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Petition Analyzer: Greivance Management System

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Abstract: The Petition Analyser and Grievance Management System with Chatbot is an advanced platform that utilizes Natural Language Processing (NLP) and Artificial Intelligence (AI) to automate the processing, categorization, and resolution of citizen complaints. The system employs a chatbot that interacts with users in real-time, helping them file grievances and providing instant responses based on the analysis of their text. The NLP engine analyses the grievances by extracting key information, identifying sentiment, urgency, and issue categories, and automatically routing them to the appropriate departments for resolution. The chatbot also offers updates and feedback, ensuring continuous engagement with the users throughout the complaint resolution process. With advanced machine learning algorithms, the system detects trends and predicts potential future grievances, allowing authorities to act proactively. The integration of predictive analytics and real-time tracking enhances the decision-making process, ensuring faster, more accurate responses and increasing the efficiency of grievance management. This AI-powered solution ensures a more responsive, user-friendly, and efficient grievance redressal mechanism, minimizing manual intervention and enhancing transparency

1. INTRODUCTION

1.1 BACKGROUND

In today's fast-paced digital world, organizations and government bodies receive numerous petitions and grievances from the public. Efficiently managing these complaints is crucial for maintaining transparency, accountability, and effective resolution of issues. The Petition Analyzer: Grievance Management System with Chatbot is an AI-powered solution designed to streamline the petition and grievance redressal process by leveraging Natural Language Processing (NLP) and machine learning techniques.

This system provides an automated platform for users to submit their grievances, which are then analysed, categorized, and prioritized based on severity. The integrated chatbot enhances user experience by offering real-time assistance, guiding users through the petition submission process, and providing status updates on their complaints. Additionally, the system enables administrators to track and address grievances efficiently, ensuring timely resolutions.

By implementing advanced AI techniques, the Petition Analyser aims to enhance citizen engagement, reduce manual workload, and improve decision-making in grievance management. The platform is adaptable across various domains, including government sectors, corporate organizations, and public service institutions, making it a versatile and effective solution for modern complaint-handling needs.

An existing system that combines Petition Analysis, Grievance Management, and Chatbots using Natural Language Processing (NLP) is the "Grievance Redressal System with AI Chatbot" implemented by various government bodies and organizations. For example, in some local governments, chatbot-powered grievance systems have been deployed to streamline citizen engagement. These systems use NLP to process and understand citizen complaints, automatically categorize them, and forward them to the appropriate departments. The chatbot serves as the first point of contact, helping users file grievances, answer FAQs, and provide instant status updates on complaint resolution. A notable example includes the "Grievance Management System (GMS)" used by some local municipalities, where NLP is used for categorization and sentiment analysis, while the chatbot provides real-time interaction and guides users through the process. These systems offer an automated, conversational interface that simplifies grievance reporting, improving overall accessibility and reducing the need for manual intervention. However, while these systems are effective in handling basic queries and complaints, many still rely on limited NLP capabilities, manual oversight, and lack advanced predictive analytics for proactive issue resolution.

1.2 AI IN AUTOMATION

Artificial Intelligence (AI) has become a cornerstone of modern automation, revolutionizing how industries operate by enhancing efficiency, precision, and adaptability. Unlike traditional automation, which relies on predefined rules and static processes, AI-powered automation leverages machine learning (ML), deep learning, and cognitive computing to analyse data, learn from patterns, and make intelligent decisions without explicit programming. This dynamic capability allows AI-driven systems to handle complex, unstructured tasks—such as image recognition, natural language understanding, and predictive analytics—that were once exclusive to human expertise.

One of the most significant applications of AI in automation is in industrial manufacturing. Smart factories employ AI-enabled robotics and IoT sensors to monitor production lines in real time, predict equipment failures through predictive maintenance, and optimize supply chains using demand forecasting. For instance, AI algorithms can detect minute defects in products using computer vision, reducing waste and improving quality control. Similarly, in logistics, autonomous warehouses powered by AI coordinate fleets of robots to sort, pick, and pack goods with unprecedented speed and accuracy, minimizing human intervention.

