IKIGAI LAW

AI IMPACT SUMMIT

INCLUSIVE BY DESIGN

India's AI4ALL Playbook

The AI4All Initiative | The IndiaAI Impact Summit 2026

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सत्यमेव जयते
आज़ादी का अमृत महोत्सव

भारत सरकार
सामाजिक न्याय और अधिकारिता मंत्रालय
दिव्यांगजन सशक्तिकरण विभाग
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Department of Empowerment of Persons with Disabilities (Divyangjan)

MESSAGE

India's digital journey over the last decade has been defined by a singular, powerful idea: that technology, when built as public infrastructure, can flatten barriers, expand access and opportunity across society. In our current era, we must recognize that AI is not merely a frontier technology, but a force multiplier for social equity. The potential of AI to drive inclusion is significant, precisely because it can be leveraged to solve complex human challenges at a population scale.

At the Department of Empowerment of Persons with Disabilities (DEPwD), our mandate is to ensure that policies, programmes, and technologies advance the rights and agency of persons with disabilities across all spheres of life. Through our departmental initiatives, such as Mission AI Accessibility, we are focused on harnessing these capabilities to ensure that the Divyangjan community are not just beneficiaries of progress, but active participants in the digital economy.

This report, "Inclusive by Design: India's AI4All Playbook," developed by Meta and Ikigai Law's AI4All Initiative, is a vital contribution to this discourse. It moves the conversation beyond theoretical ethics into the practical realities of deployment. By documenting transformative use cases—from Bhashini's linguistic bridging to hands-free visual assistance via smart glasses—this playbook demonstrates that AI is a definitive catalyst that enables inclusion across the ecosystem.

The success of our national AI journey will be measured by our ability to ensure that technological advancements translate into measurable socio-economic participation for every citizen. As we march toward Viksit Bharat 2047, let us work together to ensure that the AI-powered future we build is one that leaves no one behind.

With Best Wishes

24/2/26

(Manmeet Kaur Nanda)

Dated 24/02/2026

स्वावलम्बन Swavlamban

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Accessible India Campaign

Jacob Kurian

Honorary Secretary,
The Association of People with Disability

AI holds transformative potential to drive true inclusion, empowering persons with disabilities and other vulnerable communities, to access education, healthcare, employment, and public services without barriers.

Ikigai Law's AI4ALL Initiative, supported by Meta, and the "Inclusive by Design: India's AI4All Playbook" illuminate AI's power to amplify voices long sidelined: adaptive interfaces for the visually impaired, real-time translation for linguistic minorities, and predictive tools for personalised care. Yet, realising this vision demands more than innovation—it requires participatory design, where persons with disabilities co-create AI solutions from inception. By involving end-users in building, testing, and governing systems, we ensure relevance, equity, and trust, mitigating biases that perpetuate exclusion.

The Association of People with Disability's YesToAccess app exemplifies this ethos. Launched to crowdsource and map accessible public spaces in real-time, it has engaged thousands, proving participatory technology's impact on inclusion. AI needs bold imagination to create transformative solutions that can reimagine the delivery of services to the poor and to remove intractable structural barriers in the Indian context.

This Playbook showcases innovative AI solutions that embody these principles and asks policymakers, innovators, and allies to embrace participatory AI to forge an inclusive future. And it is our hope that the suggested policy pathways drive the building, deployment, and governance of AI for inclusion. APD, for its part, stands ready to collaborate for participatory policymaking, development, deployment, and evaluation of AI for inclusion.

Vikas Dwivedi

Chief Technology Officer,
EnAble India

Artificial intelligence is rapidly shaping how people access opportunity in education, healthcare, livelihoods, and public services. This makes inclusion not only a moral concern, but a structural one. If AI systems are designed without regard to diversity of language, ability, context, and infrastructure, they risk embedding exclusion at scale. When designed thoughtfully, AI can instead expand participation, reduce friction, and make systems work better for everyone.

The conversations convened through the AI4ALL Initiative highlight that inclusive outcomes do not emerge automatically from technology. They depend on deliberate choices about design, access, and investment, as well as public foundations that enable trust, interoperability, and accountability. India's experience with digital public infrastructure provides a strong starting point, but the next phase of AI will test whether we can move from pilots to systems that deliver consistent, real-world impact.

At EnAble India, we look at this through the lens of the Purple Economy, which recognises persons with disabilities as active economic participants and seeks to build markets, skills, and services around their capabilities. In a similar direction, efforts such as the Open Purple Network, or OPuN, are exploring open and interoperable rails that could better connect people, opportunities, and services across skilling, employment, and accessibility. This matters because many inclusion failures are systemic rather than product-level, and shared infrastructure can help address the last-mile and incentive challenges surfaced in this report.

This playbook is timely. It reminds us that inclusive AI is as much about governance, procurement, and shared infrastructure as it is about algorithms. When assistive tools work at scale and barriers to participation are reduced, AI can unlock real productivity gains and stronger labour market participation, while strengthening dignity and agency for all.

Executive Summary

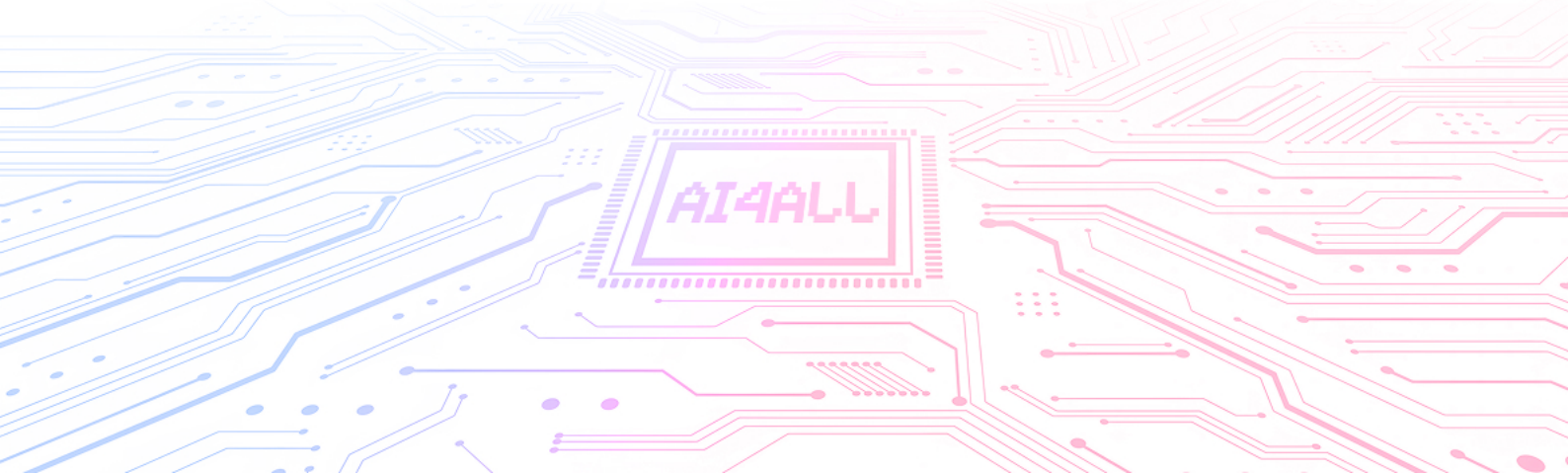
Artificial intelligence is no longer an emerging technology. It is actively reshaping how hundreds of millions of people access education, healthcare, justice, financial services, and government programs. In India, AI deployment has moved beyond experimentation and towards population-scale implementation. The central question is no longer whether AI will be deployed, but whether it will be designed, funded, and implemented in ways that exponentially expand inclusion.

