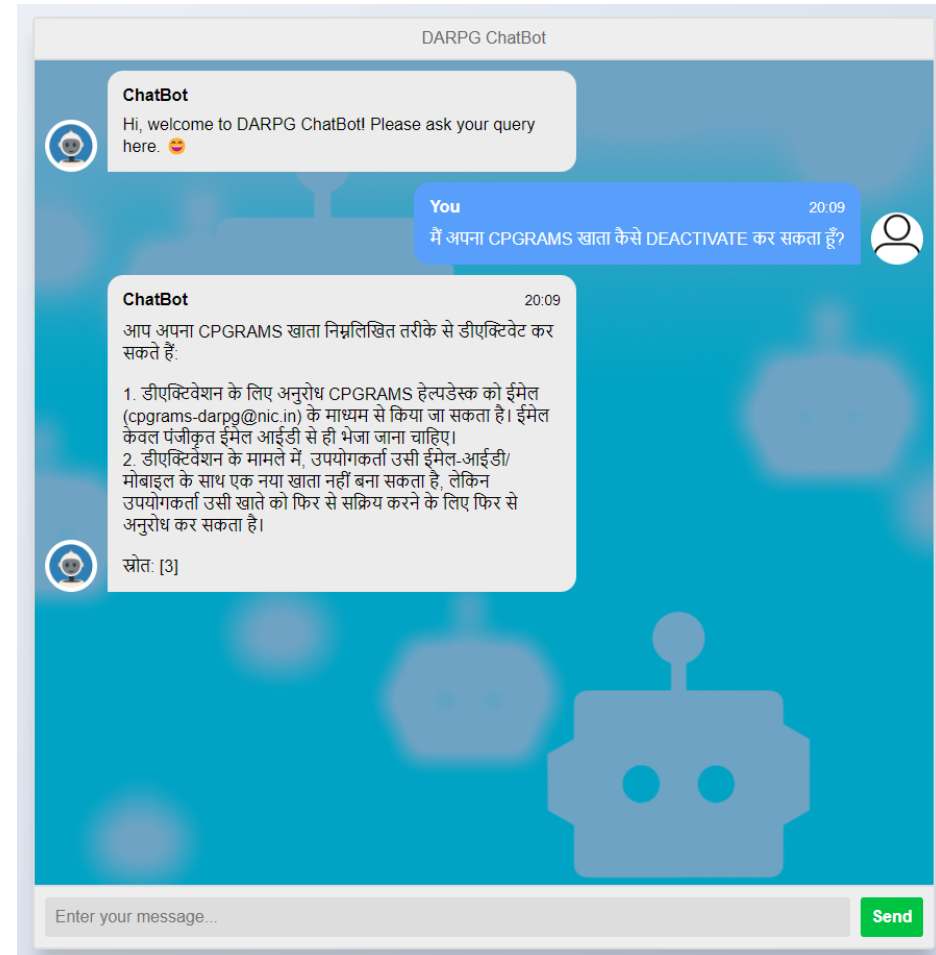
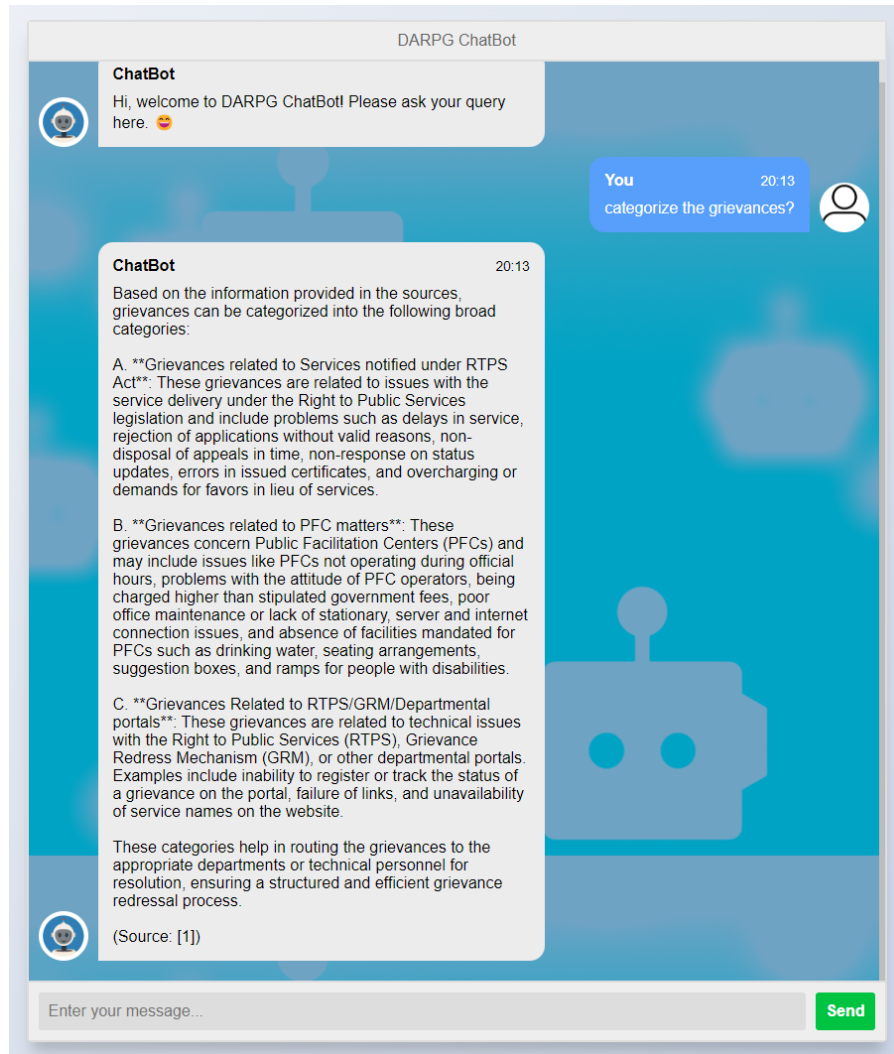
- Improve the Chatbot UI
- Enable Streaming Response
- Expand to various data repository






