AI-Assisted Community Feedback Loops:

Strengthening Data-Driven Water Governance in Rajasthan

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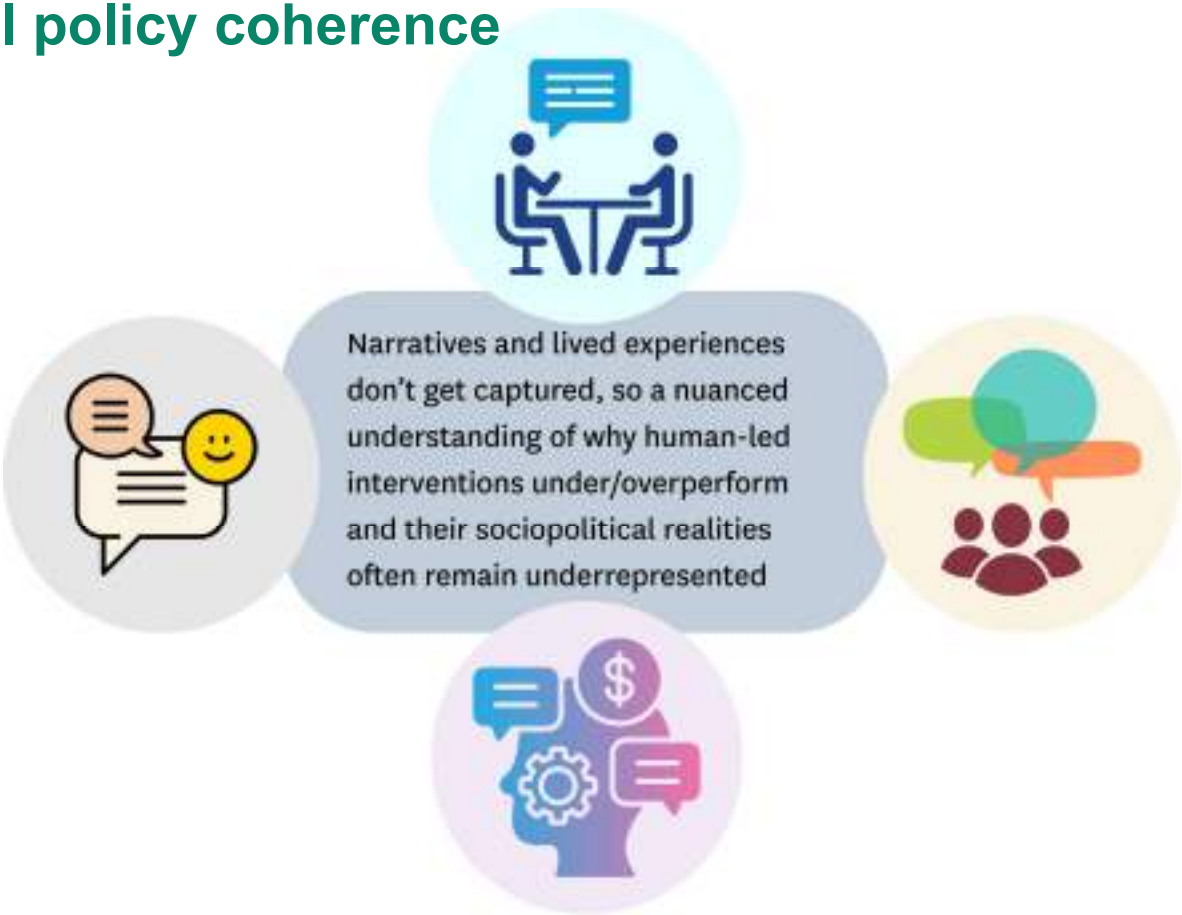
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The challenges of vertical policy coherence



Information asymmetry and a lack of vertical coherence pose significant hurdles to policy/program implementation.



