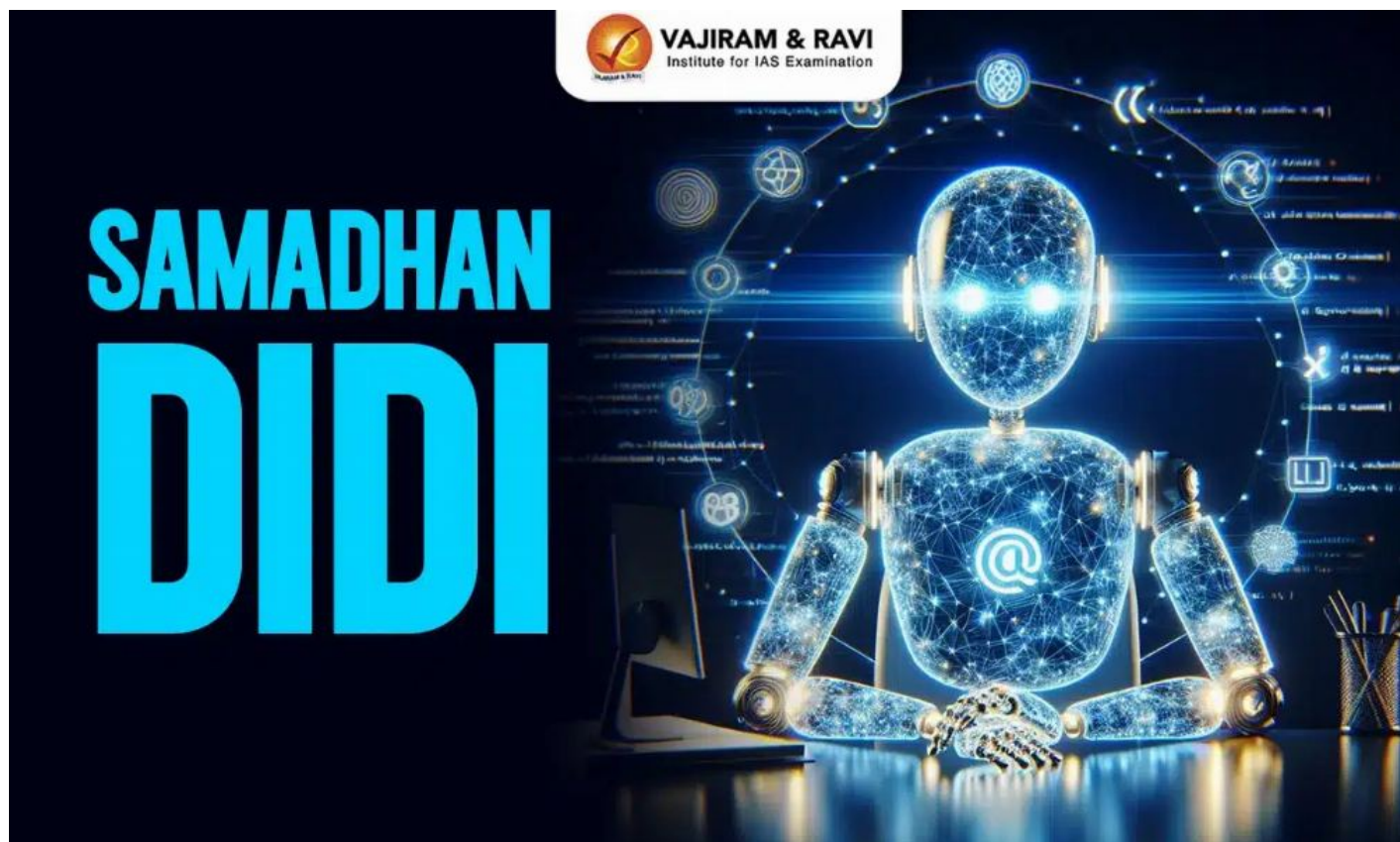


Samadhan Didi

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Samadhan Didi Latest News

The Centre recently unveiled an Artificial Intelligence (AI)-enabled chatbot named Samadhan Didi to help citizens raise grievances against government departments online.

About Samadhan Didi

- It is an Artificial Intelligence (AI)-enabled chatbot to help citizens raise grievances against government departments online.
- It is a voice-based, multilingual grievance registration assistant with intelligent AI-based categorisation that helps citizens connect with the appropriate department or authority quickly and efficiently.
- This innovative tool allows citizens to lodge complaints through voice commands in multiple languages, without the need to categorize them.
- Developed by the Department of Administrative Reforms and Public Grievances (DARPG) in collaboration with Bhashini (an AI-powered tool), the chatbot has been developed within secure

government infrastructure, ensuring data privacy.

- It has been **integrated with the Centralized Public Grievance Redress and Monitoring System (CPGRAMS)**.
- The chatbot is designed to help citizens, particularly **those who are unsure where to submit** a complaint or **whom to address** it to, and those **who are unable to draft complaints in Hindi or English**.
- The **platform guides users** through the process and **assists in preparing complaints** in an accessible and user-friendly manner.
- With Samadhan Didi, citizens can register grievances by **describing their concerns in plain, everyday language**.
- There is **no requirement to identify the relevant ministry, department**, category, or subcategory.
- The AI-powered **chatbot understands the issue, seeks** any necessary **clarifications**, automatically **identifies the appropriate authority**, and **files the grievance** with the concerned department.
- It **currently supports all 22 scheduled Indian languages**, and efforts are underway to incorporate additional regional and local languages.

Key Facts about CPGRAMS

- It is an online platform available to the **citizens 24x7 to lodge their grievances to the public authorities** on any subject related to service delivery.
- It was **developed** and monitored by the **Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, Public Grievances, and Pensions**.
- It is a **single portal connected to all the ministries/departments** of the **Government of India and States**.
- **Every ministry and state** have **role-based access** to this system.
- CPGRAMS is also accessible to the citizens through a **standalone mobile application** downloadable through the Google Play store, and **mobile application integrated with UMANG**.
- The **status of the grievance filed** in CPGRAMS can be **tracked with the unique registration ID** provided at the time of registration of the complainant.
- The **grievances** received on the CPGRAMS shall be **resolved promptly** as soon as they are received but **within a maximum period of 21 days**.
- CPGRAMS also **provides an appeal facility** to the citizens if they are not satisfied with the resolution by the Grievance Officer.

Source: **TH**

Source: <https://vajiramandravi.com/current-affairs/samadhan-didi/>

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