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Union Minister Jitendra Singh Launches AI-Enabled CPGRAMS Voice Chatbot 'Samadhan Didi'

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Union Minister of State for Personnel, Public Grievances and Pensions, Science & Technology, and PMO, Dr. Jitendra Singh, launched the AI-enabled voice chatbot 'Samadhan Didi' for the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) at Kartavya Bhawan, New Delhi. The chatbot aims to make grievance redressal more accessible, multilingual, and citizen-friendly.?

About 'Samadhan Didi'

'Samadhan Didi' is a voice-based, AI-powered chatbot developed by the Department of Administrative Reforms and Public Grievances (DARPG) in collaboration with BHASHINI. Citizens can now register grievances by simply speaking in their preferred language without needing to identify the concerned ministry, department, or grievance category. The AI system automatically analyses the complaint, categorizes it, and routes it to the appropriate authority.

Key Features:

The chatbot supports voice and text-based grievance registration in multiple Indian languages. It understands the grievance, asks follow-up questions when necessary, automatically identifies the relevant ministry or department, and files the complaint with the correct authority. The platform has been developed within secure government infrastructure to ensure data privacy and security.

Significance of the Initiative:

The launch marks a major step in leveraging Artificial Intelligence for governance and public service delivery. The initiative is expected to improve accessibility for citizens who may not be comfortable using English or Hindi, thereby promoting inclusive governance and enhancing ease of access to government services. Dr. Jitendra Singh described the initiative as the "democratization of the public grievance mechanism."

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Growth of CPGRAMS:

According to the Minister, annual grievances registered on CPGRAMS have increased from around 2 lakh in 2014 to over 25 lakh per year today, reflecting growing public trust in the grievance redressal system. The grievance disposal rate has also crossed 95%. Several countries, including the Maldives, Mauritius, and some African nations, have shown interest in studying India's grievance redressal model.

Multilingual Accessibility:

Currently, the platform supports the 22 languages listed in the Eighth Schedule of the Constitution. The government is also working on adding regional and indigenous languages such as Bhojpuri, Bodo, Garo, Khasi, and Mizo in a phased manner to further improve accessibility.

About CPGRAMS:

The Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform that enables citizens to submit grievances related to Central Government Ministries and Departments. It is one of the world's largest online grievance redressal mechanisms and is administered by DARPG under the Ministry of Personnel, Public Grievances and Pensions.