

Issue Insight – A.I. enabled grievance monitoring and response system.

Sudhanshu Sabale*, Nausheen Khan*, Pratik Sawlani*, Saif Syed*

Mrs. Geocey Shejy **

*(Department of Computer Engineering, Vivekanand Education Society's Institute of Technology, Chembur, Mumbai.)

** (Assistant Professor, Department of Computer Engineering Vivekanand Education Society's Institute of Technology, Chembur, Mumbai.)

ABSTRACT

In today's dynamic organizational landscape, effectively managing grievances is essential for maintaining trust and stakeholder satisfaction. AI-driven grievance monitoring systems are transforming the way organizations handle complaints by leveraging machine learning, natural language processing, and sentiment analysis. These technologies enable automated grievance categorization, prioritization, and trend identification, leading to faster and more accurate responses. By streamlining grievance management, AI enhances efficiency, ensures consistency, and enables organizations to handle large complaint volumes across multiple channels. Additionally, the system provides data-driven insights, allowing organizations to proactively address recurring issues. However, ethical considerations such as fairness, transparency, and data privacy must be central to its design and implementation.

The success of AI-powered grievance systems depends on continuous monitoring, refinement, and alignment with regulatory requirements. When thoughtfully implemented, such systems significantly improve response times, decision-making, and overall stakeholder experience, making them a valuable asset for modern organizations.

Keywords – Grievance management, Waste management, Pothole detection, Java, AI, Image classification, API

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I. INTRODUCTION

In developing countries like India, everyday issues such as potholes, garbage accumulation, and sewage leakage pose serious risks to public safety. These problems often remain unresolved for months or years due to inefficient complaint systems and lack of accountability. Many citizens struggle to report these issues, as there is no proper platform, and complaints often go unheard.

The impact of these issues is alarming:

- According to the Supreme Court of India, pothole-related accidents cause around **3,600 deaths annually**, largely due to unreported hazards.
- A global report states that **mismanaged waste kills nearly a million people every year**, with growing health risks from uncollected garbage.
- **Sewage leaks contribute to the spread of diseases**, worsening public health conditions.

“**Issue Insight**” is an **AI-powered grievance reporting system** designed to bridge the gap between citizens and authorities. Users can report problems with a single click by uploading pictures and location details. AI categorizes issues and assigns them to the appropriate department, ensuring a faster response.

Through **data analysis and visualization**, “Issue Insight” provides weekly, monthly, and annual reports, offering transparency for both authorities and citizens. This system ensures that grievances are addressed efficiently, making urban management more accountable and responsive.

I.I. MOTIVATION

Everyday issues like potholes, garbage, and sewage leaks often go unreported or unresolved due to slow processes and lack of accountability. Citizens struggle to voice their concerns, and even when they do, there's little transparency.

AI can change this. By automating complaint categorization, prioritization, and tracking, we can ensure faster responses, fair handling, and data-driven decision-making. "Issue Insight" aims to bridge the gap between citizens and authorities, making grievance redressal seamless, transparent, and efficient.

II. LITERATURE SURVEY

AI-enabled grievance monitoring systems leverage technologies like natural language processing (NLP), machine learning, and sentiment analysis to streamline complaint handling across various domains, including customer service, public administration, and employee relations. These systems help automate grievance categorization, prioritize responses, and identify emerging trends, improving efficiency and transparency.

However, challenges such as data privacy, algorithmic bias, and the need for human oversight remain critical concerns. Existing research highlights best practices and explores future directions, emphasizing the balance between automation and accountability in grievance redressal.

Related work includes

Several grievance monitoring systems have been developed to address public concerns:

- i. **Meri Sadak** – A citizen-centric app for reporting road issues in India, though limited to road-related complaints.
- ii. **EPF Grievance Register** – Helps employees file and track provident fund-related complaints, ensuring quicker resolution.
- iii. **Jansunwai** – A government grievance portal that enhances transparency by allowing citizens to track complaints in real time.
- iv. **GHMC Grievance Redressal** – Focuses on civic issues in Hyderabad, improving municipal services through active citizen participation.

While these systems serve specific purposes, they often lack automation, prioritization, and cross-domain integration, leaving room for improvement in efficiency and user experience.

III. LITERATURE SURVEY

India's urban infrastructure is in a state of decline, with potholes, broken roads, open gutters, misplaced dividers, and loose wiring making daily life difficult and unsafe for millions of people. What should be a clean, safe, and well-maintained environment has instead become a hazardous space where citizens constantly face risks of accidents, injuries, and even fatalities. The real challenge, however, isn't just the existence of these issues—it's the slow response and lack of awareness among city management. When authorities fail to address these problems promptly, the consequences can be severe. People struggle with inconvenience, businesses suffer, and public safety is compromised.

This project aims to bridge the gap between citizens and government agencies by making it easier for people to report these infrastructure issues. By reducing the effort required to file complaints and ensuring that reports reach the right authorities quickly, we can accelerate the resolution process. At the same time, increasing awareness among officials about these pressing concerns will push for faster and more effective action. Ultimately, our goal is to empower the common person to contribute to a safer, more livable city while ensuring that the authorities take timely and necessary action to maintain urban infrastructure.

