Dukhantha

Team Members

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Overview

Dukhanta: *Department of Administrative Reforms and Public Grievance Virtual Assistant*

Dukhanta is a virtual assistant developed by the *Department of Administrative Reforms and Public Grievance (DARPG)* to provide assistance to users in filing complaints or grievances. Leveraging *IBM's Watson Assistant* technology, Dukhanta aims to streamline the process and enhance user experience within DARPG's domain.

Features

User Assistance: Dukhanta offers guidance and assistance to users navigating the process of filing complaints or grievances with DARPG. It provides step-by-step instructions and clarifications as needed.

Real-time Support: With the capacity to handle up to 1000 live users simultaneously, Dukhanta ensures prompt and efficient support, enhancing user satisfaction and minimizing waiting times.

Decoy Website Hosting: Currently hosted on a decoy website for testing and development, Dukhanta operates in a secure environment, ensuring data integrity while allowing for seamless interaction with users.

Accuracy and Reliability: Dukhanta is equipped with advanced algorithms that enable it to provide accurate and reliable responses to user queries. It continuously learns and improves, enhancing user trust in the system.

Limitations

Backend Integration: Due to constraints in accessing backend systems, Dukhanta may not be able to provide comprehensive information on certain topics, such as agriculture or finance. Efforts are ongoing to address this limitation.

Usage

Accessing Dukhanta: Users can access Dukhanta through the DARPG website or directly via the hosted decoy website.

Asking Queries: Users can ask Dukhanta questions related to filing complaints or grievances with DARPG. Dukhanta utilizes its knowledge base to provide relevant information and guidance.

Feedback: Users are encouraged to provide feedback on their experience with Dukhanta. This feedback helps in improving the virtual assistant and enhancing user satisfaction.

Running DARPG.html: Users can interact with Dukhanta directly by running DARPG.html, where the assistant has already been embedded.

Future Enhancements

Backend Integration: Efforts are underway to integrate Dukhanta with backend systems, enabling access to information related to department domains like agriculture and finance, thereby enhancing its capabilities.

Expanded Knowledge Base: Continuous updates to Dukhanta's knowledge base are planned to include a broader range of topics and improve response accuracy.

Contact Information

For inquiries or feedback regarding *Dukhanta*, please contact:

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Disclaimer

Dukhanta is intended for informational purposes and does not replace official channels for filing complaints or grievances. Users are advised to refer to the official **DARPG** website or contact relevant authorities for official assistance.

Interface