



Public Grievances & Support Chatbot (PGSC)

"Your AI-Powered Civic Companion for Legal, Financial, and Support."

PGSC: The All-in-One AI Empowerment Platform for Citizens

In a world where accessing civic services feels like navigating a maze, **PGSC** emerges as a revolutionary leap forward—a **single AI-powered platform** that democratizes support for **larger population**. Combining cutting-edge AI, government partnerships, and **citizen-centric** design, PGSC doesn't just solve problems—it transforms how citizens interact with their communities and rights.

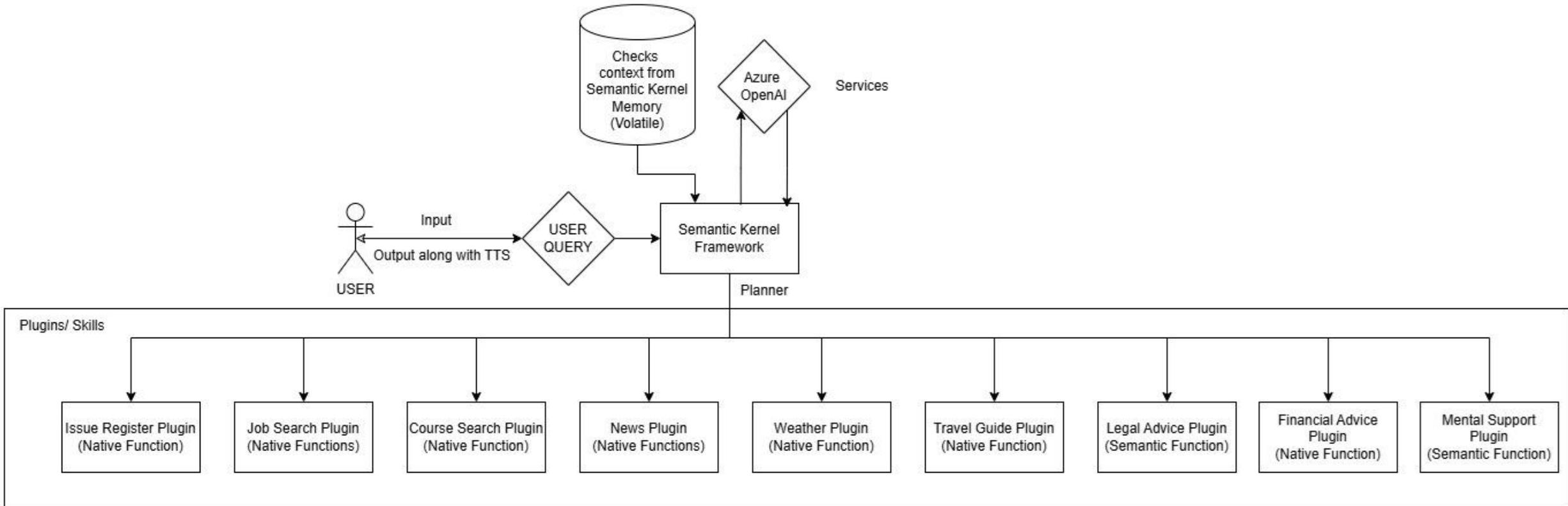
Description

- **First-Mover Advantage**
 - **Only solution** integrating *legal guidance, financial planning, grievance redressal, and skill development* in one interface—no more app-hopping.
- **AI That Understands India**
 - Legal advice grounded in **Indian Penal Code, Consumer Protection Act, and IT Rules**, not generic global templates. Financial calculators pre-loaded with **RBI guidelines** and **Income Tax slabs**.
- **Mental Health First, Always**
 - **India's first civic AI** with built-in **mental health crisis support** for anxiety, depression, and panic attacks—no generic advice, only actionable, empathetic guidance.
- **Jobs & Courses AI: Your Career Catalyst**
 - Seamlessly match skills to opportunities: AI-driven **job alerts** and **personalized upskilling paths** in one click.
- **Smart Travel Assistant: Explore India Safely & Savvy**
 - **Weather-aware** itineraries, crowd-sourced safety alerts, and **hyper-local gems**—travel smart, not hard.

PGSC isn't just a tool—it's a **movement** toward equitable access. By bridging the gap between citizens and systems, we're not only solving grievances but **rebuilding trust in governance**.