This report demonstrates that AI, when built with deliberate intent, can operate as a force multiplier for social equity. AI introduces a fundamentally different capability: the ability to personalize services, interpret non-standard inputs, bridge linguistic divides, and extend specialized knowledge to resource-constrained environments. AI is a great equalizer precisely because it can compress barriers that have historically sidelined vulnerable communities—whether persons with disabilities navigating inaccessible interfaces, farmers operating without literacy in regional languages, or informal workers excluded from credit systems designed for formal employment.

The AI4ALL Initiative, convened by Ikigai Law and supported by Meta across New Delhi, Mumbai, and Bengaluru, brought together government officials, disability rights advocates, technologists, civil society organizations, and frontline implementers to examine the gap between AI's inclusive potential and the realities of deployment. Through these consultations and an analysis of real-world use cases, this report establishes a core finding: inclusive outcomes are not automatic. They are the result of thoughtful choices about design, access and investment.

India's positioning globally, as both a use case capital and a global testbed for AI makes this work urgent. With 22 officially recognized languages, over 19,500 dialects, significant variation in digital literacy, abundant regional diversity, and one of the world's largest populations of persons with disabilities, India presents the full spectrum of diversity that AI systems can encounter globally. If inclusive AI can succeed in India—it establishes a replicable model for the rest of the world.

This report argues that innovation and inclusion go hand in hand, and AI systems ought to work for everyone. As AI adoption accelerates globally, the lesson from India's journey is straightforward – AI's ability to enhance inclusion is an opportunity that can be realized through system-building—aligning institutional incentives, investing in shared infrastructure, embedding universal design, and driving access from the very outset. Where these conditions are met, AI becomes what it ought to be, a genuine force multiplier for equity, dignity, and participation across the full spectrum of human diversity.



Chapter 1: Setting the foundation for AI-led inclusion

Artificial intelligence is increasingly being applied to finance, education, healthcare, and public services across much of the world. In India, AI is being leveraged in sectors such as health, education, access to justice, and agriculture.[1] These deployments are no longer experimental or peripheral. They intend to operate at scale and demand an approach grounded in universal design.

Earlier phases of digital inclusion focused primarily on connectivity and infrastructure – ensuring that individuals could reach digital systems. AI introduces qualitatively different challenges and opportunities. The central question is no longer whether a person can access a service; the question emerges a few stages prior to the ask, whether the system itself can enable individual autonomy. In this setting, AI can and must be leveraged for driving inclusion by reducing friction for users operating within real-world constraints.

India's approach to AI-led inclusion is taking shape within a broader national framework. The IndiaAI Mission, approved in 2024 with an investment of INR 10,372 crore across five years, represents the government's commitment to building AI infrastructure, datasets, computational capacity, and talent at scale.[2] The IndiaAI Impact Summit 2026, convened as part of this Mission, is structured around seven thematic pillars, one of which centres explicitly on Inclusion for Social Empowerment.[3] This focus is not incidental. India is increasingly positioned as both, a use case capital, and a global testbed for AI deployment. With 22 officially recognized languages, over 19,500 dialects[4], significant variation in digital literacy, diverse regions, and one of the world's largest populations of persons with disabilities, India presents the full spectrum of diversity that AI systems will encounter globally. AI has the promise to catalyse inclusion in India – across languages, abilities, literacy levels, and infrastructure constraints – it establishes a replicable model for the rest of the world.

Ikigai Law supported by Meta launched the AI4ALL Initiative within this context, under the Summit's Inclusion for Social Empowerment chakra[5], to examine the gap between AI's potential to enhance inclusion and the realities of its deployment. The Initiative convened technology developers, policymakers, disability rights advocates, civil society organizations, and researchers across three cities – New Delhi, Mumbai, and Bengaluru – to document how AI systems are actually being used to advance accessibility, literacy, linguistic inclusion, and economic participation, and to identify exclusions that can be addressed by AI.

✦ A starting point: AI in practice

AI enables forms of access that were functionally impossible through legacy assistive technologies. Be My Eyes is a non-profit that connects blind and low-vision users to AI-powered visual assistance through smartphone cameras. In October 2024, its partnership with Meta integrated volunteer-calling into Ray-Ban Meta smart glasses, enabling hands-free guidance through voice commands[6]. At Purple Fest 2025 – India's largest disability inclusion event hosted by the Government of Goa in partnership with the Ministry of Social Justice and Empowerment and the United Nations – entrepreneurs showcased how AI tools have transformed professional autonomy: conversational screen readers, adaptive dashboards that learn user preferences, and real-time captioning systems[7].

[1] Press Information Bureau, 'Transforming India with AI' (Press Information Bureau, 30 December 2025)
[2] Press Information Bureau, 'Cabinet Approves Ambitious IndiaAI Mission to Strengthen the AI Innovation Ecosystem' (Press Information Bureau, 7 March 2024)
[3] Ministry of Electronics and Information Technology, Government of India, 'Inclusion for Social Empowerment Working Group'
[4] Office of the Registrar General & Census Commissioner, India, 'Census of India 2011: Language: Paper 1 of 2018 (Table C-16)' (Office of the Registrar General & Census Commissioner, India, 25 June 2018)
[5] Press Information Bureau, 'Seven Chakras of the India–AI Impact Summit 2026' (Press Information Bureau, 8 February 2026)
[6] Be My Eyes, 'Be My Eyes and Meta announce accessibility partnership' (Be My Eyes, 25 September 2024); Meta, 'How we're advancing accessibility at Meta' (Meta, 15 May 2025).

AI's reach extends well beyond disability. Fasal, deployed across multiple Indian states including Karnataka, Maharashtra, and Chhattisgarh, delivers crop advisories via voice messages in regional languages to farmers who cannot read or write, achieving up to a 60% reduction in pesticide costs and a 40% increase in yields[8]. Kisan e-Mitra diagnoses crop diseases from smartphone images. AI credit assessment models evaluate loan eligibility for informal workers using alternative data signals like mobile recharge patterns[9]. Bhashini, India's national translation platform, processes over 300 million translations monthly across 22 languages, enabling access to government services in mother tongues[10].

These represent a fundamental shift from static accessibility features toward adaptive systems that interpret context and respond to individual patterns of communication. Earlier generations of frameworks focused on providing infrastructure, and ensuring connectivity and affordability which in turn was underpinned by three factors – wired / wireless access to the internet, digital literacy, and accessibility. AI provides solutions or alternatives for all three of these factors and goes a step ahead in increasing and re-defining the ceiling of inclusion. Digital inclusion is no longer determined solely by bandwidth availability or device ownership. It depends on how AI systems can interpret non-standard speech patterns, process requests in low-resource languages, enable human-computer interaction beyond a screen, and personalize responses without requiring users to conform to predetermined interaction models.

