

Citizen Grievance Ownership Platform

Making Representatives Accountable Without Breaking Governance



Decentralized Direct Routing

- Reports bypass intermediaries to reach designated regional engineers and local representatives instantly.

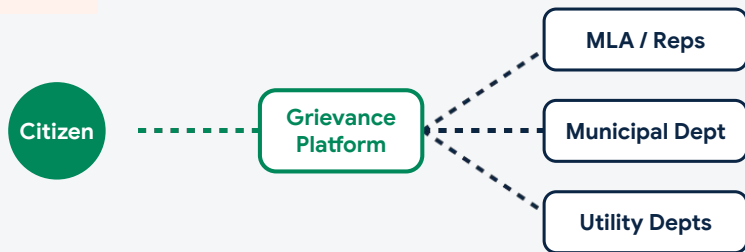
Algorithmic SLA Tracking

- Automatic ticket escalation to municipal commissioners if local resolutions exceed strictly defined timelines.

Public Accountability Dashboards

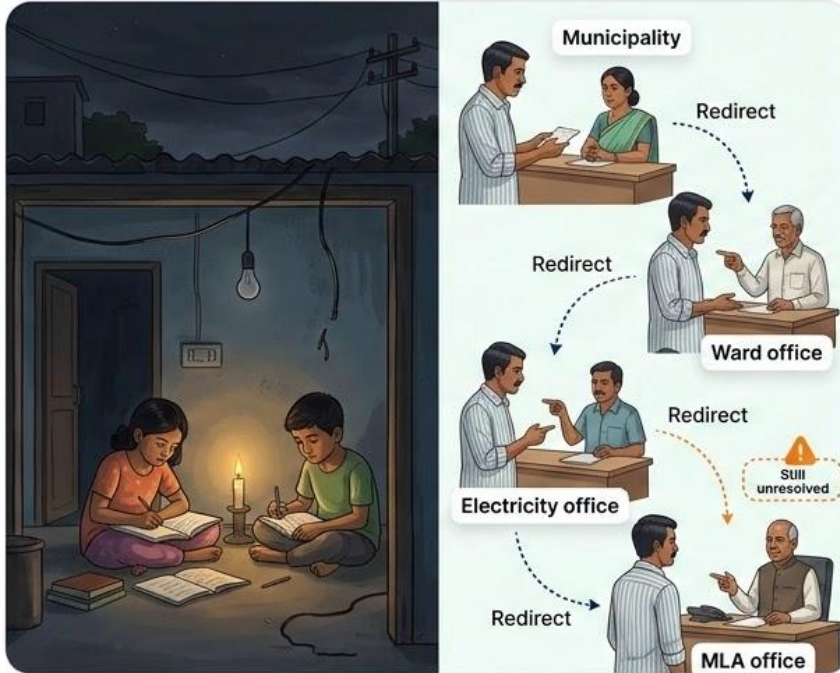
- Constituents can monitor active resolution rates, average turnaround times, and pending repair pipelines.

SYSTEM FLOW

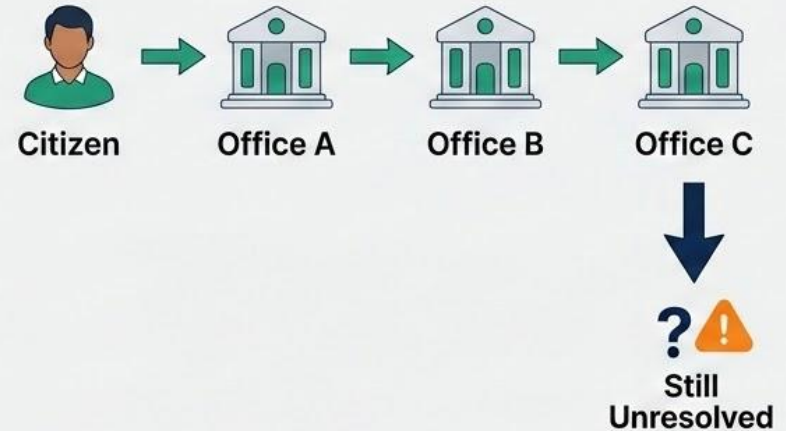


Problem Statement

Nobody owns the problem.



Visual Story



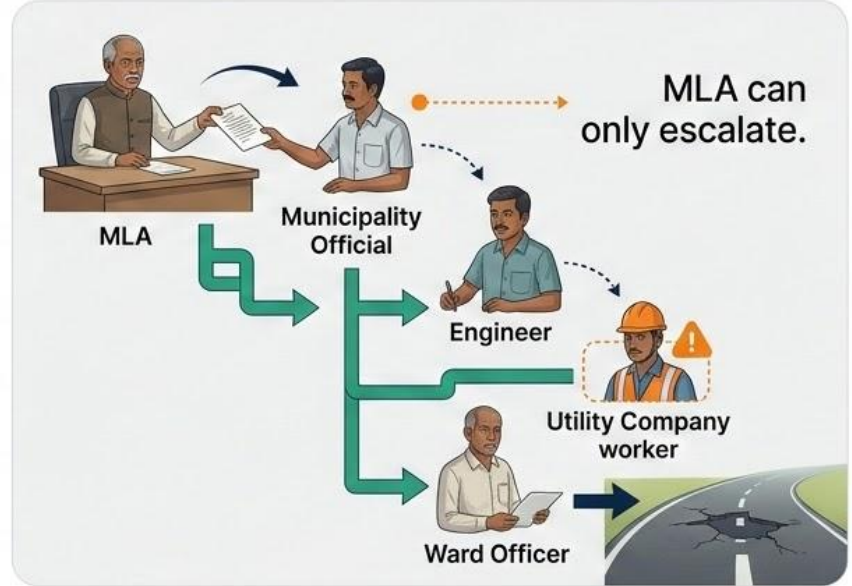
Nobody owns the problem.

