

AI Enabled MyGov Corona Helpdesk

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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**].