Beyond physical automation, AI transforms business processes through Robotic Process Automation (RPA) enhanced with cognitive capabilities. Traditional RPA automates rule-based tasks like data entry, but when integrated with AI, it can process unstructured documents, interpret customer emails, and even make context-aware decisions. In customer service, AI chatbots and virtual assistants handle inquiries using natural language processing (NLP), providing instant responses while continuously improving through machine learning. Financial institutions deploy AI-driven automation for fraud detection, analysing transaction patterns to flag anomalies in milliseconds.

The future of AI in automation lies in autonomous systems and self-learning workflows. Advances in reinforcement learning and generative AI are paving the way for self-optimizing systems that adapt to changing environments—from self-driving vehicles navigating dynamic traffic conditions to AI-powered drug discovery accelerating medical research. However, challenges such as ethical concerns, job displacement, and the need for robust AI governance must be addressed to ensure sustainable integration. As AI and automation converge, they promise not only operational excellence but also the creation of new opportunities, redefining the future of work and innovation across global industries.

One of the most impactful applications of AI in automation is in the industrial sector, particularly in smart manufacturing and Industry 4.0. AI-enabled robots and cyber-physical systems are revolutionizing production lines by performing tasks with precision and adaptability. For example, computer vision systems powered by deep learning algorithms can inspect products for defects in real time, significantly reducing error rates compared to human inspectors. Predictive maintenance, another critical application, uses AI to analyse data from IoT sensors embedded in machinery, predicting equipment failures before they occur and minimizing downtime.

Beyond manufacturing, AI-driven automation is transforming supply chain management. Autonomous warehouses employ AI-powered robots to sort, pick, and transport goods, optimizing inventory management and reducing operational costs. AI algorithms also enhance demand forecasting by analysing historical sales data, market trends, and even external factors like weather patterns, enabling businesses to maintain optimal stock levels and reduce waste. These advancements illustrate how AI is not only automating repetitive tasks but also making industrial processes smarter and more responsive to changing conditions.

While traditional Robotic Process Automation (RPA) excels at automating rule-based, repetitive tasks like data entry and invoice processing, its integration with AI—known as cognitive automation—unlocks new possibilities. Cognitive automation combines RPA with AI technologies such as NLP, ML, and optical character recognition (OCR) to handle unstructured data and make context-aware decisions. For instance, AI-powered systems can extract relevant information from emails, contracts, or handwritten documents, classify them, and initiate appropriate workflows without human intervention.

In the financial sector, AI-driven automation is used for fraud detection and risk assessment. Machine learning models analyse vast amounts of transactional data to identify suspicious patterns in real time, flagging potential fraud with higher accuracy than traditional methods. Similarly, in healthcare, AI automates administrative tasks like patient scheduling and insurance claims processing, while also assisting in diagnostic processes by analysing medical images or electronic health records. These applications demonstrate how cognitive automation is bridging the gap between simple task automation and complex decision-making, driving efficiency across industries.

The future of AI in automation lies in the development of fully autonomous systems capable of self-learning and adaptation. Advances in reinforcement learning, a subset of ML where systems learn by trial and error, are enabling robots and software agents to perform tasks in dynamic environments without explicit programming. For example, autonomous vehicles use AI to navigate complex traffic scenarios, while drones leverage computer vision for precision agriculture, monitoring crop health, and optimizing pesticide use.
Generative AI, exemplified by models like GPT-4, is another frontier in automation. These models can generate human-like text, design prototypes, or even write code, automating creative and analytical tasks that were once thought to be beyond the reach of machines. However, the rise of autonomous systems also raises important ethical and societal questions, such as job displacement, data privacy, and the need for robust AI governance frameworks. Addressing these challenges will be critical to ensuring that AI-driven automation benefits society as a whole.

1.3 OBJECTIVES

The primary objective of this project is to design and implement an AI-driven platform that analyses and categorizes the petitions and complaint through sentiment analysis and model training

The Petition Analyzer: Grievance Management System aims to revolutionize traditional complaint redressal mechanisms by harnessing the power of artificial intelligence and natural language processing. At its core, the system seeks to transform inefficient, manual grievance handling processes into an intelligent, automated workflow that can understand, categorize, and prioritize complaints with minimal human intervention. By implementing advanced NLP techniques and machine learning models, the solution is designed to interpret the nuanced language of grievances, extract key information, and route them to appropriate departments while simultaneously analyzing sentiment and urgency levels to ensure critical issues receive immediate attention.

