WOKHA SAATHI

Smart AI Based Assistant for Timely Help & Interface

By

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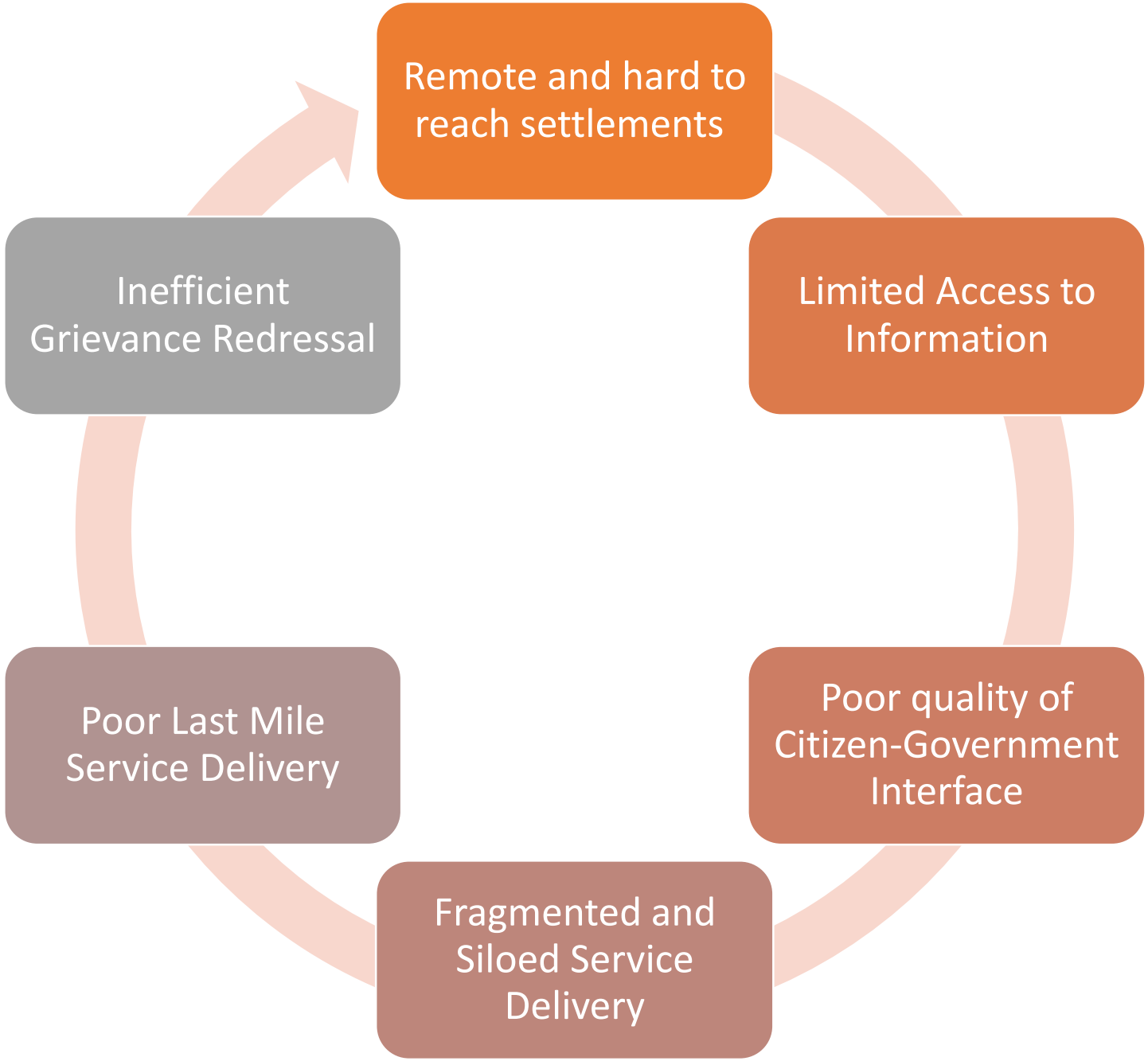
Deputy Commissioner

Wokha: Nagaland

What ails the Ecosystem of Public Service delivery?