Thank You

Demo Screenshot



Demo Screenshot

DARPG ChatBot




ChatBot
Hi, welcome to DARPG ChatBot! Please ask your query here. 🤖

You

What can i do if i'm not satisfied with the redressal of grievance?

20:21



ChatBot

20:21

If you are not satisfied with the redressal of your grievance, you can take the following steps based on the information provided in the sources:


- **Re-examine at Your Level**:** If the case was initially redressed within your office and you believe it was not addressed satisfactorily, you could request a re-examination at your level. This would involve providing additional details or clarifications that might have been overlooked during the first review.
- **Escalate to a Higher Authority**:** If your grievance was handled by a subordinate organization or a specific department, and you are not satisfied with the outcome, you can escalate the matter to a higher authority within the organization. This could involve reaching out to the parent organization, nodal officer, or apex organization for a review of the grievance resolution process and outcome.
- **Submit a New Grievance**:** If the issue persists and you believe it has not been adequately addressed, you can submit a new grievance, detailing why the resolution was not satisfactory and providing any new information that could assist in the re-evaluation of your case.
- **Contact the Department of Administrative Reforms & Public Grievances**:** For further assistance or to express your dissatisfaction with the grievance redressal process, you can contact the Department of Administrative Reforms & Public Grievances directly. However, it's important to note that grievances sent by email will not be entertained, so you should lodge your grievance through the official portal at <http://pgportal.gov.in>. For technical issues or support, you can send an email to cpgrams-darpg@nic.in.

Remember, it's crucial to provide as much detailed information and documentation as possible when seeking a

Enter your message...

Send

DARPG ChatBot




ChatBot
Hi, welcome to DARPG ChatBot! Please ask your query here. 🤖

You

can you help me write email to the Joint Secretary Department complaining regarding the status of grievance without proper action

20:22



ChatBot

20:22

I'm sorry, but I cannot directly assist you in writing an email to the Joint Secretary of the Department of Administrative Reforms & Public Grievances regarding the status of a grievance without proper action. However, I can guide you on how to structure your email based on the information provided.

Please note, as per the contact information, any grievance sent by email will not be attended to or entertained. You are encouraged to lodge your grievance at <http://pgportal.gov.in>. If you are experiencing technical issues or need support, you can contact the help desk via email at cpgrams-darpg@nic.in.

If you still wish to write to the Joint Secretary for other matters or suggestions, here is a basic structure you can follow for your email:

Subject: Inquiry Regarding the Status of Grievance [Your Grievance Registration Number]

Dear Ms. Jaya Dubey,

I hope this message finds you well. My name is [Your Name], and I am writing to inquire about the status of a grievance I lodged with the Department of Administrative Reforms & Public Grievances. Despite following the prescribed procedures and awaiting a resolution, I have yet to receive satisfactory action or feedback regarding my case.

Grievance Registration Number: [Your Grievance Registration Number]
Date of Lodging the Grievance: [Date]

Enter your message...

Send