

About the Organization

Civic Innovation Foundation is a nonprofit organisation, which builds effective dialogue between governments and citizens on draft laws and policies using its technology-driven platform called Civis - www.civis.vote.

In February 2014 - the Ministry of Law and Justice released a Policy encouraging draft laws to be opened for citizen feedback. Since then, every law in India was to gather public input via “public consultations” before being passed. At Civis, we relay citizen feedback on draft laws and policies to governments and build the capacities of governments to hold effective public consultations through technology enabled tools.

Since 2018, Civis has conducted 1250+ consultations, engaged 8,24,306 citizens, reached 777+ cities, and conducted 39 government partnered consultations. Resulting in 32% to 76% of its feedback being accepted in various draft laws and policies.

Problem Statement (use case specific)

Public consultation is key to democratic governance, giving citizens a voice in shaping laws. However, current approaches rely on dated methods like emails and letters, making it difficult for governments to gather, analyze, and act on public input at scale. This highlights the urgent need for a unified, scalable platform that streamlines public participation and enhances the ability of governments to manage feedback efficiently.

Our solution - gov.civis.vote, leverages Civis' proven public consultation framework and integrates advanced technologies to create a unified platform for governments. This tool provides an AI enabled end-to-end process for consultations.

AI Solution Description

In our use case, AI is essential for resource and time optimisation. By harnessing the power of AI and Civis' deep expertise, we can offer a scalable, secure, and user-friendly tool that will empower governments to truly understand and act on public inputs. This solution encompasses:

- AI-Based Policy Draft Analyzer
- Consultation Platform: To gather feedback from impacted stakeholders.
- Moderation and Control Tools
- Citizen Engagement and Reporting: To provide efficient, transparent systems for consultation

Tools and techniques Used

- Llama 3.1 Distilled Model (Reasoning & Summarisation)
- Draft Analyser with NER (Name Entity Recognition) & Clause Mapping Engine
- Response Analyser with RAG Pipeline + Reranker (ZeroEntropy Evals)
- Whisper v3 Speech-to-Text Model

Key Features of tech solution

Civis' AI solutions are open-source, multi-lingual and also multi channel. This means that our tools make sense of diverse, qualitative inputs and bring them to a common platform for policy makers and communities to have better visibility in to the policy making process. It is a scalable tool deisgned to process voice data, and interact with it's community in the human centered way that we naturally interact with eachother!

Impact (Qualitative and Quantitative)

Civis' platform has currently engaged:

- 8,24,306 citizens on policy issues across 777+ cities and towns Pan-India
- Analysed 3000+ Hours of multilingual voice feedback on consultations
- Supported 40+ government partners on consultation efforts

One example of how Civis has driven a change in law making is:

In 2024, the government proposed changes to the Rights of Persons with Disabilities Rules. On paper, they seemed helpful, moving ID applications online and introducing colour-coded disability categories.

But through Civis, citizens and other NGOs raised powerful concerns such as rural exclusion, stigma risks associated with colour-coded cards as well as delays & hurdles in implementation. Because of this feedback, the government paused its proposal. Citizen voices reshaped a national law.

Plan for roll-out and sustainability

We believe the tool can be useful to governments in all common law countries globally. Where in-depth data analysis is conducted, government partners reimburse us at cost for the expenses incurred towards the delivery of insights. We are also exploring a sustainability plan to ensure part of our costs are covered by CSOs and others aiming to engage stakeholders at scale.

Additional documents

- Presentation provided earlier:
<https://docs.google.com/presentation/d/13OAUQnxTEjNUGU8sBVFHS9nmoG4gKSN1mcr5n-dq8A/edit?usp=sharing>
- Solution Demo Videos:
https://drive.google.com/file/d/1EUJElh1dhC7mA39v7nt3OXTb5lDg4lI1/view?usp=drive_link
- User Testimonials:
https://drive.google.com/file/d/1dGMHTd1oOtYgQpXeA6o5VUV9165bJ9-k/view?usp=drive_link