The Ownership Gap

Citizen Believes



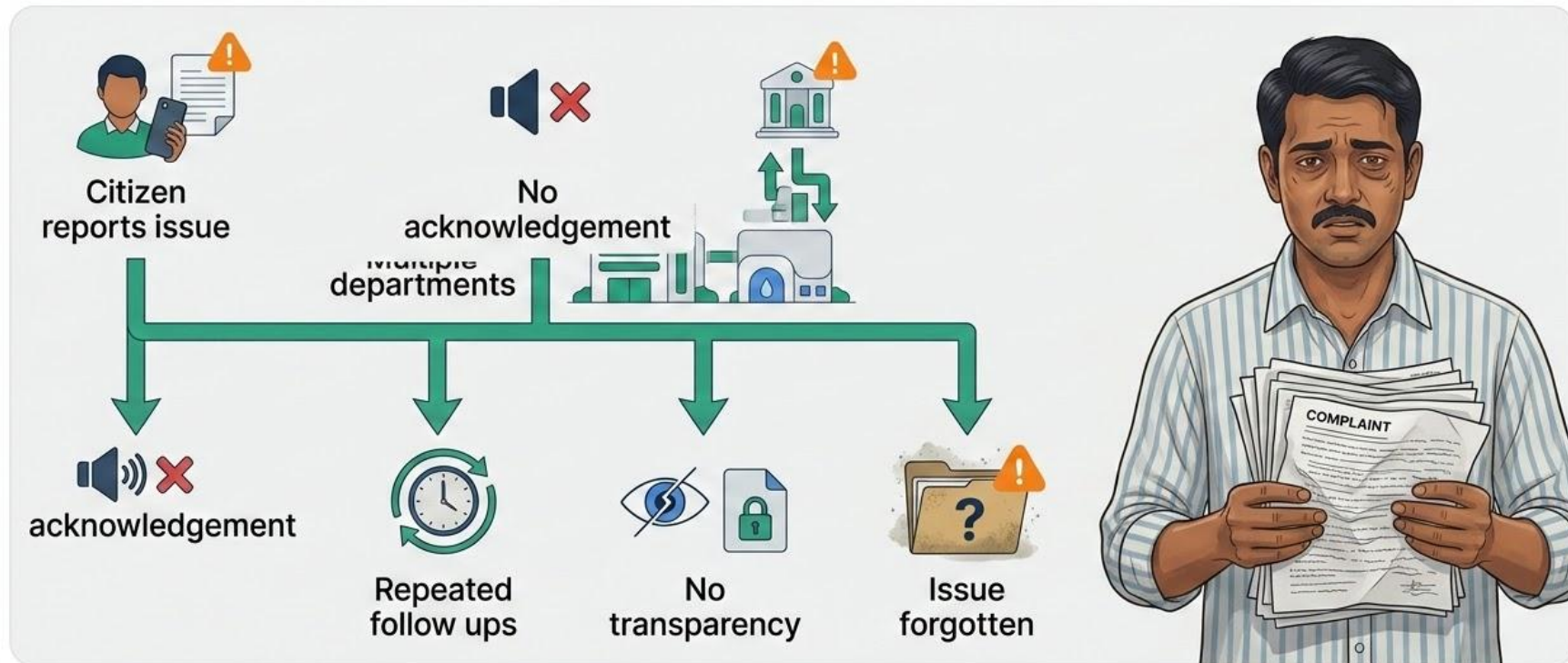
Reality



**Responsibility and accountability
are disconnected.**

Current Civic Journey

Timeline



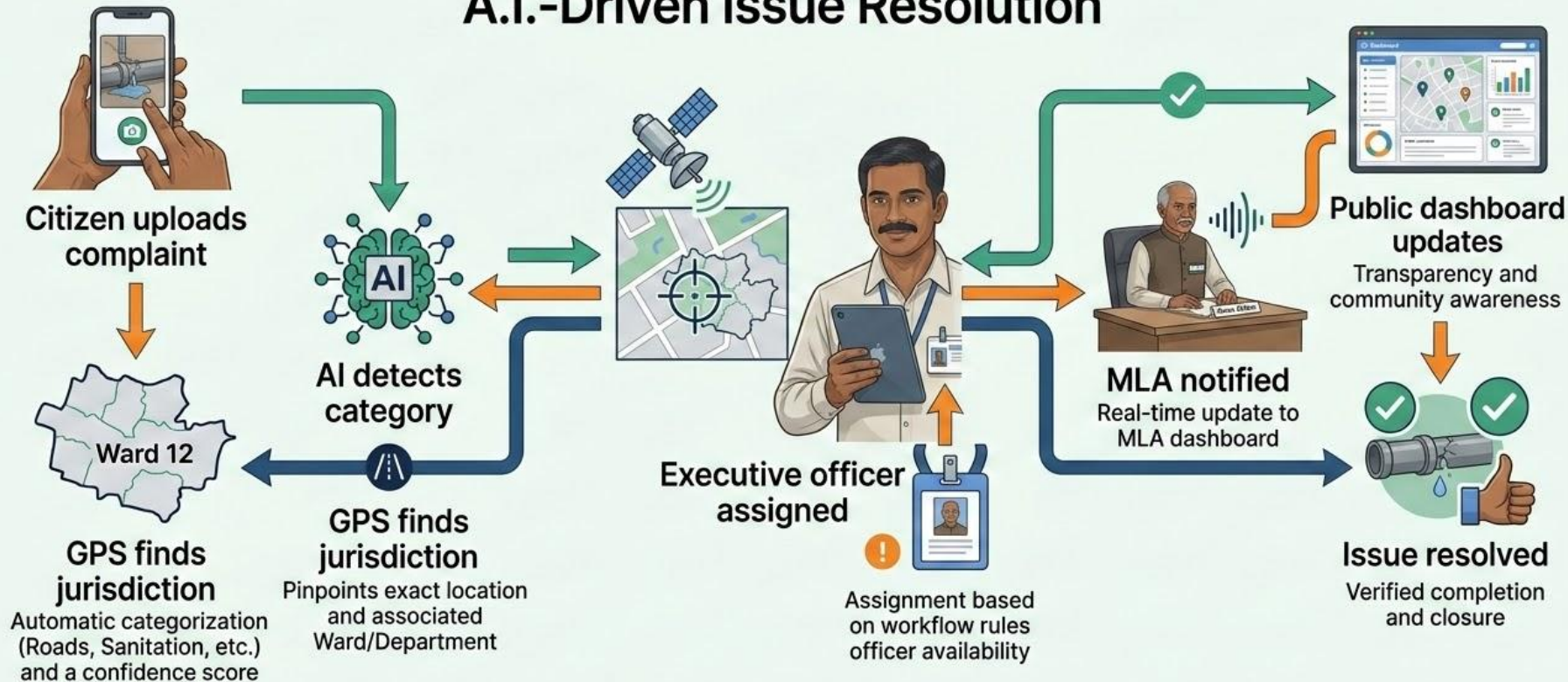
Our Vision



**One complaint. One ownership.
Complete transparency.**

