* Government has the main challenge in reaching out to the masses and delivering uniform benefits and engaging the citizens at the ground. Turn-around-time of basic public services is generally not defined and which leads to corruption and delays. Government needs a consistent channel of communication with re-engagement with the citizens at ground level.
* Complaint resolution is a key consideration in our government chatbot development. Our solution will not only be able to answer quick questions that users might have about filing their taxes or renewing their licenses, but they can also enable users to pull out relevant records, and file detailed complaints or support requests through the chat window. Information on laws, regulations and public services can be parsed into a simple Q&A format, and dispensed to citizens right through the chat window.

An unique ID can be generated against each of these complaints or requests, and the user can get back to the website any time to check on the status. Simpler requests, such as password resets and collecting feedback from citizens can be completely automated and processed. This chatbot will also display schemes,usually in the form of loans and insurance provided by banks and insurance companies upon satisfying basic criteria. It will also help government bodies stay up-to-date with the issues and concerns of their citizens, and take requisite measures to improve their experience.