Government of West Bengal
Finance Department
Nabanna, Howrah

No. 2830 –F(e-Gov) **Dated: 30/07/2025**

EXPRESSION OF INTEREST

Country: INDIA

Assignment Title: Selection of Firms for Development of AI-Based Solutions

Reference No: **EOI/2025/001/1239311 for dated 30/07/2025**

1. Background

The Government of West Bengal is committed to leveraging cutting-edge technologies to enhance governance, improve service delivery, and promote transparency across its administrative functions. The Finance Department, as a key pillar of the state's administrative framework, plays a critical role in financial management, policy formulation, and oversight of various directorates and schemes. Recognizing the transformative potential of Artificial Intelligence (AI), Machine Learning (ML), Big Data Analytics, and related technologies, the Finance Department aims to modernize its processes and address long-standing administrative challenges.

To achieve this, the Finance Department seeks to harness AI-driven solutions for four critical use cases that address property valuation, digitization of legacy records, social welfare delivery, and internal decision-making processes. These initiatives align with the state's vision of fostering data-driven governance, reducing inefficiencies, and enhancing citizen-centric services. The Directorate of Registration & Stamp Revenue, under the Finance Department, manages extensive property registration records and valuation processes, which require modernization to ensure accuracy and accessibility. Similarly, the administration of over 100 social welfare schemes across multiple departments necessitates a unified, secure, and scalable system for beneficiary management. Additionally, the Finance Department's internal processes demand streamlined decision-making and knowledge preservation to optimize resource utilization.

The Finance Department invites reputed firms with expertise in AI, ML, and related technologies to propose innovative solutions for these use cases. The firms will be selected through this EOI. Post selection, firms will be asked to develop Proofs of Concept (PoCs) for the use cases (defined in Section 2) after which the Finance Department may onboard firms (if required) who qualify in PoC development to develop full-fledged AI solutions for the Finance Department, Government of West Bengal. Firms may apply for one or more use cases as per their expertise.

A **Single Point of Contact (SPOC)** will be designated for each Use Case to facilitate communication, coordination, and query resolution between the Finance Department and participating firms.

A pre-bid meeting will be held at Finance Department, Government of West Bengal to clarify the issues and to answer questions on any matter that may be raised by the interested bidders. Please refer to Section 7 for time, date and venue of the meeting.

2. AI Use Cases

The four AI use cases are summarized as follows:

1. **Enterprise AI Model for the Scientific Framework of Valuation Assessment:** To develop a dynamic, data-driven AI model for equitable and transparent valuation of immovable properties, integrating diverse datasets, predictive analytics, and geospatial tools.
2. **Digitization of Old Registration Records and AI-Driven Chain Deed Preparation:** To digitize legacy handwritten Bengali registration records, extract metadata, and automate chain deed preparation and mutation processes using AI, ML, and computer vision.
3. **Unified Social Registry for Enhanced Delivery of Public Welfare Services:** To create a federated, AI-powered Unified Social Registry for efficient beneficiary identification, Direct Benefit Transfer (DBT), and management of social welfare schemes.
4. **Finance Department Enterprise AI Model for File Analysis and Decision Making:** To develop an AI-based system to streamline file examination, Enterprise GPT Conversational Chat-like interface, preserve institutional knowledge, and enhance decision-making within the Finance Department.

3. Scope of Work

Use Case 1: Enterprise AI Model for the Scientific Framework of Valuation Assessment

- **Data Integration and Cleaning**: Harmonize heterogeneous datasets (transaction records, GIS layers, Market Valuation Database) into a unified analytical framework.
- **Dynamic Zone Identification**: Use AI to delineate zones based on statistically significant variables affecting property prices and land use.
- **Factor Identification and Weightage**: Apply statistical modeling, econometrics, and geospatial analytics to identify valuation factors and assign weights.
- **Market Value Data Base (MVDB) Updation**: Develop an AI/ML-based mechanism for periodic revision of zones, base values, and factor weights.
- **Ground-Truthing and Validation**: Validate datasets using web-crawled real estate data and field surveys to ensure accuracy.

