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# Civica AI: An Agentic AI-Powered Civic Governance and Public Issue Resolution Platform Using Role-Based Intelligence, NLP, and Explainable Decision Systems

Karanjule Dhanshri Bhausaheb, Khamkar Bhagyashri Narayan, Nagare Omkar Sunil , Pawar Mahesh Sanjay

Student, Department of Computer Engineering, HSBPVT's GOI Faculty of Engineering, Kashti

Guide: Dr. A. P. Suryavanshi Department of Computer Engineering

HSBPVT's GOI Faculty of Engineering, Kashti

***Abstract:*** However, such rapid expansion has placed a heavy burden on the administration ability of cities to manage the rising number of complaints from citizens. The growing population creates increasing demands for services, leading to an increase in requests and complaints, which overwhelms existing bureaucratic methods. At the moment, the majority of systems used to track citizen reports is technology of the old generation based on using a digital logbook. Such systems do not possess the capabilities to interpret the content of a report and assess its urgency. As a result, citizens' reports must be sorted manually, thus significantly delaying the process and creating problems for the effective allocation of resources. Such a lack of effective management results in decreasing trust, with citizens becoming uninformed about the state of affairs regarding their reports.

As a technical solution to this problem, Civica AI was designed to modernize the process of management of infrastructure and service complaints by applying machine learning and automation technologies. The use of the system makes it possible for citizens to register issues like roads that need repair, the accumulation of waste, or utility leakages through the detailed description of the issue with images included. The addition of photographic data makes the process less complicated since all that information goes straight to the technicians without the need to make any prior investigations to confirm an issue.

A review of the system reveals that the automated approach to triaging tasks is more accurate and efficient compared to the traditional processes. Since the process eliminates the extra work that entails entering data and moving it around internally, more effort will be dedicated to actual services. Besides, the efficiency of the process ensures the recording of detailed data on how tasks progress until they are completed. The availability of such data increases the transparency of the process since both the authorities and citizenry are aware of how a task proceeds to its end.

***Index Terms*** - Agentic AI, Civic Governance, Public Grievance Management, Natural Language Processing (NLP), Explainable AI (XAI), Role-Based Access Control (RBAC), Predictive Analytics, Complaint Routing, Workflow Automation.

## 1.INTRODUCTION

The phenomenon of urban sprawl, which continues to be prevalent, has proven to pose challenges to the capability of local municipalities to effectively administer the resources under their jurisdiction. With increased population densities in urban areas comes an increase in both the volume of complaints and requests from the citizens to be addressed. Modern citizens demand more of their city councils than ever before, requiring efficient and effective handling of their grievances similar to that of the private sector. However, current systems of handling citizens' grievances are largely inefficient, employing outdated manual processes. This means that even simple administrative functions within the system require human intervention, leading to delays in handling complaints and other concerns.

One of the basic flaws of existing traditional complaint management platforms revolves around the fact that they primarily serve the purpose of creating tickets and storing data without actually offering any form of governance assistance. These systems, by and large, act as passive archives, collecting valuable data without being able to make use of it to any appreciable extent in terms of making decisions and analyses. Consequently, some of the issues associated with using such a system include poor coordination among various departments of a government body and duplicate complaint identification in terms of similar geographical or infrastructure problems.

Modern advances in technology pertaining to fields of artificial intelligence, natural language processing, and machine learning have offered a viable chance to migrate traditional platforms to intelligent governance ecosystems. Thanks to the implementation of natural language processing, municipalities will be able to automatically classify incoming reports and redirect them to an appropriate agency that would deal with the matter. The latter will be achieved by using algorithms of machine learning to assess the urgency of an inquiry and determine whether there is any pattern behind it in regards to city infrastructure issues. Such a switch will be essential to establish a model of data-driven governance, relying on factual statistics and real-life trends, instead of anecdotal observations. In order to avoid the automation process from becoming a mystery, the utilization of explainable AI will be required. This particular sub-field of technology helps identify the reasons behind any prioritization and routing decisions, therefore guaranteeing the necessary level of transparency.

