

DARPG – Online Hackathon

Anita Agrawal

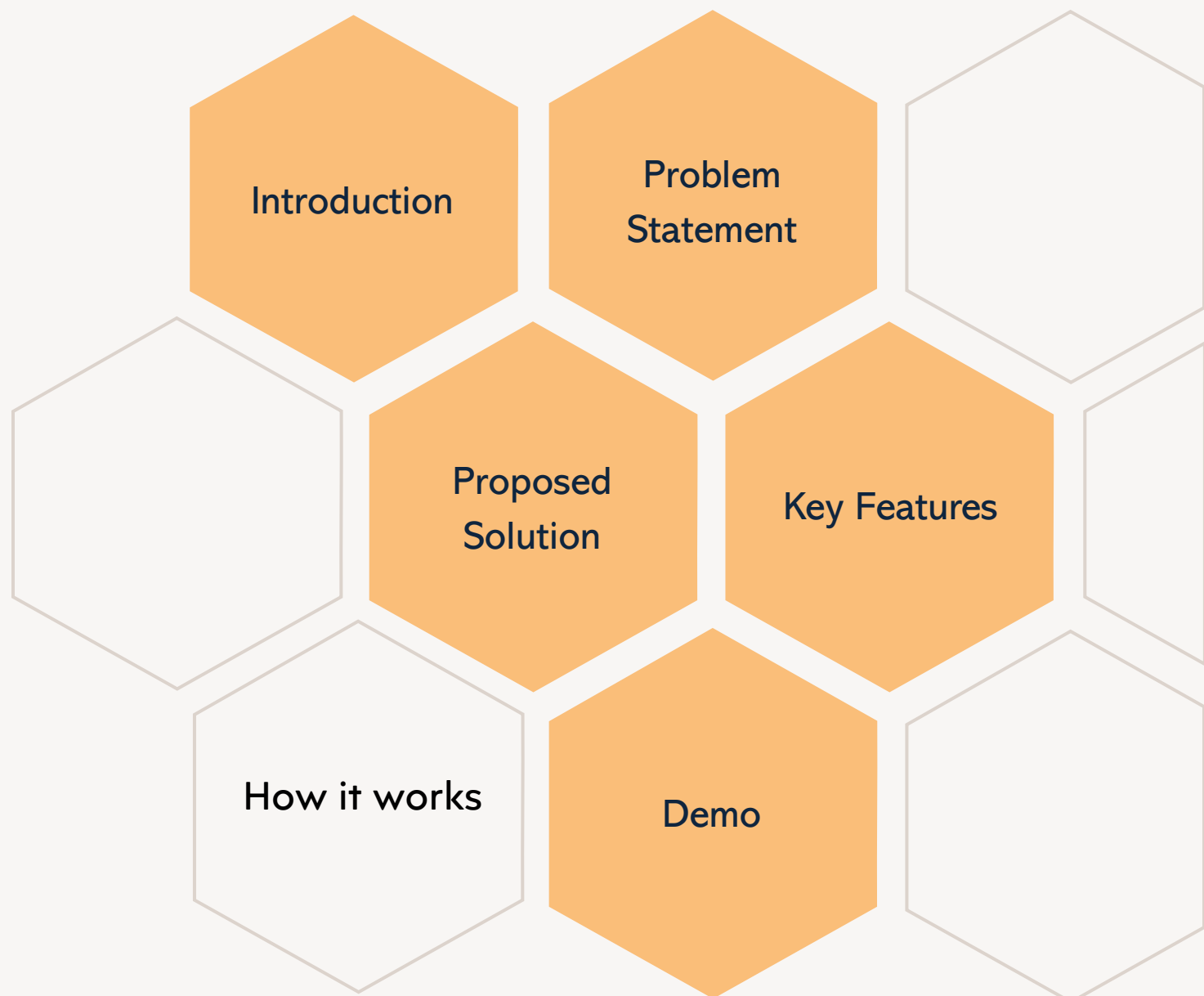
Agni Srinivasan

Manikandan Bellan





Agenda



Introduction

We are thrilled to present our innovative solution for the Online Hackathon on Data-driven Innovation for Citizen Grievance Redressal organised by the Department of Administrative Reforms & Public Grievances (DARPG).

My name is **Manikandan Bellan**, and I am joined by my talented friends : **Anita Agrawal** and **Agni Srinivasan**. Together, we've embarked on an exciting journey to tackle the challenge presented to us, and we're eager to share our solution with you.



Problem Statement

Before we delve into our solution, let's take a moment to understand the problem at hand.