Use Case 2: Digitization of Old Registration Records and AI-Driven Chain Deed Preparation

- **Digitization of Handwritten Records**: Develop a Bengali-specific OCR model using technologies like hybrid CNN-RNN architectures, etc. to digitize cursive Bengali deeds.
- **Metadata Extraction and Validation**: Extract and validate metadata (e.g., names, dates, property details) using technologies like NLP (Natural Language Processing), transliteration, translation tools, etc.
- **Document Restoration**: Use AI-based image enhancement and computer vision for restoring degraded documents.
- **Chain Deed Reconstruction**: Deploy technologies like Graph Neural Networks (GNNs), etc. to link deeds and automate mutation processes.
- **Deed Preparation**: Develop an AI model to generate standardized deeds based on metadata inputs for new registrations.

Use Case 3: Unified Social Registry for Enhanced Delivery of Public Welfare Services

- **Eligibility and Coverage Analytics**: Use AI/ML to dynamically identify and update eligible beneficiaries for welfare schemes in near real-time.
- **AI-Driven Beneficiary Segmentation**: Leverage machine learning algorithms to categorize beneficiaries by risk, vulnerability, and life-cycle stage (e.g., children, elderly, unemployed) to enable targeted interventions and bundled service delivery.
- **Geo-Spatial Intelligence for Last-Mile Targeting:** Integrate GIS and AI models to identify underserved geographies and deliver hyper-localized service interventions, especially in tribal or ecologically vulnerable areas.
- **Federated Database Management**: Enable virtual aggregation of sensitive data while maintaining departmental control and reducing DBT verification delays.
- **Interoperability Layer Using AI Algorithms**: Use AI/NLP to map and align diverse data dictionaries and formats across departmental MIS systems, enabling semantic interoperability.
- **Data Harmonization**: Address inconsistencies, duplications, and errors in heterogeneous datasets across schemes.
- **Anomaly Detection in Scheme Utilization**: Use unsupervised learning techniques to detect outliers or irregularities in benefit usage patterns, indicating potential leakages or fraud.
- **Feedback Loop and Grievance Intelligence**: Incorporate sentiment analysis and NLP-based tools to process beneficiary grievances, social audits, and citizen feedback for continuous refinement of inclusion criteria and service delivery.

- **Scalability and Security**: Ensure data privacy compliance, prevent breaches, and manage large-scale data with low latency.

Use Case 4: Finance Department Enterprise AI Model for File Analysis and Decision Making

- **Silo Integration**: Develop an AI system to integrate segregated knowledge across Finance Department sub-entities.
- **Knowledge Preservation**: Codify institutional knowledge using AI-driven knowledge management systems.
- **File Examination**: Automate analysis of proposals to reduce processing time and identify inconsistencies using features like an Enterprise GPT chat-like interface.
- **Policy Analysis**: Use AI to detect duplicate or incomplete proposals and improve decision-making efficiency.

4. Deliverables:

Use Case 1

- Unified analytical framework for valuation.
- AI model for dynamic zone identification and factor weightage.
- Scalable MVDB updation mechanism.
- Validation reports from web-crawled and field survey data.
- User manual and training materials.

Use Case 2

- Bengali-specific OCR system for digitizing legacy deeds.
- Metadata extraction and validation module.
- AI-based document restoration tool.
- Chain deed reconstruction for assisting automated mutation.
- AI-driven deed preparation tool.
- User manual and training materials.

Use Case 3

- **Unified Social Registry platform with federated database architecture**: Core platform enabling secure, virtual data aggregation across departments with decentralized data ownership.

