

# ChatBot for E-Governance

## Problem Statement:

Mega bot (chatbot) which provides information related to all government sponsored loans/insurance schemes at single place. This interactive chatbot should be able to pull information from various sources like nabard, rbi, etc and should be able to assist the users with the relevant information.

**Company/ Ministry Name:** Fis Solutions India

**Problem Code:** AK5

**Technology Bucket:** Software - Web App Development

**Problem Statement Type:** Industry Personnel

**Category:** Software

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## Solution:

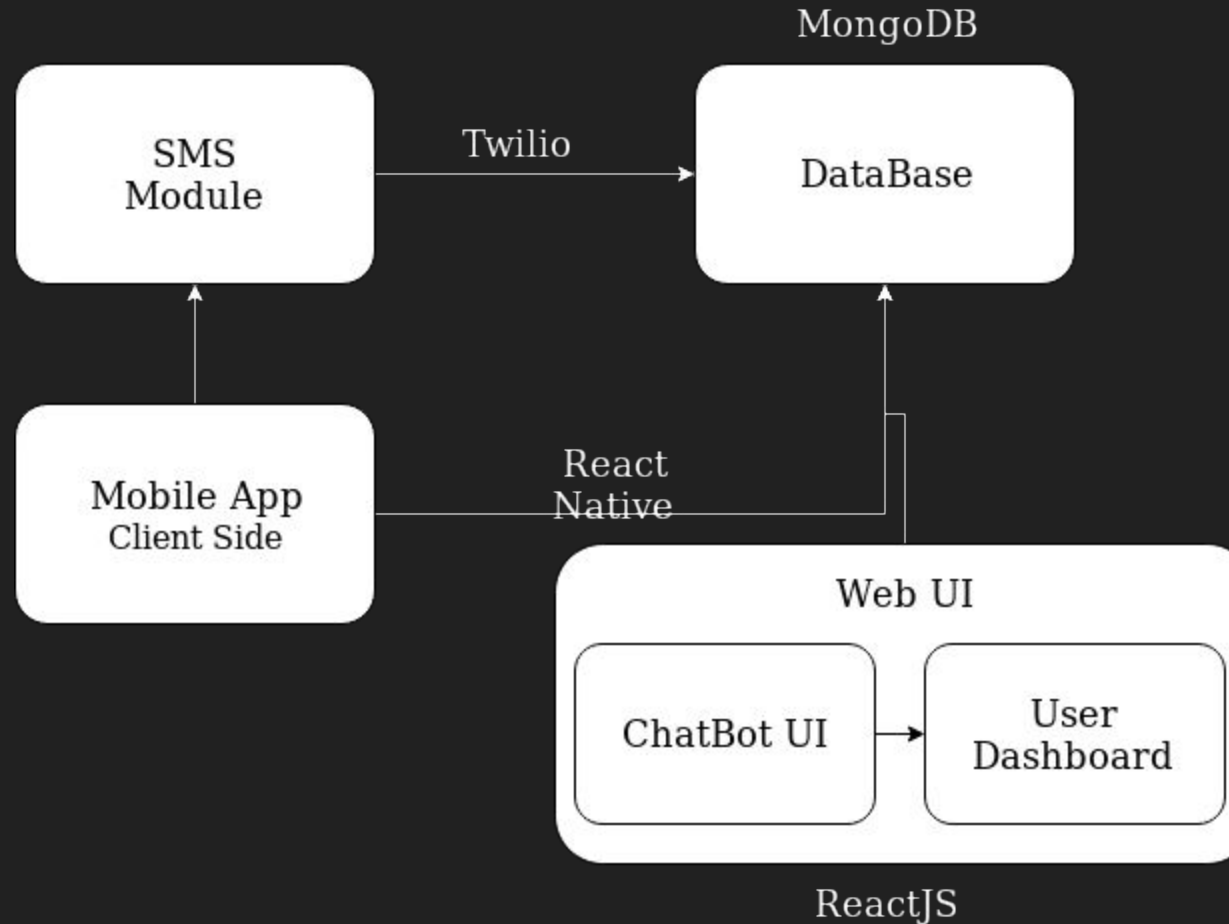
- Users can search for government policies and schemes by simply interacting with the chatbot either via **text** or **speech**.
- A **database** for all the policies and user queries is maintained and is constantly **updated**.
- A **recommendation based system** is implemented, which learns from the user's recent searches. Additionally, there's a **personalized dashboard** for each user, where they will be authenticated using official documents like *Aadhar Card, etc, which are securely stored in the database*. As a result, **auto-form filling** for the details can be done.
- Users will receive personalized **notifications** for all their policy application deadlines.
- For rural areas, which lack proper Internet connectivity, along with **multi-language support**, there will be an **offline** mode as well, wherein the user can interact via **SMS**, which will update the database, along with **backup** facility, in case of any connection failure.

## Tech Stack:

- *Python and Rasa*: For building ChatBot
- *Twilio*: For SMS Module
- *React Native/ ReactJS*: For Mobile/ Web Application
- *NodeJS/ ExpressJS*: For building server side application
- *MongoDB*: For Storing user details and queries

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## Use Case:



## Prototype Dependencies:

- Policy and Scheme data requirements