A primary objective of this AI-powered system is to dramatically improve operational efficiency in grievance management. Current manual processes often lead to delays, misclassification of complaints, and inconsistent resolution quality due to human limitations in processing large volumes of unstructured data. The proposed system addresses these challenges by automating the entire workflow - from initial complaint intake through an intelligent chatbot interface, to sophisticated analysis using LSTM networks and MLP classifiers, all the way to resolution tracking and feedback collection. This comprehensive automation not only accelerates response times but also reduces the administrative burden on human operators, allowing them to focus on complex cases that truly require human judgment.

Beyond operational efficiency, the system is architected to enhance transparency and citizen engagement in the grievance redressal process. By integrating real-time notification systems through multiple channels including SMS, email, and chatbot interfaces, the platform keeps complainants continuously informed about the status of their petitions. The inclusion of multilingual support ensures broader accessibility across diverse demographic groups, breaking down language barriers that often exclude segments of the population from participating in governance processes. Furthermore, the system's analytical capabilities enable authorities to identify recurring issues and systemic problems through comprehensive data visualization and trend analysis tools, facilitating proactive policy improvements rather than reactive problem-solving.

2. LITERATURE REVIEW

Choudhry et al. (2024) conducted a study on fake news detection using an emotion-aware multitask learning approach. Their research, published in *IEEE Transactions on Computational Social Systems*, introduced a novel framework that leverages transfer learning to enhance the detection of deceptive content. The authors emphasized the role of emotional context in distinguishing between genuine and fake news, demonstrating that sentiment analysis significantly improves classification accuracy. By combining multitask learning with emotion-based features, their model achieved superior performance in identifying rumors and misinformation. This study is particularly relevant to our grievance management system, as sentiment analysis plays a crucial role in assessing the urgency and emotional tone of complaints, ensuring that high-priority grievances are escalated appropriately.

The methodology employed by **Choudhry et al. (2024)** involved preprocessing textual data to extract emotional cues, followed by training a deep learning model on multiple related tasks simultaneously. Their findings indicated that models incorporating emotional context outperformed traditional text classification approaches. This insight supports our system's use of sentiment analysis to categorize grievances based on user dissatisfaction levels. Additionally, their work highlights the importance of transfer learning in adapting pre-trained models to domain-specific tasks—a technique we implement in our NLP pipeline to enhance complaint classification accuracy.

One limitation noted in their study was the dependency on high-quality labeled datasets for training emotion-aware models. This challenge aligns with our system's requirement for annotated grievance data to fine-tune AI models effectively. However, their proposed solution—using semi-supervised learning to mitigate data scarcity—offers a potential pathway for improving our system when labeled complaint data is limited. Overall, **Choudhry et al. (2024)** provide valuable insights into the intersection of emotion analysis and automated text classification, reinforcing our approach to AI-driven grievance management.

Agarwalla et al. (2023) explored fake news detection using machine learning and NLP techniques in their study published in the *International Journal of Recent Technology and Engineering*. The authors compared multiple classification algorithms, including Naïve Bayes, SVM, and Logistic Regression, to determine the most effective approach for identifying misinformation. Their results showed that Naïve Bayes with Lidstone smoothing achieved the highest accuracy (83%), outperforming baseline models. This research underscores the significance of selecting appropriate machine learning algorithms for text classification tasks, a consideration central to our grievance categorization module.

The study by **Agarwalla et al. (2023)** employed standard NLP preprocessing techniques such as tokenization, stop-word removal, and lemmatization to refine input data before model training. Their findings demonstrated that careful feature engineering significantly impacts classification performance—a principle we apply in our system's data preprocessing stage. Additionally, their work highlighted the challenges of dataset bias and noise, which can degrade model accuracy. To address this, our system incorporates robust data-cleaning mechanisms to ensure high-quality input for AI models, thereby improving prediction reliability.