In response to the current challenge, it is recommended to implement an AI-driven framework for modernizing public grievance management in modern cities. In terms of its design, the proposed architectural blueprint is aimed at overcoming modern urban challenges through complaint classification, prediction, and intelligent routing, thus covering all necessary functions. In addition, the architecture will feature high levels of security due to the implementation of role-based access control, while accountability will be achieved via implementing audit-safe workflows. In addition, all activities performed by municipal staff will leave a trace and can be easily accessed by supervisors. Finally, real-time monitoring systems will offer city administrators an ongoing opportunity to monitor their performance and make necessary changes to strategy and staffing.

## 2.PROBLEM STATEMENT

Current civic grievance systems face multiple operational and architectural limitations that negatively affect governance quality and citizen satisfaction. Most systems depend heavily on manual complaint classification and static departmental assignment workflows. These limitations create administrative overload and reduce operational efficiency during high complaint volumes [12].

The major problems identified in existing systems include slow complaint resolution, poor prioritization, lack of predictive analytics, weak communication between departments, duplicate complaints, poor transparency, and absence of explainable decision support [14]. In many cases, complaints remain unresolved for long periods because authorities cannot intelligently identify high-priority infrastructure issues.

Scalability is another problem. Conventional systems face difficulties in handling emergencies or disasters, or even spikes in complaint volumes. Intelligent automation will be necessary to ensure high-quality governance. This calls for an intelligent governance system that can handle complaints while ensuring that governance remains transparent, accountable, and scalable.

## 3. OBJECTIVE OF THE RESEARCH

At Civica AI, the focus is on building a civic governance platform that will be used to automate the process of analyzing, classifying, prioritizing, and routing complaints. The aim is to ensure efficiency, increase transparency, and reduce administrative overheads. Other than basic automation, the research also includes the use of predictive analytics and explainable AI systems for aiding decision making. Role-based access control and audit-friendly workflows are used to handle security and accountability.

Moreover, the research highlights the need to build scalable infrastructures for smart cities, which can leverage AI-enabled analytics and workflow automation for governance.

## 4. LITERATURE SURVEY

Research in smart governance and e-governance demonstrates the growing importance of AI-assisted public administration systems [7]. Smart governance systems improve operational efficiency, infrastructure monitoring, citizen interaction, and resource optimization [8].

Traditional grievance systems generally support complaint registration, ticket generation, and status tracking but lack intelligent automation and predictive governance capabilities [3]. Machine Learning and NLP techniques such as TF-IDF, Logistic Regression, Naive Bayes, and Transformer models are widely used for complaint classification and citizen interaction systems [15].

Explainable AI has become an important research area because governance systems require transparency and accountability in automated decision-making processes [16]. Public-sector AI systems must provide understandable reasoning behind prioritization and routing decisions

Blockchain technologies are also being explored for secure governance workflows and audit-safe systems [21][22][24]. AI-powered governance chatbots and digital citizen interaction systems are increasingly important in modern governance ecosystems [18][19][23].

| Authors | Year | Title/Study | Approach | Findings |
|---|---|---|---|---|
| Subhash Bhatnagar | 2014 | *E-Governance in India* | Policy Analysis | ICT improves governance transparency but accountability mechanisms remain weak |
| Department of Administrative Reforms and Public Grievances | 2015 | *CPGRAMS Annual Report* | Portal Study | Covers multiple ministries but lacks strong citizen feedback integration |
| N. Sharma et al. | 2016 | *Citizen Trust in E-Governance* | Survey-Based Study | Political involvement and transparency increase citizen trust |
| A. Roy & P. Singh | 2017 | *Study on BBMP Complaint Application* | Case Study | Platform offers high accessibility but suffers from reliability issues |
| Albert Meijer & Manuel Pedro Rodríguez Bolívar | 2018 | *Smart City Governance* | Literature Review | Sensor-driven governance systems often exclude active citizen participation |
| Grama Vaani Team | 2019 | *Voice-Based ICT in Rural India* | Pilot Study | Improves inclusivity for rural users but lacks structured grievance resolution |
| R. Gupta et al. | 2020 | *Digital Divide in India* | Survey Study | Rural communities face significant digital access barriers |
| Government of India | 2021 | *Government Grievance Trends* | Statistical Analysis | Complaint duplication and high resolution time remain major issues |
| R. Jain & S. Kumar | 2022 | *Accountability in E-Governance* | Framework Analysis | Existing systems fail to integrate political accountability mechanisms |
| E. Esenturk et al. | 2023 | *ICT in Participatory Governance* | Empirical Study | Political participation significantly improves technology adoption |
| D. Banga & K. Peddireddy | 2023 | *Artificial Intelligence for Customer Complaint Management* | AI-Based Model Study | AI-driven prioritization improves complaint handling efficiency |
| J. Goldsmith & J. Yang | 2025 | *AI and the Transformation of Accountability and Discretion in Urban Governance* | Research Analysis | AI systems improve governance automation but require explainability |
| D. Pandey | 2025 | *AI-Driven Chatbots in Governance* | Analytical Study | AI chatbots enhance citizen interaction and digital accessibility |

