

AI ENABLED CHATBOT SW FOR EXAM SEC**1. Short Brief and Functional Purpose of the S/W Being Devp.****(a) Background.**

(i) Exam Sec (erstwhile DGMT (MT-2)) is resp for conduct of Promotion and Competitive Exams and all related policy matters for Offrs of IA in addn to being the policy holders for Promotion Exams of JCOs/NCOs.

(ii) Junior Ldr Proficiency Test (JLPT) for JCOs of IA has migrated to online platform since Jun 2023. 9000 JCOs will appear for JLPT Exam in online mode in Dec 2024. Moreover, all internal exams of IA will migrate to online format in yr 2024 onwards, which will entail direct interaction of Exam Sec with concerned Line Dtes/ Cat A ests besides all the affected/prospective candidates and their representative for myriad queries on daily basis.

(iii) Addressing such large No of queries in the desired time frame and to optimal satisfaction level would be very difficult, besides severely impacting routine functioning of Exam Sec.

(b) **Present System.** On an avg approx. 250 calls are addressed daily by Exam Sec. Frequency of queries incr exponentially before conduct of each Exam which are presently resolved on telephone and written correspondences. Apropos, there is a felt need for automating ibid query redressal mech, with the impending migration of all internal exams to online format.

2. Specific Details wrt SW Proposed to Be Devp.

(a) **SW ID/ Name (incl ver number).** AI Enabled Chat Bot. (AI is planned to evolve with the training of the Chat Bot & expansion of dataset).

(b) **Est/ Sponser (Comd) (incl details of PDMG).** The project is sponsored by HQ ARTRAC. It is being devp under the aegis of Exam Sec, HQ ARTRAC.

(c) **Type of SW (Bespoke/ ERP/ COTS/ Customized).** Bespoke.

(d) **Purpose/ Utility (incl beneficiaries and tgt users).** Same as mentioned at Para 1 above.

(e) **Name of Devp Org/ Vendors Name and Contact Details.** The devp partner for this project is Bhaskaracharya National Institute for Space Applications and Geo-Informatics (BISAG-N), Ministry of Electronics and Information Technology (MeitY), Gol. Contact Details are as under:-

BISAG-N
Near CH 'O' Circle, Indulal Yagnik Marg,
Gandhinagar, Gujrat, 382007.

(f) **Is IPR Held with Sponsor.** The SW will be devp by BISAG-N in accordance with the Gol guidelines for devp of SW, hence it is OSS compliant. The source codes will be handed over to HQ ARTRAC or any auth nominated by HQ ARTRAC.

- (g) **Is the SW Already Cleared/ Approved By ACG.** No.
 - (h) **OS and Sys SW Reqmts.** The SW will be hosted on a server running on Ubuntu OS.
 - (j) **Language/ Platform of SW Devp & Dply.** Spring Framework, JAVA.
 - (k) **Database Reqmts (SW, Ver, etc).** Postgres SQL Ver 12.
 - (l) **Technology Dependency (if any).** Nil.
 - (m) **Cost Incl Annual Maint Contract.** As per MoU Between HQ ARTRAC and BISAG-N.
 - (n) **Architecture for for Dply (Centralised/ Federated/ Hybrid/ Etc).** Centralised.
 - (o) **Details of Licensing (if any).** NA.
 - (p) **HW/Server Specifications (if any).** SW to be hosted on Existing Exam Server.
 - (q) **Enhancements/ Upgradation (incl patch mgt/ SW Updt Procedure and Mechanism).** Qtrly/ On – occurrence.
 - (r) **Recommendations, Spl Instr and Reqmts (if any).** NA.
3. **Intended Usage and Dply - Standalone/ LAN/ ADN/ Internet/ CWN.** The SW is proposed to be hosted on ADN for usage of users pan IA.