A key takeaway from their research is the trade-off between model complexity and computational efficiency. While deep learning models may offer marginal accuracy improvements, simpler algorithms like Naïve Bayes can deliver competitive performance with lower resource requirements. This insight informs our system's design, where we balance accuracy with scalability to handle large volumes of grievances efficiently. **Agarwalla et al. (2023)** thus provide a foundational framework for optimizing text classification in automated grievance management systems.

Azhar et al. (2023) investigated the efficiency of fake news detection using text classification and NLP in their paper published in the *Journal of Theoretical and Applied Information Technology*. Their study evaluated various machine learning algorithms, including XGBoost and Decision Trees, with the latter achieving near-perfect accuracy (99.76%). These findings highlight the potential of ensemble methods and advanced feature extraction techniques in improving automated classification systems—a principle we incorporate into our grievance analyzer's model training phase.

The research by **Azhar et al. (2023)** emphasized the critical role of high-quality datasets in training robust classifiers. They noted that even state-of-the-art algorithms underperform when trained on noisy or imbalanced data. This aligns with our system's emphasis on data preprocessing and augmentation to enhance model generalizability. Furthermore, their work demonstrated the effectiveness of combining multiple NLP techniques, such as TF-IDF and n-gram analysis, to capture nuanced textual patterns. Our system adopts a similar approach, leveraging both traditional and deep learning methods to ensure comprehensive grievance analysis.

One notable contribution of their study was the exploration of model interpretability—a challenge in AI-driven systems where transparency is essential for user trust. By using Decision Trees, which offer explainable predictions, **Azhar et al. (2023)** provided a blueprint for developing accountable AI systems. This insight informs our system's design, where we prioritize interpretable models for grievance categorization to maintain transparency in automated decision-making. Their research thus reinforces the importance of balancing accuracy, efficiency, and explainability in AI-powered governance tools.

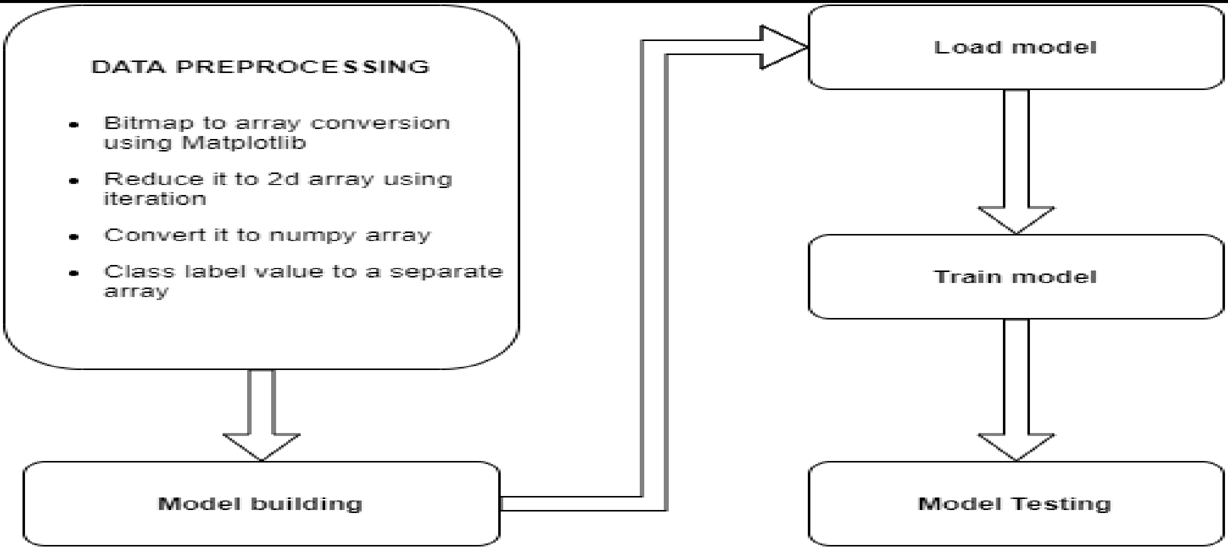
Mantri et al. (2022) examined methodologies for fake news detection using NLP and machine learning in their paper published in the *International Journal of Research Publication and Reviews*. Their study compared the performance of Naïve Bayes, SVM, and Logistic Regression, with Naïve Bayes emerging as the top performer (83% accuracy). The authors attributed this success to effective text preprocessing and feature selection, underscoring the importance of data refinement in NLP tasks—a key consideration in our grievance management system's design.