Functional Architecture of PGSC

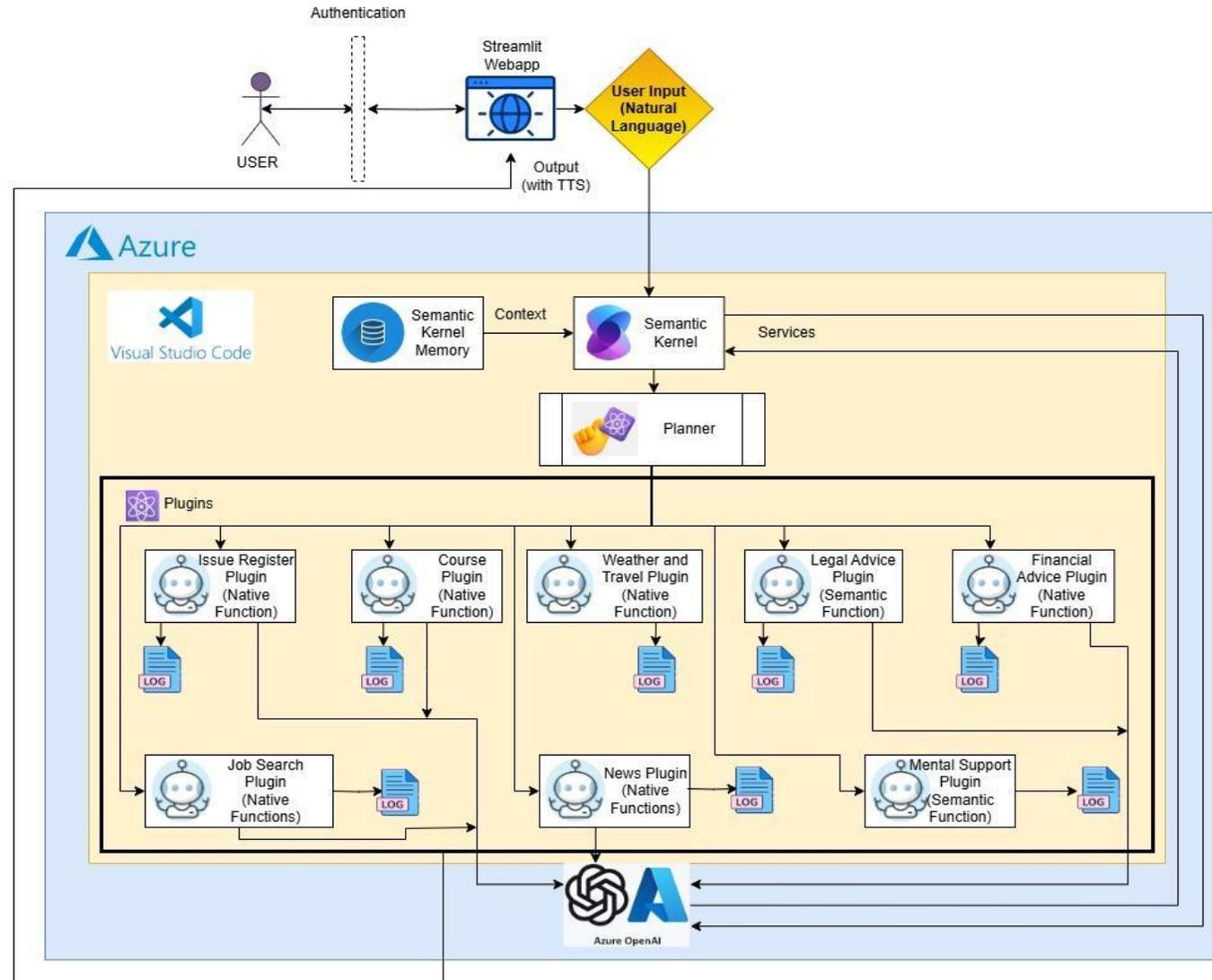
AI-Powered Workflow Engine: Where Modular Design Meets Civic Support



Functional Architecture: Plugins, Skills and Services

Technical Architecture of PGSC

From Cloud to Citizen: Microsoft Azure-Powered AI Orchestration Meets Real-World Civic Systems



Solution Screenshots

One Interface Infinite Empowerment: Your Civic Journey Starts Here

Public Grievances & Support Chatbot

Your 24/7 AI Support Companion

Hi! How can you help me?

