

Japan SDGs Innovation Challenge for UNDP Accelerator Labs







Seeking for expertise on building robust conversational AI Chatbot

UNDP Accelerator Lab Nepal

Identified SDGs issues by UNDP Accelerator Lab

- Digitization a priority for the Government of Nepal (GoN)
 - Federal, provincial and local government
 - 2019 Digital Nepal Framework adopted by federal government
 - More than 36 million internet users with 74.63% using mobile internet
 - Facebook, viber and whatsapp most famous messaging apps
- During COVID-19 Acclab Nepal worked with GoN on:
 - Returnees tracking system
 - Job matching portal for returnees during COVID-19
 - Digitalization of vaccine record in 7 municipalities
 - Developed e-commerce platform "krishicoopbazar" for farmers cooperatives
 - Business continuity (ZOOM license) provided to all 753 local government, provinces and at federal level
- Websites and online services for e-governance increasing



Figure 1: Dimensions of Digital Nepal Framework **Source:** www.mocit.gov.np

Identified SDGs issues by UNDP Accelerator Lab

Online query handling system for government services is very limited

- Navigation to e-governance is difficult for a large segment of public
- Limited query addressing time (office-hour)
- Loss of time and investment in addressing queries manually
- Insufficient service delivery for strong e-governance
- Public dissatisfaction with government e-services

Chatbot can be possible solution

Possible area of conversational AI trial in

- Lalitpur Kirtipur and Panchkhal Municipality
- National Information Commission
- Commission for the Investigation of Abuse of Authority (CIAA)





Planned/on-going solutions by UNDP Accelerator Lab



Supports citizen to easily navigate through e-governance services



Available 24/7 to answer citizens queries



Provides consistent answer to the citizen and prevents from confusion



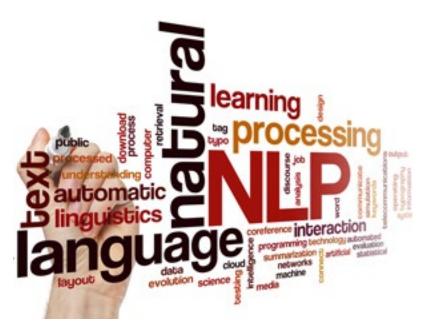
Increases efficiency and economic value by reducing time and cost wastage

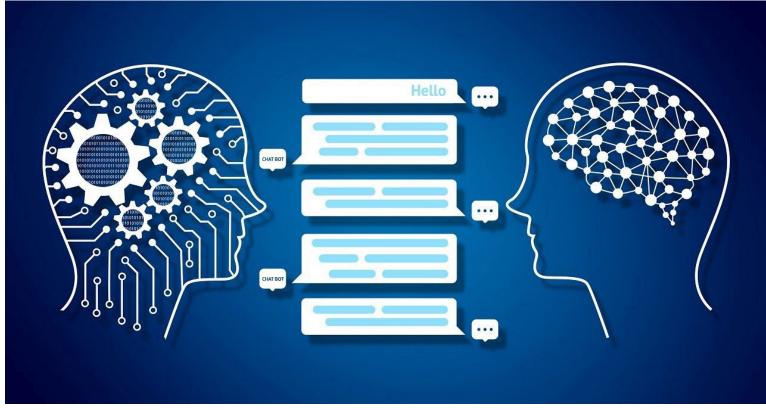
Conversation AI system integrated in GoN e-service platform



Expertise/technologies expected from Japanese partners

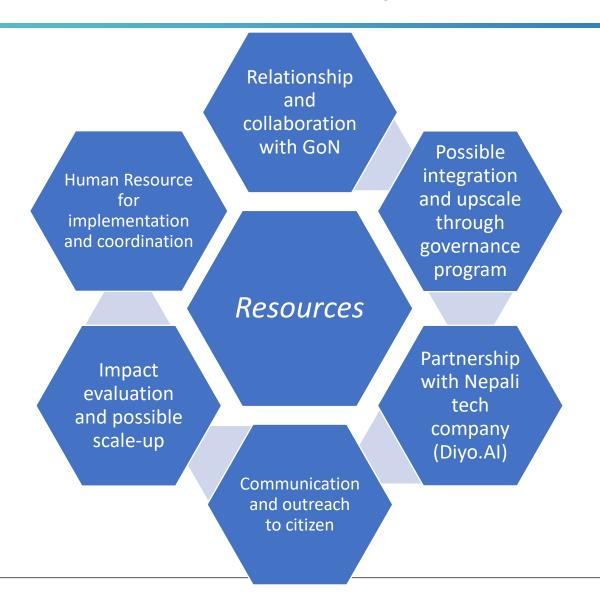
- Natural Language Processing
- Conversational Al







Resources the Accelerator Lab can provide





Stakeholders of the project

Stakeholders	Role
 Government of Nepal Lalitpur Metropolitan City (Standing MoU) Kirtipur and Panchkhal Municipality (possible collaboration) National Information Commission and CIAA Conversation for integration	Implementation and integration of Chatbot is on-going
Diyo.Al Conversation for partnership is on-go	Provide technical support to develop conversational AI in Nepalioing and ready for collaboration
UNDP Accelerator Lab Nepal	Research, Coordination and Communication
UNDP Governance and Communication team	Coordination, communication and linkage with larger UNDP CO programs
Japanese Private Company	Development of Conversational AI chatbot and suggestions for implementation of the system



Expected outcomes and follow-up activities to the project

Planned Activities

Integration of chatbot in targeted government agency e-governance

Further discussion on the initiative and facilitate to understand the need and its importance for scale-up

Provide required training to GoN officials and stakeholders to adopt and scale the technology

Monitoring & Evaluation of the project to analyze its effectiveness and provide recommendation

Communication with diverse stakeholders through different mediums

Explore possible strategies to integrate the concept in UNDP Nepal's Governance Program