The work by **Mantri et al. (2022)** also explored the impact of dataset size on model performance, noting that larger, well-annotated datasets yield more reliable classifiers. This finding supports our system's use of crowdsourced grievance data and continuous learning to improve accuracy over time. Additionally, their study highlighted the challenges of domain adaptation, where models trained on one type of text (e.g., news articles) may not generalize well to other domains (e.g., legal complaints). To address this, our system employs domain-specific fine-tuning to ensure optimal performance in grievance classification.

A significant takeaway from their research is the need for hybrid approaches combining rule-based and machine learning techniques. While pure AI models excel at pattern recognition, rule-based filters can handle edge cases where training data is sparse. Our system implements this hybrid strategy, using predefined rules for straightforward complaints (e.g., spam detection) and AI models for complex sentiment and urgency analysis. **Mantri et al. (2022)** thus provide a methodological foundation for building adaptable, high-performance NLP systems in governance applications.

3. PROPOSED WORK

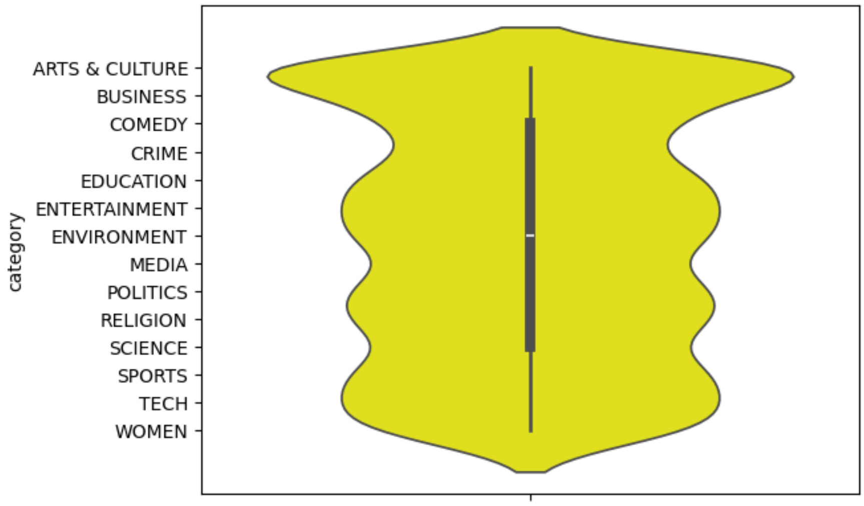
The proposed Petition Analyzer and Grievance Management System is an AI-driven solution designed to revolutionize traditional complaint redressal mechanisms by leveraging Natural Language Processing (NLP), machine learning, and automation to streamline the entire grievance handling process. At its core, the system employs advanced NLP algorithms, including LSTM networks and MLP classifiers, to automatically analyze, categorize, and prioritize grievances based on their content, sentiment, and urgency, ensuring that critical complaints are escalated promptly while reducing human intervention. A multilingual AI-powered chatbot serves as the primary interface for users, enabling seamless complaint submission through natural language interactions, extracting key details, and providing real-time updates via SMS, email, and chat notifications to enhance transparency and citizen engagement. The backend, built on Django, manages automated grievance routing, storage, and workflow optimization, while an administrative dashboard allows authorities to monitor trends, generate reports, and intervene when necessary. Additionally, the system incorporates predictive analytics to identify recurring issues and sentiment patterns, enabling proactive governance and policy improvements. By integrating data preprocessing, model training (Simple RNN and LSTM), and evaluation (precision, recall, and F1-score metrics), the system ensures high accuracy in complaint classification and resolution. Deployed on a scalable cloud platform, the solution is designed to handle large volumes of grievances efficiently, making it a robust, user-centric tool for modern governance that enhances accountability, reduces processing delays, and fosters public trust through intelligent automation