Key Tech Features

WhatsApp Based

Conversational AI

Active Engagement

Data Based Insights

Objectives

- **User-Friendly Access**
- **Timely Response**
- **Increased Awareness**
- **Two-Way Communication**

Salient features

WhatsApp-based Chatbot

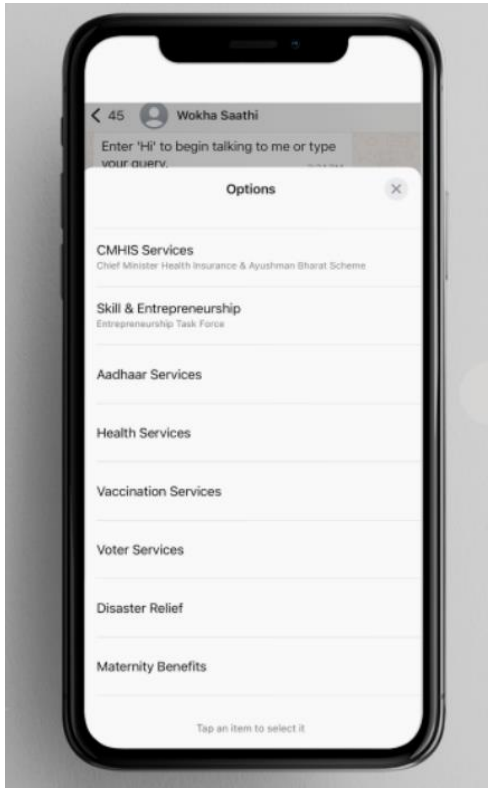
Low Internet Bandwidth Required

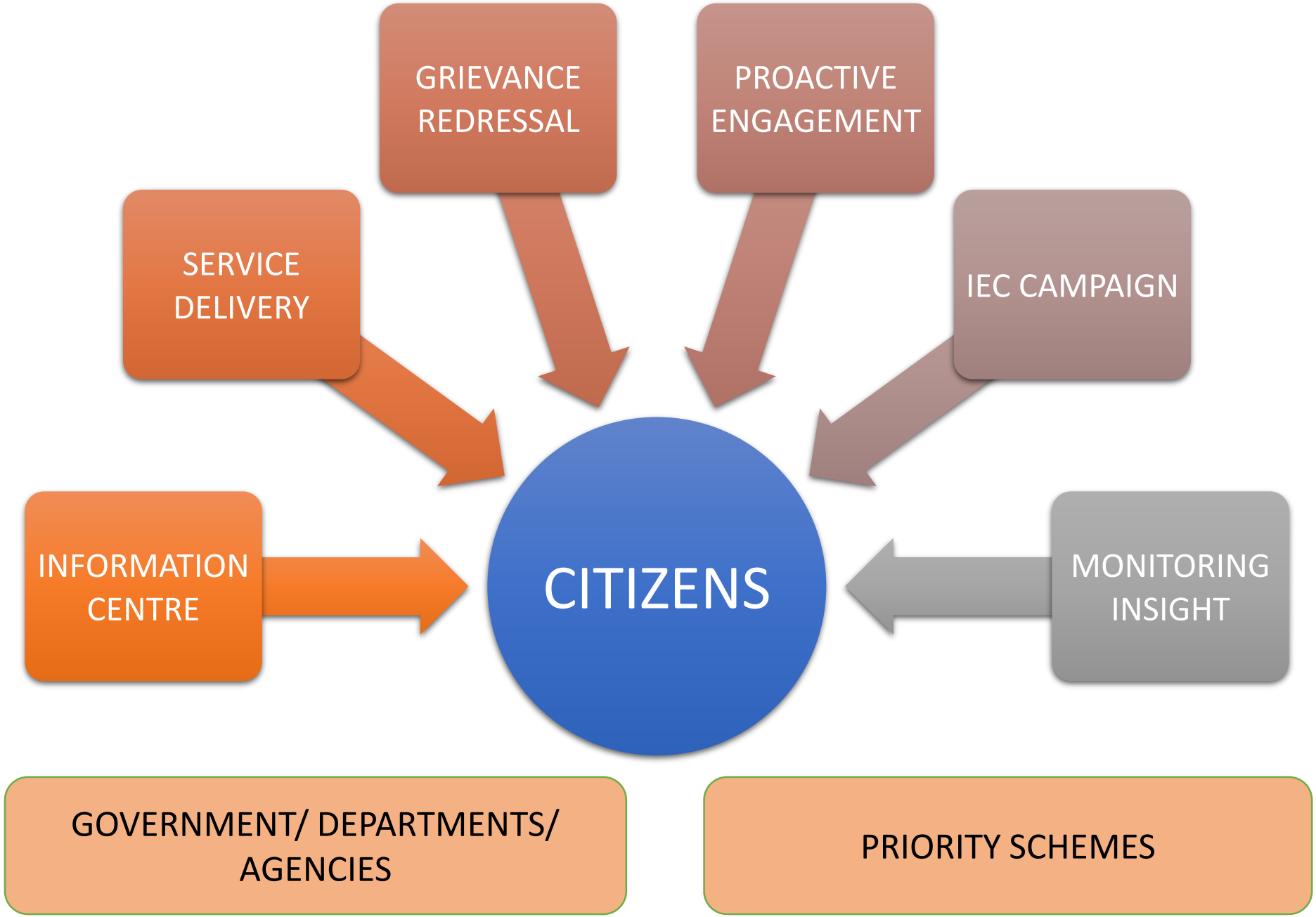
40 Schemes & Services

Service Delivery

Monitoring

Campaigns




GRIEVANCE REDRESSAL
PROACTIVE ENGAGEMENT
SERVICE DELIVERY
IEC CAMPAIGN
INFORMATION CENTRE
CITIZENS
MONITORING INSIGHT
GOVERNMENT/ DEPARTMENTS/ AGENCIES
PRIORITY SCHEMES

Use Cases

Health

- Vaccination
- PMJAY & CMHIS

Skill & Entrepreneurship

- Schemes information
- Entrepreneurship Task Force

Grievance & Emergencies

- Ambulance
- Filing Grivances

Campaigns

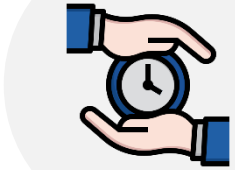
- Ayushman Card Drive
- Outreach Activities

Quantifiable Achievements

- **Service Requests- 1512**
- **User Engagement-With over 10,000 sessions**
- **Information Dissemination-over 52,000 messages**
- **User Reach- served over 8000 unique users**
- **Bot Performance-accuracy rate of 98.7%**

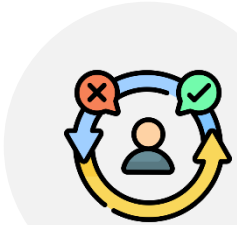
Transforming Service Delivery-Impact

Cost Reduction-Over Rs. 01 Cr.



