

## **Secretary IT Shashanka Ala chairs meeting on Exploring the potential and implementation of Artificial Intelligence (AI) in UT Ladakh**

Leh, November 13, 2025: The Department of Information Technology, Union Territory of Ladakh, convened a meeting today to deliberate on the potential and implementation of Artificial Intelligence (AI) across various departments of the UT.

The meeting, chaired by Shashanka Ala, IAS, Secretary, Information Technology Department, aimed to explore practical AI-driven solutions, identify pilot use cases, and chart a roadmap for integrating AI in governance, public service delivery, and citizen engagement.

A detailed presentation was made by CoRover AI, showcasing the scope of Artificial Intelligence in diverse sectors such as education, healthcare, agriculture, tourism, and administration. The presentation highlighted how AI-based innovations can help Ladakh overcome its unique geographical and infrastructural challenges, while enhancing accessibility, efficiency, and sustainability.

During the discussion, Secretary IT engaged deeply with the presenters, raising insightful questions on the applicability, efficiency, and scalability of AI tools in real-world government operations. She emphasized the need for AI solutions that simplify processes, reduce manpower dependency, and deliver tangible benefits to departments handling heavy workloads. Referring to examples such as NCERT problem-solving platforms, she urged for the development of solutions that are practical, user-friendly, and accessible to all sections of society.

The Secretary also highlighted the importance of adopting AI gradually, starting with small, department-specific use cases. She suggested testing AI models through concrete examples such as land and revenue data platforms, ensuring robust authentication and accuracy before wider application. She further advised against duplicating existing chatbot facilities already in use across departments and instead focusing on developing more impactful and time-saving tools, such as automated systems for meeting documentation and data management.

The Secretary stressed that while AI holds great promise, its implementation in Ladakh should align with the region's scale and digital penetration, ensuring behavioural adaptation among users. She encouraged a step-by-step approach, starting with one department to demonstrate measurable outcomes before broader integration.

The meeting also discussed the potential of AI in governance, particularly through analytics-based systems and chatbots that can offer citizens instant access to services, streamline grievance redressal, and strengthen transparency. The role of AI in digital skilling and capacity building was emphasized to prepare Ladakh's youth for emerging opportunities, promote local innovation, and reduce outward migration by fostering tech-based entrepreneurship.

The meeting was attended by Dr. Tashi Thinles, Director Health Department; Sh. Ghulam Mohd, Additional Deputy Commissioner Leh; Mr. Abdul Mutalib, Chief Engineer, PWD; Directors and Chiefs of various departments; and senior officials from the IT Department. Deputy Commissioner Kargil, the Director of Social and Tribal Affairs, and representatives from CoRover AI, including Mr. Ankush Sabharwal, joined the meeting virtually.

