ACCESS | OPPORTUNITY | LEARNING | EMPOWERMENT

VACHAK AI
AI AGENTS FOR A BRIGHTER TOMORROW

AI-POWERED STUDENT SERVICES TRANSFORMATION

A Case Study of Chaudhary Bansi Lal University, Bhiwani, Haryana

Unified, Multilingual and Intelligent Student Support for a Large, Multi-College State Public University

EMPOWERING STUDENTS ACROSS HARYANA

From Questions to Possibilities

Students at the Centre | Technology for Good | Stronger Affiliated Colleges | A More Inclusive Higher Education



A connected university ecosystem, empowered by AI.

50,000+
Student interactions handled
(since launch)

65-70%
Resolved directly by AI
Instant, accurate and reliable support

30-35%
Intelligently escalated to the appropriate department
Human-in-the-loop for complex cases

> When every student can ask, the university truly listens.
> And when the university listens, a brighter future becomes possible.



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A BRIGHTER TOMORROW

A Case Study of Chaudhary Bansi Lal University
Bhiwani, Haryana

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Vachak AI

PEOPLE | AI | A MORE INCLUSIVE TOMORROW

From Complexity to Clarity

Simplifying student services for a large, multi-college university.

From Questions to Possibilities

The Challenge

A Complex Ecosystem, Many Touchpoints

Chaudhary Bansi Lal University (CBLU) manages a large and diverse ecosystem of students across its university teaching departments and a wide network of affiliated colleges. Students often faced difficulties in finding accurate information, navigating processes and getting timely support across multiple departments.



The Traditional Journey

Multiple steps. Multiple offices. Often confusing.

- **Search for information** — Browse website, notices or college circulars
- **Understand the process** — Read multiple documents or guidelines
- **Contact office / department** — Reach out to university or affiliated college
- **Follow up multiple times** — Wait for a response, sometimes offline
- **Uncertainty and delays** — Time-consuming and frustrating experience

A simple question should not be a difficult journey.

The Transformation

Ask. Understand. Guide. Empower.

With Vachak AI, CBLU has an AI-powered student service platform that provides instant, accurate and multilingual support through chat and voice. Students can get reliable information, complete key tasks and be guided to the right department — anytime, anywhere.

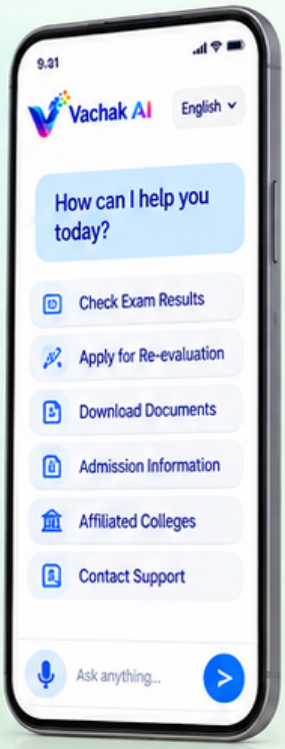
01 **Ask Naturally**
Students ask questions in simple language — text or voice.

02 **AI Understands**
AI interprets the intent, context and university policies.

03 **Fetches the Right Information**
Provides accurate details from university records, circulars, guidelines and FAQs.

04 **Explains Clearly**
Delivers easy-to-understand, step-by-step guidance in the student's preferred language.

05 **Helps Take Action**
Students can complete tasks or are routed to the right department for further support.



Same university. A simpler path.
A better experience for every student.

- Faster Access to Information
- Accurate & Reliable Guidance
- Reduced Dependency on Manual Support
- Higher Student Satisfaction

> "When support is just a question away, students can focus on what truly matters — learning and building their future."

EMPOWERED STUDENTS STRONGER HARYANA



Turning Student Conversations into Meaningful Impact

Real Students. Real Queries. Real Outcomes.

From Questions to Possibilities

Empowering 60,000+ Students, Every Day

Vachak AI helps CBLU students get reliable, accurate and multilingual answers to their academic and administrative queries — anytime, anywhere.

