



Taking Voice-First Multilingual AI Beyond Borders: BHASHINI at NCGG Mussoorie

Shrutlekh and the BHASHINI Mobile App Enable Multilingual Engagement; Shrutlekh to Support Communication Throughout the Programme

Posted On: 13 OCT 2026 11:08AM by PIB Delhi

The Digital India BHASHINI Division (DIBD), under Digital India Corporation (DIC), Ministry of Electronics and Information Technology (MeitY), facilitated real-time multilingual communication at the National Centre for Good Governance's (NCGG) Capacity Building Programme on Urban Service Delivery for Civil Servants of Multiple Countries, being held in Mussoorie from 12 to 23 October 2026. Sponsored by the Ministry of External Affairs (MEA), Government of India, the programme is organised by NCGG under the Department of Administrative Reforms and Public Grievances (DARPG), Government of India, as part of India's international capacity-building efforts through the Indian Technical and Economic Cooperation (ITEC) Programme.

The programme brings together civil servants and public-sector representatives from countries including **Peru, Cambodia, Nigeria, Kenya, Palestine, Lebanon, The Gambia, Ecuador and Spain**, providing a platform for international exchange of experiences and best practices in governance and urban service delivery.

As part of the programme, BHASHINI deployed its Shrutlekh platform to facilitate real-time translation between English and Spanish during the ice-breaking session. The platform supported translation in both directions - English to Spanish and Spanish to English - helping international delegates communicate and participate more effectively despite language barriers.





The deployment reflects BHASHINI's Voice-First Multilingual AI approach, which seeks to make communication and digital services more accessible through speech-based, multilingual technology. By enabling participants to engage across languages, BHASHINI demonstrated how AI-powered language solutions can support inclusive international collaboration and public-sector capacity building.

The BHASHINI team supported participants in using the Shrutlekh platform and introduced them to the BHASHINI ecosystem, its multilingual AI capabilities and potential applications across sectors such as healthcare, finance, agriculture and public service delivery. Participants were also encouraged to explore the BHASHINI mobile application and its features for overcoming language barriers in everyday communication and digital interactions.

Shrutlekh is intended to remain available for use throughout the programme, which concludes on 23 October 2026, subject to operational requirements. The engagement highlights the potential of Voice-First Multilingual AI to strengthen cross-cultural interaction, facilitate knowledge exchange and enable more inclusive participation in international capacity-building initiatives.

Through this initiative, BHASHINI continues to showcase India's capabilities in AI-powered language technology and its potential to support accessible, multilingual digital experiences across diverse public-sector contexts.

About Digital India BHASHINI Division (DIBD)

The Digital India BHASHINI Division (DIBD), under Digital India Corporation (DIC), Ministry of Electronics and Information Technology (MeitY), Government of India, is advancing India's language AI ecosystem through datasets, AI models, APIs and multilingual applications. As India's Language Digital Public Infrastructure, BHASHINI supports the integration of language technologies into digital platforms and services.

BHASHINI-enabled language technologies have been integrated across 2,353 government platforms, including over 800 government websites. The platform supports 36 Indian languages in text, 23 Indian languages in voice and 35 international languages. It has

enabled more than 9 billion cumulative AI inferences, with over 24 million AI inferences daily, helping make digital services more accessible through language technology.

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