IV. ARCHITECTURE AND FRAMEWORK

The grievance redressal system effectively streamlines the process of reporting, categorizing, assigning, and resolving grievances. The system architecture integrates various functional modules, each playing a crucial role in automating the grievance resolution process. The application has been developed in Java, ensuring a robust and scalable implementation.

III.I User Interface Module

The user interface serves as the primary interaction point for citizens, enabling them to submit grievances by uploading a description along with an image. The intuitive interface facilitates seamless navigation, allowing users to track the status of their complaints in real-time. This module is fully integrated with the Location and Object Detection

Module to extract relevant details from the submitted image.

III.II Location and Object Detection Module

This module has been successfully implemented to utilize GPS data and Wi-Fi triangulation for determining the location associated with the grievance. Additionally, computer vision techniques are employed to analyze the submitted image and identify the object of concern, such as potholes, garbage accumulation, or damaged infrastructure. This extracted information is then forwarded to the

After classification, grievances are systematically assigned to the appropriate local authorities based on jurisdiction. The system dynamically maps the nature of the grievance to the responsible municipal, state, or central government agency, ensuring an efficient and automated assignment process.

III.V Grievance Resolution Module

Local authorities can now access grievances through a dedicated portal, where they review assigned complaints and take necessary actions to resolve them. Once a grievance is addressed, the module

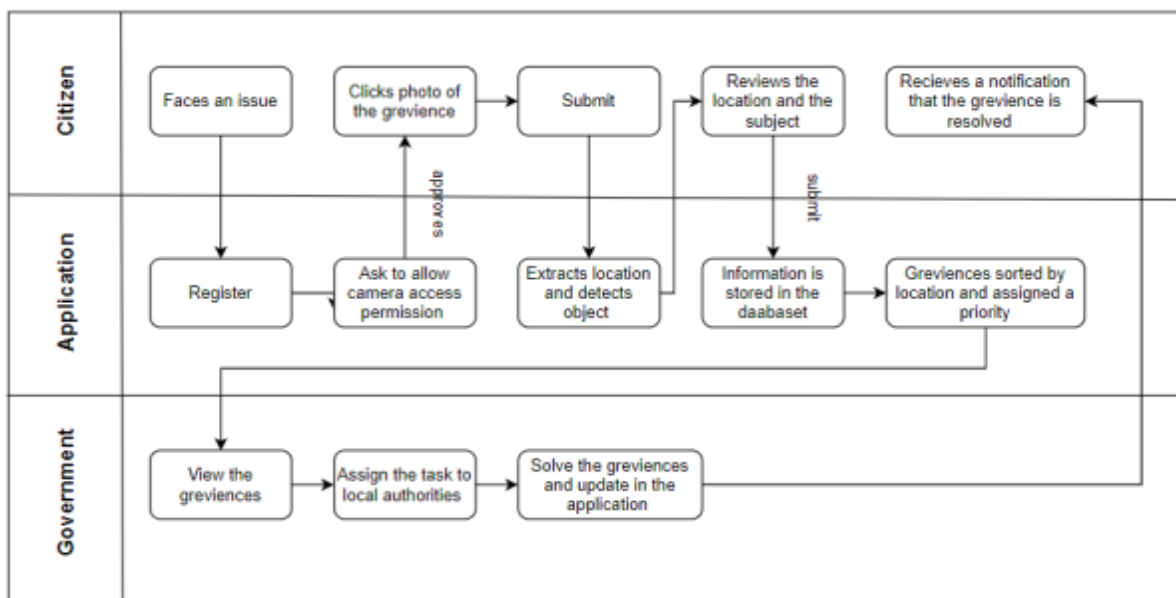


Fig 1: Block Diagram of the System

Grievance Sorting and Prioritization Module for further processing.

III. III Grievance Sorting and Prioritization Module

With the system now operational, grievances are automatically classified based on location and assigned a priority level. The priority is determined by factors such as severity, urgency, and estimated resolution time. Critical issues, such as road damage or public safety hazards, receive higher priority compared to minor concerns, ensuring an efficient resolution process.

III.IV Grievance Assignment Module

updates its status in the system, reflecting the progress made in resolving the issue, thereby improving transparency and accountability.

III.VI Notification Module

To keep users informed, the Notification Module has been successfully deployed to send real-time updates regarding the status of their grievances. Users receive notifications when their grievance is assigned, under review, and ultimately resolved. This enhances user engagement and satisfaction with the system.

III.VII System Integration and Scalability

The Java-based implementation ensures modularity and scalability, allowing seamless integration with

external APIs for location services and image processing. The system has been designed to handle a large volume of grievances efficiently, making it a reliable solution for urban governance and citizen engagement.

By implementing this structured architecture, the grievance redressal system has successfully improved the efficiency of issue resolution while providing users with a transparent and responsive platform.

V. METHODOLOGY

To create an effective AI-powered grievance monitoring and response system, we began by thoroughly understanding the needs of the people who would use it—whether they were citizens, employees, or customers. We conducted surveys, interviews, and discussions to learn about the types of issues they faced and how they preferred to communicate their complaints. This step ensured that the system was designed to address real concerns efficiently.