- **AI/ML-based beneficiary identification and updation module:** Real-time eligibility engine integrating dynamic socioeconomic indicators, demographic updates, and scheme-specific criteria.
- **AI-Based Beneficiary Segmentation Dashboard:** Interactive tool offering beneficiary categorization by risk, lifecycle, geography, and vulnerability for targeted service delivery.
- **Geo-Spatial Intelligence and Visualization Module:** Layered GIS-AI interface to identify coverage gaps and prioritize outreach in underserved or ecologically sensitive regions.
- **Interoperability Engine with AI/NLP-Based Data Mapping Toolkit:** Toolkit enabling semantic alignment across scheme-specific MIS databases using AI-driven metadata parsing.
- **Anomaly Detection and Alerting System:** Dashboard that uses unsupervised learning to flag irregular usage patterns, duplicate claims, and probable frauds in real time.
- **Data harmonization and de-duplication system:** Intelligent module for reconciling inconsistent or duplicate records across schemes, departments, and databases.
- Feedback Loop and Grievance Intelligence Engine: NLP-based system to analyze structured and unstructured grievance inputs (calls, texts, social media) and generate actionable insights
- Security and compliance framework for DBT: End-to-end data protection architecture ensuring compliance with national data protection laws and sectoral standards.
- User manual and training materials: Comprehensive documentation and hands-on training content tailored for department officials and MIS administrators.

Use Case 4

- Enterprise AI model for file analysis and decision support. It should be able to connect to multiple Information/Data Sources from the Organization/Enterprise and provide answers with reference/citation and highlighting of the relevant Para. It may allow integration with existing database and APIs wherever needed.
- Knowledge management system for institutional knowledge preservation. It should have a provision for Dynamic Update with latest Circulars/OMs so that the answers come from the latest content automatically without re-training. It should have a Learning system and Admin View so that the system improves as more data passes through it.
- Automated proposal examination tool using Enterprise GPT with Conversational with context Chat-like interface for official users with technologies like NLP (Natural Language Processing) Layer which allows users to ask queries directly in English, and it should be able to handle reasonably Complex Queries with semantic understanding (not just keywords-based search) using latest technologies like LLM-RAG while ensuring it does not give confident wrong answers (i.e. control AI hallucinations). It should have

Optional Voice enabled option where users may be able to ask queries in Voice in Bengali even though the underlying content is in English.

- Policy analysis module for detecting redundancies and gaps.
- User manual and training materials.

5. Selection Process:

a) **Bid Submission**:

- Firms must submit their Bids addressing the specific use case(s) applied for, including:
  - Company profile and legal documents.
  - Details of relevant experience and completed projects.
  - Proposed approach and methodology for the use case(s).
  - Team composition and CVs of key personnel.
  - Financial Statements of the last 3 Financial Years.

6. Qualification Criteria:

Firms should provide CA-certified turnover certificates and ITR documents. A team structure including AI Lead, Project Manager, Developer, and Domain Expert should be outlined.

Firms must meet the following minimum eligibility criteria to qualify for each use case:

a) **Legal Status**:

- Must be a registered entity (company, partnership, or consortium) with at least 2 years of operation.
- Valid GST registration and PAN.

b) **Technical Expertise**:

- Proven experience in AI/ML, Big Data Analytics, or related technologies relevant to the applied use case(s).
- Minimum of 3 completed projects in AI/ML, preferably in the public sector or government domain.
- **For Use Case 1:** Experience in geospatial analytics, econometrics, or valuation models.

- **For Use Case 2:** Expertise in OCR, NLP, computer vision, or graph neural networks.
- **For Use Case 3:** Experience in federated databases, data virtualization, or DBT systems.
    1. Expertise in AI/ML-Based Beneficiary Analytics and Dynamic Eligibility Engines
    2. Experience with Geo-Spatial Intelligence and GIS-AI Integration
    3. Expertise in AI/NLP for Data Interoperability and Semantic Mapping
    4. Proven Capability in Data Harmonization and De-Duplication across Heterogeneous Systems
    5. Hands-on Experience in Grievance Analytics and Citizen Feedback System
    6. Demonstrated Knowledge of Data Privacy, Security Protocols, and Regulatory Compliance
- **For Use Case 4:** Expertise in knowledge management systems or enterprise AI and enterprise GPT solutions

c) **Financial Capability**:

- Average annual turnover of INR 5 crore or more for IT & ITeS related activities over the last 2 financial years.
- Positive net worth in the last 2 financial years.

d) **Team Composition**:

- Dedicated team with expertise in AI/ML, data science, and domain-specific knowledge for the applied use case(s).
- At least one Project Manager with 10+ years of experience in AI/ML projects.

e) **Compliance**:

- No blacklisting by any government or public sector entity in the last 2 years.
- Cyber security requirements should align with ISO 27001/CERT-IN standards, particularly for federated systems

6. Timelines:

- **Pre-bid Meeting:** A Pre-bid Meeting shall be held on 11th August 2025 by the Finance Department from 3:00 PM (IST) onwards at Room 1202, 12th Floor Conference Hall of the Finance Department, Nabanna, 325, Sarat Chatterjee Road, Shibpur, Howrah-711102. All intending Bidders are requested to email the details of their representatives who shall

participate in the Pre-bid Meeting on the email addresses provided in Section 10 of this EOI.

- **Bid Submission deadline**: Firms may apply for one or more use cases as per their expertise. Intending bidders may submit their bids up to90days from the date of publication of this EOI.
- **Bid Evaluation**: The Technical Bid Evaluation Committee designated by the Finance Department shall evaluate the Qualification Criteria of a Bid within 7 working days after the receipt of a Bid.
- **Commencement of PoC development**: The qualifying bidders will be informed the result of such Bid Evaluation thereafter through email to participate in the PoC. Upon receipt of such email from Finance Department, they are expected to commence the PoC development without delay. All qualified bidders would be required to submit their PoC's result within the Deadline of submission of PoC results.
- **Deadline for submission of PoC results**: All entities shall be required to share their PoC's results with the Finance Department within 120 days from the date of publication of this EOI irrespective of the date on which they may have submitted their bids.

7. Terms and Conditions:

1. **Confidentiality**: Firms must ensure confidentiality of all data and information shared or provided to them by the Finance Department or any entity under the Government of West Bengal and comply with data privacy laws. Online exposure of the data or information or use of the data or information for any other purpose by a Bidder should not be without the specific permission of the Finance Department.
2. **Cost of PoC**: Firms shall bear all costs for PoC development.
3. **Ownership**: All intellectual property rights of developed solutions will vest with the Government of West Bengal.
4. **Termination**: The Finance Department reserves the right to terminate the contract for non-performance or breach of terms.
5. **Dispute Resolution**: Disputes will be resolved through arbitration in Kolkata as per the Arbitration and Conciliation Act, 1996.
6. **Compliance**: Firms must adhere to all applicable laws, including GST and labour regulations. Cyber security requirements should align with ISO 27001/CERT-IN standards, particularly for federated systems.

8. Submission Guidelines:

- EOIs must be submitted in sealed envelopes marked "EOI for AI Use Case [Sl. No and Name of the Use Case(s)]

- Late submissions i.e. Bids submitted beyond the Bid Submission deadline will not be considered.

9. PoC Evaluation:

The PoCs will be evaluated by a designated PoC Evaluation Committee of the Finance Department. The evaluation will be based on a broad set of criteria that may include but shall not be limited to the following:

1. Performance
    - Accuracy and Coverage
    - Confidence Interval
    - Precision and Recall (F1 score)
    - Error Rate
2. Interaction and user Experience
    - Conversational Flow
    - User Interface Design
3. Safety, Ethics and Fairness
4. Robustness and Reliability
5. Efficiency
    - Resource usage – memory and power consumption
6. Perplexity (How well the AI model predicts text sequences)
7. Mean Absolute Error and Mean Square Error

After the PoC Evaluation by the designated PoC Evaluation Committee, the bidders who qualify the PoC Evaluation shall be informed after the evaluation has been completed.