Instant Support
Get answers to common queries in seconds

Multilingual Access
Support in Hindi, English and other languages

24 × 7 Availability
Accessible on web, mobile and voice

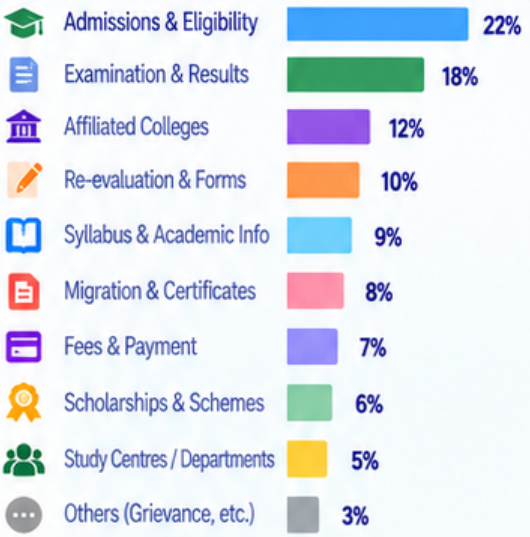
Trusted Information
Backed by university records, policies and guidelines



> "Now I can get all my university information in one place. It saves time and gives the right information."
> – CBLU Student

What Students Ask About

Common categories of queries on Vachak AI at CBLU



Real Questions. Real Needs. Real Impact.

These insights help CBLU understand what matters most to students — and how we can serve them better.

From Individual Queries to University Intelligence

Every interaction creates valuable insights that can help in planning, policy-making and better student services.

Student Queries → Real questions from students

AI Analysis → Identify trends and patterns

Knowledge Insights → Understand gaps and needs

Informed Action → Better services, policies and communication

What This Means for CBLU and Its Affiliates

Vachak AI not only supports individual students but also creates institutional value.

Identify Common Issues
Early signals on recurring queries, process gaps and student concerns

Improve Service Delivery
Strengthen processes and reduce manual support load

Data-Driven Decision Making
Insights from real student interactions to support planning and policy

Scalable Across Colleges
A single platform for the university and all affiliated colleges

A Stronger University Ecosystem

When students are better supported, the entire CBLU ecosystem grows stronger.



- Higher Student Success
- Greater Institutional Efficiency
- Reduced Administrative Load
- More Inclusive Education
- A Stronger Haryana

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> When universities listen to their students, they don't just solve problems — they create opportunities."

Students First | Technology for Impact | Stronger Communities | A Brighter Haryana

A Responsible Foundation for a Smarter Tomorrow

Human-Centric AI. Stronger Governance. Greater Impact.

From Questions to Possibilities

Responsible AI with Human Oversight

Vachak AI is designed to augment the university's capabilities, with a strong focus on data security, transparency and human-in-the-loop support.

Secure & Compliant
Built with strong data security and privacy practices, aligned with government and university policies.

Human-in-the-Loop
Complex or sensitive queries are escalated to university staff for validation and resolution.

Trusted Information
Uses only verified university data, notifications, circulars and guidelines.

Inclusive & Accessible
Supports multiple languages and simple, conversational interaction.

Transparent & Accountable
Clear source of information, with continuous review and updates.

Technology serves best when it empowers learners and respects their trust.

The Roadmap: From Support to a Smarter University

Building on the success of student services, the platform can evolve into a comprehensive AI-enabled university ecosystem.

1. **Student Services (Live)** — Admissions, examination, certificates, re-evaluation, general queries — In Place
2. **Affiliated College Enablement** — Dedicated access for affiliated colleges and their students — Next Phase
3. **Academic Intelligence** — Insights on academic trends, queries and student support needs — Next Phase
4. **Proactive Student Engagement** — Personalised notifications, reminders and career guidance — Next Phase
5. **A More Connected University** — A unified, intelligent and future-ready digital ecosystem — Long-Term Vision

From answering questions to enabling opportunities.
From support today to a smarter university tomorrow.

> When technology is built around people, it creates more than convenience — it creates opportunity, confidence and a stronger society.

Empowered Students | Data-Driven Decisions | Stronger Affiliated Colleges | More Inclusive Education | A Brighter Haryana



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Conclusion

The implementation of Vachak AI at Chaudhary Bansi Lal University demonstrates how AI can transform student services for a large, multi-college state university — making support simpler, faster, more inclusive and more intelligent.

With responsible AI, human oversight and a focus on real student needs, CBLU is building a more connected, responsive and future-ready university ecosystem.

From today's questions to tomorrow's opportunities.

Knowledge Empowers Next Generations

- Empowered Learners
- Stronger Communities
- Greater Opportunities
- A Brighter Haryana

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