Gov.in Secure Intranet

An AI-Powered Secure Digital Platform for Government

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The increasing scale and complexity of government operations require digital platforms that are not only secure but also capable of actively supporting administrative decision-making. Gov.in Secure Intranet is a Government-to-Government (G2G) digital platform developed by NIC under MeitY to address this need.

Conceived as a secure single gateway, the platform enables authenticated government officials to access multiple applications required for daily administrative operations through a unified interface. By embedding advanced AI capabilities—particularly agentic AI—Gov.in Secure Intranet represents a transition from traditional e-government portals to intelligent digital workspaces that actively assist officials in executing tasks and achieving outcomes.

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Gov.in Secure Intranet is a G2G digital platform developed by NIC under MeitY to support day-to-day governance through a unified, role-based interface. Integrated with Parichay SSO, it enables access to multiple applications, task and meeting management, automated governance artifacts, and executive dashboards. Powered by agentic AI, the platform proactively assists officials in scheduling, documentation, analytics, and decision-making, enhancing efficiency, accountability, and outcomes in administrative workflows.

Platform Overview & Adoption

Access to Gov.in Secure Intranet (https://govintranet.gov.in/) is strictly controlled through Parichay Single Sign-On (SSO), ensuring secure, role-based, and auditable access across devices.

As of date, the platform has achieved substantial operational scale, with:

- Over 38,000 users onboarded
- Adoption across 22 Ministries and Departments
- 42,156 meetings, 8,155 tasks, 2,567 communications, and 447 goals managed through the platform

These metrics indicate that the platform is not a pilot or auxiliary system but is actively embedded in routine governance workflows.

Core Functional Capabilities

Integrated Calendar, Meetings, and Task Management

Gov.in Secure Intranet provides integrated tools that allow officials to:

- Plan meetings, events, tours, and assignments
- Automatically generate virtual meeting links across approved platforms (BharatVC, Google Meet, Webex, CDOTmeet, MS Teams, etc.)
- Delegate and track tasks with defined timelines and accountability
- Receive meeting invitations, notifications, and reminders via email, SMS, and SANDES

Gov.in Secure Intranet has transformed the way we handle day-to-day government operations by bringing multiple services, tasks, and collaboration tools onto a single secure platform. The seamless access to applications, structured task tracking, and built-in coordination features help officials stay organized, accountable, and responsive. By reducing dependency on multiple logins and scattered systems, this NIC developed platform, saves valuable time and supports faster, more informed decision-making. Overall, it is a reliable and productivity-enhancing digital workspace for government officials.

Shri Sanket S Bhondve, IAS
Joint Secretary, MeitY

The engagement management module ensures proactive coordination, reducing reliance on manual follow-ups and fragmented communication channels.

Automated Governance Artifacts

The platform automatically generates key

administrative artifacts, including:

- Virtual meeting links
- Minutes of Meeting with digital signatures
- Action points linked to tasks
- Visitor passes through Swagatam for external participants

By converting administrative intent into authenticated, traceable outputs, the platform shortens the cycle from deliberation to execution.

Unified Executive Dashboard

Gov.in Secure Intranet includes a unified executive dashboard that consolidates real-time pendency and status information from key government systems, including: CPGRAMS, RTI Portal, LIMBS, VIP References, APMS, 10% GBS of MDoNER through Web API.

The task management features in 'Gov.in Secure Intranet' is an useful tool to help MOT officials to be focused and take action as per the target assigned. Innovative feature to improve the productivity and allows MOT officials to manage the delegated tasks with ease.

Shri Ajay Gupta
Joint Secretary, Ministry of Textiles

In addition to operational metrics, the dashboard incorporates analytical features such as media sentiment monitoring, enabling departments to assess the volume and tone of public and media references in near real time. This enhances situational awareness and supports informed decision-making at senior levels.

▼ **Fig 9.1 : Gov.in Dashboard**

40,306 Total Meetings

447 Total Goals

8,155 Total Tasks

2,567 Total Communications

20 Total Ministry Onboarded

38,323 Total Users Onboarded

▲ **Fig 9.2** Gov.in Secure Intranet Stats

Agentic AI in Gov.in Secure Intranet

From Automation to Agentic AI

Traditional automation systems execute predefined tasks when triggered. Gov.in Secure Intranet introduces agentic AI, where AI systems act proactively on behalf of users to execute goal-oriented workflows rather than isolated actions.

Agentic AI within the platform is characterized by:

- Understanding user intent
- Coordinating multiple actions autonomously
- Operating within institutional rules and security boundaries
- Maintaining transparency and human oversight

This approach reduces cognitive and administrative load while preserving accountability.

Characteristics of Agentic AI in the Platform

The agentic AI capabilities within Gov.in Secure Intranet exhibit the following characteristics:

- **Goal Awareness:** The system understands high-level user intent (e.g., "schedule a meeting") rather than requiring step-by-step instructions.