✦ Inclusion and AI: Global trends

Governments and international institutions increasingly recognize that AI systems can help with improving access to public services, and economic opportunities. And the use of AI for inclusion is no longer treated as an ancillary issue —it is understood as a core governance consideration.

The World Economic Forum highlights how nearly 2.6 billion people still lack internet access, limiting their access to digital services, education, financial systems, and markets. By relying on AI, there is great potential to help bridge this divide by lowering language, literacy, and usability barriers that prevent meaningful digital participation. Initiatives like EDISON Alliance, which have connected over 1 billion people by onboarding more than 200 partners to create localized solutions, like mobile learning centres that bring tech to remote areas - are now integrating AI further reducing barriers [11].The World Bank also points towards the ability of AI to act as a critical enabler of inclusion by unlocking access to information, services and markets around the world but its potential remains unevenly realised, indicating the need for governments to invest in foundational digital infrastructure, data, skilling and local governance[12].

[7] UN News, 'Can AI create a fairer future for persons with disabilities?' (United Nations, 13 October 2025); Digital Watch Observatory, 'Purple Fest highlights AI for disabilities' (Digital Watch Observatory, 13 October 2025)
[8] NITI Aayog, 'From fields to data: IoT-powered precision farming boosting yields and saving water' (Frontier Technology Hub, 19 June 2025)
[9] Hybrid Minds, 'How AI is transforming credit risk modeling in India: Innovations, benefits, and challenges' (Medium, 15 November 2024)
[10] Press Information Bureau, Government of India, '22 languages, digitally reimagined: Unlocking India's linguistic future through technology' (Press Information Bureau, 25 October 2025)
[11] World Economic Forum, How AI can enhance digital inclusion and fight inequality, June 2025
[12] World Bank, Digital Progress and Trends Report 2025

India's AI journey: Infrastructural advantages and the inclusion opportunities

India's experience with digital inclusion provides essential context for understanding its approach to AI. Over the past decade, India built the "India Stack" – a modular digital public infrastructure for identity (Aadhaar), payments (UPI), and services, which by 2021 reached 96.8% of the population with digital IDs and 77.5% with bank accounts[13]. This infrastructure, however, was primarily designed to enable access and increase transaction efficiency. AI systems are now being built upon this foundational layer, to further optimise for efficiencies and improve people's access to these services. To do this at scale, across a diverse set of individuals, it is imperative for AI systems to be built capable of handling heterogeneous human-computer interaction, including language diversity and the plurality of contexts in which people operate such as socio-economic conditions, disability, etc.

Indian startups are building AI-enabled solutions across healthcare, agriculture, financial services, and accessibility technologies. For AI to drive inclusion, it must be designed to work at population scale – meaning it will have to bridge the economic divide, literacy divide, and the digital divide. For example, Kissan.ai, deploys a purpose-built AI model on low-cost devices and provides critical information on agriculture in low connectivity regions in the farmers's preferred choice for interaction including speech-to-text and text-to-speech. Such deployments illustrate how AI systems, when architected for on-ground low-resource contexts, can quickly multiply their utility for the end user.

- Chapter 1 sets the context by introducing the AI4ALL Initiative, grounding the discussion in real-world examples of AI enabling inclusion, and situating these within emerging AI adoption policies and India's AI-led inclusion trajectory.
- Chapter 2 synthesizes key findings from the AI4ALL consultations across New Delhi, Bengaluru, and Mumbai, identifying areas of consensus.
- Chapter 3 presents a repository of use cases demonstrating how AI solutions advance inclusion across literacy, language, connectivity, disability, and affordability.
- Chapter 4 introduces three interconnected approaches (Design, Access, and Investment) for AI driven inclusion, drawing recommendations from the roundtable discussions.

Methodology of the report

This report draws on three primary sources i.e., the three AI4ALL roundtables convened in New Delhi, Bengaluru, and Mumbai, bringing together practitioners, policymakers, persons with disabilities, technology developers, and civil society representatives to identify challenges, opportunities, and recommendations for AI-enabled inclusion in India. These consultations were supplemented by studying use cases and case studies of different tools and companies across sectors where AI has enhanced inclusion. The report also draws on conversations with disability advocates, AI developers, government officials, and users of AI-enabled systems across healthcare, education, agriculture, and financial services. Together, these sources provide both ground-level perspective and comparative analysis.

[13] World Bank, 'Global Findex Database' (cited in Institut Montaigne, 'India's Digital Public Infrastructure: a Success Story for the World?' (Institut Montaigne, 2024)

Chapter 2: Key findings from the AI4ALL discussions

A. Overview

This chapter brings together key insights that emerged from the AI4ALL pre-summit consultations held in New Delhi, Bengaluru, and Mumbai :

- New Delhi – Roundtable Discussion on Bridging Divides: Using AI to Drive Inclusion (27 November 2025) [14]
- Bengaluru – Roundtable Discussion on Deploying Inclusion: Scaling Solutions that Work (15 December 2025) [15]
- Mumbai – Roundtable Discussion on "Inclusion in Practice: Designing, Deploying and Scaling AI Across Sectors" (19 January 2026) [16]

Across the three cities and a diverse group of stakeholders—government officials, technologists, startups, civil society organisations, financial institutions, and disability rights advocates—a clear conclusion emerged. Inclusive outcomes are not an automatic consequence of deploying AI. They are shaped by deliberate choices about access, investment, and design. Rather than presenting a static framework, the discussions converged around a practical approach to inclusion—one that explains why some AI solutions meaningfully expand inclusion while others stall at the pilot stage or reinforce existing exclusions.

B. Key findings

Potential inclusive outcomes as a result of AI adoption

- Inclusion can be an execution challenge because many AI initiatives remain stuck at the pilot stage where AI integration is not a priority.
- Across all three cities, participants recognized the strong potential of well-designed AI systems to enhance inclusion. They also highlighted that merely deploying AI systems may not advance inclusion.
- Driving inclusion by leveraging AI depends on various factors including data availability, design choices, and institutional investment.

Availability of technology does not translate in accessibility

- Availability of technology does not automatically translate into accessibility.
- Last-mile gaps in accessibility (e.g., inaccessible interfaces, unreliable connectivity, or lack of skilling) limit adoption.
- For AI to drive inclusion in the above-mentioned gaps there is a need for contextual design and on-premise implementation, and delivery mechanism.

[14] Roundtable Discussion on Bridging Divides: Using AI to Drive Inclusion, Key Findings from New Delhi. Also see Ikigai Law, Bridging Divides: Using AI to Drive Inclusion
[15] Roundtable Discussion on Deploying Inclusion: Scaling Solutions that Work, Key Findings from Bengaluru, December 2025. Also see Ikigai Law, LinkedIn Post.
[16] Roundtable on Inclusion in Practice: Designing, Deploying, and Scaling AI Across Sectors, Key Findings from Mumbai, January 2026. Also see Ikigai Law, LinkedIn Post here.

Key ingredients for scaling AI driven inclusion

- AI driven inclusion depends on robust institutions, particularly in diverse and open datasets and digital infrastructure.
- Importance of high-quality, AI-ready training datasets, and availability of open source systems that enable innovation were highlighted.
- AIKosh is a right step in the direction of ensuring representative and diverse datasets are easily available to AI developers.