11:16 AM

Hello! Here's how I can assist you:

1. File Complaints: I can register complaints with authorities like Hospitals, Municipalities, or the Police. Just share the details, and I'll guide you through the process.
2. Stay Updated: I can fetch the latest news or news from specific categories for you.
3. Weather Updates: I can provide you with the current weather details of any location.
4. Job Search: I can browse job openings for you based on your preferred roles.
5. Travel Assistance: I can find available hotels for your desired dates and suggest tourist destinations near your location.
6. Legal Help: Whether it's employment, cybercrime, consumer rights, housing, domestic violence, or discrimination, I can offer legal guidance and register personalized legal advice.
7. Financial Guidance: I can calculate your annual tax, investment returns, or loan details, and also register financial advice if needed.
8. Courses & Learning: I can search for courses on platforms like Udemy, YouTube, Coursera, Swayam, and more.
9. Mental Health Support: If you are feeling stressed, anxious, or depressed, I can provide mental health support.

Let me know what you need help with! 😊

11:16 AM

Write your message here ✍️...

Send ▶

I lost my mobile phone yesterday. Can you help me register a complaint?

11:24 AM

Sure, I can help you with that. I will register your complaint with the Police. Could you please provide the following details:

1. Your Name
2. Your Address (including Pincode)
3. Your Contact Number
4. A brief description of the incident (e.g., when and where you lost your phone, the phone model, etc.)

Once I have all the details, I can proceed to register your complaint.

11:24 AM

My Name is Shubham Sarkar and my address is Bazar Road, Purvanchal, Kolkata 700115, Contact me on 9854714256. The incident happened in DN 56 bus yesterday around 9:30 pm near Main Railway Station. My phone was Samsung and IMEI number is XXXX. The Find my device feature was turned on. I have connected with JIO and my bank profiles to disable its services.

11:24 AM

The complaint has been successfully registered with the Police. Here are the details:

- Complaint ID: PGS110325112447
- Issue: Lost mobile phone in DN 56 bus near Main Railway Station, yesterday around 9:30 PM. Phone details: Samsung, IMEI: XXXX. Find My Device is ON. Connected services like JIO and bank profiles are disabled.
- Status: Issue Registered Successfully

Suggestions:

- Keep tracking your phone using the "Find My Device" feature periodically.
- Inform your mobile service provider and ensure the SIM card is blocked to prevent potential misuse.
- Notify any associated accounts (like JIO and bank profiles) to monitor for unusual activities.
- Follow up with the Police using the Complaint ID if further assistance is needed.

Let me know if you need anything else!

11:24 AM

Public Grievances & Support Chatbot

Your 24/7 AI Support Companion

What is the status of my issue 110325112447?

11:37 AM

The status of your issue (Issue Number: PGS110325112447) is as follows:

- Office: Police Department.
- Issue: Lost mobile phone (Samsung) in DN 56 bus near Main Railway Station on 10th March around 9:30 PM. IMEI: XXXX. Find My Device is ON. Connected services like JIO and bank profiles are disabled.
- Address: Bazar Road, Purvanchal, Kolkata, 700115.
- Contact Number: 9854714256.
- Issue Status: CLOSED.
- Comments: FIR Lodged with number xx/xxxx. Find My Device tracking started, and the issue will be resolved soon.
- Updated By: Rakesh, Senior Officer, Jadavpur Police Department.
- Last Update Date & Time: 11th March 2025, 11:33 AM.

Let me know if you need any further assistance!

11:37 AM

Write your message here ✍️...

Send ▶

In this slide, we can see the **well-defined scope**, along with an example of **registering an issue with the Police Department** and a **real-time feature to track the issue along with immediate action recommendations**.

Solution Screenshots

AI in Action: Travel Guidance, Weather Alerts, and Mental Health Support Public Grievances & Support Chatbot

Your 24/7 AI Support Companion

I will be travelling to Manali from 5th May, 2025 to 10th May, 2025. Can you suggest me three Hotels and three tourist destinations?
11:43 AM

Here are three hotel options and three tourist destinations in Manali for your travel from 5th May to 10th May, 2025:

Hotels:

1. Colonels Retreat
 - o Rating: 4.8/5 (204 reviews)
 - o Address: Manali, Himachal Pradesh
 - o Price Summary: ₹1,493.57 - ₹4,947.44 per night (average ₹3,062.79).
2. Hadimba Cottages
 - o Rating: 4.3/5 (281 reviews)
 - o Address: Manali, Himachal Pradesh
 - o Price Summary: ₹1,105.66 - ₹4,852.22 per night (average ₹2,842.09).
3. Jamuna Hotel
 - o Rating: 5.0/5 (239 reviews)
 - o Address: Manali, Himachal Pradesh
 - o Price Summary: ₹1,172.78 - ₹4,898.21 per night (average ₹2,842.72).

