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Use of AI in Governance

Role of AI in participatory Governance

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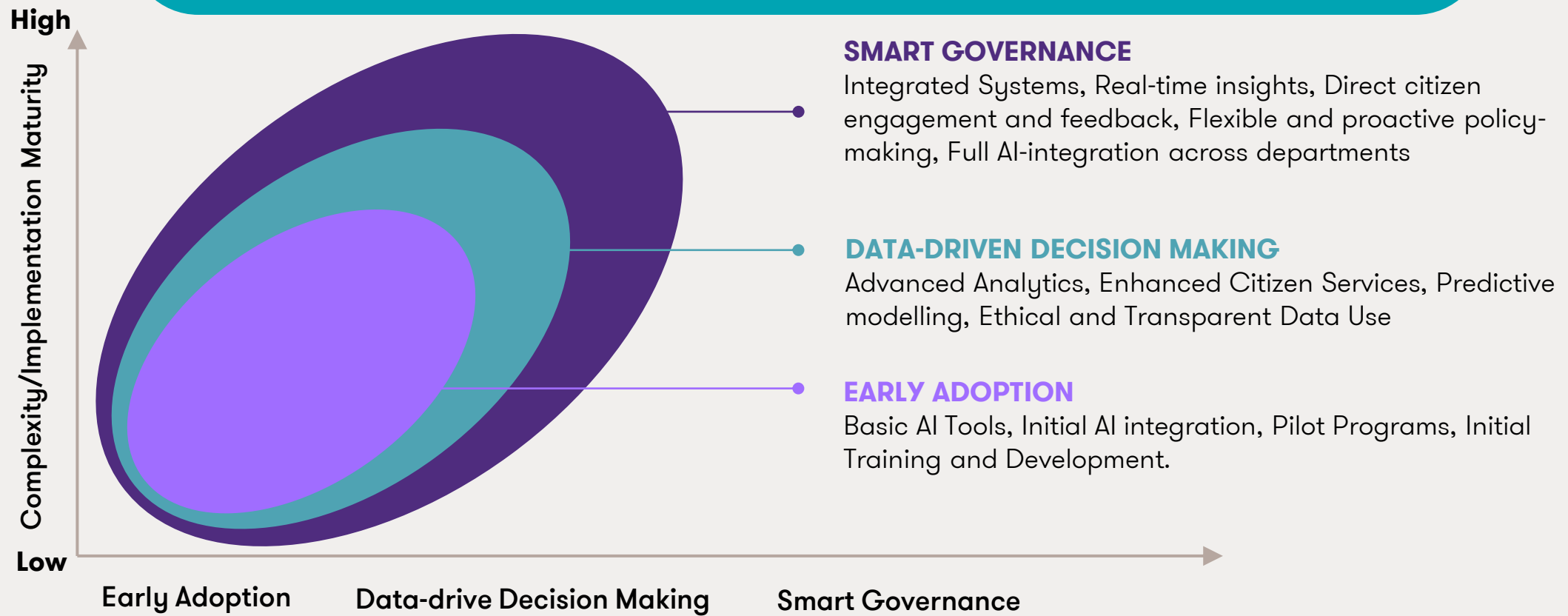
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#GTBharat
SHAPING VIBRANT INDIA

27TH NATIONAL E-GOVERNANCE CONFERENCE
Theme: Viksit Bharat: Secure and Sustainable e-Service Delivery

Evolution of AI-driven Government of Future

High

Complexity/Implementation Maturity

SMART GOVERNANCE
Integrated Systems, Real-time insights, Direct citizen engagement and feedback, Flexible and proactive policy-making, Full AI-integration across departments

DATA-DRIVEN DECISION MAKING
Advanced Analytics, Enhanced Citizen Services, Predictive modelling, Ethical and Transparent Data Use

EARLY ADOPTION
Basic AI Tools, Initial AI integration, Pilot Programs, Initial Training and Development.

Low

Early Adoption   Data-drive Decision Making   Smart Governance

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AI Government: Reshaping Citizen Participation in Public Governance

Cutting-Edge Digital Assets

1. AI models
2. Curated datasets
3. Advanced Analytics Tools
4. Interoperability frameworks

Collaboration & Ecosystem Support

1. Strategic Alliances
2. Partnership programs with corporate, academia, Startups etc.
3. Collective Wisdom Integration
4. Knowledge Sharing Platforms
5. Ensure seamless interoperability between various AI systems and departments.