Time Savings-saving of over 40,000 hours

Improvement in Public Grievance Redressal



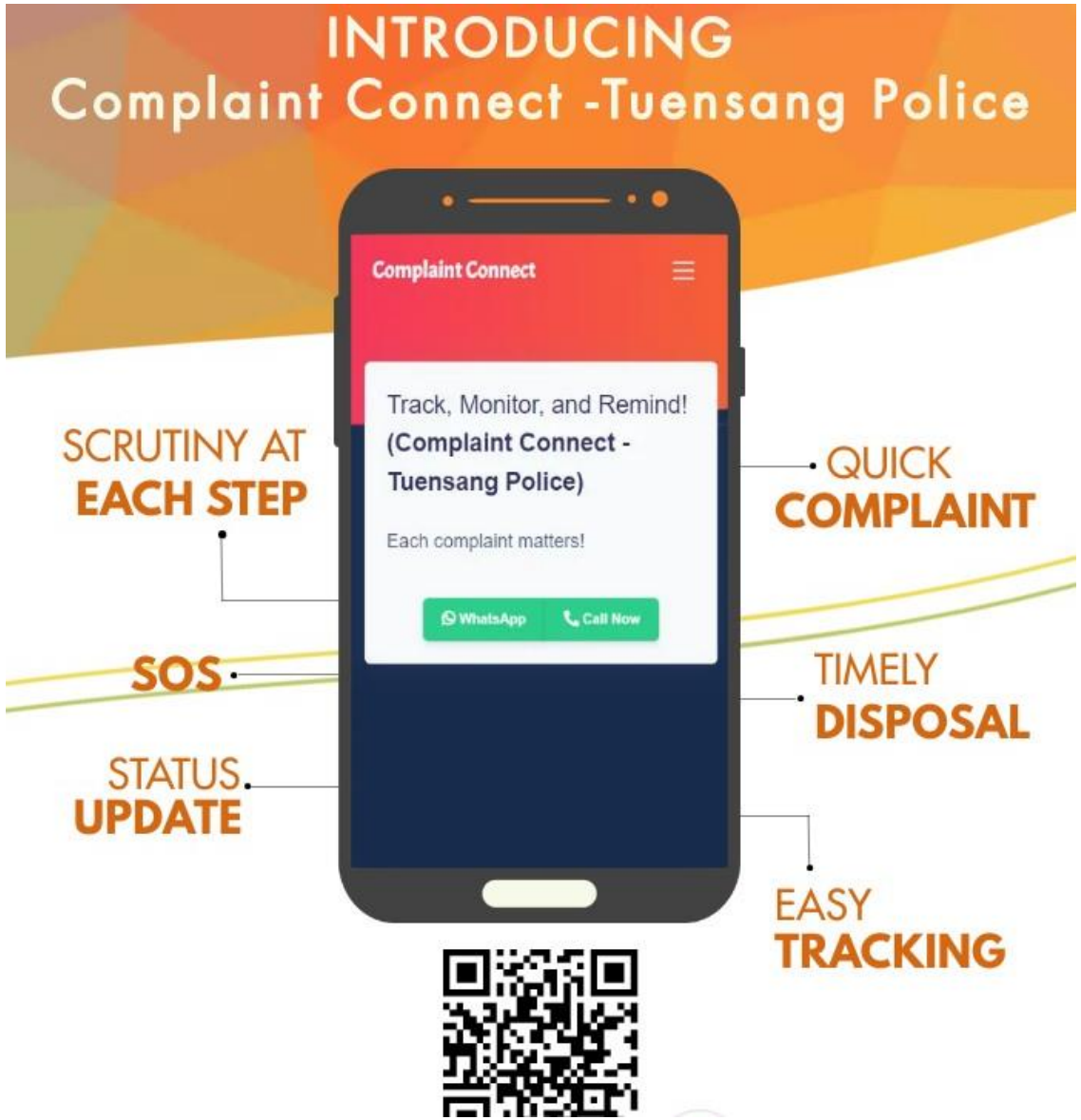
Efficient Feedback Mechanism

Replication of Wokha SAATHI

- Tuensang police complaint connect App

  https://nagalandtribune.in/tuensang-police-launches-complaint-connect-app-and-chatbot/

  https://nagalandpost.com/index.php/2024/02/21/tuensang-police-launch-complaint-connect-app/



Enter "Hi" to 7005577231

Thank You

Wokha District Administration

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