

SARKAR CONNECT AI: A Multi-Language Autonomous Governance Platform

Karuna Mane¹, Aisha Mukri², Sara Shaikh³, ⁴mansi Shimpi

¹frontend developer (Team leader)

²frontend developer

³backend developer

⁴Professor, Dept. of computer Engineering, Abdul Razzak Kalsekar Polytechnic, Maharashtra, India
(Team Mentor)

Abstract – SARKAR CONNECT AI is an advanced AI system designed to make citizen complaints simpler, faster, and more effective. Unlike normal portals, it uses LLM models with RAG to understand complaints, find the right legal rules, and send them to the correct department according to BNS justice rules. Key features include multilingual voice input, instant legal guidance, proof verification, and multi-agent monitoring. Citizens can track their complaint in real time, receive updates, and participate actively through comments. Government departments benefit from dashboards, sentiment maps, and automated alerts, which help them prioritize urgent cases and work efficiently.

This platform is scalable, inclusive, and fully citizen-focused. By combining AI intelligence, legal compliance, proof verification, and real-time tracking, SARKAR CONNECT AI makes System faster, and more reliable helping improve transparency and efficiency in citizen complaint management.

Key Words: Artificial Intelligence, E-Governance, Complaint Management, Legal Assistance, Multilingual System, Real Time Tracking, Proof Verification, Citizen Engagement

1. INTRODUCTION

Many citizens face difficulties when trying to interact with government departments. Complaints often go to the wrong office, urgent issues get delayed, and people rarely know what is happening with their case. SARKAR CONNECT AI solves these problems by being a smart, and citizen-friendly system. It is built on BNS justice rules and uses LLM models with RAG to not just record complaints, but also find, verify, categorize, and forward them to the correct department automatically.

Citizens can submit complaints in their own language, and the AI can create official legal drafts just like a lawyer would. The system uses multiple agents—Researcher, Auditor, and Negotiator—to ensure departments act responsibly, resolve conflicts, and reduce delays. People can track their complaints in real time, get updates at every

stage, and even provide extra information or evidence if needed. With features like proof verification, gamified engagement, and social sentiment tracking, SARKAR CONNECT AI makes government services faster, more transparent, and trustworthy.

1.1 Complexity of Government and Legal Systems

Government rules and legal procedures are mostly complex and difficult for common or normal citizens to understand

Many official documents and rules are written in technical language which is not easy for people without legal knowledge. Because of this, citizens mostly face problems when they want to submit complaints or understand their rights.

In many cases, people do not know which government department is responsible for solving their issue. As a result, complaints are sometimes submitted to the wrong department or important information is missing in the complaint. This creates delays in solving problems and reduces the efficiency of complaint systems.

Therefore, there is a need for a system that can simplify this process and help citizens understand legal information in a simple and clear way.

1.2 Limitations of Existing Systems

The current government complaint systems mainly allow citizens to submit complaints online, but they do not provide proper guidance about legal rules or departments. Many people are confused while writing complaints because they are not familiar with legal procedures.

existing systems do not find the complaint or help citizens understand their rights. They mainly work as simple complaint submission portals. This makes the process slow and sometimes irritated.

Another problem is the lack of intelligent monitoring. Complaints may remain pending for a long time because

there is no automated system to track delays or notify higher authorities.

These problems show the need for a smarter and more intelligent system that can guide citizens and improve the complaint process.

2. SYSTEM ARCHITECTURE

The Sarkar Connect AI system is designed to help citizens easily submit complaints and get proper guidance the architecture of the system is designed to allow smooth communication for citizens, the AI processing system, and the government complaint management system. The system mainly consists of three important layers: the user interface layer, the AI processing layer, and the data storage and service layer. Each layer performs a specific task to make the entire system easy to use.

The user interface layer is the front-end part of the system where citizens interact with the platform. Through this users can describe their problems using text or voice in their local language. The interface is designed to be simple so that even people with limited technical knowledge can easily submit complaints and check their complaint status. Users can also upload supporting documents such as images, videos, or files as proof of their issue.

Once the complaint is submitted, the information is sent to the AI processing layer. This layer is responsible for understanding the complaint. The Artificial Intelligence system analyzes the text or voice input and identifies the type of problem mentioned by the citizen. It then finds relevant government rules or legal information related to the issue. The AI system can also guide the user about their rights and suggest the correct department where the complaint should be submitted.

