

**1st Workshop of the project “101101784 — 2022-IT-FRED2”
Fraud Repression through EDucation2**

National Transparency Authority (NTA)

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The National Transparency Authority (NTA), through its General Directorate of Integrity and Accountability, presents an innovative approach to revolutionize the Greek AFCOS CMS (Complaint Management System) by harnessing the power of data-driven insights. This groundbreaking project aims to transcend traditional complaint management practices, transforming them into a beacon of transparency and accountability.

At its core, this initiative seeks to elevate the significance of citizen complaints beyond mere feedback, recognizing them as invaluable sources of actionable intelligence. By analyzing data from CMS, the project aims to uncover hidden patterns and trends, providing invaluable insights for enhancing public service delivery.

The objectives are clear: to identify priority areas for improvement, evaluate the efficacy of complaint resolution processes, and inform policy development and legislative reforms. Through increased transparency and accountability, the project endeavors to create a more responsive and citizen-centric government.

To achieve these ambitious goals, the project proposes a multifaceted approach. Leveraging cutting-edge technologies such as Natural Language Processing (NLP) and machine learning, the initiative aims to extract meaningful insights from vast amounts of complaint data. By creating a user-friendly interface, the project empowers stakeholders to explore and analyze data effortlessly, fostering a culture of data-driven decision-making.

Crucially, the project emphasizes the importance of sensitization, advocating for positive change by amplifying citizen voices and concerns. By creating policies that address systemic issues and promote accountability, the project aims to build trust and confidence in government institutions.

In summary, the NTA's initiative represents a bold step towards transforming complaints into catalysts for change. By harnessing the power of data and technology, the project

aims to unlock new possibilities for enhancing public service delivery and fostering a more transparent and accountable government. With its visionary approach and tangible results, this project stands poised to make a lasting impact on Greek society.

