India's Smart Railway Station to feature Domestic StartUp's AI-Based Information Solution

How many times had we all have to wait in long queues at the inquiry counters at railway stations to just check the arrival or departure time of a train? AskDISHA (image below), has been ensuring close to zero wait time to get a response to these minor, nevertheless important queries.

DISHA (Image Source: https://corover.ai/askdisha/)

The Office of the Principal Scientific Adviser to the Government of India and Indian Railway Stations Development Corporation (IRSDC) issued an open call last year inviting Indian startups and various national technology incubators to identify best-in-class technologies for the first of the upcoming Smart Railway Stations.

After internal evaluation, IRSDC has shortlisted a domestic start-up called *CoRover* to provide its technology solution to meet various information needs of travellers. This may include ticketing information, train arrival, and departure statuses, tourism-related information, etc.

[CoRover](#) was incubated in DERBI, a tech incubator funded by the Department of Science and Technology, Government of India. Its indigenously developed technology solution called *AskDISHA* uses proprietary, cognitive AI technology to offer managed Chatbot-as-a-Service (with self-onboarding support as well) which can help IRSDC generate revenue, reduce cost, improve customer experience and enhance the operational efficiency of its customer services. AskDISHA was first used in October 2018 and as of this January had already benefited close to 180 million passengers through 10 billion interactions (see [here](#)).

AskDISHA recently won the AtmanirbharBharat App Challenge for "AskSarkar" Conversational Bot, aimed at connecting citizens to governance. The chatbot already has 250 million+ unique active users, 100+ live implementations, and 20 billion interactions. It also counts many large enterprises from the public and private sectors – such as IRCTC, Microsoft, NPCI, and Birlasoft – as customers.

IRSDC will deploy *AskDISHA* at KSR Bengaluru Station. It may also deploy this technology at other upcoming Smart Railway Stations in India.

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