

Samadhan Didi — India's AI Voice Chatbot for the National Grievance Portal CPGRAMS

AI in the Public Sector · Good practice · India

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

DARPG launched Samadhan Didi, an AI voice chatbot on India's CPGRAMS grievance portal, in May 2026, letting citizens file complaints by speaking in 22 languages — though the chatbot itself has no published outcome data yet.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-14

[Department of Administrative Reforms and Public Grievances \(DARPG\), Government of India, with Bhashini](#) — accessed 2026-08-14

[News on Air / Prasar Bharati - Samadhan Didi launch](#) — accessed 2026-08-14

[Press Information Bureau - CPGRAMS parliamentary answer](#) — accessed 2026-08-14

[Tech Observer - Samadhan Didi AI voice chatbot launch](#) — accessed 2026-08-14

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