Building institutional capacity

- Need for building institutional capacity across government for implementing policies that allows for AI-led inclusion.
- Facilitate sharing of government-held datasets and resolve concerns related to legal uncertainty, data quality, and build technical expertise.
- Emphasis on supporting and building government capacity on dataset preparation, standardization (e.g., to build, share, and use open datasets, and to create a single source of truth for the data), and a robust government procurement policy.

Contextualizing AI driven solutions to meet hyper-local needs

- For AI driven inclusion to be effective it has to account for local context.
- Developing AI-based custom solutions that can be used by Accredited Social Health Activist (**ASHA**) workers, teachers, bank staff, and community facilitators with minimal intervention.
- Investing to develop AI solutions that can understand and can be adapted to local context is crucial for scaling AI-led inclusion.

Language infrastructure is foundational to population-scale inclusion

- Language emerged as one of the most powerful enablers of inclusion.
- Multilingual and voice-based systems are repeatedly cited as mechanisms to bridge literacy gaps and expand access to public services.
- Language access must be embedded into service design, not as an added translation layer.

AI-led inclusion has economic and governance benefits

- AI-led inclusion, not only has economic benefits but also drives efficiency in governance
- Driving AI-led inclusion is dependent on state capacity and population-scale digital public infrastructure.
- Universal design is a condition precedent for AI-led inclusion that is scalable and financially sustainable, as it equally benefits persons with disabilities or other vulnerable groups as well as the wider population.

C. Conclusion

The AI4ALL roundtables highlight a simple but powerful learning – AI enabled inclusion is not defined by what AI tools can do in theory, but how they perform when implemented amidst real institutions, communities and chaotic environments.

Crucially, the findings also articulate the immense potential that AI can unlock when these conditions are met. Unlike previous generations of digital tools that primarily expanded reach, AI operates as a genuine force multiplier. It has the ability to compress barriers that have historically excluded vulnerable populations by adapting systems to people rather than requiring people to conform to systems. The AI4ALL roundtables revealed concrete examples of this transformative potential. The cases demonstrated how technology can serve as a catalyst that amplified the impact of well-designed systems, committed institutions, and community trust—not replacing human capacity but scaling it to reach populations that were previously beyond the reach of traditional service delivery.

The next chapter builds on this understanding by examining real-world AI deployments that have navigated these challenges successfully. Rather than presenting idealised solutions, Chapter 3 focuses on use cases that demonstrate how inclusive outcomes are achieved in practice—by confronting constraints, iterating with users, and aligning institutional incentives with on-the-ground needs. Together, these examples provide concrete evidence of how the priorities identified in this chapter translate into scalable, inclusion-first AI systems.

Chapter 3: Inclusion in practice – Real-world applications of AI across sectors

In a remote village in Maharashtra, a mother speaks into a smartphone in Marathi and instantly gets advice from a health chatbot. In a bustling Delhi courtroom, an AI system translates court proceedings into multiple Indian languages in real time. A visually impaired student in Bengaluru uses an app to have her textbook read aloud, while a farmer in Punjab snaps a photo of a diseased crop leaf and receives an AI-driven diagnosis that helps him save his harvest.

These snapshots offer a glimpse into how artificial intelligence is being deployed to break longstanding barriers to inclusion across India. Building on the discussions from Chapter 2, this chapter groups these innovations into four themes of use cases – each addressing a specific inclusion barrier: language, disability, service access, and economic participation.

For each theme, we explore 2–3 illustrative cases (drawn from the roundtables, desk research and global examples), identify common design patterns and constraints, and reflect on what these reveal.

✦ A. Bridging language barriers: AI for linguistic inclusion

India's linguistic diversity is both a source of pride and a persistent barrier to inclusion. Hundreds of millions of Indians speak languages other than English or Hindi, and low literacy levels further limit access to information and services. AI innovations are now helping bridge these language divides in everyday life.

USE CASE I :

BHASHINI and the National Language Translation Mission

Bhashini[17] is a government-led AI platform designed to enable real-time translation, transcription, and voice interaction across Indian languages. Rather than operating as a consumer application, it functions as a foundational layer that can be integrated[18] into government websites, grievance redressal systems, police use, and judicial processes, allowing services to be delivered in citizens' preferred languages.

User Story

During the Maha Kumbh 2025, Bhashini was deployed to translate public announcements, safety instructions, and schedules into 11 Indian languages through mobile interfaces and physical kiosks. This allowed millions of pilgrims to access critical information in real time, regardless of literacy level or language familiarity.[19]

Impact

The platform now supports over 36 text languages and 22 voice languages with 350+ AI models deployed on 500+ government websites, enabling millions to access services in their native tongue.[20]

Key Learning

Bhashini treats language capability as public infrastructure rather than a feature. Its open-source, crowdsourced model ("Bhasha Daan") [21], enables continuous expansion into low-resource languages, demonstrating that linguistic inclusion scales when the state speaks the citizen's language.

[17] Ministry of Electronics and Information Technology, 'Bhashini'
[18] Bureaucrats India, 'Tripura becomes first north-eastern state to sign MoU with Bhashini for multi-lingual governance' (Bureaucrats India, 28 January 2025)
[19] Ministry of Culture, 'BHASHINI: Transforming Maha Kumbh through Multilingual Innovation' (Ministry of Culture, 16 January 2025)
[20] OpenGov Asia, 'India: BHASHINI Leads National Push for Inclusive Multilingual AI' (OpenGov Asia, 22 January 2026)
[21] Times of India, 'Explained: What is Bhashini and how it can bridge the gap between Indian languages' (Times of India, 2 September 2022)

USE CASE II :

Adalat AI

Adalat AI applies AI to the court system, automating tedious tasks [22]. It offers real-time speech-to-text transcription in multiple Indian languages, transcription of proceedings, and end-to-end digital case management [23].

User Story

In a busy district court, a magistrate and court staff rely on AdalatAI to generate live, legally trained speech-to-text transcripts, accurately capturing objections, citations, and witness statements in real time. The magistrate can instantly review earlier remarks with ease. Court staff and litigants benefit from accurate disposition summaries and structured records, making hearings more transparent, efficient, and easier to follow.

Impact

Deployed in ~15% of India's courts in 2024, by 2026, Adalat plans to deploy in over 10,000 courts and all courts in India by 2027 [24]. Early results are striking: AI-generated transcripts have cut case processing times by 30–50% [25]. Each minute of AI transcription saves ~3–4 minutes of total court time [26]. Judges who heard only 2–3 witnesses per day can now hear 5–6, roughly doubling productivity [27].

Key Learning

Adalat AI was developed in close collaboration with the users of the tool and also demonstrates how inclusion can often be unlocked by reforming systemic problems on the backend and not just user-facing barriers alone [28].

USE CASE III :

Chitralekha

Chitralekha is an open-source AI-powered video transcreation platform developed by AI4Bharat and EkStep.[29] It enables end-to-end transcreation of video content from one language to another through automated transcription, translation, and voice-over. It supports 12 languages for transcription, all 22 official Indian languages for translation, and 14 languages for automated voice-over.[30]

User Story

A state education department producing instructional videos in Hindi uses Chitralekha to automatically generate subtitles and voice-overs in Tamil, Bengali, and Marathi. What previously required weeks of manual transcription, translation, and dubbing is now completed in minutes through AI-generated drafts, which are then refined by local language reviewers.