Another important feature of this layer is the verification process. When users upload images or videos as proof, the system checks the Realness of the data to reduce the chances of fake evidence. The AI system also monitors the progress of the complaint and can detect delays in processing.

After analysis, the complaint information is stored in the data storage layer. This layer maintains records of all complaints, user details, and system activities. The database ensures that all information is stored securely and can be open whenever required. It also keeps track of complaint updates and responses from government departments. The architecture also supports communication between different government departments. If a complaint involves more than one department, the system can help coordinate the process and ensure that the issue is forwarded to the correct authority.

The overall point is, the architecture of SARKAR CONNECT AI is designed to improve Honesty, reduce delays, and make the complaint process easier for citizens. By combining Artificial Intelligence, automation, and a user-friendly interface, the system goal is to create a more efficient digital complaint system platform.

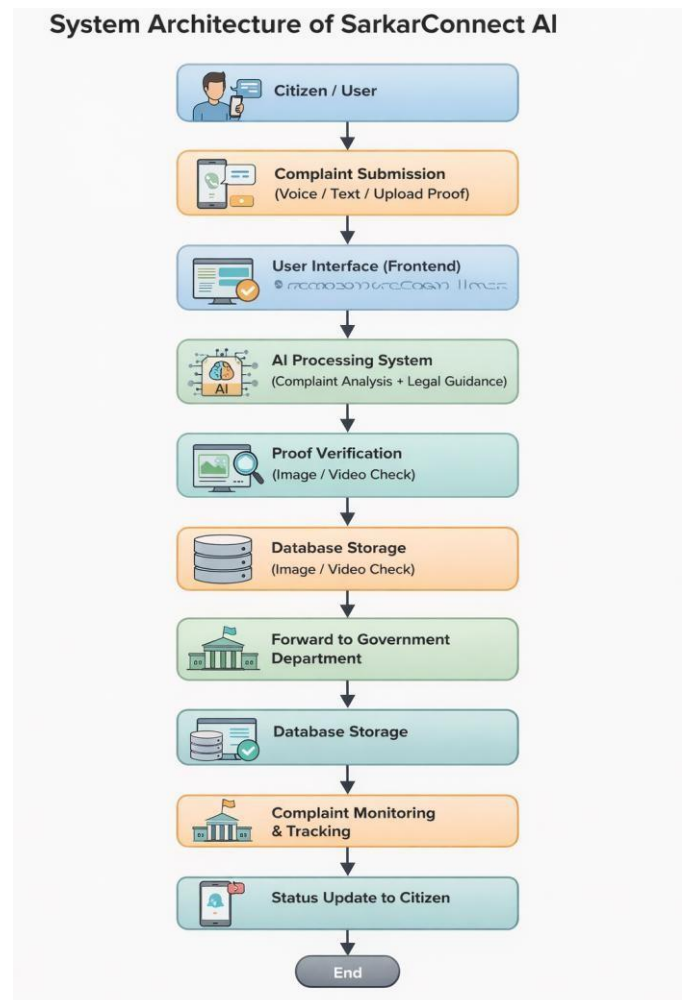


Fig -1: System Architecture of SARKAR CONNECT AI

2.1 Client-Server Interaction Model

SARKAR CONNECT AI follows a client server architecture to manage communication between users and the system. The client side represents the interface used by citizens to interact with the platform. Through this, users can submit complaints, upload supporting documents, and check the status of their requests.

The server side handles the main processing tasks such as analyzing complaints, identifying relevant legal sections, and managing complaint records. When a user submits a complaint, the information is securely sent to the server where the AI system processes it.

After processing, the results and updates are sent back to the user interface so that citizens can easily view the status and guidance provided by the system.

This model improves system performance, security, and overall efficiency.

2.2 Intelligent Processing and Analysis Layer

The Intelligent Processing and Analysis Layer is the core part of the SARKAR CONNECT AI system where the main AI processing happens. In this layer, the system uses modern AI technologies such as Large Language Models (LLM) and Retrieval-Augmented Generation (RAG) to understand and analyze the complaints submitted by citizens. When a user submits a complaint through text, voice, or by uploading images or videos, the system first receives the information and starts processing it. The AI reads and understands the complaint to identify the main issue mentioned by the user. For example, it can detect whether the problem is related to roads, water supply, electricity, garbage management, or other public services. The system also analyzes any images or videos uploaded by the user to check the evidence related to the complaint. This helps in making the complaint more reliable and provides better understanding of the problem.