| | | | | |
|---|---|---|---|---|
| A. Kumar et al. | 2024 | *eGovernance Chatbot: Empowering Citizens* | Chatbot Framework | Conversational AI improves grievance accessibility and citizen support |

Table No.1 : Literature survey

## 5. Existing System Analysis

Current grievance management systems primarily function as digital ticketing tools. While these platforms offer improvements over paper-based workflows, they maintain several operational constraints. A fundamental issue is the heavy reliance on manual classification and administrative oversight. Without automated routing, human error frequently leads to incorrect assignments, which impacts the speed and accuracy of the resolution process.

Most governance systems also lack the capacity for predictive analytics and real-time monitoring. This deficiency makes it difficult for authorities to track recurring infrastructure issues or detect emergency situations as they develop. Transparency is another area of concern, as citizens often receive only basic status updates rather than detailed information regarding the processing stages of their complaints.
Scalability remains a challenge during disasters or large-scale events. When complaint volumes increase significantly, administrative staff are often overwhelmed, leading to a decline in governance efficiency. These factors indicate a shift is necessary toward platforms that incorporate automation and predictive decision-making to handle complex operational demands.

## 6. Proposed System

Civica AI is a modular governance platform developed to handle public complaints through automated classification and predictive analytics. The architecture is built for scalability and focuses on workflow automation and secure operations. Citizens interact with the system by providing text descriptions, image uploads, and location data for various issues.

The processing stage relies on a natural language processing engine that performs tokenization, feature extraction, and semantic analysis on submitted text. This allows machine learning models to sort complaints into predefined categories such as road maintenance, waste management, and utility disruptions.

Urgency is calculated by an AI engine using factors like infrastructure impact, severity keywords, and historical escalation patterns. The system then routes these tasks to the appropriate departments while identifying and merging duplicate reports. Administrative features include role-based access control and audit logging. Performance is monitored through real-time dashboards that track department metrics, geographic heatmaps, and general workflow trends.

## 7. System Architecture

Civica AI architecture is composed of multiple layers that cooperate to ensure the processing of complaints and efficient management of governance workflow.

1.Tier of external users

Tier of external users involves citizens who use system services through web/mobile portals. Citizens may file complaints, upload images, monitor complaint status and be informed about any changes.

2.Layer of interface and access

It includes such components as:

•Citizen interface layer

•Login and RBAC layer

Citizen interface layer handles complaints registration and monitoring, while login layer deals with login authentication, role-based permissions, session security and permission checking.

