International Journal of Research and Review
[Indexed, Peer-Reviewed Journal]
Volume 12; Issue: 3; March 2025
Website: www.ijrrjournal.com
Research Paper *E-ISSN: 2349-9788; P-ISSN: 2454-2237*

AI Powered Rural Grievance Management System Using Face Recognition

Dr. M. Suganthi, J. N. Naveen, M. Mohamed Afrith, M. Santhosh

Assistant Professor, Department of IT, Student Department of IT,
Kongunadu College of Engineering and Technology, ANNA University, Trichy, India

Corresponding Author: J. N. Naveen, M. Mohamed Afrith, M. Santhosh

DOI: https://doi.org/10.52403/ijrr.20250322

ABSTRACT

This project introduces a secure and efficient rural issue management system designed to streamline the process of reporting and resolving problems in villages. Residents can easily report issues such as broken infrastructure, lack of clean water, power outages, or maintenance needs through a user-friendly dashboard. Issues are securely assigned to government officials and relevant authorities using role-based access, ensuring that only the designated personnel handle specific concerns. Government workers earn performance points for resolving issues, while real-time notifications and emails keep residents updated on the progress and resolution of their complaints. Additionally, face recognition technology ensures secure, role-based access, authenticating officials before they assign or update tasks. The issue dashboard provides a clear view of pending, in-progress, and resolved complaints, enabling seamless communication between villagers and government workers. With detailed analytics and reporting features, government officials can track the efficiency of issue resolution, identify common problems, and optimize resource allocation.

Keywords: Rural Issue Management, Role-Based Access, Face Recognition Technology, Real-Time Notifications, Performance Points, Analytics.

INTRODUCTION

Ensuring efficient management of rural issues is crucial for the development and well-being of village communities. This project introduces a secure and efficient rural issue management system that leverages modern technology to streamline the process of reporting and resolving problems faced by villagers. By incorporating user-friendly dashboards, role-based access, performance tracking, and real-time notifications, this system aims to enhance the responsiveness and accountability of government officials. The role-based access ensures that only designated personnel handle specific concerns, thereby maintaining security and accountability [1]. Face recognition technology authenticates officials before they assign or update tasks, enhancing the security of the system and preventing unauthorized access [2]. Government workers earn performance points for resolving issues, incentivizing timely resolution of complaints [3]. Real-time notifications and emails keep residents updated on the progress and resolution of their complaints, keeping them informed and engaged throughout the process [4]. The issue dashboard provides a clear view of pending, in-progress, and resolved complaints, enabling seamless

communication between villagers and government workers [5]. Detailed analytics and reporting features allow government officials to track the efficiency of issue resolution, identify common problems, and optimize resource allocation [6]. Several studies have explored the use of technology in rural issue management. A mobile-based application was developed to report and track issues in rural areas [7]. Another study introduced a web-based platform for monitoring rural development projects [8]. Additionally, an IoT-based solution for managing water supply in rural regions was proposed [9]. The use of machine learning for predicting infrastructure needs in rural areas has also been discussed [10]. A web-based system for managing complaints and grievances in rural areas was developed, which uses role-based access control to ensure that only authorized personnel can view and resolve complaints [11]. The use of face recognition technology for secure access control in a rural issue management system has been explored [12]. Performance tracking systems have been implemented to incentivize government workers to resolve issues in a timely manner [13]. Real-time notifications and emails have been used to keep residents informed about the status of their complaints [14]. Detailed analytics and reporting features have been incorporated into rural issue management systems to help government officials track the efficiency of issue resolution and identify common problems [15]. A study on the use of machine learning algorithms for predicting issues in rural areas and optimizing resource allocation was conducted [16]. Another study focused on the development of a user-friendly dashboard for reporting and tracking issues in rural areas [17].

METHODS

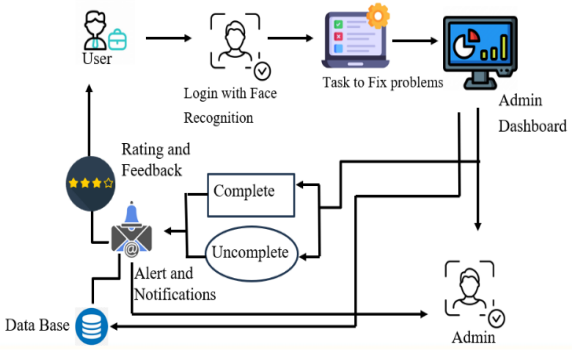

Figure 1: Architecture Diagram

Complaint Reporting Dashboard

It also includes a user-friendly dashboard where communities may report issues such as water shortages, power outages, and infrastructural difficulties. The dashboard, created with HTML, CSS, and JavaScript, is accessible on all devices, including mobile and desktop platforms. A structured complaint form collects information such as the issue kind, location, and any accompanying photographs or videos to provide thorough information for better resolution. The backend, built with Flask and Mongo DB, securely records complaint data and assigns a unique tracking ID for quick reference and follow-up. Role-based authentication guarantees that only validated users may submit complaints, reducing spam and irrelevant reports. Additionally, the technology allows customers to track their submitted complaints and receive automated progress updates.

Role-Based Access Control

It also includes a user-friendly dashboard where communities may report issues such as water shortages, power outages, and infrastructural difficulties. The dashboard, created with HTML, CSS, and JavaScript, is accessible on all devices, including mobile and desktop platforms. A structured complaint form collects information such as the issue kind, location, and any accompanying photographs or videos to provide thorough information for better resolution. The backend, built with Flask and Mongo DB, securely records complaint

data and assigns a unique tracking ID for quick reference and follow-up.

