

**AI-Driven Governance can transform public service delivery: LG Kavinder Says aim of adopting AI is to empower citizens, ensure transparency & efficient services**

Leh, September 03: Artificial Intelligence (AI) holds immense potential to transform governance by automating routine tasks, personalising citizen services, and enabling data-driven decision-making for more effective policy planning and resource allocation. Successful integration of AI, however, requires a balanced synergy between human oversight and technological innovation to ensure a governance system that is transparent, efficient, and citizen-centric.

The Hon'ble Lieutenant Governor of Ladakh, Shri Kavinder Gupta, made these remarks while chairing a meeting on "Exploring the Potential Implementation of AI-driven Technologies to Enhance Good Governance in UT Ladakh" at the LG Secretariat today. The meeting was attended by Chief Secretary Dr. Pawan Kotwal, Principal Secretary Sanjeev Khirwar, Administrative Secretaries, and Heads of Departments.

During the meeting, Mr. Ankush Sabharwal, Founder of CoRover, a Bengaluru-based company, delivered a detailed presentation on the scope of AI-driven solutions in governance, including the use of conversational platforms and chatbots to improve citizen engagement and streamline government services. The Lt Governor observed that the integration of AI into governance frameworks, particularly in sectors such as healthcare, education, skilling, and tourism, would not only ease administrative burdens but also address public grievances more effectively, thereby enhancing the satisfaction levels of citizens.

Reiterating Hon'ble Prime Minister Shri Narendra Modi's vision of AI as a means to strengthen human values and capabilities while ensuring the use of Responsible AI, the Lt Governor underlined the UT Administration's commitment to delivering effective and efficient services to the people of Ladakh through technological innovations. He stressed that human-technology interaction, especially in healthcare, education, and tourism, would play a pivotal role in providing better medical and educational facilities to Ladakhis, while also ensuring a seamless and enriching experience for tourists.

The Lt Governor directed the Secretaries and Heads of Departments to analyse the potential of AI-driven solutions in easing citizen outreach and service delivery. He asked them to assess how such technologies could help departments connect with people more effectively, respond to their concerns in real time, and make governance more accessible and responsive.

Concluding his remarks, Shri Kavinder Gupta said that Ladakh, with its unique challenges and opportunities, can emerge as a model UT for AI-driven good governance. He emphasised that the ultimate aim of adopting such technologies should be to empower citizens, strengthen transparency, and make public service delivery more accessible and efficient.