3.Core intelligent platform of Civica AI

Civica AI Processing Platform represents intelligent core of the system and consists of three sub-layers:

NLP Processing Engine Performs:

- Tokenization
- Lemmatization
- Keyword extraction
- Complaint classification
- Sentiment analysis AI Decision Engine Performs
- Priority prediction
- Complaint routing
- Duplicate detection
- Escalation recommendation Workflow Automation Layer Controls:
- Complaint assignments
- Escalations
- Monitoring of complaints

4. Analytics Dashboard

The Analytics Dashboard includes:

- Analysis of complaints
- Measurement of departmental performance
- Data on resolution
- Geo-mapping of complaints

5. Audit Logging System

The Audit Logging System tracks:

- History of complaints
- Details of assignment
- Activities of officers
    - Modifications to the workflow
- Updates to resolutions

6. Notification System

The Notification System sends:

- SMS notifications
- Email notifications
- Status updates of complaints
- System alerts

7. External Resolution Tier

The External Resolution Tier contains municipal departments including:

- Water Department
- Roads Department
- Sanitation Department
- Electricity Department

These departments handle complaints tickets, provide status updates, resolve complaints, and provide resolution notifications via the system.

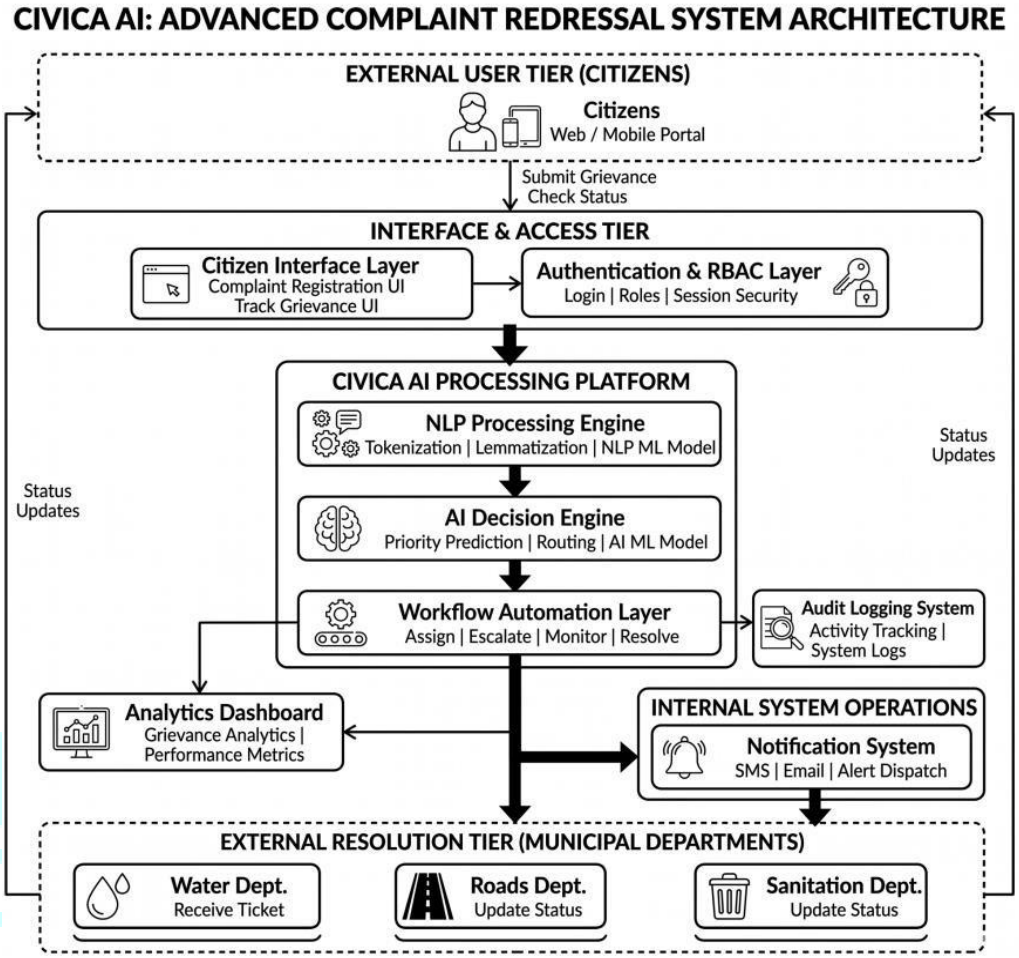



Fig. 1. System Architecture of Civica AI

## 8. METHODOLOGY

The approach adopted by the research is the application and experimentation methodology. The tests performed during the experiment involved simulated civic complaints and governance issues datasets.

