

“Mahsul Mitra-Sulabh Chatbot Seva”

Digital Revolution in Government Services

WhatsApp Chatbot Platform by **Collector Office, Buldhana** - Providing Seamless Access to Revenue Services 24/7

Presented by

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Overview: Sulabh WhatsApp Chatbot Platform

An initiative to provide seamless citizen services through AI-powered chatbot



Platform

WhatsApp Chatbot

(9423184804)



Availability

**24/7 Round-the-clock
Service**



**Language
Support**

English & Marathi



Developed by

Collector Office, Buldhana



सुलभ सेवा

जिल्हाधिकारी कार्यालय
बुलढाणा



"Scan or Click to Chat"

Simple & User-Friendly Navigation

Three-Step Menu Navigation System



Simple Menu

Intuitive navigation designed for all citizens with clear icons and minimal text inputs.



Real-Time Response

Instant access to government services with automated replies for common queries.



24/7 Service Available

Get access of information and revenue department services at anytime, from anywhere.



Core Revenue Services Available on Sulabh Chatbot

Comprehensive Revenue Services

Sulabh Chatbot provides complete access to **all revenue department services** of District Administration Buldhana, enabling citizens to access critical government services without visiting offices, saving time and resources through digitalized service delivery.



RTS Services

Complete **Right to Service** coverage with all revenue department related services available through AI-assisted chatbot for faster processing and transparency with required docs.



Sahaj Pranali,Buldhana

Revenue Records at One Click
Access to all old permanent revenue records and historical documents digitally for land verification and property documentation purposes.



Pratisad Pranali,Buldhana

Comprehensive **Grievance Redressal & Permission Mechanism** ensuring citizen concerns are addressed promptly with transparent tracking and resolution.

Information & Awareness Services

Government Awareness & Communications

Sulabh Seva serves as a critical communication bridge between district administration and citizens, providing timely updates, policy information, and civic awareness through personalized messaging and targeted campaigns.



Digital Notice Board

General awareness about government policies, schemes, and administrative updates delivered directly to citizens for informed participation.



eCompilation of GRs

Complete collection of all revenue department government resolutions with advanced AI search facility for quick access and clear understanding of policies.



Message Broadcasting

Alerts and event notifications ensuring all citizens receive critical information promptly about government schemes and important announcements.

Direct Access to All Revenue Offices

Collector Office

District headquarters handling all revenue matters including land records, taxation and administrative approvals with dedicated helpdesk services.