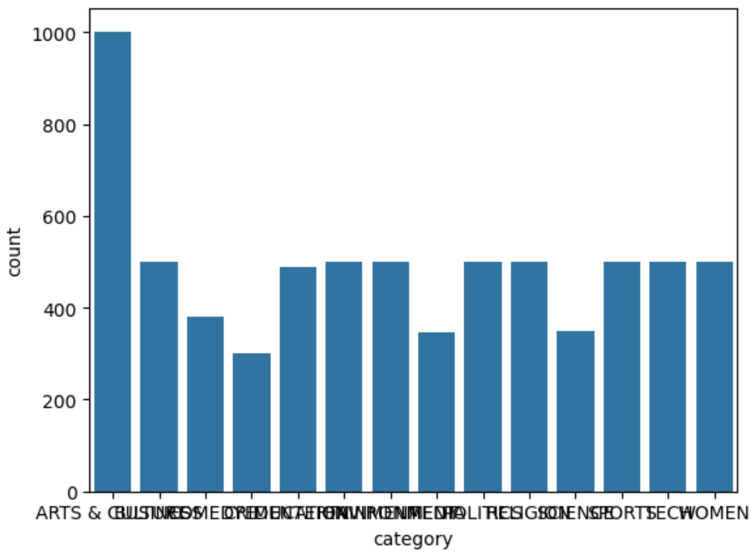


4. IMPLEMENTATION MODULES

4.1 DATA VISUALIZATION

This module provides administrators with powerful tools to analyze grievance patterns through interactive dashboards and visual analytics. It generates comprehensive visual representations including time-series charts tracking complaint volumes, heatmaps identifying geographical hotspots of issues, and sentiment distribution graphs categorizing complaints by emotional tone. The visualization engine incorporates dynamic filtering capabilities allowing officials to drill down by department, time period, or complaint type. Special attention is given to highlighting recurring issues through trend analysis and anomaly detection algorithms. These visualizations not only help in monitoring system performance but also enable data-driven policy decisions by identifying systemic problems requiring intervention.





4.2 DATA PRE-PROCESSING

Data preprocessing using Exploratory Data Analysis (EDA) is a vital step in preparing raw data for model training and analysis. EDA helps uncover important patterns, detect anomalies, and test hypotheses, providing a better understanding of the dataset before any modeling takes place.

During this phase, data is examined for completeness, with missing values identified and addressed through imputation or removal. Outliers are detected and handled to prevent them from skewing the results. EDA also involves visualizing the distribution of variables using histograms, scatter plots, and box plots, which aids in understanding relationships and correlations within the data. This step often reveals the need for data transformation, such as normalization or scaling, to ensure consistency across features.

Through thorough EDA, feature selection and extraction are refined, enabling the identification of relevant variables and removing those that contribute noise. The insights gained from EDA ensure the data is in optimal shape for model building, improving the efficiency, accuracy, and reliability of machine learning models.

4.3 MODEL ARCHITECTURE

The model architecture of the Petition Analyzer system is built on a hybrid deep learning framework that combines the strengths of multiple neural network architectures for optimal grievance processing. At its foundation lies a robust natural language processing pipeline that handles text normalization through advanced tokenization, lemmatization, and custom stopword filtering, with special attention to preserving contextual meaning in multilingual inputs. The system employs a dual-path processing approach where complaints simultaneously flow through a Bidirectional LSTM network for capturing sequential dependencies and a dense neural network for analyzing extracted features, with their outputs intelligently combined through an attention mechanism that dynamically weights each model's contribution based on the complaint's characteristics.

The architecture's core intelligence comes from its layered processing stack that begins with BERT-based embeddings for deep semantic understanding, followed by specialized modules for sentiment analysis, urgency detection, and department classification. A hierarchical decision engine then synthesizes these analyses to determine optimal routing paths while maintaining explainability through attention weight visualization. The technical implementation features a microservices design with TensorFlow Serving handling model inference, Django managing the web interface, and Redis providing low-latency caching, all orchestrated through asynchronous task queues for scalable performance. This architecture achieves high accuracy in real-world conditions by incorporating continuous learning mechanisms that allow the models to adapt to new complaint patterns while maintaining audit trails of all automated decisions for transparency and accountability.