The Finance Department reserves the right to amend or cancel this EOI at any stage without assigning any reasons thereof and without liability. Firms are encouraged to demonstrate their expertise and innovative approaches to address the outlined Use Cases effectively.

The Terms of Reference (TOR) for the activity is enclosed herewith. (Appendix-A)

10. Contact Information

For clarifications or queries, firms may contact:
Finance Department, Government of West Bengal
Email: pawan.kadyan@ias.nic.in and randhir.ias@gov.in

Queries must be submitted via email to the above email addresses within 7 days from publication of this EOI. Responses will be shared during the Pre-bid Meeting with all the interested firms to ensure transparency.

The Bids may be submitted only in hard copy in Sealed Envelopes addressed to the Finance Department as per following details:

Finance Department, Govt of West Bengal
Attn: ***Shri Randhir Kumar, IAS***
Secretary, Finance Department
Government of West Bengal
Room No. 1210,
12th Floor, Nabanna,
325, SaratChaterjee Road,
Howrah 711102.

Appendix A – Terms of Reference

AI Use Case 1

Title:

Enterprise AI Model for the Scientific Framework of Valuation Assessment

Context:

The Directorate of Registration & Stamp Revenue, under the Finance Department, Government of West Bengal, is mandated to ensure an equitable and transparent valuation of immovable properties for various registration and non-registration purposes. While the past deeds registered can give an indicative value there is no standard framework for its assessment and regular updation in the country. Different states use different tools and methods to update the same. The current valuation practices, though systematic, further require them to be brought under a more dynamic, data-driven scientific framework capable of adapting to evolving socioeconomic, geographic, and infrastructural factors.

Considering the multiplicity and dynamics of different factors, an Enterprise AI Model is proposed, utilizing advanced technologies to analyze data and improve accuracy. The model, trained in statistical analysis, econometrics, GIS, and valuation models like Hedonic Pricing, is expected to automate data analysis, predict market trends, and provide decision support for updates.

Core Administrative Challenges to be addressed using AI:

1. **Use of Data from multiple sources and Data Cleaning of existing databases to prepare a unified analytical framework and standardized datasets**: Harmonizing heterogeneous datasets (transaction records, GIS layers, Market Valuation Database (MVDB), etc.) into a unified analytical framework for valuation.
2. **Dynamic Zone Identification**: Delineating zones based on homogeneity and statistically significant variables that influence property prices and use of land parcels.
3. **Factor Identification and Weightage Assignment**: Empirically determining valuation factors (e.g., structural, locational & geographical, neighbourhood amenities, market dynamics, legal, new developments, hyper-local information, etc.) and their relative weights through advanced data analytics, geospatial analytics, econometrics and statistical modeling.
4. **Scalable and Transparent MVDB Updation Mechanism**: Establishing criteria and using Artificial Intelligence & Machine Learning for periodic revision of zones, base values, and factor weights to reflect market dynamics.
5. **Appropriate Sampling for Ground-Truthing and Validation**: Existing datasets need to be validated using publicly available third party information on the internet by crawling the internet like real estate website listings of properties and also using sample

field surveys to verify accuracy and reduce errors in valuation assessment for different types of land uses.

AI Use Case 2

Title:

Digitization of old Registration Records using AI and use of AI for chain deed preparation for bringing registration records up-to-date for all properties

Context:

The Directorate of Registration & Stamp Revenue, under the Finance Department, Government of West Bengal, maintains an extensive repository of legacy registration records from the 19th century till date. The deeds were predominantly handwritten in Bengali till the advent of internet and wider use of computers. These legacy records are vital for establishing clear land titles and tracing property ownership histories. However, as these documents are not yet digitized, searching them is tough and time taking and they remain inaccessible in their physical form, impeding efficient governance and increasing property related litigations. Also, over time there has been physical decay, fading ink, and other damages too. Moreover, most of these documents are in different handwriting including cursive handwriting on grid formatted pages which make them difficult and time taking to digitize. Manual digitization and information extraction are labour-intensive and error-prone.