Sub Divisional Offices

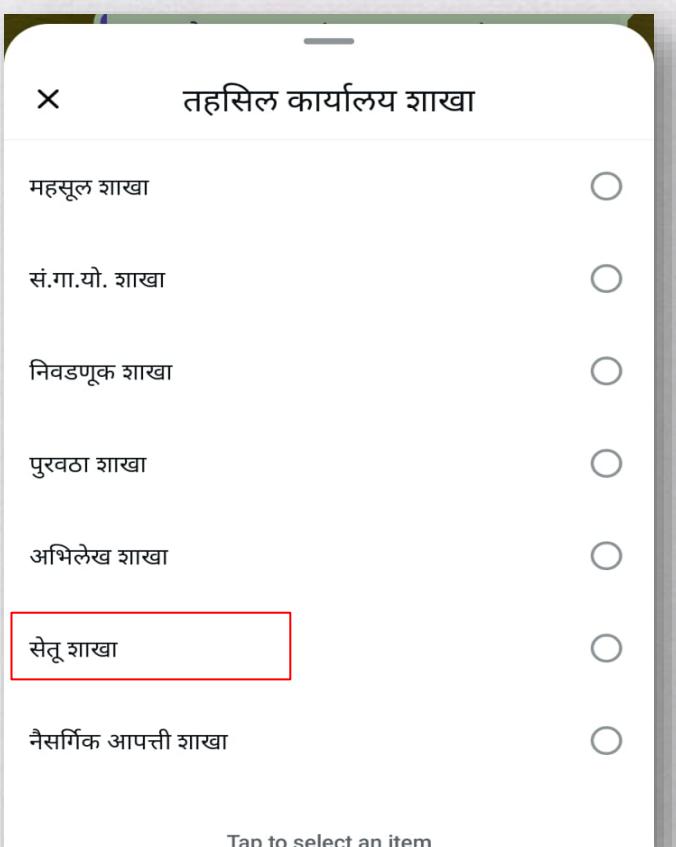
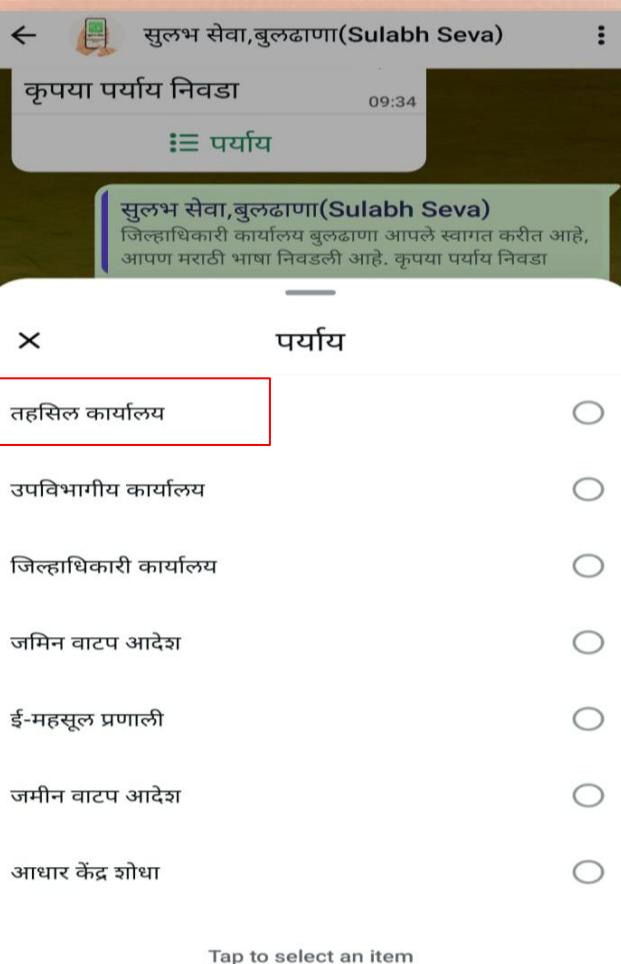
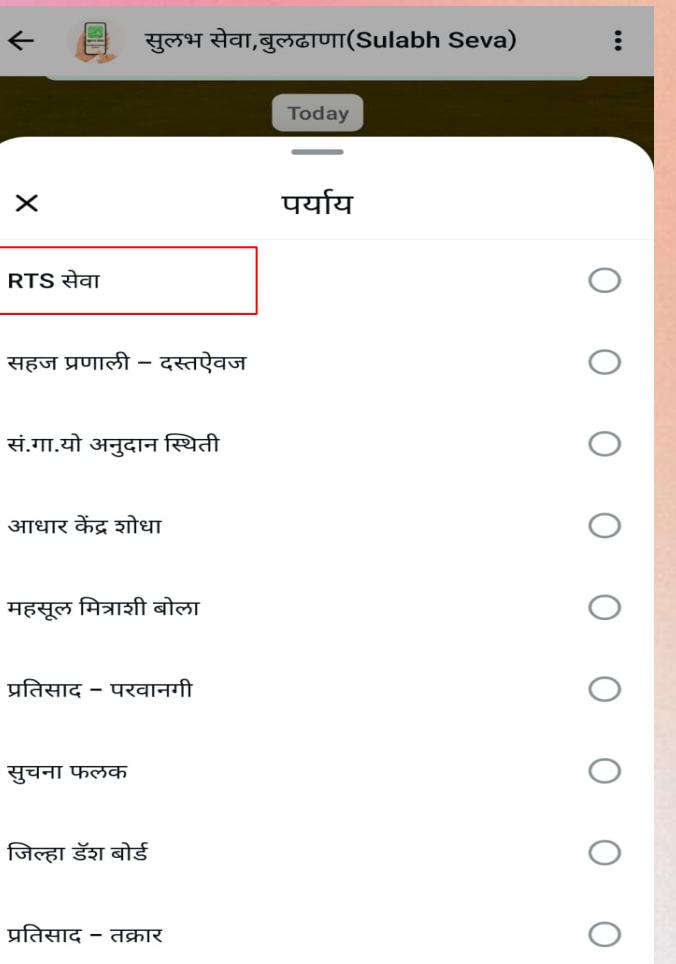
Regional revenue administration centers managing subdivision-level governance, dispute resolution and implementation of district collector's orders.