The NLP engine makes use of various preprocessing steps including tokenization, removal of stop-words, vectorization, and semantic analysis involving the use of algorithms such as TF-IDF, Logistic Regression, Naive Bayes, and Transformers.

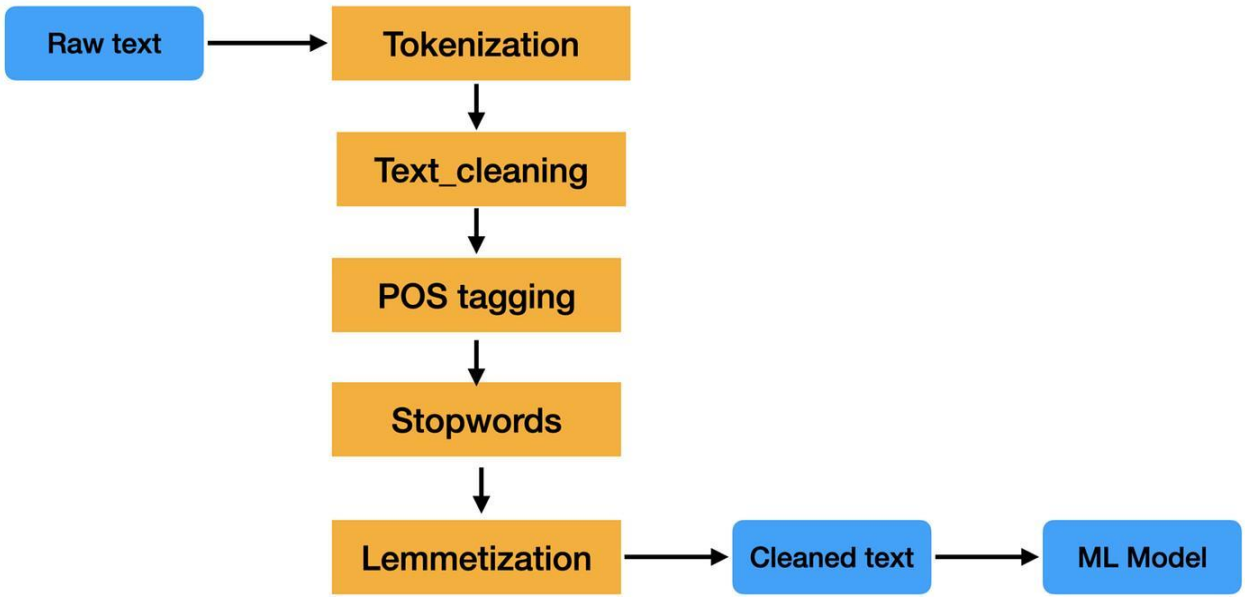
The prioritization tool estimates complaint urgency based on infrastructure effects, severity, locations, escalation behavior, and previous complaint patterns.

The security design includes role-based access control (RBAC), authentication, session validation, permission isolation, and secure logging systems to assure governance integrity and complaint management security.

Metrics considered during performance evaluation include accuracy, precision, recall, F1 score, routing efficiency, automation of workflows, and time required to resolve complaints.

## 9. NLP AND AI MODEL

Natural Language Processing is a key component of Civica AI, as accurate text analysis is essential for understanding complaints. The NLP engine carries out preprocessing steps such as tokenization, stop-word removal, stemming, and lemmatization to enhance the quality of the text before it undergoes classification.



