



AI Powered Grievance Management Application

Why in News

Recently, the Defence Minister launched an [Artificial Intelligence \(AI\)](#)- powered grievance management application.

- Earlier, the [Chief Justice of India \(CJI\)](#) launched an AI-based portal '[SUPACE](#)' in the judicial system aimed at assisting judges with legal research.

Key Points

▪ About:

- This project is the first of its kind initiative of the Government for **using AI, data science and Machine Learning techniques in grievance redressal**. It is a **citizen centric reform**.
- It has been **developed by the Ministry of Defence (MoD) with the help of IIT-Kanpur**.
- It will **automatically handle and analyse the complaints** of the people and thus **reduce human intervention, save time and bring more transparency** in their disposal.

▪ Significance:

- This application will have great use **in understanding the nature of complaints, geographies from where they registered and policy changes which can be introduced** to create systemic improvements to address these grievances.
- It marks the **introduction of AI-based innovations** in governance and administration. **The success of this project in MoD will pave the way for extension of this application across other Ministries.**
- A large number of complaints are received on the [CPGRAMS](#) (Centralized Public Grievances Redress and Monitoring System) portal of [DARPG](#) (Department of Administrative Reforms & Public Grievances).
 - CPGRAMS enables the citizen to track online the grievance being followed up with the Department concerned and also enables DARPG to monitor the grievance.

Source: PIB