To address these challenges, it is proposed to use advanced Artificial Intelligence (AI) and Machine Learning (ML) technologies to automate and enhance the restoration, digitization, and processing of these historical documents.

Core Administrative Challenges where the use of AI is proposed:

1. **Digitizing Handwritten Bengali:** Legacy deeds have cursive Bengali script with grid-based formatting, posing unique challenges for usual Optical Character Recognition (OCR). So, the OCR needs to be Bengali-specific and use technologies like Convolutional Neural Network (CNN) and Recurrent Neural Network (RNN) models, etc. trained on diverse cursive Bengali handwriting samples, including legacy handwriting styles. Further, the variability in individual handwriting necessitates adaptive learning AI models to improve accuracy by iteratively refining the model with user feedback on OCR errors.

2. **Metadata Extraction, Transliteration, Translation, and Validation:** Critical metadata (e.g., names, dates, property details) of around 60 types has to be accurately extracted from digitized text, transliterated into English, and validated. This may require the use of technologies like Natural Language Processing (NLP), AI-driven transliteration, context-aware AI-driven translation to English from Bengali, etc. For quality assurance, anomaly detection algorithms may be deployed to flag discrepancies and humans-in-the-loop may be used for manual review and quality assurance. Also, the errors in existing metadata of digitized records (1985–2007) can be corrected expeditiously following similar methods.

3. **Physical Degradation and Legibility:** Age-related decay (faded ink, torn pages) and inconsistent handwriting styles across decades complicate accurate digitization.

Document restoration and digitization using AI-based Image Enhancement, grid detection and word segmentation using technologies like Computer Vision Models, etc. may be used to achieve higher accuracy.

4. **Chain Deed Reconstruction and Mutation Automation:** Establishing ownership history by linking deeds for the same property across decades is tough but necessary to determine the genuine titleholder. Automating mutation (updation of land records) based on validated chain deeds is the next logical step to reduce litigation related to registration and land titling. Technologies like Graph neural networks (GNNs), etc. could be deployed to map relationships between deeds, identifying property-specific chains across decades.

5. **Deed Preparation:** At present, the entire deed drafting exercise is extremely tough and time taking for an average person. They are dependent on Deed Writers, Copy Writers, Law Clerks and Lawyers for the same who do this task for them even though get charged hefty fees for it. This is also due to the general public perception that domain knowledge and experience are required to draft a deed document. However, once the Legacy Deeds are digitized using AI, the AI-model can learn from the patterns of deeds digitized to dynamically generate standardized deeds of different types for new registrations using simple metadata inputs provided by public seeking such deed drafting services, thus reducing potential harassment of public, manual drafting efforts and time required for drafting and registration.

AI Use Case 3

Title:

Establishing a Unified Social Registry for enhanced delivery of public welfare services

Context:

Government of West Bengal administers over 100 social welfare schemes across different Departments such as Women & Child Development, Agriculture, Food & Supplies, Backward Classes Welfare, School Education, etc. These different schemes maintain their own databases and administrative checks for efficient delivery of public benefits through these schemes. However, this requires higher administrative efforts and costs to run the schemes and still cannot fully address potential critical inefficiencies in the overall scheme designs.

To address such potential issues and challenges, a Unified Social Registry is proposed to be created by leveraging advanced technologies such as Artificial Intelligence (AI), Big Data Analytics, Data Virtualization, etc. within a federated database framework for more efficient Direct Benefit Transfer (DBT), beneficiary identification and coverage and more effective management of social welfare datasets with higher data security, consistency, compliance of data privacy laws, etc. to enhance the effectiveness of delivery of public welfare services in West Bengal.