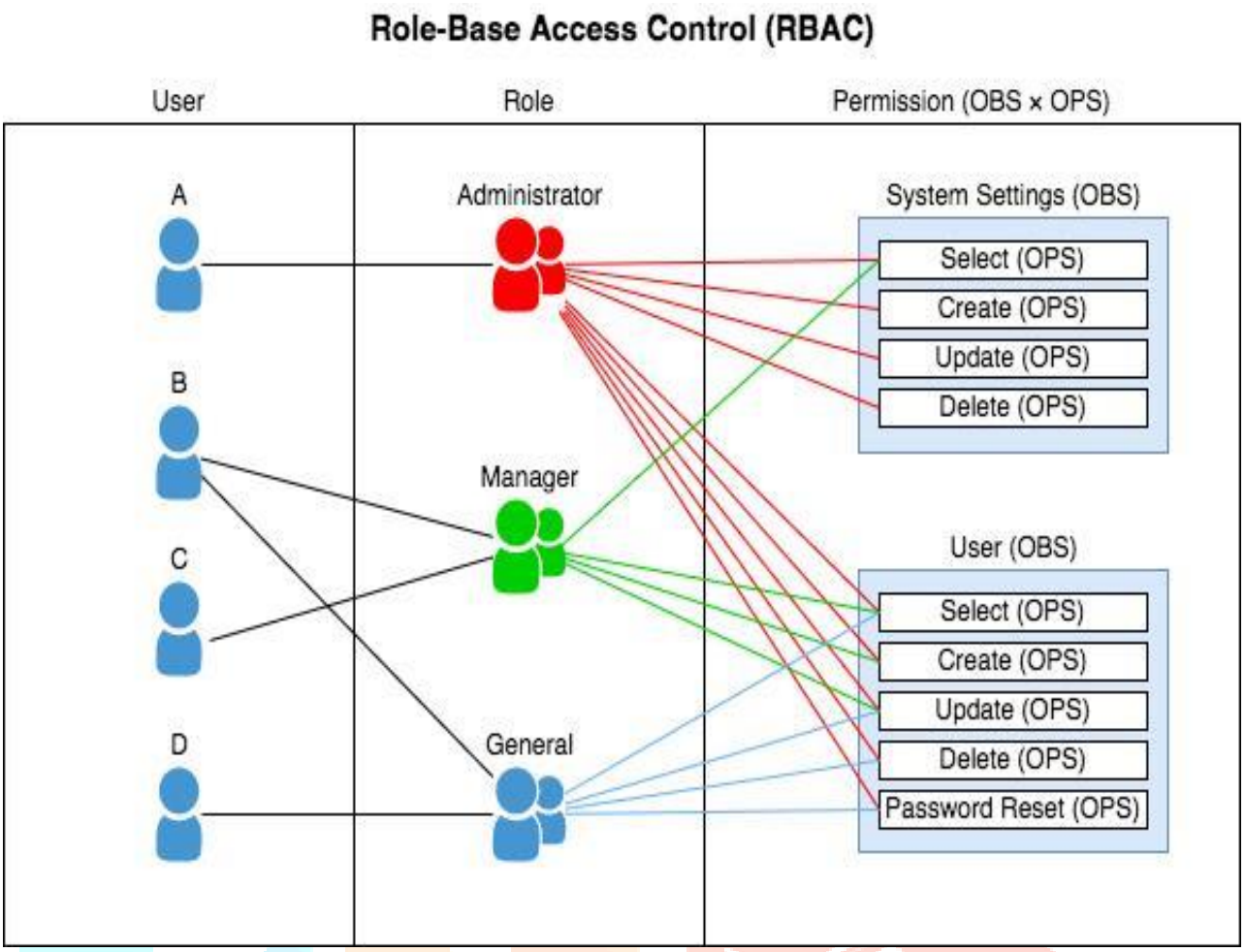

Complaints are converted into numerical feature vectors using TF-IDF vectorization, enabling machine learning models to process the data effectively. Logistic Regression and Naive Bayes algorithms are employed for complaint classification because they provide a balance of efficiency and accuracy in handling text-based data.

The system also incorporates transformer-based architectures to enhance semantic comprehension and contextual analysis. These models improve the identification of complaint categories, urgency signals, and sentiment patterns.

Outputs from the NLP processes are integrated with governance rules and predictive analytics within the AI engine. This combination facilitates intelligent routing of complaints and automation of workflows.

## 10. Security And RBAC

Security plays a vital role in governance systems due to the presence of sensitive citizen information within complaint data. Civica AI uses Role-Based Access Control (RBAC) to restrict access, allowing only authorized users to interact with specific workflows and administrative functions.




Different administrative roles, including administrators, officers, department heads, and field staff, receive permissions aligned with their governance duties. The system employs session validation and secure authentication to block unauthorized access.