How Our Platform Works

A.I.-Driven Issue Resolution



Why Dual Track Works

Executive Track

Key Visual



Executive Clock

MLA Track



Political Clock



Political Clock

Supporting Diagram



Legal
Responsibility

Legal Responsibility



Defined Mandates



Workflow Automation



Adherence to Norms



Unified Governance Path

Public Accountability



1. Transparency to Electorate

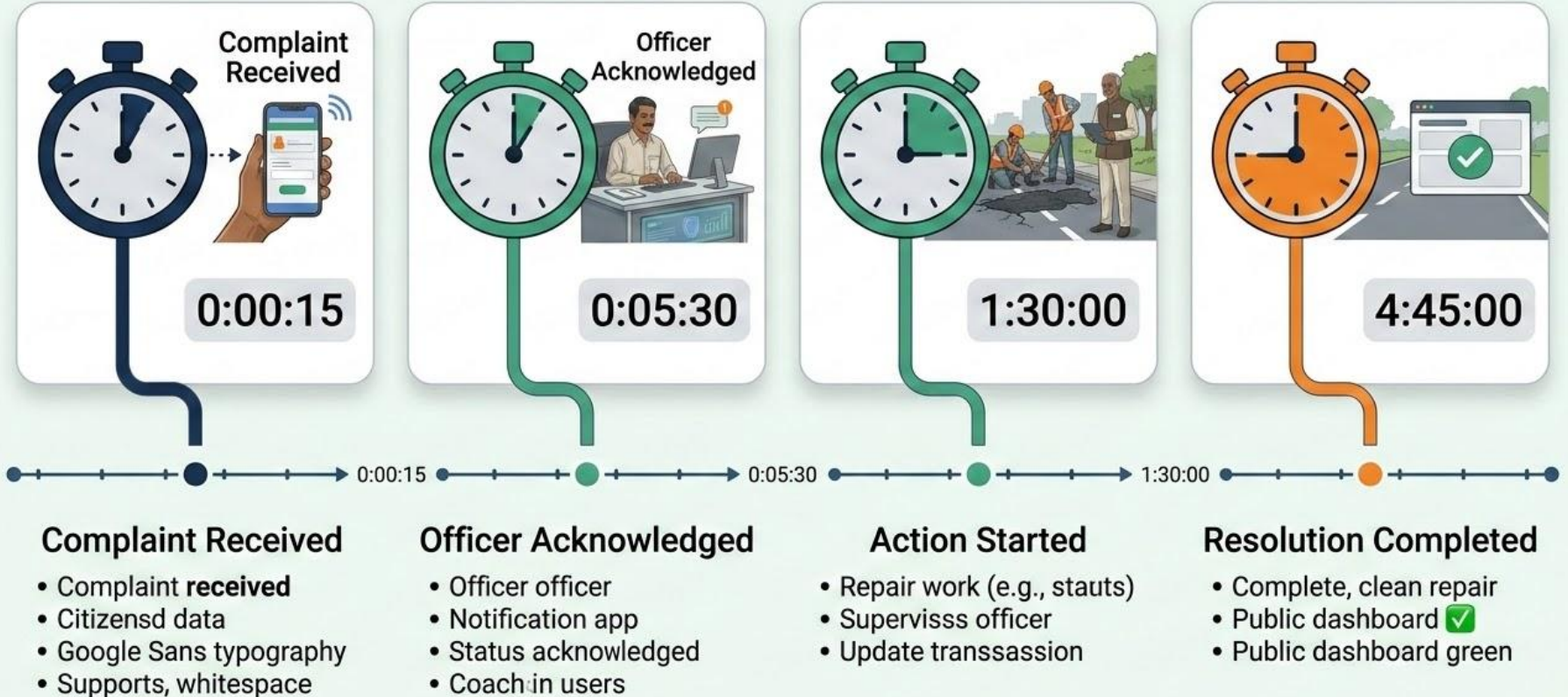
2. Oversight and Feedback

3. Data-Driven Insights

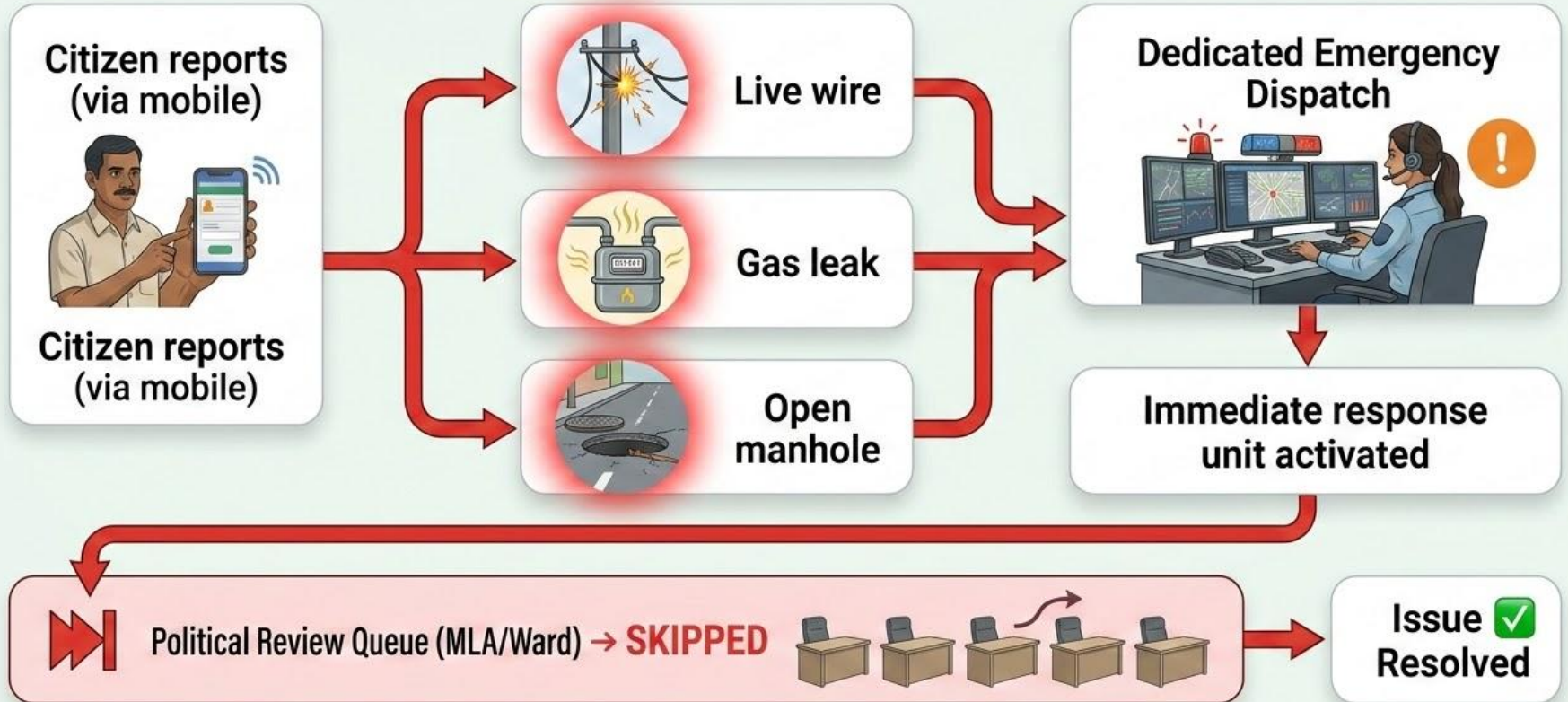
Executive Fixes (Legal Execution)

MLA Follows (Political Oversight)