Real-Time Notifications

The system integrates real-time notifications and email alerts to keep villagers updated on complaint progress. Web Sockets enable instant updates on the dashboard without refreshing the page, while SMTP services handle email notifications to ensure timely communication. When a complaint is submitted or updated, the system sends push notifications and emails, ensuring transparency and keeping users informed at all times. This feature enhances communication between villagers and authorities, fostering trust and engagement by reducing uncertainty about complaint resolution. Additionally, users can customize their notification preferences, allowing them to choose between push, email, or SMS alerts for better accessibility.

Face Recognition Authentication

To enhance security, the system implements face recognition for government officials before they access or update complaints. OpenCV models verify user identities, ensuring only authorized personnel handle sensitive data related to complaint resolution. The authentication system, integrated with Flask APIs, validates captured images against stored facial embeddings for highly secure verification. This biometric-based authentication eliminates password-related security risks, reducing the chances of unauthorized access or credential breaches. Additionally, failed authentication attempts are logged, and administrators receive alerts in case of suspicious login activities, enhancing system security.

E. Issue Tracking and Management

The dashboard categorizes complaints into pending, in-progress, and resolved statuses, allowing efficient issue tracking for government officials. Flask APIs dynamically update complaint statuses in MongoDB, ensuring real-time synchronization across all user interfaces. Officials can filter complaints by priority, location, or type, enabling them to focus on urgent matters and streamline resource allocation. Each complaint is timestamped, and updates trigger automated notifications to the complainant, ensuring they are always aware of the latest progress. Furthermore, the system generates detailed logs of all complaint interactions, allowing officials to review past actions and make informed decisions about similar cases.

F. Analytics and Reporting

The system features analytics and reporting tools for tracking issue resolution trends and identifying common challenges. Using Python libraries like Pandas and Matplotlib, reports provide insights into complaint frequency, resolution times, and department efficiency, aiding in decision-making. Administrators can download reports in CSV or PDF format, ensuring accessibility and easy documentation of performance metrics. These insights help optimize resource allocation, improve rural infrastructure and services, and address recurring issues more effectively. Additionally, interactive dashboards allow officials to visualize trends and compare resolution rates across different regions, helping in long-term planning and policy formulation.

RESULT

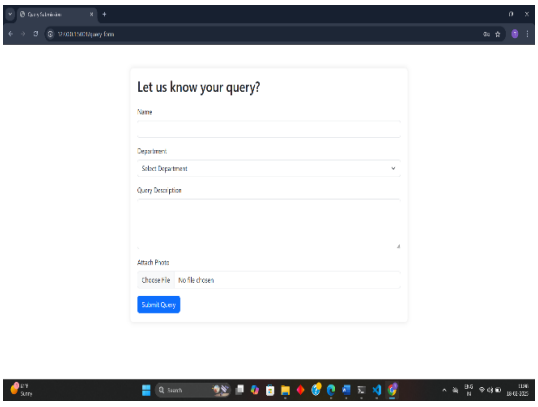

Figure 2: User Interface

Fig [2] the system is designed to provide a seamless and secure way for villagers to report local issues and track their resolution

in real time. With a user-friendly dashboard, residents can easily submit complaints regarding infrastructure problems, water shortages, power outages, and other concerns. Each issue is categorized based on urgency, ensuring that critical problems receive immediate attention.

Figure 3: Admin Interface

Fig [3] to enhance efficiency, the system incorporates role-based access, allowing only authorized government officials to assign and manage tasks. Secure authentication, including face recognition technology, ensures that only verified personnel can access sensitive data. Residents receive real-time notifications and emails regarding the status of their complaints, fostering transparency and trust. Government officials benefit from a structured interface that enables them to track pending, in-progress, and resolved issues. Performance points are awarded for successfully addressing complaints, encouraging timely action. Additionally, detailed analytics and reporting features help authorities monitor resolution efficiency, identify common problems, and optimize resource allocation for better governance.

CONCLUSION

The AI-Powered Rural Grievance Management System Using Face Recognition offers an efficient and user-friendly approach to addressing rural grievances. By integrating facial recognition technology, the system ensures secure, fast, and reliable authentication of users, reducing identity fraud and streamlining complaint registration. This enhances accessibility for rural citizens, particularly those with limited literacy or technological proficiency. The implementation of AI-driven automation improves grievance resolution by categorizing, prioritizing, and routing complaints to the relevant authorities, thus reducing response time and ensuring better accountability. Additionally, real-time tracking and automated status updates empower citizens with transparency, building trust in the system. This system has the potential to bridge the gap between rural communities and government services, making grievance redressal more inclusive and efficient. Future enhancements, such as multilingual support, mobile app integration, and AI-driven predictive analytics, can further improve its usability and effectiveness. In conclusion, this project presents a comprehensive and secure approach to data masking and synthetic data

Declaration by Authors

Acknowledgement: None
Source of Funding: None
Conflict of Interest: No conflicts of interest declared.

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How to cite this article: M. Suganthi, J. N. Naveen, M. Mohamed Afrith, M. Santhosh. AI powered rural grievance management system using face recognition. *International Journal of Research and Review*. 2025; 12(3): 156-160. DOI: *10.52403/ijrr.20250322*

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