

# Submission Summary

Conference Name	2nd INTERNATIONAL CONFERENCE ON NEW FRONTIERS IN COMMUNICATION, AUTOMATION, MANAGEMENT AND SECURITY 2025
Paper ID	221
Paper Title	SAHAYAKA : Chatbot Based Helpdesk for Govt Employees and Departments
Abstract	<p>Government services are crucial for ensuring efficient administration and citizen support, yet they often face challenges such as complex procedures, inconsistent information, and accessibility barriers. 'Sahayaka: Chatbot Based Helpdesk for Govt Employees &amp; Departments' addresses these issues by providing a user- friendly platform that simplifies government-related tasks and improves information accuracy. Sahayaka is designed to assist government employees and citizens with clear guidance on services such as Aadhaar registration, PAN card updates, house tax payments, and road planning approvals. By offering instant and accurate responses through a chatbot interface, Sahayaka reduces confusion and delays, enhancing overall efficiency. Key features of Sahayaka include support for over 20 languages, ensuring accessibility for diverse user groups across the nation. Its secure authentication system offers both Gmail and mobile- based login via Firebase, ensuring user data protection. The platform is compatible with both smartphones and desktop computers, enabling seamless access across devices. All</p>

previous interactions and data are securely stored in cloud storage for reference and continuity.

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