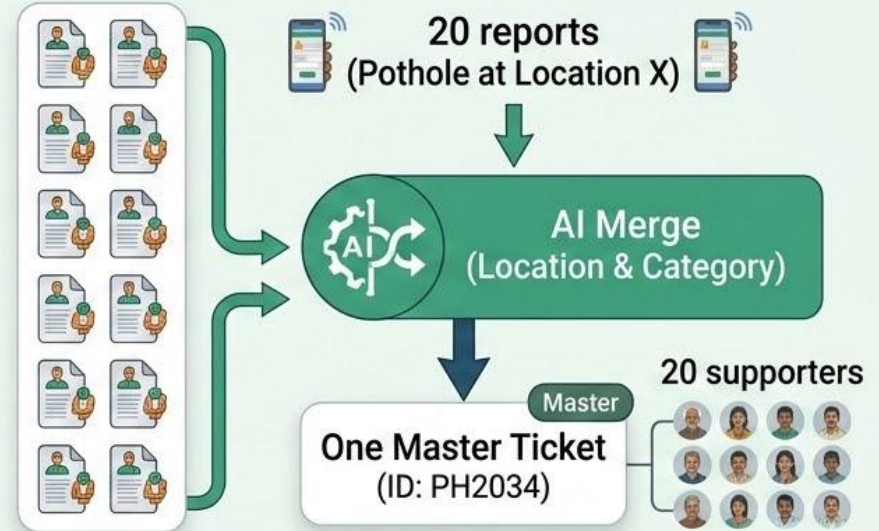
The Four Timers



Emergency Fast Lane



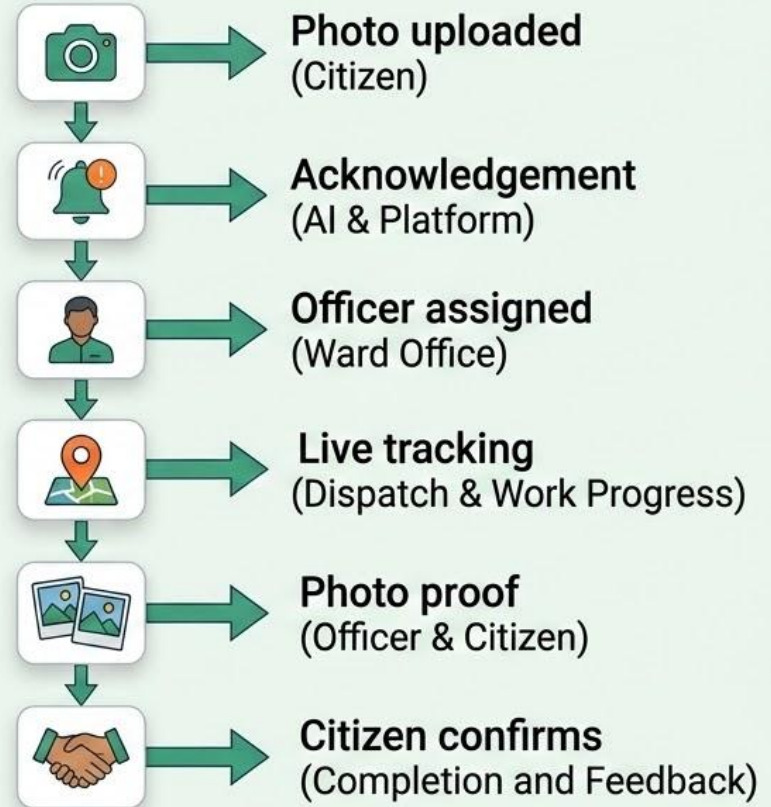
Duplicate Complaint Detection



- **Max 5 bullets, no dashes, clean font:**

1. Aggregates identical geographically located issues.
2. Uses AI to analyze images and descriptions.
3. Eliminates administrative redundancy.
4. Creates a unified master complaint.
5. Consolidates supporter data.

