

Jugalbandi — A Multilingual Generative-AI Chatbot Connecting Rural Indians to Government Welfare Schemes

AI in the Public Sector · Good practice · India

Quality score: 47/100

Evidence strength: Moderate

Summary

AI4Bharat, OpenNyAI and Microsoft Research built Jugalbandi, a WhatsApp/Telegram chatbot using Bhashini speech AI and GPT-4 to explain scheme eligibility in 10 of India's 22 official languages, piloted since April 2023 in rural Haryana.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-19

AI4Bharat (IIT Madras) and OpenNyAI, with Microsoft Research India — accessed 2026-07-19

With help from next-generation AI, Indian villagers gain easier access to government services — Microsoft Source Asia — accessed 2026-07-19

Microsoft Has Launched 'Jugalbandi'—A New Generative AI App for India — Forbes — accessed 2026-07-19

Microsoft brings Multilingual Jugalbandi AI Chatbot for Rural India — The Hans India — accessed 2026-07-19

Jugalbandi-Manager — OpenNyAI (GitHub) — accessed 2026-07-19

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