AI Powered Grievance Management Application

Why in News

Recently, the Defence Minister launched an <u>Artificial Intelligence (AI)</u>**- 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

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