The hackathon is aimed at addressing challenges related to citizen grievance redressal using data-driven solutions. This challenge is significant because the solutions will provide citizens with access to information easier than ever without having to scan through websites or documents



Proposed Solution

In response to this challenge, we've developed an innovative solution that leverages **Google's Gemini Pro** as the backbone for AI model. Code is written in **Python** and a **Streamlit** application combines all these into a user interface

Our solution is designed to build an **AI driven chatbot** which is Ministry Specific to help the Citizens to resolve their common queries related to filing a Grievance in the CPGRAMS portal and expedite smooth submission of grievances.

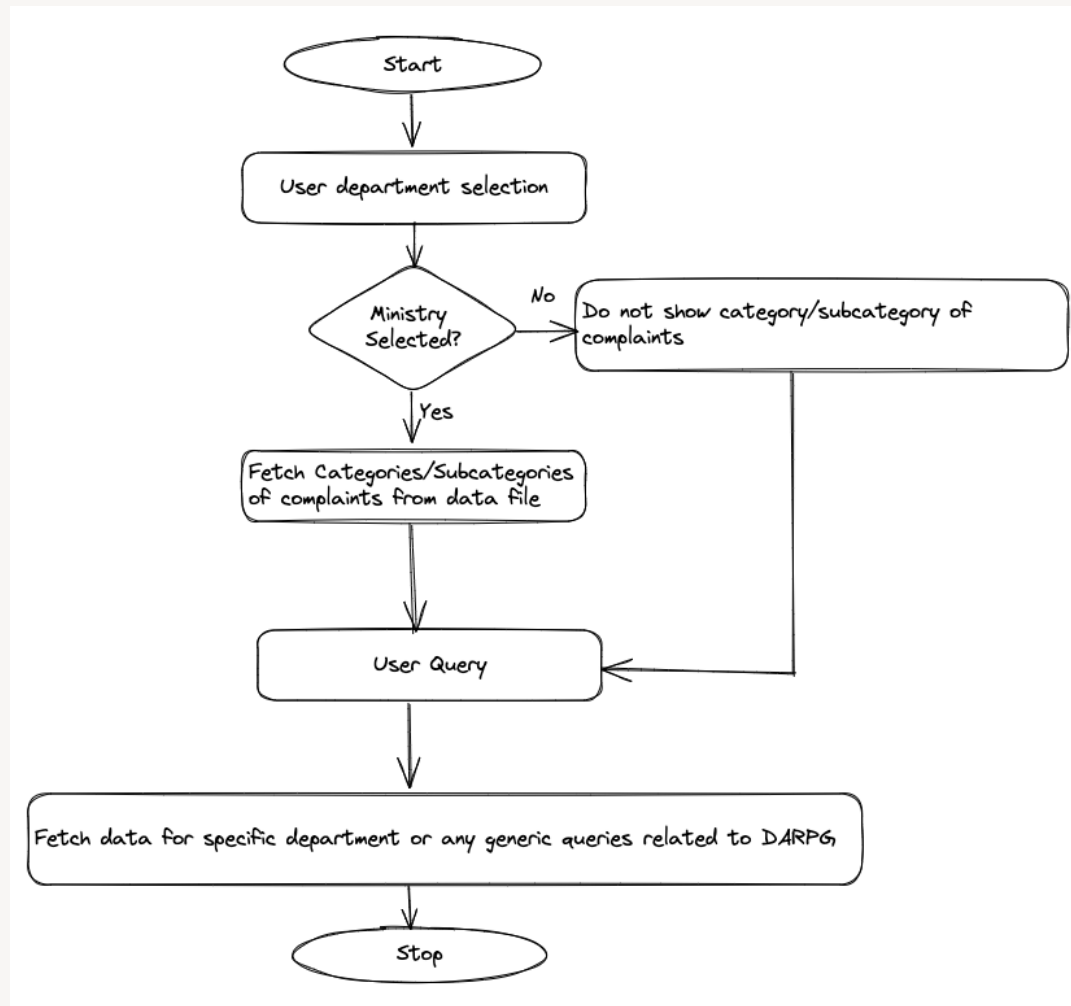


Key Features

- Provision to ask any generic question related to DARPG and redressal process
- Provision to view complaint categories and subcategories under each ministry
- Ministry specific queries related to public grievances
- Ability to view history of chats for reference




How it works



Demo

Generic Query



WELCOME TO DARPG CHATBOT

INSTRUCTIONS

1. This chatbot can answer your questions related Public Grievances
2. If you know the department, select it from the dropdown and ask questions related to the department
3. If you do not know, leave the department as it is and you can ask any general queries about Grievance redressal process