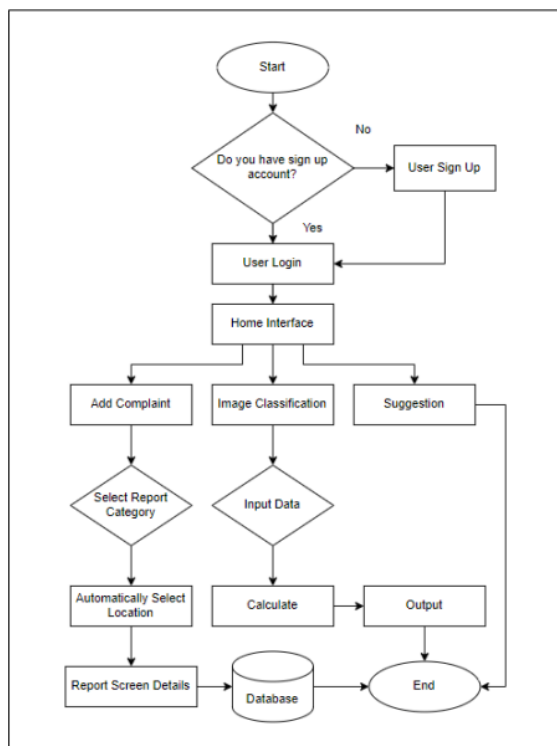


Fig 2. Project Flowchart

Once we had a clear understanding of stakeholder needs, we moved on to collecting past grievance data from various sources like complaint forms, emails, phone calls, and social media. This historical data

became the foundation for training our AI models to recognize patterns and predict potential issues. Before we could use the data, however, it had to be cleaned—removing errors, duplicates, and inconsistencies, while ensuring compliance with privacy and security regulations.

After cleaning the data, we conducted an analysis to uncover trends, identify common grievances, and understand the effectiveness of past responses. These insights allowed us to develop AI models capable of automatically detecting, categorizing, and prioritizing complaints in real time, ensuring quicker and more targeted responses. We also applied Natural Language Processing (NLP) techniques to analyze unstructured data from sources like emails and social media, helping us determine the urgency and context of each grievance.

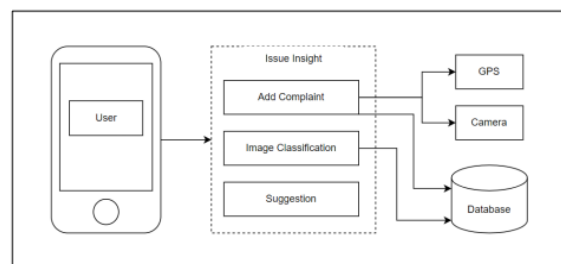


Fig3. Modular Diagram of the System

In parallel, we designed the system architecture to be scalable, flexible, and compatible with existing IT infrastructure. We selected appropriate technologies for data storage, processing, and security, while also ensuring that robust access control and auditability were in place. The system featured user-friendly interfaces that allowed stakeholders to easily submit grievances, track their progress, and provide feedback.

Finally, we continuously monitored and iterated on the system to ensure its effectiveness and responsiveness to changing stakeholder needs and grievances. Through this comprehensive approach, we successfully implemented an AI-enabled grievance monitoring and response system that not only enhanced operational efficiency but also built trust, transparency, and accountability in the grievance resolution process. To ensure a high-quality product, diagrams and lettering MUST be either computer-drafted or drawn using India ink.

VI. CONCLUSION AND IMPLEMENTATION

The "Issue Insight" project is a significant step forward in transforming the way public grievances are addressed in India. This initiative brings together technology and citizen engagement to create a platform where people can easily report issues, track their progress, and hold authorities accountable. It's not just about submitting complaints, but about fostering transparency and trust between citizens and the government, which is key for a healthy democracy.

One of the most innovative aspects of this project is the integration of AI for image classification. This feature automatically categorizes common complaints like potholes, open wires, and garbage. By using machine learning, the system helps the authorities prioritize these issues more efficiently, making sure that urgent problems get the attention they need. This not only speeds up the resolution process but also ensures that problems are dealt with in a way that's both fair and data-driven.



Fig 4. Image Classification Page

In terms of how it works, users simply log in, capture an image of the issue, add a short description, and submit the complaint. The system classifies the image and stores all the details, which are then visible to the authorities. The government can track the complaints, mark them as resolved, and

notify the users about the status of their issue. The entire process is designed to be simple, intuitive, and quick, ensuring that people don't have to jump through hoops to get their problems addressed.

The system itself is built to be scalable and flexible, with various modules that handle registration, complaint submission, and image classification, all connected to a centralized database. This structure makes it easier to manage complaints, track trends, and analyze data over time to improve the system.

Ultimately, "Issue Insight" is more than just a grievance platform; it's an effort to create a more responsive and accountable system. It brings technology and governance together to provide better services to the public and empowers citizens to actively contribute to the improvement of their community. By eliminating many of the issues in the current complaint systems, it holds the potential to change how grievances are handled, making the process smoother, faster, and more transparent for everyone involved.

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