

Government Problem Statement

1.	Problem Statement Title	AI-based solution to provide a holistic view of grievances received on the Uttar Pradesh Integrated Grievance Redressal System (IGRS) for a better Decision Support System (DSS).
	Description	<p>The Uttar Pradesh Integrated Grievance Redressal System (IGRS) is a centralized platform aimed at addressing citizen grievances effectively and efficiently. The system facilitates direct communication between citizens and government departments, ensuring transparency and accountability. However, given the large population of Uttar Pradesh and the diversity of issues raised, the volume of grievances received on the platform is immense, leading to challenges in analyzing, prioritizing, and resolving them efficiently.</p> <p>To address these challenges, an AI-based solution for providing a holistic view of grievances can significantly enhance the Decision Support System (DSS). The integration of artificial intelligence into the IGRS will empower government officials and policymakers to make data-driven decisions, streamline grievance redressal mechanisms, and improve governance outcomes.</p>
	Department	Hon'ble CM Office, Uttar Pradesh
	Sector	Citizen Grievances