Impact

Chitralekha addresses one of India's most significant digital inclusion challenges: the language barrier in online video content. With most educational and informational videos available in only a few languages, millions of speakers of regional languages are excluded. The platform is listed on AIKosh and promotes open-source, community-driven innovation. By reducing the cost and time of multilingual video production, it enables educational content to reach learners across India's diverse linguistic landscape.

Key Learning

Chitralekha demonstrates that open-source, research-driven AI tools can be adapted for large-scale public benefit. Its combination of automated AI generation with human editorial review ensures quality while dramatically improving efficiency. Also highlights how open-source, research-driven models can serve as public digital infrastructure when paired with structured human oversight.

[22] Adalat AI, 'Adalat AI: End-to-End Justice Tech Stack'
[23] YourStory, 'How Adalat AI is bringing ease to India's overburdened justice system' (YourStory, 21 January 2026)How
[24] DRK Foundation, 'Adalat AI'
[25] O DRK Foundation, 'Adalat AI'
[26] YourStory, 'How Adalat AI is bringing ease to India's overburdened justice system' (YourStory, 21 January 2026)
[27] Adalat AI, 'Adalat AI: End-to-End Justice Tech Stack'
[28] YourStory, 'How Adalat AI is bringing ease to India's overburdened justice system' (YourStory, 21 January 2026)
[29] Chitralekha, Use Cases. See also: AI Kosh, Chitralekha
[30] AI4Bharat, Chitralekha – AI4Bharat's AI Video Transcreation Platform

B. Enhancing accessibility: AI for persons with disabilitie

Historically, persons with disabilities have been excluded not by the lack of ability, but by the systems and services that were never designed with accessibility in mind. AI is beginning to shift this landscape through concrete applications that were previously impossible or prohibitively difficult. Computer vision and natural language processing now enable real-time scene description and navigation assistance for visually impaired users, exemplified by Meta's Ray-Ban smart glasses, which provide AI-powered visual assistance in everyday contexts. Haptic feedback technologies like Glovatrix translate digital information into tactile experiences, making content accessible to individuals with combined visual and hearing impairments. Crowd-sourced platforms such as YesToAccess leverage AI to map accessibility features across public spaces, helping persons with disabilities identify barrier-free routes and facilities. These innovations, developed through partnerships between technology companies, specialized accessibility startups, and disability advocacy organizations, demonstrate how AI can serve as a catalyst for inclusion when built with intentional co-design processes that center the experiences of diverse communities. But in the field of AI and accessibility, we are just scratching the surface, and there is a need for more training data that can help build better solutions for people with disabilities. In addition, persons with disabilities shouldbe extensively consulted and brought into both industry and government led conversations around AI development [31].

USE CASE IV :

The YesToAccess Project

YesToAccess is a mobile app (by the Association of People with Disability) for auditing physical accessibility.[32] Users take photos of places (shops, hospitals, public buildings) and answer a checklist about entrances, pathways, restrooms, etc. The app's AI then analyses images to detect ramps, tactile paving, signage clarity and other accessibility features, generating an "accessibility score" for that location.[33]

User Story

Community volunteers upload photographs and complete structured checklists, allowing users with disabilities to assess whether locations are navigable before visiting.

Impact

With over 1.9 lakh places audited by community volunteers, YesToAccess has created one of India's largest accessibility datasets.[34] This data-driven approach is considered India's first large-scale AI-enabled accessibility audit.[35]

Key Learning

YesToAccess shows how involving people with disabilities in designing and using AI can turn everyday experience into useful information. By enabling persons with disabilities to audit buildings through simple, multilingual tools, the platform helps individuals plan their movements and gives cities clear evidence on where accessibility improvements are needed.

[31] Eileen O'Grady, 'Why AI fairness conversations must include disabled people' (Harvard Gazette, 3 April 2024).
[32] Yes To Access, 'YES TO ACCESS: Driving Inclusive Accessibility in India'
[33] The Hindu, 'AI-powered accessibility audit campaign launched on International Day of Persons with Disabilities' (The Hindu, 4 December 2024)
[34] Yes To Access, 'YES TO ACCESS: Driving Inclusive Accessibility in India'
[35] The Hindu, 'AI-powered accessibility audit campaign launched on International Day of Persons with Disabilities' (The Hindu, 4 December 2024)

USE CASE V :

Ray-Ban Meta Glasses/Be My Eyes

Ray-Ban Meta Smart Glasses are sunglasses with built-in AI from Meta.[36] Wearers can take photos, make calls, send texts, translate speech, and ask the AI to describe what they see. Through integration with Be My Eyes[37], a global accessibility platform connecting blind and low-vision users to assistance, the glasses extend hands-free visual support with a human element. Features such as detailed scene descriptions enable users to better understand their surroundings.[38]

User Story

Users with low vision navigate streets or stores hands-free by asking the system to identify objects or read signage.When additional assistance is needed, integration with Be My Eyes enables connection to live or AI-powered support.

Impact

Since launch, many users have adopted Ray-Ban Meta glasses for everyday use. For people with visual impairments, these glasses offer a hands-free, always-available assistant.[39] While precise usage stats aren't public yet, Meta reports seeing "millions of moments" captured by users of all abilities.[40] The integration with Be My Eyes strengthens its accessibility utility by combining AI-generated descriptions with human support when required.

Key Learning

Meta's approach reflects the principle of universal design – building products that work for a wide range of users without requiring separate or specialised tools. By integrating assistive features directly into everyday consumer devices, accessibility becomes part of normal use rather than a distinct or stigmatised experience. This shows that inclusion improves when products are designed from the outset to serve diverse needs, instead of adding accessibility later.

USE CASE VI :

Glovatrix (Fifth Sense)

Fifth Sense is an AI-enabled wearable glove developed by the Pune-based startup Glovatrix that translates Indian Sign Language (ISL) gestures into spoken voice and text in real time, enabling the deaf and speech-impaired to communicate more naturally with hearing individuals.[41] The device facilitates real-time communication without needing a human interpreter.[42]

User Story

A deaf job applicant can use the Fifth Sense gloves during an interview to translate her sign language into spoken words in real time. The interviewer's speech is simultaneously converted into text, which enables a two-way communication without an interpreter.