Core Administrative Challenges that could be addressed using AI/ ML/ Big Data Analytics:

- **Unified Social Registry platform with federated database architecture**: Core platform enabling secure, virtual data aggregation across departments with decentralized data ownership.
- **AI/ML-based beneficiary identification and updation module:** Real-time eligibility engine integrating dynamic socioeconomic indicators, demographic updates, and scheme-specific criteria.
- **AI-Based Beneficiary Segmentation Dashboard:** Interactive tool offering beneficiary categorization by risk, lifecycle, geography, and vulnerability for targeted service delivery.
- **Geo-Spatial Intelligence and Visualization Module:** Layered GIS-AI interface to identify coverage gaps and prioritize outreach in underserved or ecologically sensitive regions.
- **Interoperability Engine with AI/NLP-Based Data Mapping Toolkit:** Toolkit enabling semantic alignment across scheme-specific MIS databases using AI-driven metadata parsing.
- **Anomaly Detection and Alerting System:** Dashboard that uses unsupervised learning to flag irregular usage patterns, duplicate claims, and probable frauds in real time.
- **Data harmonization and deduplication system:** Intelligent module for reconciling inconsistent or duplicate records across schemes, departments, and databases.
- Feedback Loop and Grievance Intelligence Engine: NLP-based system to analyze structured and unstructured grievance inputs (calls, texts, social media) and generate actionable insights
- Security and compliance framework for DBT: End-to-end data protection architecture ensuring compliance with national data protection laws and sectoral standards.
- User manual and training materials: Comprehensive documentation and hands-on training content tailored for department officials and MIS administrators.

AI Use Case 4

Title:

Finance Department Enterprise AI Model for file analysis and decision making.

Context:

Finance Department, Government of West Bengal has a repository of knowledge related to the State's financial management and as well as administrative functioning of Departments. It has developed domain specific experience and expertise across its different sub-entities like Groups, Branches, Cells, and Directorates as they perform domain specific analysis under the Finance Department related to different functions of the Finance Department and the State Government. However, these sub-entities are also segregated silos with limited overlaps and cross-sectoral

understanding and learning. Therefore, when a File or proposal from any Department is received at Finance Department for necessary examination it gets referred to these different sub-entities for their respective examination depending on the nature of the proposal. This makes the examination exercise fragmented and time-intensive and still the scope of potential gaps and errors cannot be ruled out. To address these inefficiencies, preserve institutional knowledge, and optimize resource utilization, an Enterprise AI Model is proposed, harnessing Artificial Intelligence (AI), Machine Learning (ML), and Big Data Analytics. To bridge such issues, new general administrative clarifications / orders keep getting issued from time to time. However, this identification of gaps remains unstructured and ad-hoc. Moreover, the Finance Department is also unable to efficiently and effectively utilize the expertise of its experienced officials to achieve higher outputs and outcomes as a lot of time of its officials gets spent in examination of routine matters referred to them. Further, even for regular and routine proposals the dependency on such select officials increases the time required for examining the matters referred to Finance Department. It is also humanly difficult to reduce this burden either and there is a need to preserve institutional knowledge as well in a codified manner. To address these issues, an Enterprise AI Model of Finance Department is proposed leveraging technologies like AI, ML and Big Data Analytics.

Core Administrative Challenges that can be addressed using AI / ML/ Big Data Analytics:

1. Segregated knowledge and functioning in silos.
2. Time-consuming examination process of proposals received at Finance Department.
3. Suboptimal utilization of available expertise of officials to achieve higher outcomes.
4. Unstructured manner of identification of inconsistencies, redundancies or overlaps in extant administrative frameworks of the Finance Department and the State Government and issuance of clarifications to harmonize these frameworks.
5. Improper preservation of institutional knowledge and transfer of knowledge.
6. Insufficient examination of Files and proposals from policy and programme perspectives to identify duplicate proposals, incomplete proposals, similar proposals across Departments, etc. with higher efficiency and effectiveness.