

# AI Enabled MyGov Corona Helpdesk

July 1, 2020

AI enabled MyGov Corona Helpdesk bagged two awards under categories (1) **“Best Innovation for Covid-19 – Society”** and (2) **“People’s Choice Covid-19 Overall Winner”**, at the recently held CogX 2020, which is a prestigious Global Leadership Summit and Festival of AI & Emerging Technology held annually in London. The awards were won by Technical Partner of MyGov, **JioHaptik Technologies Limited**.

## MyGov Corona Helpdesk

**MyGov is the world’s largest citizen engagement platform, which facilitates two-way communication between the Government and Citizen** and facilitates participatory governance in India. In the fight against Covid-19, MyGov, JioHaptik Technologies Limited and WhatsApp team collaborated to develop AI enabled MyGov Corona Helpdesk in the record time of 5 days including weekend.

**MyGov Corona Helpdesk demonstrated the true Public, Private and Public Partnership (PPPP)**, wherein, Citizen centric services were provided by MyGov, the state-of-the-art technological solution including infrastructure were designed, developed, and deployed by JioHaptik Technologies Limited, and ideas given by public were factored-in on daily basis to improve the services and solution.

In response to the COVID-19 outbreak, the ‘MyGov Corona Helpdesk’ has received more than 76 million messages and processed over 41 million conversations. With the active involvement of Government, JioHaptik and WhatsApp, this **chatbot** has helped / continues to help over 28 million Indians stay informed while providing a platform to get latest information on Covid-19, curb rumors and misinformation.

The chatbot engages citizens in user friendly manner with **personalized information and updates on COVID-19, government advisories, advice of medical experts, stories of COVID19 survivors, myth busters and musical interludes through the positive harmonies campaign** that also ensures that people are relaxed and stress free. Innovative use of infographics, videos and podcasts has ensured that MyGov Corona Helpdesk remains a true friend of citizens in this crisis.

**[CogX is one of the world's largest events on AI, held annually in London** with over 15,000 participants in attendance from the highest levels of business, government, industry, and research. The Cogx Awards are given out to the **best-of-the-best in AI and emerging technologies across the world**].