**Proposal for Deployment of WhatsApp based Chatbot for**

**Supply Chain Related Alert Generation – PIP 2024-25 & 2025-26**

The government of Punjab State has adopted e-aushadhi system (DVDMS) developed by CDAC for management of supply chain processes. The system is being used for demand estimation, rate contract management, monitoring of inventory levels and quality control management.

The state plans to integrate a WhatsApp chatbot based alert generation system which would enable system generated alerts to be sent to use via WhatsApp. These alerts would be pertaining to issues like dwindling drug inventory levels, impending expiration of rate contracts, and information about drugs nearing their expiry dates. The proposed WhatsApp chatbot system brings real-time alerts, extensive accessibility, interactive features, and seamless integration capabilities to the table.

CDAC would assist the state in integration of the two platforms to ensure alert generation.

**PIP F.Y. 2024-25**

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| **Sr.**  **No** | **Particulars** | **Remarks** | **Cost in Rs.**  **(In Lac)** |
|  | Establishing WhatsApp based e-aushadhi alert system | This would involve a onetime cost of @Rs 2 lakhs for initial setup and API integration.  Around 20,000 messages per month in total @Rs 0.75 per message.    Total costing = (20,000 X 12 X 0.75) + 2,00,000 | 3.8 |
|  |  | **Total (Rs. In Lac)** | **3.8** |

**PIP F.Y. 2025-26**

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