

ABSTRACT

Accessing government welfare schemes is often challenging due to scattered information, complex eligibility criteria, and inefficient grievance handling. This project aims to bridge that gap by developing an AI-powered chatbot platform that enhances accessibility, usability, and transparency in welfare scheme discovery and utilization. The system leverages web scraping from official sources like myscheme.gov.in to retrieve updated scheme data and uses Natural Language Processing (NLP) to interpret user queries in both Tamil and English. Users can interact via voice or text input, with language switching capabilities for inclusivity. A key feature is the scheme recommendation engine, which matches users with appropriate schemes based on demographic and financial profiles. The platform also includes a grievance management module where users can file complaints, track their status, and receive timely resolutions, thereby fostering trust in government processes. Government officials are provided with a secure admin panel to manage scheme data and analyze user interactions for policy improvement. The platform is cloud-based and integrates with government databases through APIs for seamless eligibility checks. Secure authentication methods such as OTP-based mobile verification ensure data integrity and user privacy. Accessible via web and mobile applications, the system is designed to enhance citizen engagement, increase awareness and adoption of welfare schemes, and streamline government service delivery.