UIDAI partners with indigenous GenAI Company Sarvam AI to enhance user experience of Aadhaar services

Aadhaar Services to get AI-Powered Voice Interactions, Fraud Detection, and Multilingual Support

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The Unique Identification Authority of India (UIDAI) has partnered with Bengaluru based Sarvam AI, an indigenous full-stack Generative AI (GenAI) company to enhance user experience, while availing Aadhaar services.

AI-Powered Voice-Based Interactions

With the agreement coming into effect from 18th March, Sarvam will deploy the AI solution to perform voice-based interactions for resident-centric use cases. This will help get near real-time feedback from Aadhaar number holders for their enrollment and update processes, including information on overcharging of residents (if any)

Real-Time Fraud Alerts for Enhanced Security

The agreement will also offer real-time fraud alerts to Aadhaar number holders in case the AI it spots anything suspicious during authentication requests.

Multilingual AI Support for Wider Accessibility

Keeping in mind the linguistic diversity, this new AI solution deployment will allow the voice interaction and fraud detection in 10 languages including Hindi, English, Telugu, Tamil, Marathi, Gujarati, Kannada, Odia, Punjabi and Malayalam. The language options will increase further in coming months.

Commitment to User-Centric Innovation

UIDAI has always kept Aadhaar number holders at the centre of its focus, and has been constantly working to upgrade technology and improve user experience, further. The fresh MoU is a step in that direction.

Sarvam AI has delivered a custom GenAI stack, being hosted on-premise within an air-gapped UIDAI infrastructure. No data will leave UIDAI's secure environment at any stage of operation, ensuring full compliance with data sovereignty and security protocols. The agreement will be initially valid for a period of one year and may be extended by one more year.

The development of this innovative solution was made possible through UIDAI's volunteer policy, which enables industry collaborations. Volunteers from Sarvam AI worked closely with the UIDAI's Technology Centre in Bengaluru to develop and deploy the GenAI solution. The ownership of the solution will be with UIDAI.

"UIDAI is a people centric organization. GenAI is the next technology evolution in UIDAI's journey as a technology pioneer, building on our long-standing commitment to innovation for facilitating ease of living," said Bhuvnesh Kumar, CEO, UIDAI.

"We are privileged to collaborate with UIDAI. This engagement exemplifies the immense potential of AI to drive public good," said Vivek Raghavan, Co-Founder of Sarvam AI.

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Dharmendra Tewari/Navin Sreejith

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