# Week 2 Report - MoHUA / NIUA / MCD Internship

## Project Details

Project Name: Chatbot for ULBs related to Swachh Bharat Abhiyan

Division: Swachh Bharat Mission (SBM)

Dates: 30th June 2025 - 5th July 2025

## Problems Identified

1. Difficulty Accessing Guidelines and Procedures:

ULB representatives struggle to find rules for setting up facilities like MRFs as per the Swachh Sarvekshan toolkit.

Impact: Delays in implementation, confusion, inefficiency.

Affected: ULB officials, coordinators.

Workaround: Manual search or repeated coordination.

2. Lack of Personalized Feedback on Swachh Sarvekshan Scores:

Scores are available, but actionable insights are missing.

Impact: Hard to plan improvements, scores remain stagnant.

Affected: ULB administration.

Workaround: Manual analysis if any.

3. Fragmented Access to Documents and Scores:

No centralized system to view toolkit guidelines, scores, improvement areas.

Impact: Redundant efforts and miscommunication.

Affected: ULBs and evaluators.

Workaround: Accessing multiple platforms manually.

4. Inefficient Citizen Communication Channels:

ULBs lack tools to gather or respond to citizen feedback effectively.

Impact: Poor citizen engagement and overlooked grievances.

Affected: Citizens, ULB grievance teams.

Workaround: Physical registers, slow redressal.

5. Limited Use of Available Data:

Data available on platforms like sbmurban.org is underutilized.

Impact: Decisions are not data-driven.

Affected: Urban planners, analysts.

Workaround: Manual data handling and offline tools.

## AI/ML Application

1. NLP Chatbot: Provide rule-based and context-aware answers to ULB queries using data from Swachh Sarvekshan toolkits.

2. Sentiment Analysis: Analyze citizen sentiment from Twitter feeds about Swachh Bharat to understand public perception.

3. Feedback Prediction: Use ML to highlight areas where ULBs are most likely to lose marks.

4. Document Search: Use NLP to search toolkits and government manuals.

5. Recommendation Systems: Suggest actions based on ULB profile and past scores.

## Data Landscape

- Sources: sbmurban.org, data shared by Nodal Officer.

- Types: PDF toolkits, Swachh Sarvekshan scorecards, ULB performance reports, Twitter data.

- Availability: Partially public, partially through internal communication.

- Gaps: Scattered formats, lack of centralized APIs, some data non-digitized or unstructured.

## Discussions Summary

- Meetings held with assigned officials.

- Discussion focused on chatbot requirements, data availability, and potential for automation.

- Confirmation that Swachh Sarvekshan and SBM datasets are partially available with nodal officers.

## Selected Problems for Week 3

1. Sentiment Analysis on Twitter feed regarding Swachh Bharat Abhiyan.

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2. Chatbot for ULB officials to assist with toolkit navigation, performance tracking, and improvement suggestions.