



AI Powered Grievance Management Application

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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