Mahsul Mitra FAQ

Dedicated helpline connecting citizens with revenue experts for detailed guidance on agricultural land records and crop-related queries.

Tahsildar Offices

Taluka-level offices providing comprehensive revenue services including land mutation, e-Peek, Pahani-crop registration and local certificate issuance.



Advanced Features & AI Integration in Chatbot



GR with AI Search Facility

Intelligent search through government resolutions and documents with advanced AI algorithms.



Subsidy Search by Aadhar

Check **SGY Grant Status Tracking** using Aadhar number for personalized benefit tracking.



Web-Based Access

Complete WhatsApp web functionality for desktop users with full feature parity to mobile applications.



Mobile Platforms

Full **iOS** and **Android** application support with **consistent** functionality across both operating systems.

Device Compatibility

Seamless experience across **Smartphones**, **Tablets**, and **Computers** with automatic synchronization of all messages.

Integration with District level Innovative Initiative

Sulabh Chatbot has been integrated to Sahaj Pranali, Buldhana, District Dashboard, District Website, Pratisad Pranali, Buldhana, etc

Buldhana District Dashboard – Comprehensive District Analytics

19/20

Excellence Score

360°

District Profile

100%

Data Coverage

Real-time

Updates

Visual Analytics

Colorful bar charts and pictorial representations provide comprehensive overview of district statistics and key performance indicators for informed decision making.

- District demographic information with visual charts.
- Development indicators and progress tracking.
- Resource allocation and budget visualization.

Data Accessibility

Complete district profile data accessible through intuitive interface with structured information for governance, planning, and citizen reference purposes.

- Comprehensive district statistics database.
- Historical data and trend analysis.
- Downloadable reports and documentation.

Real-Time Updates

Continuous data synchronization ensures citizens access most current and accurate district information for planning and reference needs.

- Live dashboard with latest updates.
- Automated data refresh mechanisms.
- Notification alerts for new data.

How to Access Sulabh Seva Chatbot Services

Simple Steps to Government Services

Step 1 - Save WhatsApp Number **9423184804** and start conversation with official Sulabh Seva account.

Step 2 - Select your preferred language (English or Marathi) from the automated menu options provided.

Step 3 - Choose required government service from the available options displayed in the chat interface.

Step 4 - Get instant automated response or schedule appointment with concerned government officer directly.



Impact & Benefits for Citizens



Time Saving

Eliminate office visits, access services from home 24/7 with just a few clicks anytime.



Transparency

Real-time status tracking for applications and grievances with full process visibility.



Language Accessibility

Services available in both English and Marathi to serve all citizens effectively.



Cost Reduction

No travel expenses required, completely free government service access for all.



Sulabh Seva, Buldhana

Buldhana District Revenue Services



RTS Services

All Revenue Department
Related RTS Services



Sahaj Pranali Portal

Access Old Permanent
Revenue Records



Pratisad Pranali, Buldhana

Grievance Redressal Mechanism



Chatbot WhatsApp Number: 9423184804 | Available 24/7 in English & Marathi |

Talk to your MahaSul Mitra

Revenue Department FAQs



Buldhana District Dashboard

Complete District Profile



SGY Grant Status

SGY Grant Updates



Collector Office, Buldhana, Maharashtra