

**AI ENABLED CHATBOT SW FOR EXAM SEC**

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1. 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.

2. 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.

3. 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.

**Proposal**

4. Bhaskaracharya National Institute for Space Applications and Geo- Informatics (BISAG-N) has already developed Part B and JLPT Exam SW for Exam Sec. Both the SWs are hosted on Exam Server at HQ ARTRAC and accessed by users pan IA.

5. It is proposed that permission be accorded for devp of an **AI Enabled Chatbot SW** in collaboration with BISAG-N for addressing Exams related queries. The SW once devp, will be hosted on the Exam Server so as to enable single window operation of all exam related SWs. Proposed Chatbot will use dataset prep on the basis of relevant policy documents and existing common database of the a/m Exam SW to address the envisaged large volume of queries of all concerned.

6. AI enabled Chat Bot SW will accrue fwg advantages :-

(a) **Real Time Assistance**. Chat Bot will provide 24 x 7 instant support to candidates by guiding them through all exam related aspects from regn to declassification of results.

(b) **Satisfy Large No of Queries**. The chat bot will be able to effectively handle large No of queries simultaneously, ensuring prompt assistance with min human interface.


(c) **Personalized Guidance**. Each candidate may have unique questions or concerns regarding respective exam. The AI enabled chat bot will be able to offer personalized assistance by understanding the specific needs of indl candidates and providing tailored response accordingly.

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(d) **Reduced Administrative Burden.** Delegation of routine queries to the chat bot, will be reduce adm burden of the Exam Sec Staff, enabling more focus & diligence on tasks associated with conduct of exams.

(e) **Data Insights.** The AI enabled Chat Bot will gather valuable data on types of queries raised by candidates, which can be analysed to iden trends, improve exam processes, thereby improving our professional mil edn.

6. Brief of the AI Enabled Chat Bot SW proposed to be devp is placed opposite for perusal. It is recommended that case file be recommended for approval by DGIS pl.

  
(PK Gahlot)  
Col  
Col GS (Exams)

18 Mar 2024

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COS

*Proposal is endorsed for  
deop in*

*19/03*

*03/03/24*

*DGES.*

*572/DDGIT*

*26/3/24*

Sir,  
The proposal is to be  
dis processed through ARSO  
Committee. Can be marked  
for DDGIT to process it. ✓

*Brig (Gmpt)*

*22/3*  
*26/3*  
*26/3*