An Audit Logging System captures all complaint-related activities such as status updates, task assignments, escalations, and resolutions. This enhances the traceability of workflows, contributes to governance transparency, and supports accountability.

Additionally, the platform employs secure password storage, encrypted communication channels, and permission isolation techniques to maintain overall system integrity.

## 11. MATHEMATICAL MODEL

The complaint priority score is determined by the formula:
$P = w1S + w2I + w3L + w4H + w5E.$
In this equation, S represents the Severity Score, I refers to Infrastructure Impact, L denotes Location Criticality, H indicates Historical Frequency, and E stands for Escalation Factor, each multiplied by their respective weights (w1 through w5).

Classification accuracy is assessed using the formula:
Accuracy = (TP + TN) / (TP + TN + FP + FN).

Where:

| | | | |
|---|---|---|---|
| TP | = | True | Positives |
| TN | = | True | Negatives |
| FP | = | False | Positives |

FN = False Negatives

THE URGENCY PREDICTION MODEL INTEGRATES WEIGHTED ESCALATION PATTERNS AND HISTORICAL GOVERNANCE RESPONSE

TRENDS TO REFINE THE ACCURACY OF ISSUE PRIORITIZATION.

## 12. EXPERIMENTAL RESULTS AND ANALYSIS

The proposed system was assessed through multiple performance metrics, including accuracy, precision, recall, F1-score, workflow efficiency, complaint routing accuracy, and reduction in resolution time. Experimental results indicated that Civica AI enhanced routing accuracy, governance transparency, complaint prioritization, and overall operational efficiency when compared to traditional grievance systems. The integration of intelligent routing reduced the need for manual departmental assignments, while predictive analytics contributed to better identification of urgent cases.

Real-time dashboards provided administrative authorities with improved monitoring capabilities, facilitating enhanced governance visibility. The system's modular architecture supported scalability and efficient handling of increased complaint volumes during emergencies and infrastructure disruptions.

Comparative analysis revealed a decrease in manual administrative workload and improved tracking of the complaint lifecycle. Additionally, citizens experienced benefits from greater transparency and access to real-time updates on their complaints.

## 13. ADVANTAGE AND LIMITATION

Civica AI offers multiple benefits, such as automating workflows intelligently, prioritizing complaints more effectively, speeding up issue resolution, increasing transparency in governance processes, and lowering administrative burdens. Its scalable architecture supports growth, while AI-assisted decision support helps guide governance activities securely.

The system enhances citizen interaction by enabling real-time tracking of complaints, providing clear updates on workflow progress, and delivering explanations for governance decisions. Additionally, predictive analytics contribute to better governance planning and ongoing operational monitoring.

On the other hand, the system's performance is closely tied to the quality of its datasets; insufficient or inconsistent training data can lead to biased outcomes. Deploying the system on a large scale also demands robust digital infrastructure and a willingness from administrators to integrate the technology fully.

## 14. FUTURE SCOPE

Potential future improvements in Civica AI could consist of multilingual NLP processing capabilities, voice-enabled complaints handling, IoT sensor deployment, drone-powered infrastructure inspection, blockchain-driven audit logging, predictive disaster management systems, and governance assistants based on generative AI technology.

The system can also be utilized with smart city infrastructure and government data to enable prediction governance, infrastructure monitoring automation, and urban planning operations through AI.

Future studies could explore federated governance intelligence systems to enable collaborative work across departments and nationwide governance analytics.

## 15. CONCLUSION

The Civica AI shows how the use of Agentic AI, Natural Language Processing, predictive analytics, explainable AI, and intelligent workflow automation can be used to transform the conventional grievances processes into an adaptive governance system.

The proposed solution would provide increased efficiencies, transparency, accountability, public participation, and improved workflow integrity as well as decrease the need for administrative burden by making use of intelligent complaint categorization, urgency prediction, predictive analytics, RBAC security, and audit-safe workflow processes.

This research contributes towards the growing trend towards AI-based public administration and highlights the potential of intelligent governance systems in improving the management of public services in modern cities.

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