- **Multi-Step Execution:** Once intent is established, the AI coordinates several actions—such as checking availability, creating meeting links, and sending invitations.
- **Context Sensitivity:** Actions are performed in the context of participants, timelines, and approved platforms.
- **Transparency and Control:** AI-assisted actions are clearly marked, ensuring traceability and human-in-the-loop governance.

This approach allows AI to enhance efficiency while preserving administrative accountability.

Gov AI Assistant (Smart Scheduler)

The Gov AI Assistant, also referred to as the Smart Scheduler, exemplifies agentic AI in practice. When a user initiates a meeting request, the assistant:

- Evaluates participant availability
- Suggests optimal time slots
- Automatically creates virtual meeting links
- Sends invitations to participants

By executing multiple coordinated actions to achieve a single objective, the Smart Scheduler demonstrates autonomous, goal-driven behavior. Importantly, AI-assisted actions within the calendar are explicitly identified, ensuring transparency.

Automated Minutes of Meeting as an Agent-Supported Workflow

Gov.in Secure Intranet supports automated generation of Minutes of Meeting (MoM), further extending agentic assistance beyond scheduling. The system:

- Converts meeting audio or notes into text
- Produces concise summaries
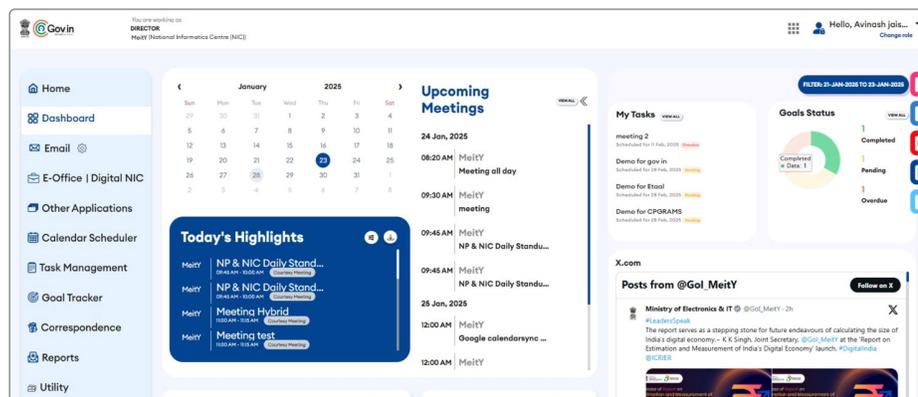- Highlights key discussions, decisions, and action points

This capability reduces post-meeting documentation effort while ensuring consistency and accuracy in official records. It also shortens the time between discussion and action, strengthening administrative follow-through.

Intelligent Document and Knowledge Management

Document Intelligence and Advanced Search

Gov.in Secure Intranet provides AI-based document summarization and discovery through:

- Semantic search
- Phonetic search resilient to spelling variations
- PDF and image content search
- Word-cloud-based content insights

These capabilities enable faster retrieval and comprehension of information across large repositories of official documents.

Multilingual Translation & Transcription

Through secure API-based integration with Bhashini, the Government of India's language technology platform, Gov.in Secure Intranet enables:

- Multilingual translation
- Transcription across Indian languages

This ensures effective communication and accessibility in a linguistically diverse administrative environment.

ML and AI Techniques Supporting the Platform

The intelligent features of Gov.in Secure Intranet are powered by modern machine learning (ML) and natural language processing (NLP) techniques.

Document and Meeting Summarization: AI models identify key points and generate concise

▲ **Fig 9.4 : Gov.in Secure Intranet Integrations**

abstracts from long documents and meeting transcripts, allowing officials to grasp essential information efficiently.

Semantic and Phonetic Search: Semantic similarity matching combined with phonetic techniques ensures relevant results even when queries contain spelling differences or linguistic variations.

Speech-to-Text Processing: Speech recognition technology converts spoken discussions into text, which is then processed for summarization and action item extraction.

Sentiment Analysis: The executive dashboard incorporates sentiment analysis of media content, helping decision-makers understand public and media perception of policies and initiatives.

Governance Impact & Outcomes

The scale of meetings, tasks, communications, and goals managed through Gov.in Secure Intranet highlights a shift in how governance workflows are executed:

- Meetings are increasingly linked to tasks and outcomes
- Communication noise is reduced through structured artifacts
- Senior leadership gains real-time situational awareness
- AI augments execution without displacing human authority

At this scale, agentic AI support is not a convenience feature but a necessity for managing administrative complexity.

Conclusion

Gov.in Secure Intranet represents a significant evolution in internal digital governance. By integrating secure infrastructure with AI-enabled, agentic capabilities, the platform moves beyond static portals and rule-based automation toward goal-driven digital assistance.

Rather than merely presenting information, the system actively processes inputs, supports decisions, and executes tasks under human oversight. In doing so, Gov.in Secure Intranet positions itself as a foundational pillar of India's next-generation digital governance ecosystem—enhancing efficiency, responsiveness, and administrative outcomes.

▼ **Fig 9.3** **Gov.in Secure Intranet Architecture**

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