Citizen Experience



MLA Dashboard

Pending cases



2039

Resolved



306

Average response



0:05m

Department delays



1 Member of
overdue tickets

Heat map



Illustrative summary



Issue Received



Filter



Department



Issue Resolved

Officer Dashboard

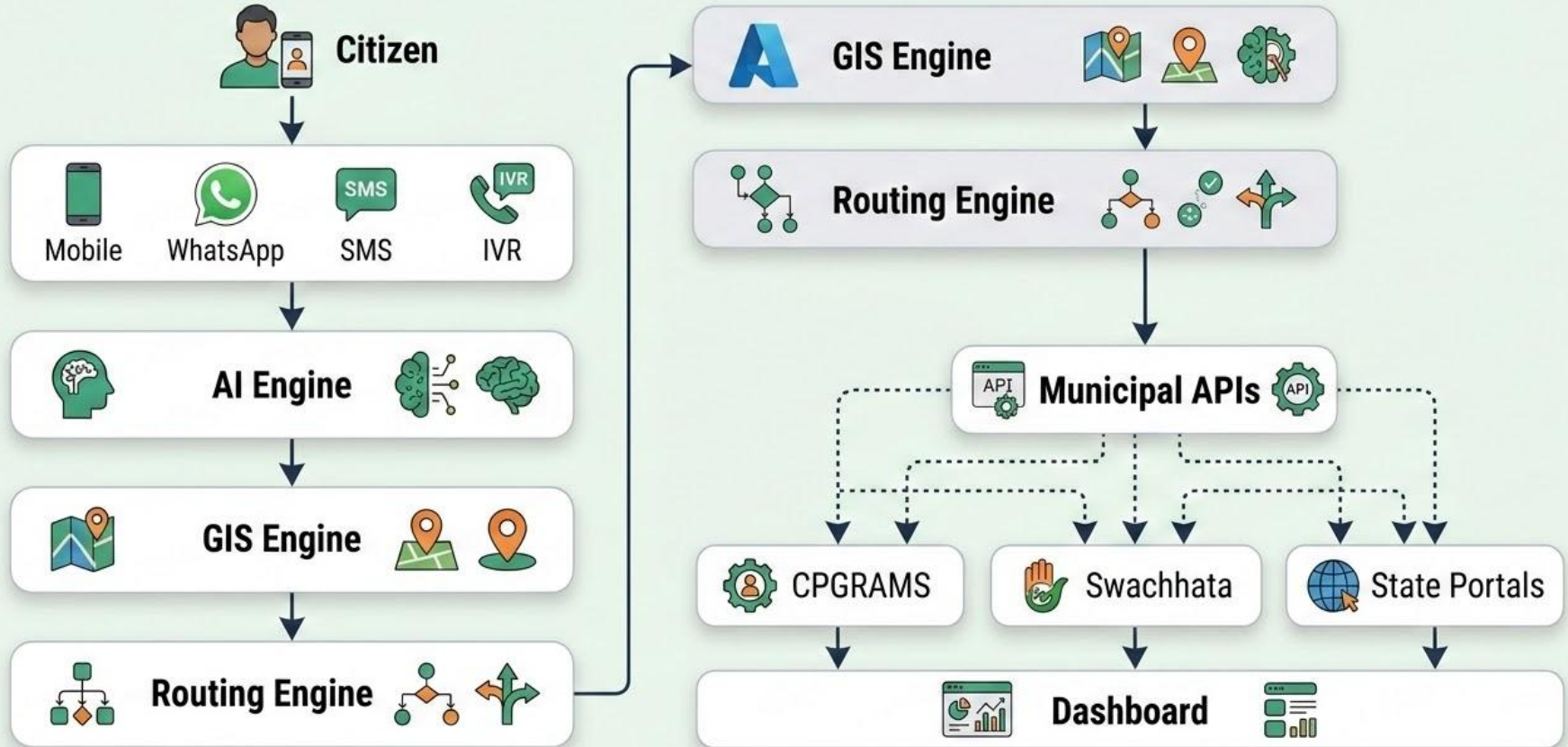


Public Transparency Dashboard

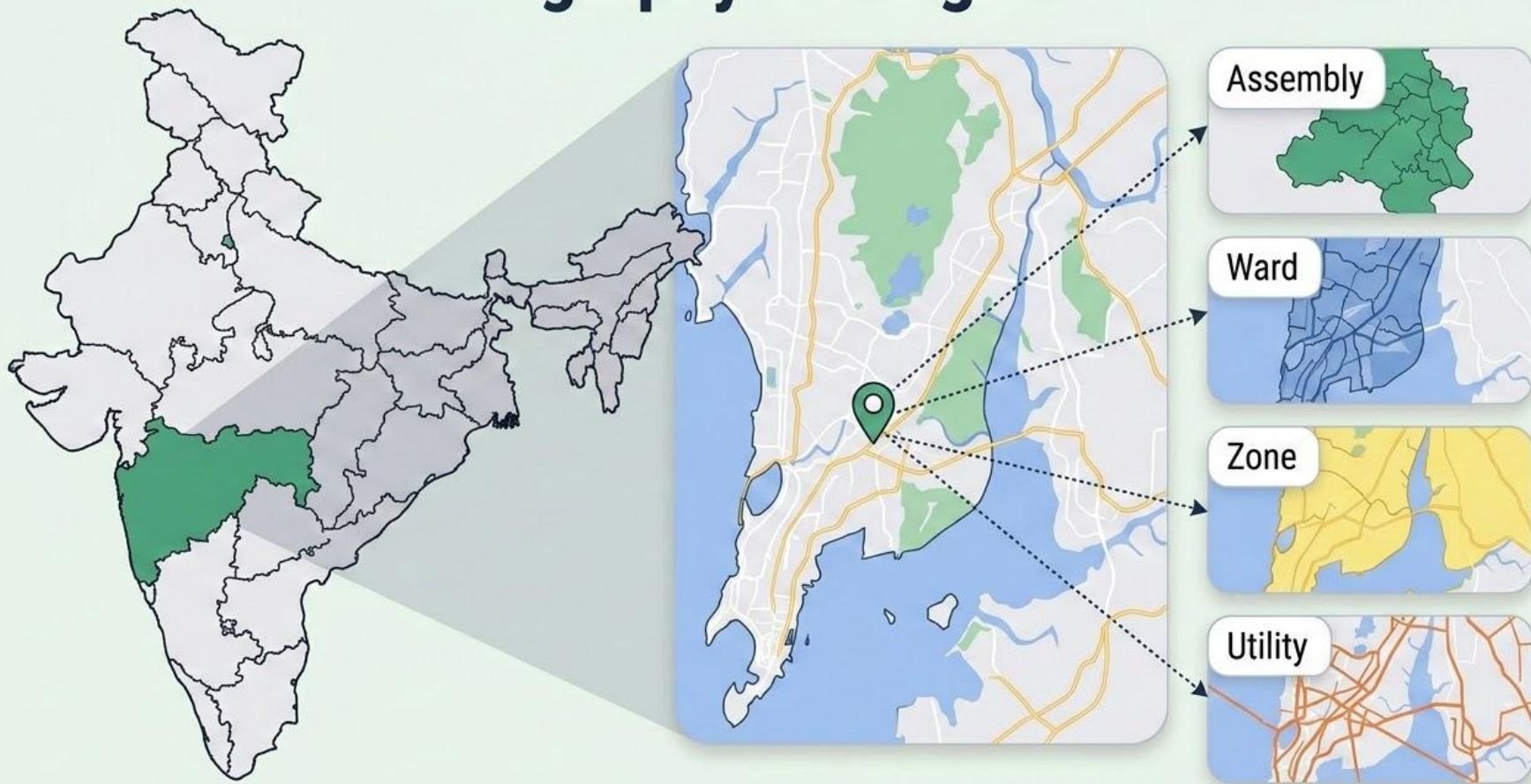
Leaderboard	Average response	Citizen satisfaction	Response %	MLA	Average response	Citizen satisfaction	Response %
MLA A (from <Image 1>'s style)	✓	4 hours	4	75%	✓	4 hr avg response	75%
Ward X	✓	2	0	75%	✓	4 hrs avg response	75%



