

# LEVERAGING AI FOR BENEFICIARY MAPPING AND REAL-TIME GRIEVANCE REDRESSAL

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## ABSTRACT

The Government Scheme Mapping and Grievance Redressal System is a comprehensive digital platform developed to simplify access to welfare schemes and enhance the grievance handling process. Accessible via both web and mobile applications, it allows citizens to explore various government schemes, apply for benefits, and register complaints conveniently. The system supports a dual-mode grievance submission—users can file complaints publicly or privately. Private submissions ensure confidentiality, encouraging users to report sensitive matters securely. Grievances are categorized into urgent, intermediate, or low priority, enabling officials to respond more effectively to critical issues. To minimize delays, automated reminders are sent to relevant authorities for unresolved complaints. Users are kept informed through real-time updates on their complaint status, such as “Pending” or “Resolved”. The platform incorporates Natural Language Processing (NLP) algorithms to automate grievance classification and suggest appropriate responses. NLP technology also assists in auto-assigning complaints to the relevant departments based on textual content, speeding up the resolution process and reducing manual intervention. This improves administrative efficiency and ensures timely handling of issues. The system provides valuable data analytics from complaint trends, offering insights for policy-making and identifying persistent issues. These insights enable government bodies to refine existing schemes and introduce new measures that better address citizen needs. The platform significantly reduces bureaucratic obstacles, ensuring faster and fairer redressal of public concerns. Through this initiative, citizens experience a more transparent, accountable, and inclusive system. Public trust in governance is strengthened as the platform brings greater visibility into the status and resolution of complaints. It promotes responsive administration and reflects a citizen-centric approach. Overall, the Government Scheme Mapping and Grievance Redressal System marks a significant step in digital governance, improving both service delivery and policy formulation in a data-driven and transparent manner.

**Keywords:** Natural Language Processing, Grievance Redressal System, Automated Response System, Complaint Tracking System, Real-Time Monitoring, Web Server Gateway Interface, Jina Template Engine, Automated Grievance Classification, Citizen Feedback Analysis, Priority-Based Grievance Handling