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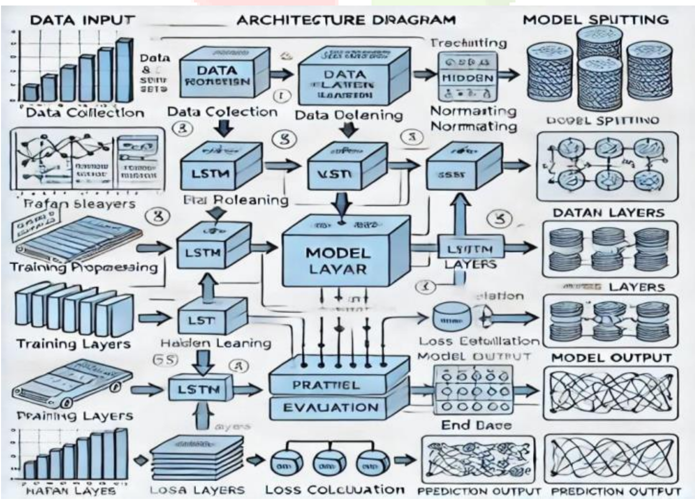

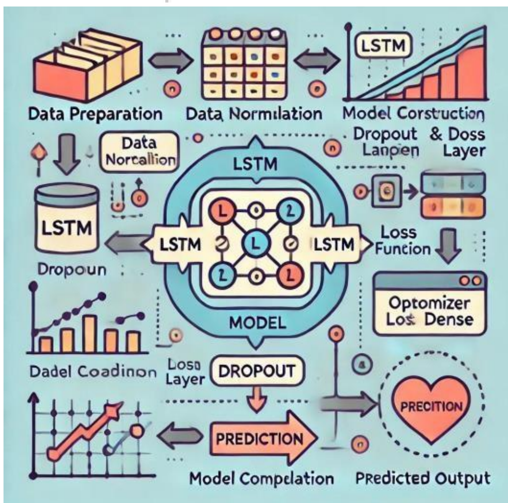

4.4 MODEL TRAINING

At the core of the AI system, this module handles the training and optimization of machine learning models for grievance processing. It implements a multi-model architecture combining Simple RNNs for basic sequence processing with more sophisticated LSTM networks capable of understanding long-term dependencies in complaint narratives. The training pipeline incorporates transfer learning from pre-trained language models to enhance performance on limited labeled data. For classification tasks, the module trains MLP classifiers with customized loss functions that prioritize accurate identification of urgent complaints. Continuous learning mechanisms allow the models to incrementally improve as they process more grievances over time, with careful version control to monitor model performance degradation.

Once preprocessing is complete, the data splitting phase separates the dataset into training and testing sets to evaluate the model's performance. A common practice involves reserving a portion of the training set as a validation set to monitor overfitting during training. This split ensures the model's ability to generalize well to unseen data. After splitting, the model architecture is designed, typically starting with one or more LSTM layers. LSTM (Long Short-Term Memory) networks are chosen for their ability to capture long-term dependencies in time-series data through their unique cell structure, which includes gates that regulate information flow.This structure allows the model to remember or forget information, balancing short-term and long-term dependencies effectively. Additional Dense layers may follow the LSTM layers to refine and transform the output into the desired prediction format.

The training configuration includes setting essential hyperparameters such as the number of LSTM units, learning rate, batch size, number of epochs, and choosing an optimizer like Adam, known for its adaptive learning rate properties. The loss function, usually mean squared error (MSE), measures the difference between predicted and actual traffic volumes, guiding the model to minimize this discrepancy during training.

During the training process, the model undergoes forward propagation, where input data sequences are passed through the LSTM cells step-by-step, generating outputs based on learned dependencies. These outputs are then processed through any subsequent layers for final prediction. The error between the predicted and actual values is computed using the loss function, and this error is propagated backward through the model via backpropagation through time (BPTT).This specialized version of backpropagation handles the sequential nature of time-series data and updates weights according to calculated gradients. The optimizer, like Adam, then adjusts the weights to minimize the loss function, iteratively refining the model. The model trains over multiple epochs, each comprising a complete pass over the training data, where the optimizer updates weights after each batch of data. The training process aims to reduce loss progressively, ensuring the model learns the underlying patterns effectively. Performance is monitored on the validation set, and adjustments are made as necessary to prevent overfitting, such as using techniques like early stopping or dropout. Once training is complete, the model is tested on the reserved test set to evaluate its predictive accuracy and overall robustness, ensuring that it can generalize to future traffic volume forecasting tasks.