NOTE

The list of ministry/department is provided and when selected will help you with the categories and subcategories of complaints you can raise under the respective ministry/department. This is for informational purpose to help you select the right category/subcategory

Grievances Chatbot

Select Department/Ministry for your Queries

All

Complaint categories under All

All

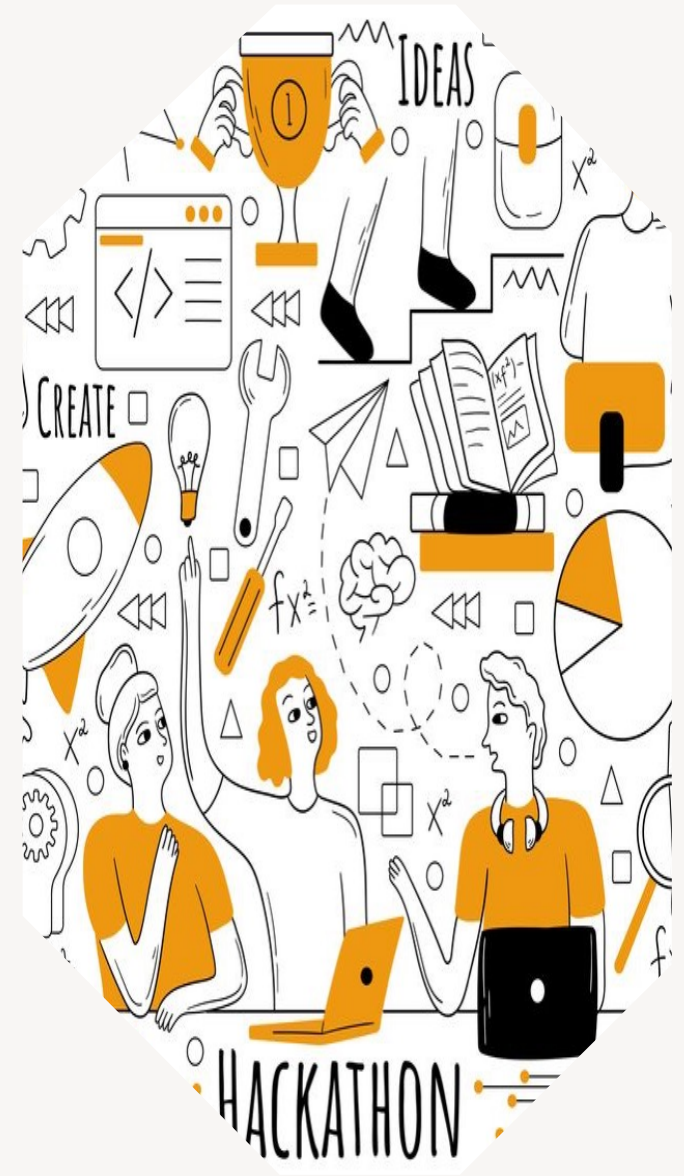
How can I help you today?

What does the DARPG deal with

Retreive Information

The Department of Administrative Reforms and Public Grievances (DARPG) deals with a wide range of issues related to administrative reforms and public grievances from all DARPG Departments. These include:

- **Administrative Reforms:**
 - Simplification of government procedures and processes
 - Improving efficiency and effectiveness of government services
 - Promoting transparency and accountability in government
 - Strengthening citizen engagement in governance
 - Capacity building of government officials
- **Public Grievances:**
 - Redressal of public grievances against government departments and agencies
 - Monitoring the implementation of government policies and programs
 - Ensuring timely and effective response to public grievances
 - Promoting a grievance-free and responsive government
- **Other DARPG Departments:**
 - Department of Personnel and Training (DoPT)
 - Department of Pension and Pensioners' Welfare (DoPPW)
 - Department of Official Language (DOL)
 - Department of Administrative Reforms and Training (DART)



Demo

Ministry Specific Query

← → ↺ ↻ localhost:8501 ☆



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Dept of Adminstrative Reforms & Public Grievances Chatbot

Select Department/Ministry for your Queries

Central Board of Direct Taxes (Income Tax)

Complaint categories under Central Board of Direct Taxes (Income Tax)

Administration related

Category	ParentCategory
Cadre Matters	Administration related
Establishment related	Administration related
House Keeping Matters	Administration related

How can I help you today?

What kind of grievances can i raise for this department

Retreive Information

1. Unfair Tax Assessments:

○ Unreasonable or excessive tax assessments leading to financial hardship.

○ Incorrect or inaccurate calculations of tax liability.

○ Failure to consider deductions, exemptions, or credits.