Impact

The device is being positioned initially as a workplace communication tool to empower employees who are deaf or speech-impaired, helping them interact more confidently in professional settings.[43]

Key Learning

By centring Indian Sign Language[44] as the primary interface and focusing on institutional adoption, Glovatrix demonstrates how inclusion can be embedded into organisational workflows rather than relying on individual users to bridge accessibility gaps on their own.[45]

[36] Meta, 'Introducing the New Ray-Ban | Meta Smart Glasses' (Meta, 27 September 2023)
[37] Be My Eyes, A new perspective on accessibility
[38] India Today, 'Ray-Ban Meta glasses can now use AI to describe what you are seeing' (India Today, 16 May 2025) Ray-
[39] India Today, 'Ray-Ban Meta glasses can now use AI to describe what you are seeing' (India Today, 16 May 2025)
[40] Meta, 'Ray-Ban | Meta Smart Glasses Collection: Now Available' (Meta, 17 October 2023)
[41] Gadgets 360, 'Glovatrix, an Indian Startup, Building AI Gloves to Help Speech Impaired Speak again' (Gadgets 360, 3 April 2024)
[42] Gadgets 360, 'Glovatrix, an Indian Startup, Building AI Gloves to Help Speech Impaired Speak again' (Gadgets 360, 3 April 2024)
[43] Moneycontrol, 'Helping the deaf: How a Pune startup is leveraging AI to give sign language voice' (Moneycontrol, 1 April 2024)
[44] Electronics For You, 'Our AI Recognises Gestures Even When People Sign Slightly Differently, Achieving About 98% Accuracy: Aishwarya Karnataki, Glovatrix' (Electronics For You, 21 July 2025)
[45] Gadgets 360, 'Glovatrix, an Indian Startup, Building AI Gloves to Help Speech Impaired Speak again' (Gadgets 360, 3 April 2024)

✦ C. Extending service delivery: AI at the last mile

For millions of people, exclusion is not the absence of services but the inability to reach them. Geographic distance, limited infrastructure, lack of local connectivity and high transaction costs often make essential services, healthcare, welfare, legal aid, and information, out of reach, particularly for rural and marginalized communities. AI is increasingly being deployed at the last mile to reduce the disparity, placing intelligence into frontline service delivery and extending the reach of scarce human capacity.

USE CASE VII :

Myna Bolo

Myna Bolo is a health chatbot (primarily on WhatsApp) focused on women's sexual and reproductive health (SRH)[46]. It uses AI (large language models) to give medically informed answers on topics like menstrual health, contraception, and maternal care.[47]

User Story

Under the "RANI" initiative, local women are trained as "Healthcare Prompt Engineers" and "AI-Assisted Healthcare Specialists."[48] These women collect community health questions and coach the AI to provide correct responses, refining outputs with doctor-approved content. For instance, if a teenager asks, "Why is my period irregular?", the chatbot, guided by trained operators, can provide a personalized, non-judgmental explanation.

Impact

The service targets millions of urban slum residents (Mumbai and other cities) who lack reliable SRH information.[49] By reaching women "in their own words," it bridges huge gaps: e.g., national surveys show many girls enter puberty with virtually no education on menstruation.[50] Myna Bolo's community-driven model not only educates women (empowering them to manage health issues privately) but also creates jobs and digital skills for the women operators.[51]

Key Learning

Built by the Myna Mahila Foundation (a women's nonprofit), the chatbot is inherently inclusive – it's free, confidential, and designed for low-literacy users.[52] The content is vetted by female doctors and tailored to local dialects, ensuring sensitivity. The co-design with frontline women (who eventually become the solution's own workforce) keeps the technology aligned with real needs and empowers the users.

[46] Myna Bolo, 'Myna Bolo, Myna Mahila & M-Health-English'
[47] Global Grand Challenges, 'Myna Bolo: A Chatbot for Women's Sexual and Reproductive Health in Urban Slums'
[48] MIT Solve, 'AI Assisted Healthcare Workers with Myna Bolo ('Speak' in Hindi)' (MIT Solve, 23 April 2024)
[49] MIT Solve, 'AI Assisted Healthcare Workers with Myna Bolo ('Speak' in Hindi)' (MIT Solve, 23 April 2024)
[50] Express Healthcare, '71% of girls in India have no knowledge of menstruation before their first period' (Express Healthcare, 6 September 2018)
[51] MIT Solve, 'AI Assisted Healthcare Workers with Myna Bolo ('Speak' in Hindi)' (MIT Solve, 23 April 2024)
[52] Myna Bolo, 'Myna Bolo, Myna Mahila & M-Health-English'

USE CASE VIII :

Shishu Maapan[53]

Shishu Maapan transforms a basic smartphone into a newborn assessment tool by analysing a short video and producing anthropometric measurements, including weight, length, and head and chest circumference.[54] It is designed to work offline on basic smartphones and is integrated with public health platforms like ANMOL.[55]

User Story

An ASHA worker visiting a newborn under the Home Based Newborn Care (HBNC) programme no longer has to carry a heavy weighing scale and manage a delicate weighing process in a crowded home.[56] Instead, she records a 15-second smartphone video of the newborn placed unclothed on a flat surface next to a wooden ruler, and the app returns measurements within minutes.[57] Once the visit is completed, the next scheduled visit date appears in the app, reducing manual tracking.[58]

Impact

Reported rollout focuses on training frontline workers and enabling consistent capture of newborn measurements during home visits, alongside newborn registration for follow up care.[59] Wadhwani notes that so far, the tool has been deployed across 3 states, and has accurately captured the details of 3600+ newborns while being used by hundreds of community workers.[60]

Key Learning

This case shows how AI can reduce frontline burden by replacing heavy equipment and fragile manual workflows with a smartphone-native process that fits community settings, and reduces constraints faced by workers.[61] Adoption is tied to integration into existing government workflows reducing the burden on ASHA workers.[62] It is positioned as a complementary tool that supports faster screening and timely referrals in community newborn care, rather than a replacement for existing methods.[63]

USE CASE IX :

Cough Against TB[64]

Cough Against TB is a smartphone based screening tool that analyses cough sounds and health worker entered symptoms to flag presumptive pulmonary tuberculosis risk, supporting community screening in outreach settings.[65] The application is designed to work without extra equipment and in offline environments or regions where testing access can be limited.[66] The screening output is used to guide referral for confirmatory testing rather than replacing laboratory diagnosis.[67]

User Story

During an outreach camp or door to door screening drive, a Community Health Officer (CHO) or frontline worker records a person's cough on a smartphone and captures basic symptoms in the app, then uses the risk indication to decide who should be prioritised for confirmatory testing.[68]

Impact

Cough Against TB has been deployed within government tuberculosis screening efforts to strengthen active case finding, particularly in hard-to-reach and low-resource settings.[69] In states such as Mizoram, it has been embedded into routine outreach workflows through frontline worker training, supporting more systematic screening and earlier identification of presumptive TB cases.[7071]

Key Learning

Cough Against TB is intended for low resource and low connectivity settings, functioning offline and requiring no specialised equipment beyond a smartphone.[72] It is framed as a point of care screening aid for rural, hilly, and hard to reach areas where transport constraints make sample collection and lab based screening difficult.[73]