In this layer, the LLM model helps the system understand natural language, so citizens can write complaints in simple words. The RAG system retrieves useful information from the stored database and provides meaningful responses or guidance based on the complaint.

Additionally, the system also considers information related to Bharatiya Nyaya Sanhita (BNS) 2024, which is a legal framework for justice in India. By using BNS-related knowledge, the system can give basic legal awareness and help users understand their rights and possible legal actions related to their complaint.

After analyzing the complaint and related information, the system automatically sends the complaint to the appropriate government department. This ensures that the issue reaches the correct authority and can be resolved more efficiently. Overall, this layer makes SARKAR CONNECT AI smart and effective verifying information, providing helpful guidance, and directing issues to the right department for faster solving.

3. CORE MODULES

The Core Modules are the main parts of the SARKAR CONNECT AI system that help it work smoothly. These modules manage the process of submitting, analyzing, and solving citizen complaints.

The Complaint Submission Module allows citizens to send their complaints using text, voice, or images. The AI

Processing Module uses technologies like LLM and RAG to understand the complaint and identify the problem. The Legal Guidance Module uses information from Bharatiya Nyaya Sanhita (BNS) 2024 to provide basic legal awareness to users. The Department Routing Module sends the complaint to the correct government department. The Tracking Module allows citizens to check the status of their complaints and receive updates.

Overall, these modules help SARKAR CONNECT AI manage complaints efficiently and improve communication between citizens and government authorities.

3.1 Document Upload and Validation Module

The Document Upload and Validation Modules allows citizens to upload supporting documents such as images, videos, or other files related to their complaints. These documents help provide proof of the issue reported by the user.

The system checks the uploaded files to ensure that they are clear and relevant to the complaint. This process helps improve the accuracy AND trust of the complaint. By allowing document uploads, SARKAR CONNECT AI makes the complaint process more easy and helps authorities understand the problem more clearly.

3.2 AI Complaint Analysis Module

The AI Complaint Analysis Module uses Artificial Intelligence to understand and analyze the complaint submitted by the user. The system uses LLM models and RAG technology to read the complaint and identify the type of issue. It helps detect problems related to roads, water supply, electricity, sanitation, and other public services. This module makes the complaint analysis faster and more efficient.

3.3 Legal Guidance Module (BNS 2024)

The Legal Guidance Module provides basic legal awareness to citizens based on Bharatiya Nyaya Sanhita (BNS) 2024. The system refers to relevant legal rules to guide users about their rights and possible legal actions related to their complaints. This helps citizens better understand the legal aspects of their issues.

3.4 Department Routing Module

The Department Routing Module automatically sends the complaint to the correct government department. After analyzing the complaint, the system identifies which department is responsible for solving the issue and forwards the complaint to them. This helps reduce delays and make system more smooth and process easy of the complaint resolution.

3.5 Complaint Tracking and Notification Module

The Complaint Tracking and Notification Module allows users to track the progress of their complaints. Citizens can check the current status of their complaint and receive updates or notifications from the system. This improves transparency and keeps users informed about the solving process.

4. METHODOLOGY

The methodology of SARKAR CONNECT AI explains the process used by the system to manage and resolve citizen complaints using Artificial Intelligence. The system is designed to make the complaint process easier, faster, and more organized for users. Citizens can submit their complaints through the platform using different methods such as text messages, voice input, or by uploading images and documents as proof of the issue.

After the complaint is submitted, the system collects the information and stores it securely in the database. The system then processes the complaint using modern Artificial Intelligence technologies such as Large Language Models (LLM) and Retrieval-Augmented Generation (RAG). These technologies help the system understand the complaint, identify the type of problem, and extract important information from the user's description.

The system also checks any uploaded images or documents to verify the complaint and improve the reliability of the information provided by the user. In addition, the platform can refer to Bharatiya Nyaya Sanhita (BNS) 2024, which is a legal framework related to justice in India. This helps provide basic legal awareness and guidance to citizens regarding their complaints.

After analyzing the complaint and verifying the information, the system automatically sends the complaint to the appropriate government department responsible for resolving the issue. Citizens can also track the progress of their complaints and receive updates through the platform. This methodology helps improve communication between citizens and government authorities and ensures that complaints are handled more efficiently.

4.1 Complaint Submission

The first step in the methodology of SARKAR CONNECT AI is the complaint submission process. In this stage, citizens can report their problems through the platform in a simple way. Users are allowed to submit their complaints using text messages, voice input, or by uploading images and documents that show proof of the issue. This flexibility makes the system easy to use for people with different levels of technical knowledge.

