

Meet Saheli.

A familiar voice for Delhi WCD services.

Prepared for the Department of Women & Child Development, Government of NCT of Delhi. An independent proposal; official launch and branding require departmental authorization.

Help citizens understand pensions, maternity benefits, support for daughters and the next step in an application - in Hindi or English. One centrally maintained knowledge base, with guidance on the website, mobile and staged access across 11 district offices using existing devices.

INR 1.5 lakh / month + taxes

Three months · 3,000 conversation minutes per month

Setup, bilingual knowledge and agreed business-hours support included. Additional usage, devices, connectivity and on-site staffing quoted separately.

01 APPROVE & PREPARE / DAYS 1-15

WCD nominates a sponsor and content owner. Jointly verify schemes, exclusions and documents; agree data-processing terms, escalation, pilot locations and acceptance questions. Openspline sets up and trains the editors.

02 RUN A CONTROLLED PILOT / DAYS 16-45

Begin staff-assisted use. Review answers against official sources and correct knowledge centrally. Up to 20 concurrent calls is a load-test target subject to infrastructure quotas, not a current service guarantee.

03 MEASURE & EXPAND / DAYS 46-90

Proposed gates: 95% factual correctness on an agreed 100-question set, zero critical invented benefit claims, 95% connection success under agreed conditions, and 80% next-step comprehension in evaluation. Scale only after joint review; pricing follows measured usage.

AI guidance is not an eligibility decision, application submission or emergency service. No Aadhaar, bank details or OTPs are needed for guidance. Audio is processed by providers; retention, hosting region and contractual safeguards must be reviewed. India-only processing and universal zero retention are not promised.

NEXT STEP · Nominate the pilot sponsor and content owner, choose initial offices, and agree a procurement and evaluation workshop.

Demo route: /saheli-wcd on the approved deployment.
Activate and verify the public link before sharing a demo QR.

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