Implementation design: AI4WaterPolicy



Partners co-design topic of interview based on need and priority

Community input → implementation plan changes

Pause & Reflect workshop with community, Sharing back the information collected



Text and Voice enables AI-chat sent to respondents in 50 villages across two districts



Data collected and analysed, AI-assisted and human verified

Learnings



What drives Pani Mitras – and what holds them back

First-round AI interviews · CmF frontline staff (n = 37, June) · Pani Mitras (n = 105, July)

What keeps them going

78% Sense of stewardship and duty to conserve water
Frontline staff

67% Pride in water conservation, reinforced by visible village change
Pani Mitras

62% Practical water-management skills built through training
Pani Mitras

51% Timely training and ongoing support sustain engagement
Frontline staff

What holds them back

81% Community distrust, disinterest and lack of appreciation
Frontline staff

74% Juggling Pani Mitra duties with home, farm and social work
Pani Mitras

48% Women fit duties around household work – leading to conflict
Pani Mitras

21% Mobility restrictions, poor connectivity and skepticism limit field work
Pani Mitras

Motivation is not the problem. Time, gender norms, and community trust are the binding constraints.

From village action to Panchayat decisions

First-round AI interviews · Pani Mitras (n = 105, July) · Panchayat officials (n = 113, August)

Pani Mitras

run meetings, home visits and demos on water conservation and micro-irrigation

Water committees

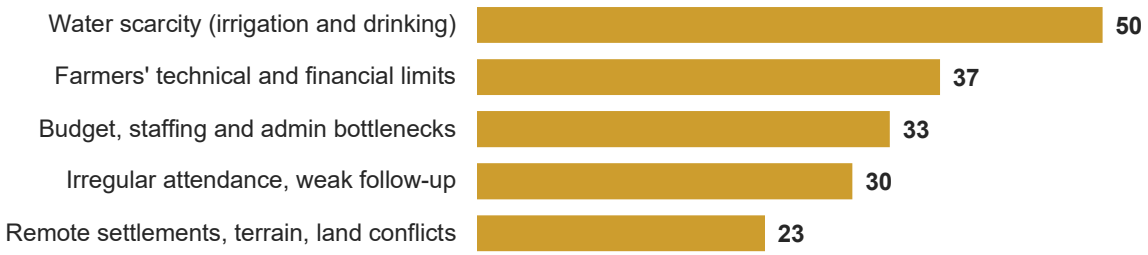
gender-balanced committees coordinate engagement, resources and training

Gram Panchayat

village water budgets mapped, drafted and approved together

73% Panchayat officials describe Pani Mitras and committees as active partners in water conservation planning

What slows it down – as % of Panchayat officials see it



Community water budgets are reaching the Panchayat.

Funds and follow-up remain a challenge.

Post-interview interventions



1. Pause and Reflect workshops with Pani Mitras

- To share the experiences of the AI-based interviews, to understand the community's response, and to take suggestions on other related points.
- Feedback from the sessions:
  - Anonymous interviews in isolation gave them confidence to share more honest feedback
  - Identified the need to interview local leaders like *Panch-Patels*, *Mukhiyas*, and women leaders.





2. Training on the workings of the Panchayati Raj System

- Participants: Pani Mitras, Panchayat leaders, Line department officials (Agri, Hort., Rural Development dept)







Learnings from the second interviews – Pani Mitra

Second-round AI interviews · Pani Mitras (n = 97, Nov–Dec) · % = share of respondents

Skills and confidence

Sessions strengthened their skills and confidence to…

55%	Engage with officials directly after training – improving communication, trust and access to scheme benefits
52%	Advocate for water infrastructure and collaborate effectively with local officials
40%	Improved communication skills and confidence
40%	In-depth understanding of government scheme processes and digital application skills
38%	Improved water management knowledge

Feedback to action

41%	Feedback led to training, practical agronomic guidance and local administrative assistance
25%	Feedback prompted committees, departments and the Panchayat to act faster

Institutional support

58%	Recognition and support from Panchayat bodies and respectful government interactions significantly increased their confidence and empowerment
55%	Official visits and training delivered vital subsidies, equipment and approvals – yet highlighted a need for ongoing, timely support
36%	Regular joint meetings, training and exposure visits improved collaboration and benefited farmers, though inclusion remained uneven

Experience with WhatsApp chatbot

78%	Easy to use; made them feel valued and confident, and supported open, beneficial feedback
73%	Simple interface and Hindi voice Q&A – more convenient and effective than surveys and interviews
73%	Engaging, user-friendly platform for feedback and learning that worked without technical issues

What’s next?



Immediate and Long-term Development Impact



Thank You!


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हे मनुष्य कुछ पानी तो छोड़ दो