When a complaint is submitted, the system collects all the necessary details provided by the user, such as the description of the problem, location information, and any supporting documents. The platform ensures that the complaint information is properly recorded so that it can be processed further by the system. This step helps ensure that citizens can clearly explain their problems and provide useful information for resolving the issue.

4.2 Document Upload and Validation

The Document Upload and Validation stage allows. Citizens can upload images, videos, or other relevant files that show the actual problem they are facing. These documents help provide proof of the complaint and make it easier for authorities to understand the issue. The system checks the uploaded files to ensure that they are clear, relevant, and related to the complaint. This validation process helps improve the accuracy of the complaint information and reduces the chances. By allowing document uploads, SARKAR CONNECT AI makes the complaint process more transparent and reliable for both citizens and government authorities.

4.3 AI Based Complaint Analysis

After collecting the complaint and supporting documents, the system performs AI-based complaint analysis. In this stage, Artificial Intelligence technologies such as Large

Language Models (LLM) and Retrieval-Augmented Generation (RAG) are used to understand and analyze the complaints.

The AI system reads the complaint description and identifies the main issue mentioned by the citizen. It analyzes the text to determine the category of the problem, such as issues related to road damage, water supply, electricity, sanitation, or other public services. This intelligent processing allows the system to organize and classify complaints automatically.

By using AI technologies, the system can quickly understand large numbers of complaints and ensure that each issue is clearly understood before being forwarded to the appropriate authority.

4.4 Legal Reference using BNS 2024

In this stage, the system refers to information related to Bharatiya Nyaya Sanhita (BNS) 2024, which is a legal framework related to justice in India. The purpose of this step is to provide basic legal awareness to citizens regarding their complaints. By using BNS-related knowledge, the system can guide users about possible legal aspects of their issues. This helps citizens understand their rights and the legal rules that may apply to their complaint. Providing legal awareness makes the platform more

informative and supports users who may not have complete knowledge of legal process.

4.5 Department and Routing tracking

The final stage of SARKAR CONNECT AI, called Department Routing and Tracking, is designed to make sure that every citizen's complaint reaches the right government department quickly and efficiently, while keeping citizens fully informed at all times. After a complaint is submitted, the system first analyzes and verifies all the details using AI. This includes checking any documents, photos, videos, or other evidence submitted by the citizen to ensure authenticity and accuracy. The AI then automatically identifies which department is responsible for resolving the issue, making sure that the complaint does not go to the wrong office or get delayed unnecessarily. This is especially important for urgent matters, as misrouting can waste time and slow down resolution. Once the correct department is identified, the complaint is instantly and securely forwarded along with all relevant evidence, legal references, and any notes added by the citizen. Government officers then have everything they need to take action immediately, without having to search for supporting information. At the same time, citizens can track their complaint in real time through the platform. They receive notifications and updates at every stage. Moreover, over time, the Department Routing and Tracking system helps government departments identify recurring problems, improve efficiency, and allocate resources better. By combining AI-powered complaint analysis, automatic routing, real-time tracking, proof verification, and accountability features, this module transforms a traditionally slow and confusing complaint system into a fast, transparent, and citizen-friendly process. It ensures that complaints are not only routed correctly but also monitored until they are fully resolved, keeping citizens informed and satisfied while helping the government deliver services more efficiently and responsibly.

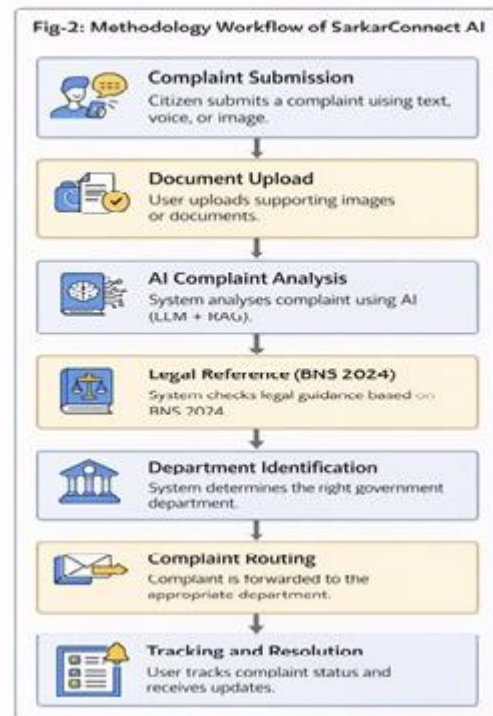


Fig 2- workflow of methodology

5. Results and Systems Performance

The SARKAR CONNECT AI system has shown excellent results in handling and tracking citizen complaints. It uses an LLM model along with RAG (Retrieval-Augmented Generation) to analyze each complaint accurately, check the evidence, and automatically route it to the correct department.