Tourist Destinations:

1. Naggar Castle
 - o Google Maps: [View Location](#)
2. Chandratral Lake Foot Route (Altitude: 4254m)
 - o Google Maps: [View Location](#)
3. Bijli Mahadev Temple
 - o Google Maps: [View Location](#)

Enjoy your trip to Manali! Let me know if I can assist further.

11:43 AM



Write your message here

Send

How is the weather at Manali today?
11:44 AM

The current weather in Manali is very cold with light freezing rain. Here are the details:

- Temperature: -1°C (Feels like -3°C)
- Humidity: 73%
- Wind Speed: 4 km/h (from NE)
- Cloud Cover: 81%
- Visibility: 10 km
- Precipitation: 0 mm
- Weather Description: Light freezing rain

Make sure to dress warmly and avoid slippery areas due to freezing rain conditions!

11:44 AM



Get me the top sports news of today?
11:47 AM

Here are the top sports news of today:

1. [Sports Ministry lifts suspension on Wrestling Federation of India, opens door for national events and team selections - Mint](#)
2. [Sports Ministry Revokes Suspension Of Wrestling Federation Of India - NDTV Sports](#)
3. [Sports Ministry lifts suspension of Wrestling Federation of India: Brij Bhushan's close aide Sanjay Singh - The Times of India](#)
4. [Indian sports wrap, March 10: India's squash stars to feature in country's first-ever PSA copper event - Sportstar](#)
5. [Sports ministry revokes WFI suspension; crunch game for Mumbai City in ISL: March 11, Indian Sports LIVE - ESPN India](#)

11:47 AM



I need some mental support because I failed my business exams for the 5th time. I am depressed and having panic attacks. I cried a lot but still feeling devastated. Its feel like my life has ended and I can't do anything in my life. Help me so that I can overcome this stress.
11:51 AM

Dear Friend,
I'm truly sorry to hear how much pain and disappointment you're feeling right now. Failing your business exams for the 5th time must be incredibly frustrating and disheartening, and it's completely valid to feel overwhelmed and devastated. Please know that your feelings matter, and I'm here to listen and support you through this.

When life feels so heavy and hopeless, it's easy to lose sight of the fact that these moments, as difficult as they are, do not define your worth or your future. You are resilient, even if it doesn't feel that way right now. Crying and expressing your emotions is a testament to your strength in facing pain. Let's approach this step by step, together.

Step 1: Immediate Calm

Feelings of panic and despair can make it hard to think clearly. Focus on calming your body and mind:

- Deep Breathing: Breathe in deeply through your nose for 4 seconds, hold for 4 seconds, and exhale through your mouth for 6 seconds. Repeat 8-10 times to calm your nervous system.
- Grounding Exercise: Identify 5 things you can see, 4 you can touch, 3 you can hear, 2 you can smell, and 1 you can taste to reduce panic and bring focus to the present moment.

Try this [Calming Guided Meditation](#) or take a few minutes to breathe and rest.

Step 2: Gentle Activity

Moving your body, even lightly, helps ease emotional distress. If possible:

- Go for a short walk and connect with nature.
- Try this [Gentle Yoga Session](#) to release some stress.

Step 3: Inspiration and Perspective

Failure often leads the way to growth. Here's some motivation:

- Thomas Edison, who invented the light bulb, once said: "I have not failed. I've just found 10,000 ways that won't work." His setbacks led him to success, and your journey is far from over.
- Consider reading "The Power of Now" by Eckhart Tolle, a book that inspires mindfulness and peace in hard times. Here's a free version you might explore: [The Power of Now PDF](#).

Step 4: Reach Out

Sharing your feelings can provide relief. Speak to someone you trust—a family member, friend, or counselor. If things feel unbearable or unsafe:

- KIRAN Mental Health Helpline: 1800-599-0019
- Voice That Cares: 844-984-8449
- Tele-MANAS Helpline: 14416

These are available 24/7 to offer you support.

Step 5: Keep Hope Alive

Failure doesn't define you. Your courage to keep trying tells a story of determination, and setbacks are often pathways toward fulfillment. I believe in you, and you will find your way.

Take things one step at a time. Please reach out if you'd like more support. I'm here to help you rebuild your strength. You are not alone.

With warmth,
Your Friend

11:51 AM



This slide shows how PGSC provides recommendations for the best hotels and tourist destinations when planning a trip to Manali. It also fetches real-time weather updates, displays the latest sports headlines, and offers mental health



Thank You