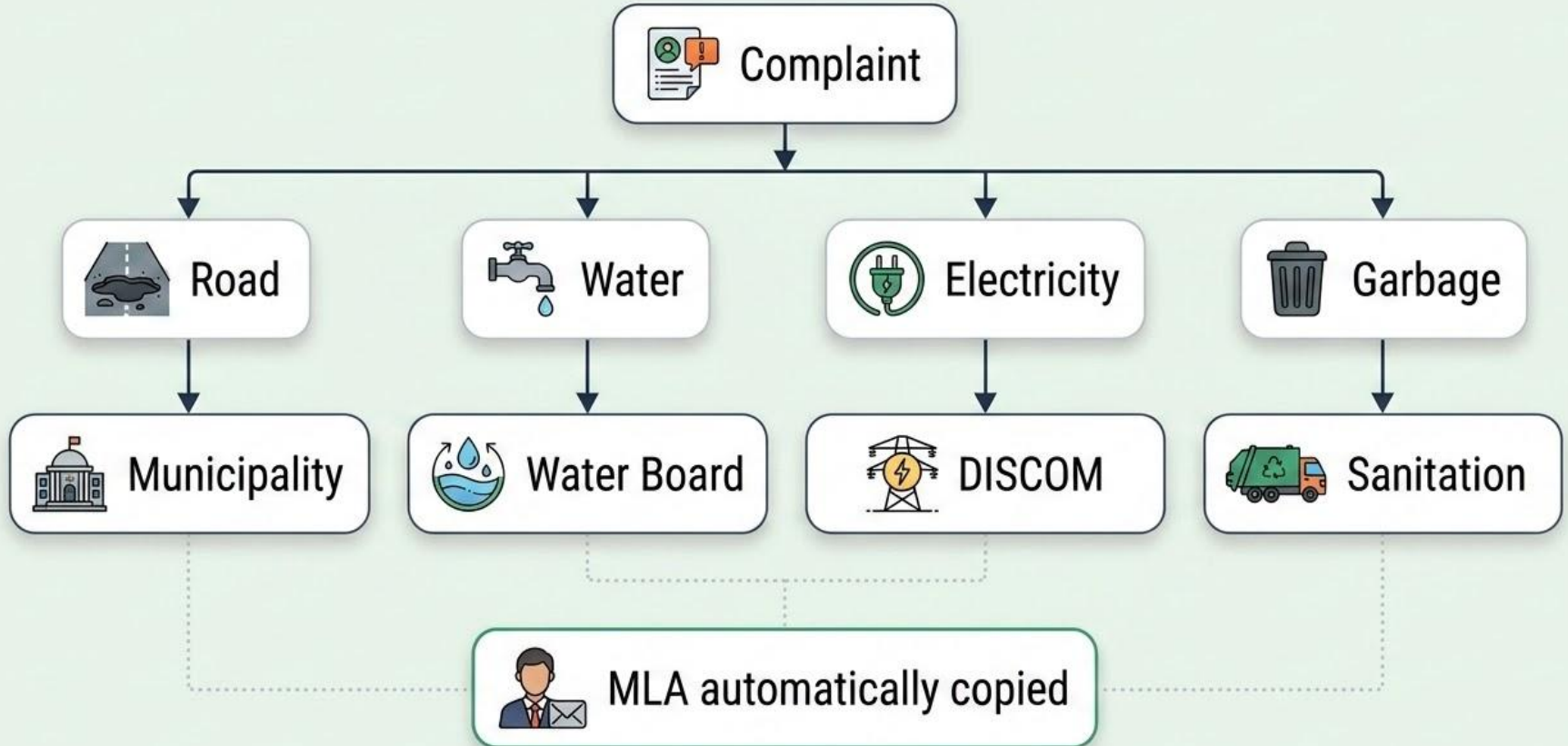
Architecture



Geography Intelligence



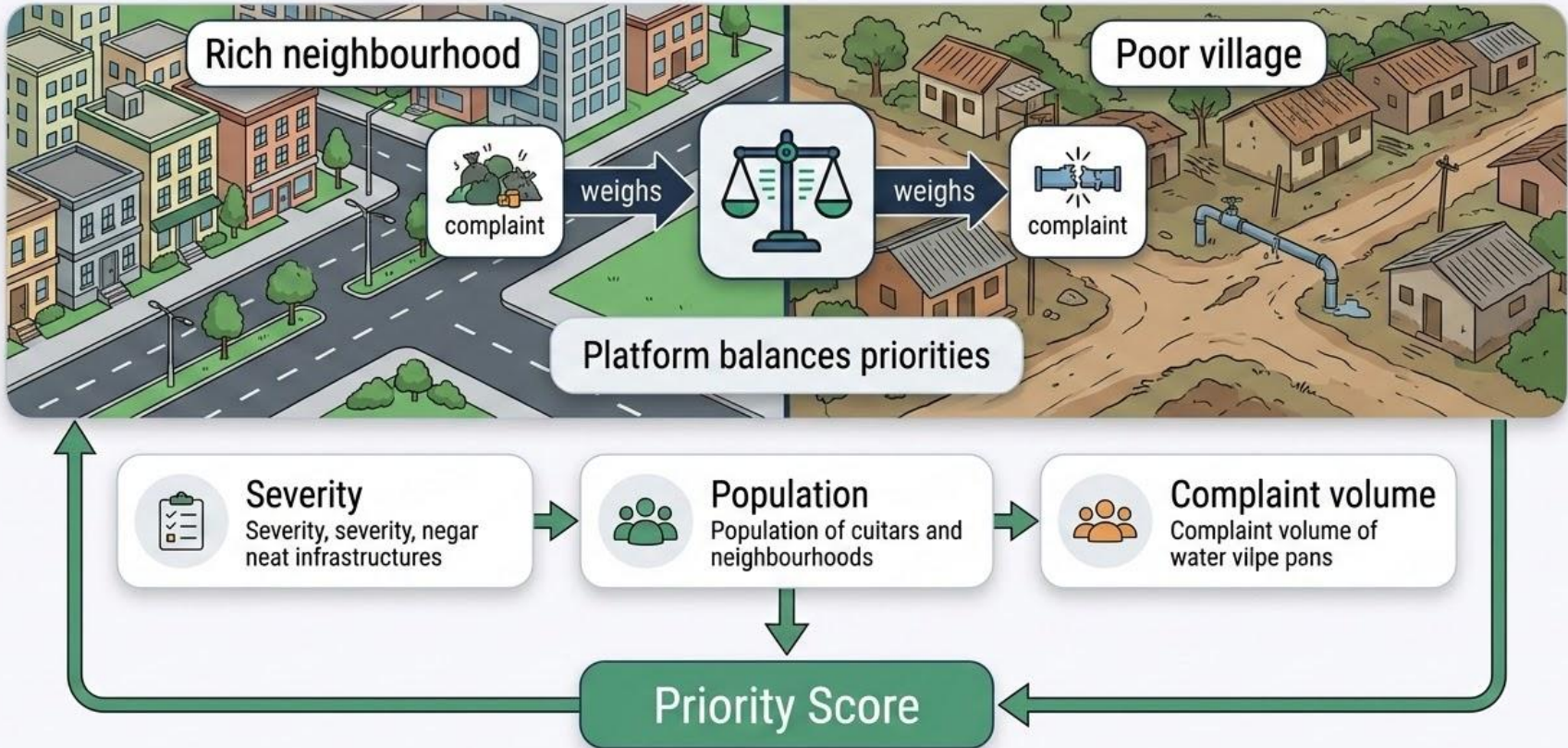
How Routing Works



Legal Alignment

	Current Law	Platform
73rd Amendment	 Supported	 Supported
74th Amendment	 Supported	 Supported
RTS Acts	 Integrated	 Integrated
MLA Role	 Escalation	 Escalation