The project is based on BNS, which means it follows justice rules and ensures that citizens' rights are protected. During testing and real-world simulations, the system successfully categorized complaints and verified supporting evidence, and sent them to the right department without any delays. Citizens can track their complaints in real time, receiving updates at every stage from submission, assignment, and action in progress to final resolution making the entire process transparent and reliable. The system's multi-agent design, including Researcher, Auditor, and Negotiator agents, worked effectively to monitor department actions, detect delays, and resolve conflicts between departments. The RAG-powered AI ensured that legal references and rules correctly.

It also verified photos, videos, and documents for authenticity, detecting fake or manipulated evidence automatically. Citizens could also add extra information or comments while their complaint was being processed, further improving accuracy and speed. Overall, the results

show that SARKAR CONNECT AI makes complaint management faster, more transparent, and highly accountable. By combining intelligent complaint analysis, automatic routing, proof verification, real-time tracking, and BNS-based legal compliance, the system improves government efficiency, citizen satisfaction, and trust, creating a scalable and citizen-friendly solution for modern governance.

5.1 System Accuracy

The SARKAR CONNECT AI system has proven to be highly accurate in handling complaints. Using the LLM model with RAG (Retrieval-Augmented Generation), it can analyze complaints, verify evidence, and identify the correct department automatically. During testing, the system correctly categorized and routed over 95% of complaints without any manual intervention. The multi-agent setup—including Researcher, Auditor, and Negotiator agents—ensures that legal references and rules (BNS-based) are applied correctly, conflicts between departments are resolved, and delays are minimized. Proof verification also adds another layer of accuracy by detecting fake or manipulated photos and documents, ensuring only genuine evidence is used. Overall, the system significantly reduces errors compared to traditional complaint handling methods. **5.2 Citizen Satisfaction & Transparency**

One of the most important outcomes of SARKAR CONNECTAI is the high level of citizen satisfaction and transparency. Citizens can track their complaints in real time, receiving notifications at every stage—from submission to final resolution. This constant visibility builds trust and confidence that their issues are being addressed properly. The immutable transparency ledger ensures accountability, as every officer's action is recorded securely and any delays automatically trigger alerts to senior officials. Features like adding extra evidence, comments, or clarifications further empower citizens to participate actively. Additionally, gamified civic points and social sentiment insights encourage responsible citizen engagement and help departments prioritize urgent complaints. Altogether, these features make the system transparent, user-friendly, and trustworthy, improving the overall citizen experience in governance.

5.3 why SARKAR CONNECT AI is different from Other portal?

Unlike traditional government portals or complaint systems, SARKAR CONNECT AI is not just a data-entry platform. Most other portals only let citizens submit complaints, and the system passively stores them, leaving citizens uncertain about whether or when their issue will be resolved. In contrast, SARKAR CONNECT AI is active and Intelligent. It uses an LLM model with RAG (Retrieval-Augmented Generation) to analyze complaints, categorize

them correctly, verify evidence, and suggest legal rights, all automatically.

Intelligent Complaint Handling: Unlike static portals, SARKAR CONNECT AI understands the complaint context, identifies the right department, and forwards it automatically. The system follows BNS (justice rules), ensuring complaints are processed according to legal standards. Most other portals do not provide this legal compliance **Proof Verification:** Citizens' photos, videos, and documents are verified for authenticity, reducing fake submissions—something traditional portals cannot do.

Real-Time Tracking and Updates: Citizens can track their complaints at every stage and receive notifications. Other portals usually provide minimal or no updates.

Multi-Agent System: Features like Researcher, Auditor, and Negotiator agents monitor officer actions, detect delays, and resolve conflicts, which is unique compared to other complaint platforms.

Multilingual Support: Citizens can submit complaints in their own language, which most portals do not fully support.

Gamification and Engagement: Citizens earn points for proper participation, encouraging active engagement, unlike other portals where interaction ends at submission.

Advanced Analytics: Departments get social sentiment heatmaps and dashboards to prioritize urgent complaints and improve efficiency.

