

## 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](http://www.mocit.gov.np)

# Identified SDGs issues by UNDP Accelerator Lab

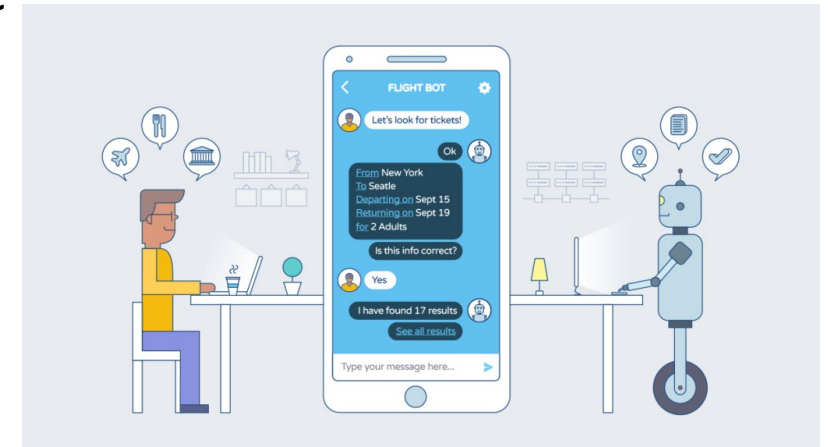
## Online query handling system for government services is very limited

- 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)

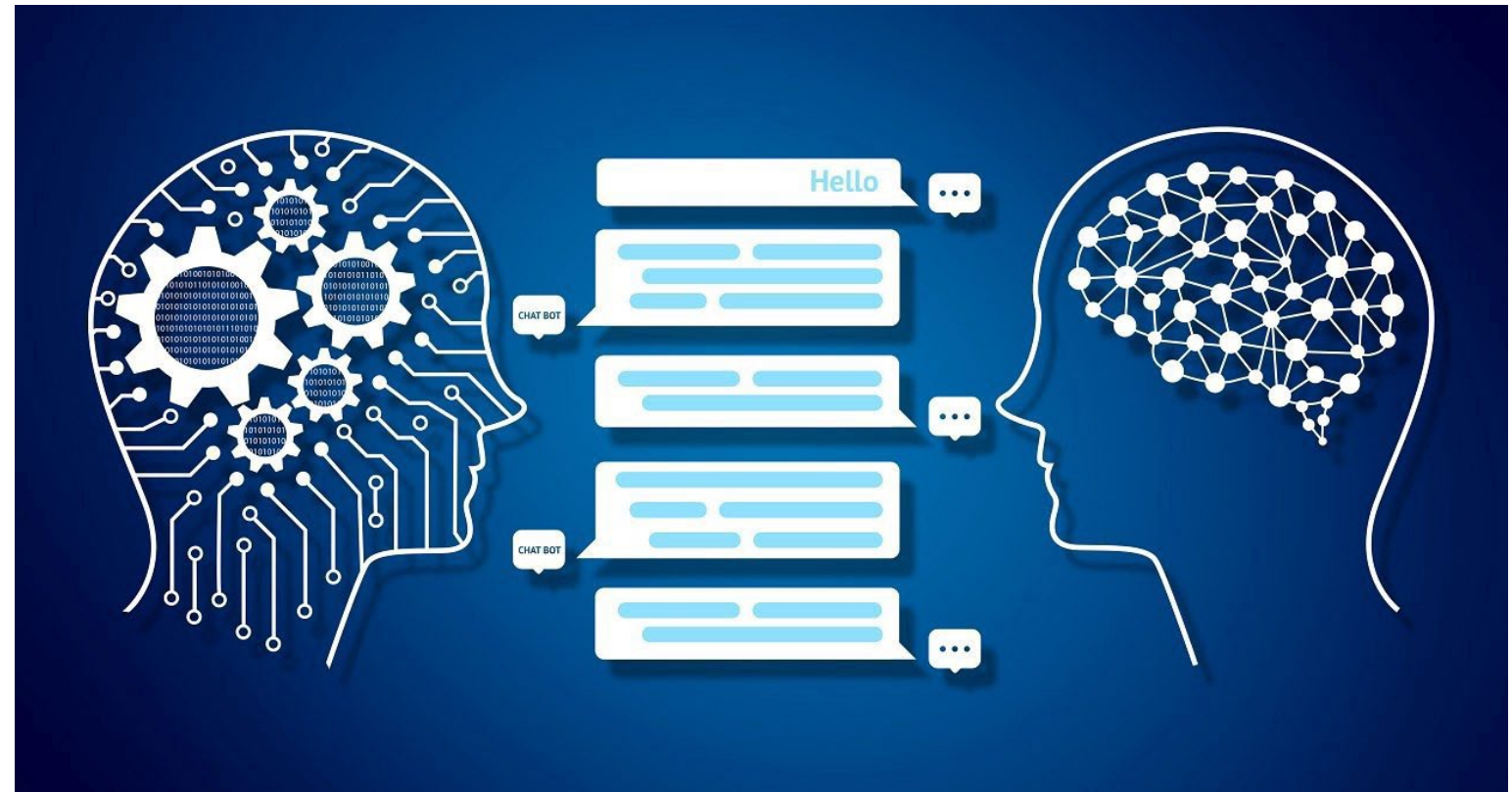
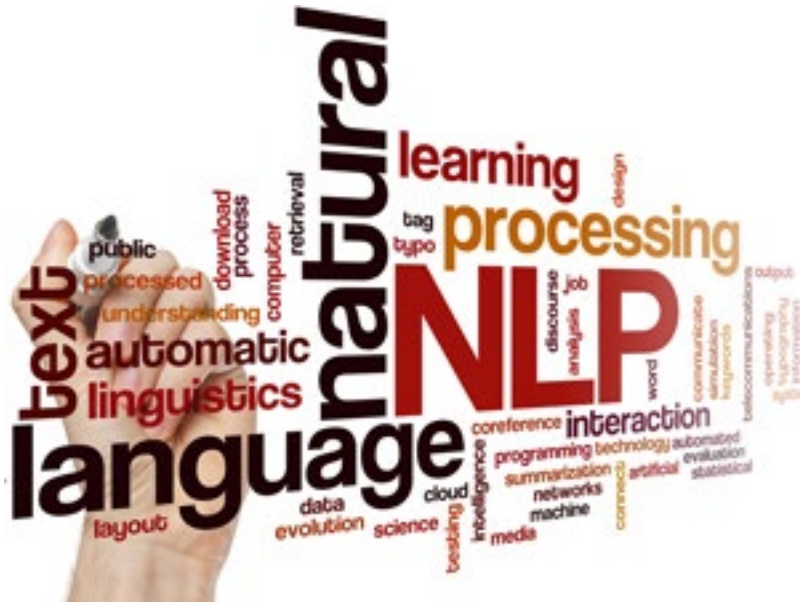


# Planned/on-going solutions by UNDP Accelerator Lab



# Expertise/technologies expected from Japanese partners

- Natural Language Processing
- Conversational AI



# Resources the Accelerator Lab can provide



# Stakeholders of the project

Stakeholders	Role
Government of Nepal <ul style="list-style-type: none"> <li>Lalitpur Metropolitan City (Standing MoU)</li> <li>Kirtipur and Panchkhal Municipality (possible collaboration)</li> <li>National Information Commission and CIAA</li> </ul> <p style="text-align: center;"><b>Conversation for integration of Chatbot is on-going</b></p>	Implementation and integration
Diyo.AI <p style="text-align: center;"><b>Conversation for partnership is on-going and ready for collaboration</b></p>	Provide technical support to develop conversational AI in Nepali
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