Fairness



Adoption Strategy

Useful Office Tool



Office computed
processing data

Public Recognition



Public praise and
hansetked

Citizen Trust



Official government
institution

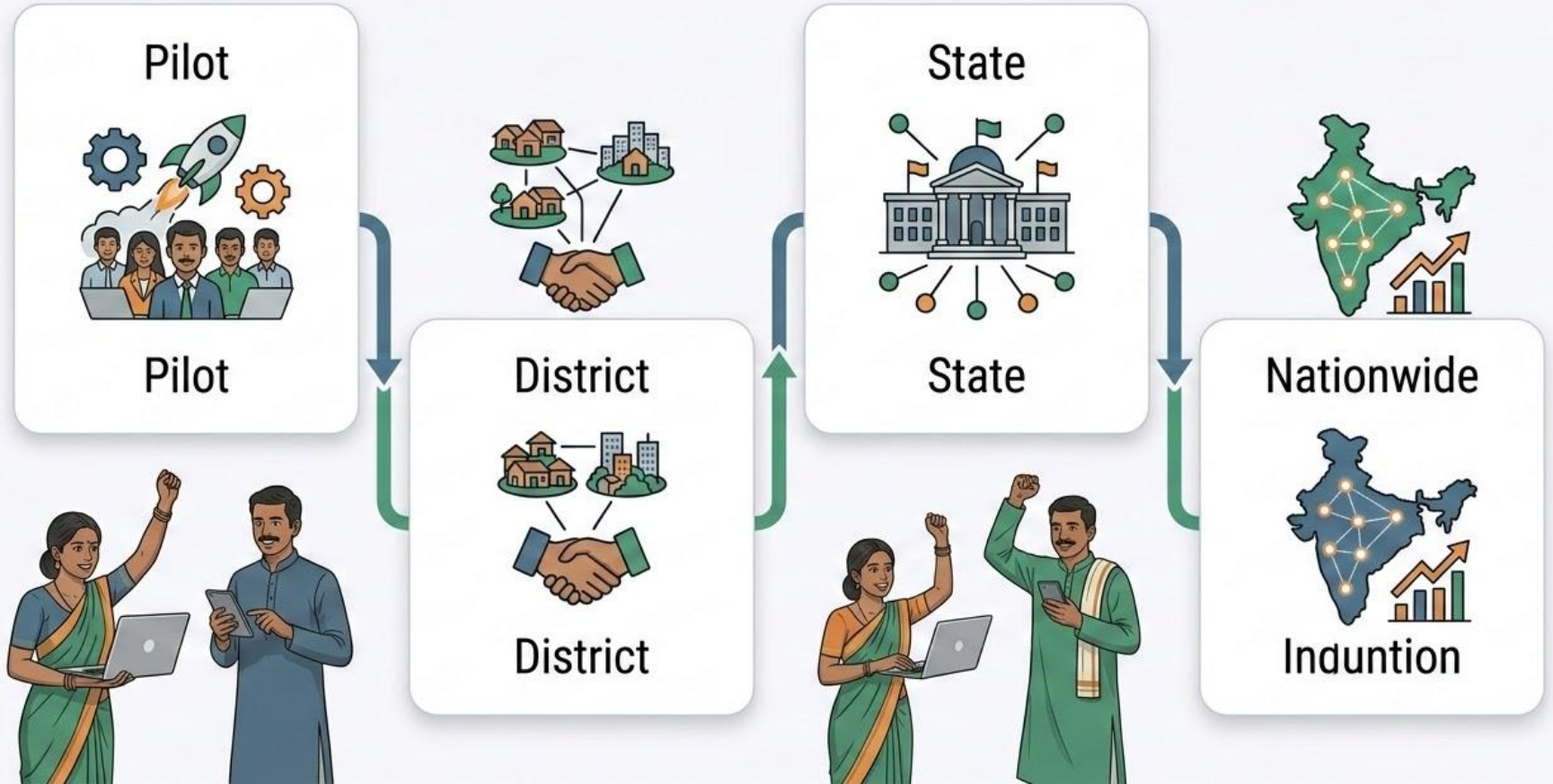
Political Incentive



Alignment with
representative goals



Rollout Plan



Impact

Resolution
Time



72 hrs
avg.

Citizen
Trust



91%

Transparency



100%
data access

Government
Efficiency



4X faster
processing

Public
Accountability



MLA/Officer
SLA Tracking



Future Vision



**Entire India connected. Citizens, Government, AI, Representatives
Working together.**

Closing

A grievance should never depend on knowing the right office.
It should depend on building **the right system.**



Thank You

Case Study Solution

“Technology cannot replace governance. It can make governance transparent, accountable, and citizen-first.”



Solved & Presented by
Shreya Gupta

MBA Candidate, Master's Union
Product Management Enthusiast
Government Technology and Civic Innovation

This solution was developed as part of a product case study challenge. The objective was to design a practical, scalable, and legally aligned citizen grievance ownership platform that improves accountability while respecting existing governance structures.

*Designed, Researched & Presented
by **Shreya Gupta***