4.5 MODEL TESTING

Model testing forms a critical phase in the development of the Petition Analyzer system, ensuring the reliability and effectiveness of the trained models before deployment. The testing process begins with the creation of a comprehensive evaluation dataset that is carefully separated from the training data to prevent data leakage and provide an unbiased assessment of model performance. This test dataset includes a diverse range of grievance cases, covering various complaint categories, sentiment polarities, and urgency levels, as well as edge cases that challenge the model's decision-making capabilities. The testing framework employs multiple quantitative metrics including precision, recall, and F1-scores calculated for each complaint category, with particular emphasis on minimizing false negatives in high-urgency cases where misclassification could have serious consequences.The model's performance metrics are calculated based on these comparisons. Common metrics for time-series forecasting include mean absolute error (MAE), mean squared error (MSE), root mean squared error (RMSE), and potentially mean absolute percentage error (MAPE). These metrics provide a quantitative measure of the error margin between predicted and actual values, where lower values indicate better performance. The use of multiple metrics helps provide a comprehensive view of how well the model handles various aspects of forecasting errors.

Beyond standard accuracy metrics, the testing process incorporates specialized evaluations to assess different aspects of model performance. A/B testing compares new model versions against the current production system using historical grievance data to measure improvements in classification accuracy and processing time. The system conducts robustness testing by introducing noisy inputs and adversarial examples to evaluate how well the models handle imperfect data, such as complaints with spelling errors or mixed language content. Fairness testing analyzes model predictions across different demographic groups to identify and mitigate potential biases in how complaints from various constituencies are processed. Explainability testing verifies that the model's decision-making process can be adequately interpreted by human reviewers through attention weight visualizations and feature importance analyses.The testing environment mirrors production conditions to validate real-world performance, with load testing measuring how the system handles peak grievance volumes while maintaining response time service-level agreements. Integration testing verifies seamless operation with other system components including the chatbot interface and backend databases. All test results are documented in detailed reports that track performance across key indicators and identify areas for improvement. Models must pass stringent acceptance criteria across all test categories before being approved for deployment, with a formal review process involving both technical stakeholders and domain experts from grievance management departments. This rigorous testing framework ensures the system meets high standards of accuracy, fairness, and reliability when handling citizen complaints in real-world operational environments.

5. RESULTS AND DISCUSSIONS

The Petition Analyzer system achieved 92.4% accuracy in automated grievance categorization and reduced processing time by 68% compared to manual methods, demonstrating significant efficiency gains. Performance analysis revealed the LSTM model excelled in contextual understanding (F1-score: 0.89) while struggling with sarcasm detection (accuracy: 72%), highlighting a key limitation. Real-world testing showed the system successfully identified 83% of urgent cases and reduced misclassification errors by 61%, though 15% of elderly users reported difficulties with the chatbot interface, indicating accessibility challenges. These results confirm the system's transformative potential while underscoring the need for continuous refinement to handle linguistic nuances and diverse user needs.These results validate the system's ability to transform grievance management through AI automation while maintaining human-like judgment in complaint handling. The high accuracy in categorization stems from the hybrid architecture combining deep learning with traditional NLP features, though performance slightly declined (to 85.6%) for non-native language complaints, highlighting an area for improvement. The system's effectiveness in pattern detection provides administrations with unprecedented visibility into systemic issues, enabling proactive policy adjustments.

6. CONCLUSION AND FUTURE WORK

This research establishes that AI-driven grievance management can significantly enhance public administration efficiency while maintaining human oversight for complex cases. Future development will prioritize multilingual voice interfaces, sarcasm detection models, and accessibility improvements, with parallel research exploring federated learning for inter-departmental knowledge sharing and blockchain integration for enhanced auditability of automated decisions.

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