

About the Organization

- With a vision to promote “Voice and Choice for Every Woman”, i-Saksham works to build young women in Rural Bihar as leaders of change.
- It selects young women from villages — usually between 18 and 30 —into a two-year fellowship. They undergo structured training, peer-mentoring, community projects and regular guidance to 25-30 girls and their parents in their community to help them exercise their voice and choice
- They become “Edu-Leaders”: women who develop the confidence, skills, and leadership to transform their own lives and the lives of others. engaging her whole ecosystem- parents, siblings, peers, teachers, and village leaders.
- To date, we’ve built 1,100+ Edu-Leaders, directly mentoring over 25,000 adolescent girls and their families, across 450+ villages in 5 districts of Bihar. 90% of them complete graduation compared to 11% Bihar average

Problem Statement (use case specific)

- Each Edu-Leader is supported by a peer-coach called a Buddy, who conducts monthly reflective coaching conversations. Scaling Buddies is critical, as **better coaching = stronger Edu-Leaders**.
- Most important support by Buddies are the coaching conversations with the edu-leaders. The conversations are around leadership pillars reflecting on personal, family and community spaces. The reflections lead to SMART goals and reviews on progress.
- Every month 500+ coaching conversations are held. The data collected helps i-Saksham sharpen the programme delivery and support required to the edu-leaders
- Filling the summary of the hour long call form used to take 35-60 minutes for the team members, leading to reluctance, delays (10-30 days), quality issues.

AI Solution Description

- Needed a solution which can help the team focuses more on the core work rather than reporting
- Buddy uploads the call recording into the MIS.
- The MIS triggers Google Vertex AI (Gemini 2.5 Pro) to:
 - Transcribe the call
 - Summarise the discussion
 - Extract structured insights (leadership theme, progress, blockers, SMART goals)
- The MIS then auto-fills the entire coaching form using the structured data.
- The Buddy reviews, edits if required, and submits.
- Automatic feedback is triggered to help Buddies improve coaching quality.

Tools and techniques Used

- Java, MySQL for the MIS backbone
- Vertex AI, Gemini 2.5 Pro for summarisation and structured data extraction
- Pipecat for call rooms for coaching conversation practice

Key Features of tech solution

- Auto-summarisation of 60-minute coaching calls in <2 minutes
- Automatic form fill with structured coaching data
- Real-time feedback
- Call feedback engine to guide Buddies in improving facilitation skills
- Leading AI-supported coaching training modules (Coaching.i-Saksham.org, Vidushi.i-Saksham.org)

Impact (Qualitative and Quantitative)

- 150 users for the call summary tool for 500 conversations per month

Quantitative Impact

- Time per summary reduced from 35–60 mins to <5 mins
- Buddy : Edu-Leader ratio increased by 50%
- Per-Edu-Leader coaching cost reduced by ~20%
- Reporting delays reduced from 10–30 days to same-day submission

Qualitative Impact

- Better-quality coaching due to reduced paperwork burden
- Buddies spend more time in meaningful reflective support
- Programme decisions now backed by structured, timely data
- Stronger Edu-Leader outcomes due to consistent feedback loops

Plan for roll-out and sustainability

- Coaching conversation solution already integrated with our MIS, would scale with the programme.
- Input for next wave of solutions (coach training and directly coaching)
- The coaching module being prepared is under field testing
- Taking feedback from parents, adolescent girls and edu-leaders
- Demos to UNICEF Bihar, Department of Women and Child Development, Department of Education for use at scale

Additional documents

- Presentation provided earlier- [link](#)
- Solution Demo Videos: [link](#)
- User Testimonials: [link](#)