Insight-Driven Governance

1. Utilize AI to anticipate policy impacts and trends.
2. Establish protocols for secure and insightful data management.
3. Train officials to leverage AI insights for strategic decisions.
4. Regulatory Flexibility: Adapt frameworks to accommodate evolving technologies and needs.

Innovation Focus

1. AI Incubators
2. Pilot new AI technologies
3. Continuously refine solutions based on real-world feedback
4. IP Protection & Management

Active Citizen Participation

1. Smart Service Frameworks: Implement AI for streamlined and user-centric public services.
2. Interactive Platforms: Develop tools for real-time public engagement and feedback.
3. Feedback Integration: Analyze citizen input to shape responsive policies.
4. Engagement Campaigns: Promote awareness and usage of digital engagement tools

AI Empowerment: How India is Shaping the Future of Technology & Effective Governance

AI –driven Aadhar Enabled Payment System (AEPS)
NPCI

Allowed citizens to access banking services such as balance inquiry, cash withdrawal, and money transfer using their Aadhaar number and fingerprint.

Delhi's AI Powered Pollution Control
Centre of Pollution and Control Board

Delhi employs AI to monitor air quality & predict pollution levels.. Residents receive real-time updates and can participate in initiatives to reduce pollution, such as carpooling and using public transport

Conversational AL
Bharat Petroleum Corporation Limited (BPCL)

Conversational AI make services applicable at the grassroots through multilingual capabilities. For instance, BPCL deployed Urja which supported over 13 languages and comprised of 45% of the non-English languages

WhatsApp Pay
Bengaluru Metro Rail Corporation Limited (BMRCL)

Dynamic AI agent that has helped over 100,000 commuters recharge their metro cards, buy tickets, and even plan their journey.

Conversational AI
Government of Maharashtra Department of Women and Child Development (DWCD)

Deployed Customized AI focusing primarily pregnant & lactating mothers, disseminated informational campaigns centered on Nutrition and Welfare in Marathi using multimodal approach

India Urban Data Exchange (IUDX)
Ministry of Housing and Urban Affairs

Platform to provide a data exchange to Indian Cities. It is a seamless interface for data providers and users, including ULBs, to share, request, and access datasets related to cities, urban governance, and urban service delivery.

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Leveraging AI and Data Analytics for Participatory Governance – A Case Study from Meghalaya

Citizen Needs
CM Helpline, Health Helpline, Service Chatbots, Emergency Helpline

Citizen Applications
Service and scheme application, service registrations

Progress Information
Project progress status, beneficiary counts, village/panchayat/block/district data, financial disbursements

Department Roadmap
Infrastructure implementation plan, scheme implementation plan, key challenges, success stories

Structured Data

Unstructured Data

AI LLM Model llama + TAPAS

Model Quantization & Tokenization

Orchestrate Query Processing

Intent Handling

Problem
- What are the problems of the citizens in a village?
- What infrastructure interventions citizens need?
- What does socio economic survey suggest (ex: SDG, NHFS, Poverty Index)?

AI Resolutions
- Which Government programs will solve what problem and when?
- List of problems citizens are facing there(village) for which there are no plans?
- List of problems citizen MAY BE facing (predictive) for which there are no plans?
- Programs that have benefitted in socio economic upliftment based on SDG indicators/NHFS/Multi-dimension poverty index, etc.

Benefits and Challenges of AI in Participatory Governance

Benefits

Enhanced Decision Making	Increased Efficiency	Personalized Citizen Services
Improved Public Engagement	Enhanced Policy Innovation	Enhanced Fraud Detection

Challenges/Risks

Ethical considerations and biases in AI

Data privacy and security concerns

Potential for misuse or abuse of AI technologies

Opaque Algorithms and Trust Issues

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Call to action for embracing AI in participatory governance

Envision the Future of AI in Governance

1. Predictive Insights
2. Hyper-Personalized Services
3. Integrated Smart Cities
4. Enhanced Public Collaboration
5. Real-Time Policy Adjustments

01 Start with Targeted AI Projects

- Pilot AI in Key Areas: Begin with small-scale AI projects in critical areas like public health or traffic management to evaluate their impact and scalability before broader implementation.

02 Improve Citizen Interaction

- Implement AI chatbots on government websites to provide instant responses to common inquiries, improving accessibility and efficiency.
- Create Feedback Mechanisms: Use AI tools to analyze public comments and feedback from surveys or social media to quickly understand citizen needs and preferences.

03 Enhance Transparency and Trust

- Ensure Data Privacy: Publish AI usage reports. Implement data protection measures and clearly communicate these practices to the public to build trust and ensure compliance with privacy laws.

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Thank you