[53] Wadhwani AI, 'Shishu Maapan',[54] Wadhwani AI, 'Shishu Maapan', [55] Wadhwani AI, 'Shishu Maapan', [56] Rekha Balakrishnan, 'How an AI tool is helping ASHA workers monitor newborn health' (YourStory, 18 March 2025), [57] Rekha Balakrishnan, 'How an AI tool is helping ASHA workers monitor newborn health' (YourStory, 18 March 2025) See also Aditi Sarawagi, 'These innovative, made-in-India health tech products are saving lives' (Mint, 28 June 2025), [58] Rekha Balakrishnan, 'How an AI tool is helping ASHA workers monitor newborn health' (YourStory, 18 March 2025), [59] Wadhwani AI, 'Shishu Maapan'. See also Rekha Balakrishnan, 'How an AI tool is helping ASHA workers monitor newborn health' (YourStory, 18 March 2025) [60] Rekha Balakrishnan, 'How an AI tool is helping ASHA workers monitor newborn health' (YourStory, 18 March 2025), [61] Rekha Balakrishnan, 'How an AI tool is helping ASHA workers monitor newborn health' (YourStory, 18 March 2025). See also Aditi Sarawagi, 'These innovative, made-in-India health tech products are saving lives' (Mint, 28 June 2025), [62] Wadhwani AI, 'Shishu Maapan'. See also Rekha Balakrishnan, 'How an AI tool is helping ASHA workers monitor newborn health' (YourStory, 18 March 2025), [63] Rekha Balakrishnan, 'How an AI tool is helping ASHA workers monitor newborn health' (YourStory, 18 March 2025)

D. Fostering economic participation: AI for inclusive growth

Economic exclusion is more often the product of unequal access to information, expertise and market linkages. Large segments of the population, particularly in rural and informal economies, operate at the periphery of the systems that concentrate opportunity, making resources distant and inaccessible. AI, when designed for low-resource environments, provides a way to redistribute economic agency. AI is helping to adjust the imbalance by making specialised knowledge portable and affordable, increasing participation.

USE CASE X :

Nuru

Nuru is an AI-powered mobile app that diagnoses crop pests and diseases.[74] Designed for farmers, it runs entirely on a smartphone (even offline) and uses deep learning to identify issues in crops like cassava and bananas.[75] A farmer simply takes photos of leaves, and Nuru tells them if the plant has a disease like Cassava Mosaic or Brown Streak Virus.

User Story

During the 2017 Fall Armyworm outbreak in sub-Saharan Africa, which threatened the food security of 300 million people, Nuru was deployed to help farmers recognize the new pest for the first time.[76] By holding their phone next to an infested plant, farmers received immediate confirmation of the damage and guidance on how to combat it.[77]

Impact

By making expert knowledge portable, Nuru empowers smallholders who otherwise have no easy access to plant specialists. The studies showed that two weeks of using Nuru even improved the farmers' own skills (suggesting it has educational effects). Nuru can be a cost-effective way of "disseminating knowledge from researchers to extension agents and farmers". The app has been freely released and is used by many thousands of farmers in Africa.

Key Learning

Nuru was explicitly built for rural conditions: it works without internet (critical in remote areas), has a simple interface, and was trained on local disease examples. It lowers the knowledge barrier – a farmer doesn't need literacy or complex tools to use it. As a public-good AI (developed by non-profits and universities), it was also released free of charge.[78]

[64] Anonna Dutt, 'Your smartphone can now "hear" TB: How this AI app boosted detection by 13% in rural India' (The Indian Express, 29 December 2025) accessed 24 January 2026
[65] Priyam Nayak, 'Community Health Officers Lead the Charge for Statewide AI-based TB Screening' (Wadhwani AI, 6 November 2025)
[66] Priyam Nayak, 'Community Health Officers Lead the Charge for Statewide AI-based TB Screening' (Wadhwani AI, 6 November 2025)
[67] Anonna Dutt, 'Your smartphone can now "hear" TB: How this AI app boosted detection by 13% in rural India' (The Indian Express, 29 December 2025)
[68] Anonna Dutt, 'Your smartphone can now "hear" TB: How this AI app boosted detection by 13% in rural India' (The Indian Express, 29 December 2025). See also Priyam Nayak, 'Community Health Officers Lead the Charge for Statewide AI-based TB Screening' (Wadhwani AI, 6 November 2025)
[69] Ministry of Health and Family Welfare, 'Steps taken to include AI-based diagnostic tools in healthcare' (Press release, 5 December 2025). See also Ministry of Health and Family Welfare, 'Measures taken by the government to use AI in the public health system' (Press release, 21 March 2025)
[70] Anonna Dutt, 'Your smartphone can now "hear" TB: How this AI app boosted detection by 13% in rural India' (The Indian Express, 29 December 2025). See also Ministry of Health and Family Welfare, 'Steps taken to include AI-based diagnostic tools in healthcare' (Press release, 5 December 2025)
[71] Priyam Nayak, 'Community Health Officers Lead the Charge for Statewide AI-based TB Screening' (Wadhwani AI, 6 November 2025)
[72] Priyam Nayak, 'Community Health Officers Lead the Charge for Statewide AI-based TB Screening' (Wadhwani AI, 6 November 2025)
[73] Priyam Nayak, 'Community Health Officers Lead the Charge for Statewide AI-based TB Screening' (Wadhwani AI, 6 November 2025)
[74] FAO, 'Nuru becomes African farmers' newest ally against Fall Armyworm' (FAO, 25 June 2018)
[75] AI4SDGs Academy, 'Nuru: Pest and disease monitoring using AI'
[76] Mrisho LM, Mbilinyi NA, Ndalahwa M, Ramcharan AM, Kehs AK, McCloskey PC, Murithi H, Hughes DP and Legg JP, 'Accuracy of a Smartphone-Based Object Detection Model, PlantVillage Nuru, in Identifying the Foliar Symptoms of the Viral Diseases of Cassava-CMD and CBSD' (Frontiers in Plant Science, 18 December 2020), doi: 10.3389/fpls.2020.590889
[77] Mrisho LM, Mbilinyi NA, Ndalahwa M, Ramcharan AM, Kehs AK, McCloskey PC, Murithi H, Hughes DP and Legg JP, 'Accuracy of a Smartphone-Based Object Detection Model, PlantVillage Nuru, in Identifying the Foliar Symptoms of the Viral Diseases of Cassava-CMD and CBSD' (Frontiers in Plant Science, 18 December 2020), doi: 10.3389/fpls.2020.590889
[78] Jan AI, 'Jan AI'

USE CASE XI :

Dhenu.ai (KissanAI)[79]

Dhenu.ai is the world's first agriculture-specific LLM, developed by KissanAI. It is trained on 1.5 million real and synthetic instructions covering over 4,000 agricultural categories, with insights drawn from conversations with over 100,000 farmers.[80]

User Story

A smallholder woman farmer in rural Gujarat uses KissanAI's voice-based vernacular assistant (built on Dhenu) on her mobile phone to ask about crop disease management. management. The system provides hyperlocal guidance based on soil, seasonal, and crop data. Previously, she would have had to travel to a Krishi Vigyan Kendra for such advice. The voice-first, vernacular interface removes literacy and distance barriers, delivering expert support directly to her field.

Impact

KissanAI has served over 100,000 farmers across India through organic, word-of-mouth growth. In partnership with the United Nations Development Programme (UNDP), KissanAI developed a voice-based vernacular GenAI CoPilot for Climate Resilient Agriculture, specifically targeting rural, smallholder, and women farmers.[81] In field tests with Fortune 500 agribusinesses, Dhenu achieved near-perfect accuracy in agricultural advisory scenarios.[82]

Key Learning

Dhenu.ai illustrates how domain-specific AI models, trained on real-world user interactions rather than generic datasets, can address the needs of underserved communities. The platform's voice-first, vernacular approach directly tackles two of India's largest barriers to digital inclusion for farmers: language and literacy. The model's development was informed by extensive user interaction data and collaboration with agricultural partners, ensuring technical outputs remain grounded in lived experience.