○ Lack of transparency in the assessment process.

2. Delayed Refunds:

○ Unreasonable delays in processing and issuing tax refunds.

○ Lack of communication or updates regarding the status of refunds.

○ Inconsistent or unclear refund policies and procedures.


3. Poor Customer Service:



Demo

Chat History

X
Deploy



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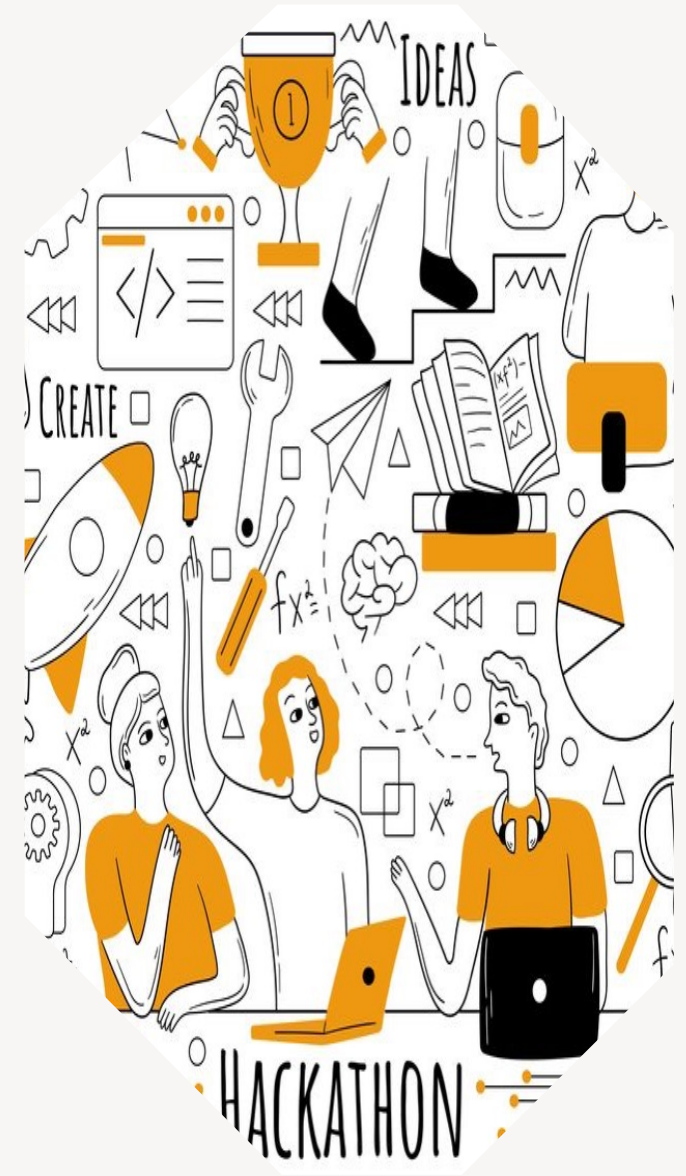
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The Chat History is

You asked: Please give me the steps to raise a public grievance

Bot answered: 1. **Identify the Grievance:** Clearly define the issue or concern you want to address. Ensure it falls within the purview of the DARPG Department.

- Gather Evidence:** Collect relevant documents, screenshots, or any other evidence supporting your grievance. This could include official communications, emails, or any other relevant information.
- Choose the Appropriate Department:** Determine the specific DARPG Department responsible for handling your grievance. You can find this information on the DARPG website or by contacting the department directly.
- File a Grievance:** You can file a grievance in person, by post, or online. If filing online, visit the DARPG website and navigate to the grievance redressal section. Follow the instructions provided to submit your grievance.
- Provide Personal Information:** When filing a grievance, you will need to provide personal information such as your name, address, contact details, and a brief description of the grievance.
- Attach Supporting Documents:** Attach any supporting documents or evidence you have gathered to strengthen your case. Ensure the documents are clear, legible, and relevant to the grievance.
- Submit the Grievance:** Once you have completed the grievance form and attached the necessary documents, submit it to the appropriate DARPG Department. Keep a copy of the grievance for your records.
- Acknowledge Receipt:** The DARPG Department will acknowledge receipt of your grievance within a specified timeframe. This acknowledgment typically includes a reference number or case ID for future reference.
- Grievance Investigation:** The department will investigate the grievance and may contact you for additional information or clarification. Cooperate fully with the investigation process to ensure a thorough review of your grievance.
- Grievance Resolution:** Once the investigation is complete, the department will provide a resolution to your grievance. This may involve taking corrective action, providing an explanation, or offering a solution to address the issue.



Thank You

