



KAMARAJ IAS ACADEMY
Only IAS Academy by Grandson of "Per. untholaiyar Kamarajar"

Whatsapp Governance

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Delhi Government is planning to adopt a WhatsApp-basede-governance system and has proposed a study tour to states like Tamil Nadu, Andhra Pradesh and Karnataka to learn best digital governance particles

AboutWhatsApp Governance:

- A digital public service platform that allows citizens to apply for services, verify documents, and download certificates **directly through WhatsApp**.
- It integrates government services with WhatsApp's API and GenAI tools to provide an automated, user-friendly interface.

Key Features:

- **Single-window access:** Multiple government services available through one WhatsApp number.
- **AI – enabled assistance:** Chatbot + GenAI for query resolution, document verification, and guided applications.
- **No app required:** Works on a platform most citizens already use.
- **Multi-department integration:** Birth/marriage certificates, licences, caste certificates, and more.
- **24×7 accessibility:** Eliminates physical visits and reduces bureaucratic delays

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