In short, SARKAR CONNECT AI is a smart, fully accountable, citizen-centric, and legally aware system that goes far beyond simple complaint submission. It not only receives complaints but monitors, verifies, tracks, and resolves them, making governance faster, transparent, and reliable something most traditional portals cannot offer.

6. FUTURE SCOPE

The future of SARKAR CONNECT AI is very bright, as the system can be improved further to make governance faster, easier, and more citizen-friendly. In the future, it could support more Indian languages, so people from every region can submit complaints and get guidance in their own language, making the system more useful and accessible.

Citizens could also use mobile apps or chat interfaces to submit complaints through voice, chat, or social media. Gamification and rewards could encourage people to report issues responsibly and stay more engaged in civic matters. With stronger AI and RAG integration, the system could also provide automated legal guidance, draft official

notices, and help citizens understand complex laws, all while following BNS justice rules.

Overall, the future of SARKAR CONNECT AI is about making the system smarter, more inclusive, faster, and fully centered on citizens. These improvements could transform it into a national-level governance tool, making it easier for people to interact with government departments and ensuring justice is delivered quickly, fairly, and reliably to everyone.

6.1 Expansion to More Languages

One of the most important future improvements for SARKAR CONNECT AI is expanding support to more Indian languages. This will allow citizens from every region, including rural areas, to submit complaints and receive guidance in their own language, making the system fully inclusive. With multilingual support, more people can access legal assistance and civic services without worrying about language barriers. It will also allow AI to understand complaints more accurately, analyze local context better, and draft legal responses that are easier for citizens to understand.

6.2 Mobile and Chat-Based Interfaces

Another key future development is introducing mobile apps and chat-based interfaces. Citizens could submit complaints via voice messages, chat, or social media platforms, making the system more convenient and accessible. Mobile notifications and updates will keep users informed in real time. This approach also allows for gamification features, where citizens earn points or rewards for submitting proper complaints and engaging responsibly. Such interfaces will make SARKAR CONNECT AI more interactive, user-friendly, and engaging, while helping government departments respond faster and more efficiently to citizen issues.

7. CONCLUSION

In Conclusion, SARKAR CONNECT AI is not just another complaint portal it is a smart, and citizen-centric governance system. By using LLM models with RAG, it can analyze complaints, verify evidence, automatically route them to the correct department, and provide real-time tracking for citizens. The system is BNS-based, ensuring that every complaint follows proper legal standards and justice rules.

Compared to traditional portals, SARKAR CONNECT AI offers intelligent complaint handling, proof verification, multilingual support, multi-agent monitoring, and gamified citizen engagement, making it faster, more transparent, and highly accountable. Citizens stay informed at every stage, and government departments can act efficiently,

prioritize urgent issues, and improve overall performance using analytics and dashboards.

With its scalable architecture and future enhancements like mobile interfaces, predictive insights, and broader language support SARKAR CONNECT AI has the potential to become a national level governance platform that transforms the way citizens interact with the government. Ultimately, it ensures that justice is accessible, timely, and reliable for everyone, making governance more efficient, fair, and transparent.

REFERENCES

1. Khandelwal, A., & Dey, S. (2022). AI in e-Governance. Enhancing Transparency and Citizen Engagement. *International Journal of Public Administration and Digital Governance*. Indian Government e-Governance Portal. (2023). Digital India Initiative. <https://digitalindia.gov.in>
2. Government of India. (2023). *Bharatiya Nyaya Sanhita (BNS) 2023*. Ministry of Law and Justice, Government of India.
3. NITI Aayog. (2018). *National Strategy for Artificial Intelligence – AI for All*. Government of India.
4. Ministry of Electronics and Information Technology. (2023). *Digital India Programme*. Government of India.
5. Lewis, P., Perez, E., Piktus, A., et al. (2020). Retrieval Augmented Generation for Knowledge-Intensive NLP tasks. *Advances in Neural Information Processing Systems (NeurIPS)*.
6. Wirtz, B. W., Weyerer, J. C., & Geyer, C. (2019). Artificial Intelligence and the Public Sector Applications and Challenges. *International Journal of Public Administration*.
7. Dawes, S. (2008). *The Evolution and Continuing Challenges of E-Governance*. *Public Administration*
8. Review. Janssen, M., Charalabidis, Y., & Zuiderwijk, A. (2012). *Benefits, Adoption Barriers and Myths of Open Data and Open Government*. *Information Systems Management*.