

# RTS Commission launches WhatsApp chatbot

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In a step towards strengthening digital governance and improving citizen access to public services, the Haryana Right to Service Commission has launched a WhatsApp-based chatbot to simplify the process of tracking applications and filing appeals.

The initiative aims to make service delivery more transparent, efficient and user-friendly by leveraging widely used mobile technology. With the introduction of the chatbot, citizens can now check the status of their applications, file appeals under the Auto Appeal System (AAS), and receive real-time updates related to their requests directly on their mobile phones.

Sharing details, a spokesperson of the Commission said the chatbot has been developed as part of ongoing efforts to enhance



Representative image

transparency and ensure timely delivery of government services. "This platform will enable citizens to access information quickly and initiate the appeal process without having to visit government offices," the spokesperson said.

The chatbot allows users

to interact through a simple WhatsApp interface, eliminating the need for complex procedures or additional applications. Citizens can send a message to the designated WhatsApp number—6239466937—to begin using the service. Once connected, the sys-

tem guides users through options such as checking application status, filing appeals, and receiving updates on pending or processed cases.

Officials said the integration of the Auto Appeal System (AAS) into the chatbot is a significant feature, as it enables citizens to file appeals seamlessly if services are not delivered within the stipulated timeframe. This is expected to strengthen accountability among departments and ensure adherence to service delivery timelines mandated under the Right to Service framework.

The move is also expected to reduce footfall in government offices, saving time and effort for citizens while improving administrative efficiency. By providing a direct and accessible communication channel, the Commission aims to bridge the gap between citizens and government services, particularly for those who

may find traditional processes cumbersome.

The spokesperson added that the Commission has been consistently adopting digital initiatives to improve governance and citizen satisfaction. The introduction of the WhatsApp chatbot aligns with the broader vision of making grievance redressal mechanisms more responsive and accessible.

Officials emphasised that the platform is available round the clock, allowing citizens to access services at their convenience. The Commission has encouraged people across the state to make use of the facility and benefit from faster and more streamlined service delivery. With this initiative, the Haryana Right to Service Commission seeks to further modernise its operations and reinforce its commitment to ensuring efficient, transparent and citizen-centric governance.