

PUBLIC SECTOR

Citizen app and AI grievance redressal for a state government

Citizens file grievances by many channels and languages, and officials struggle to route and track them. Wexa deployed an AI grievance-redressal system and built a trilingual citizen app prototype for a state programme.

3

languages in the citizen app (English, Telugu, Hindi)

2025

grievance-redressal system deployed

CLIENT

State government programme, India

REGION

India

WHEN

2025

ENGAGEMENT

Production deployment

WEXA COMPONENTS

Multilingual citizen app · grievance-redressal agents**01** — CASE 05

The challenge

- Grievances arrive by many channels and languages
- Manual categorization and routing to officers

- No end-to-end visibility for citizens or senior officials

What Wexa built

- ✓ AI categorization, validation and emergency prioritization
- ✓ Rule-based routing to nodal and district officers with interdepartmental workflows
- ✓ Citizen tracking and notifications; performance analytics
- ✓ Trilingual mobile app prototype with walkthrough, handed to the programme team

02 — CASE 05

How it runs on Wexa

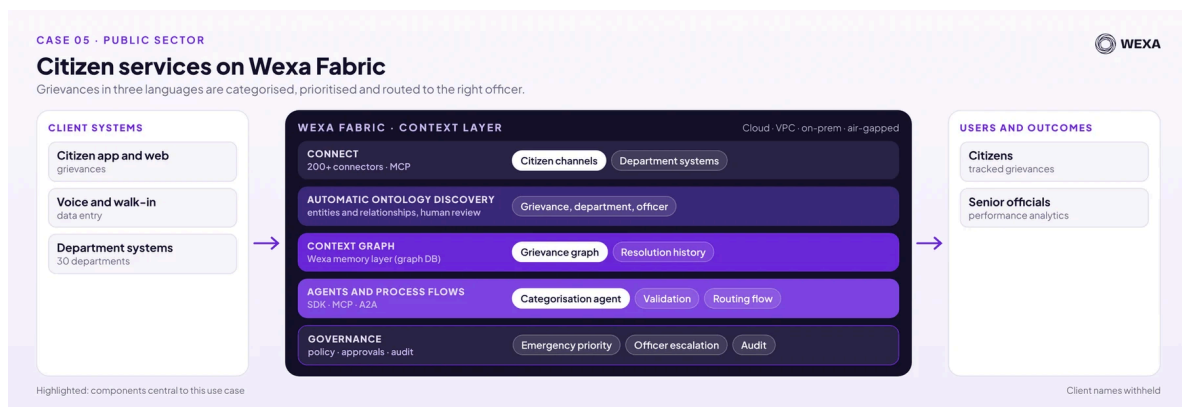


FIGURE How this use case runs on Wexa: client systems connected, ontology discovered, context graph in the Wexa memory layer, agents and process flows, and governance. Highlighted components are central to this use case.

Solution architecture

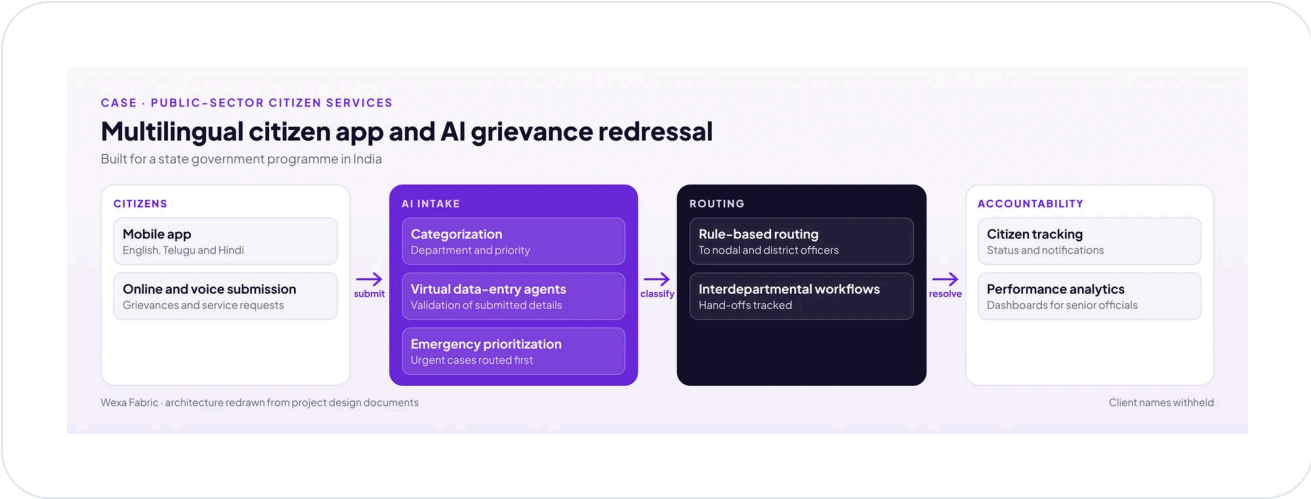


FIGURE Citizen-services architecture (redrawn from the project design).

Results

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Data-entry and routing operators	60 operators	20 operators
Annual cost of the process	\$360K	\$120K
Grievance routing time	3 days	same day
Time to implement the AI solution	6 months	8 weeks
AI build cost (one-time)	\$480K	\$59K
AI operating cost per year (models, infrastructure, upkeep, platform)	\$312K	\$166K

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Total AI cost in year 1	\$792K	\$225K

WITH WEXA

\$74K

net annual value to the client after Wexa's
own operating cost

3x

faster to implement

47%

lower AI operating cost

\$567K

less AI spend in year 1

✓ Wexa was invited to the state's global investment summit (December 2025)