USE CASE XII :

JAN AI

JAN AI (short for "Jan" meaning "people" in Hindi) is an initiative to bring AI solutions to rural India.[83] It's not one specific app but a framework: developing and deploying AI tools in agriculture, healthcare, education and livelihoods that work in low-connectivity, multilingual rural settings.[84]

User Story

One feature of JAN AI is training rural youths as "AI Ambassadors."[85] These ambassadors work with communities to identify local problems (say, crop recommendations or health advice) and build voice-based and visual AI interfaces that villagers can use offline.[86] For example, a farmer might use a voice assistant in a native dialect to query ideal planting dates.

Impact

JAN AI is a new program (started around 2025), so measurable outcomes are just beginning. As of now, the initiative has trained approximately 76,000 rural youth, across 50 districts in 15 states. Its impact lies in its approach: advocating that the "next billion" digital users must come from India's villages, not just cities. Early endorsement by rural NGOs suggests strong interest: local entrepreneurs have volunteered to pilot JAN AI tools in their villages.

Key Learning

JAN AI highlights that bridging India's digital divide requires more than general-purpose AI; it demands ground-up, context-aware innovation. By centring rural needs (connectivity limits, language, local knowledge), it aims to make AI a job-creator and problem-solver in villages, rather than a source of exclusion.

[79] Dhenu.ai
[80] The Economic Times, Agri LLM Dhenu 1.0 on pilot to seed a new AI revolution (January, 2024)
[81] Analytics Magazine, KissanAI Partners with UNDP to Launch CoPilot for Farmers (1 May 2024)
[82] AI Boomi, Kissan.ai encoding the future of AI (August, 2025)
[83] Jan AI, 'Jan AI'
[84] Deccan Herald, 'JanAI for All | Bridging the digital divide with indigenous AI' (Deccan Herald, 15 September 2025)
[85] Jan AI, 'Jan AI'
[86] Jan AI, 'Jan AI'

USE CASE XIII :

Readabled

Readabled is an AI-powered reading app for children with dyslexia.[87] It offers a large library of phonics-based exercises (over 1,000 words and 256 interactive activities) and uses speech-recognition AI to provide real-time feedback. Essentially, it helps dyslexic kids practice decoding words with adaptive support

User Story

A child logs in and follows a structured learning path. The app's AI listens as the child reads words aloud, then corrects pronunciation or highlights difficult phonemes. It also generates personalized reports on progress. The system was developed with experts and is "clinically validated" for improving reading skills.[88]

Impact

Readabled's impact is in education: it compensates for the lack of one-on-one phonics tutoring. Teachers or therapists can monitor many students at once through the app's dashboard. While public user numbers aren't published, Readabled is promoted by India's AI ecosystem (visible in IndiaAI and Startup India listings) and is used in some schools and therapy centers.[89]

Key Learning

The app is explicitly designed for neurodiverse learners. Its interface is simple and visual, removing barriers of complex menus. The content is structured by phonemes (building blocks of language), which research shows helps dyslexic learners. Because it's a digital tool, it ensures children with learning differences get tailored practice they might not receive in large classrooms.

These case studies show that AI can make a real difference in inclusion by removing barriers in language, disability, services, and economic opportunities. In each instance, AI removed a specific barrier that had previously determined whether someone could access a right, a service or an opportunity. Bhashini eliminated language as a prerequisite for accessing government services and justice. Ray-Ban Meta glasses restored autonomous navigation for persons with visual impairments. Cough Against TB extended healthcare expertise to remote regions without doctors. AdalatAI made justice delivery smoother. Tools like Nuru and Dhenu brought agronomic knowledge to non-literate farmers in their own language. JAN AI trained and made youth in rural areas more AI literate. These are not marginal improvements, they represent qualitative shifts in what inclusion means and how it can be achieved through AI. AI's potential to compress barriers and extend capability is real, but realizing it requires deliberate choices about design, access and investment.

[87] readabled: Online Language Learning and Intervention App for Dyslexic Children'
[88] Readabled, 'Readabled'
[89] Readabled, 'Readabled'

Chapter 4: Policy pathways for unlocking inclusion with AI

✦ A. Overview:

Across India's recent experience with AI enabled inclusion, a clear pattern emerges – inclusive outcomes are not produced by good AI tech alone. They are shaped by the surrounding system into which AI is deployed—by who can access it, and whether it is scalable from a design as well as investment perspective. Where these conditions align, AI has expanded access to services, reduced friction in public systems, and enabled new forms of participation. Where they do not, even well-intentioned deployments have struggled to move beyond pilots or have reproduced existing exclusions.[90]

This chapter advances a core argument that runs through the report: AI-led inclusion is a system-level outcome, not a feature of a product. Achieving it requires deliberate and coordinated action across three mutually reinforcing pillars—Design, Access, and Investment. These pillars are analytically distinct but inseparable. Addressing any one of them in isolation produces partial results at best. Inclusion at scale emerges only when all three are aligned.

1. Design: Embedding inclusion through universal design

- **Issue:**
  AI systems which enable inclusion are largely determined by choices in data collection, model objectives, evaluation metrics, and[91] distribution restrictions. Systems developed without input from marginalized users—persons with disabilities, low-literacy populations, frontline workers—often find it difficult to see adoption – even if there is technical sophistication.

- **Recommendation:**
  Prioritise upstream inclusive practices like participatory design involving marginalised groups (e.g., persons with disabilities, frontline workers, military veterans[92]) during testing, iteration, and deployment.

- **Rationale:**
  Evidence shows AI systems incorporating lived experiences gain robustness and broader utility[93], especially in high-impact areas like assistive devices. Participatory approaches improve outcomes for wider populations and reinforce universal design economics, while strong governance builds trust and adaptability, reducing resistance among marginalised users.

[90] Inclusion in Practice: Designing, Deploying, and Scaling AI Across Sectors, Key Findings from Mumbai, January 2026
[91] World Economic Forum, A Blueprint for Equity and Inclusion in Artificial Intelligence, (June 2022)
[92] Meta Newsroom, Helping People with Memory Loss with AI Glasses, (Feb 9, 2026)
[93] Kamikubo R, Wang L, Marte C, Mahmood A and Kacorri H, 'Data Representativeness in Accessibility Datasets: A Meta-Analysis' (ASSETS, October 2022), doi: 10.1145/3517428.3544826. See also OECD, 'Governing with Artificial Intelligence – The State of Play and Way Forward in Core Government Functions' (OECD, September 2025)

2. Access: Making AI usable, in real-world conditions

- **Issue:**
  Access failures arise from structural assumptions requiring stable connectivity, high digital literacy, English interfaces, and standardized behaviour, excluding non-English speakers, persons with disabilities, informal workers, older users, and those in low-resource settings. In India and the Global South, AI boosts backend efficiency in public services, digital health, social protection, and education, but fails user outcomes due to language barriers, authentication issues, latency, and absent human support. Three persistent, mutually reinforcing barriers—infrastructural fragility and interface barriers (language, disability, literacy) and limited trust make AI-enabled inclusion difficult to achieve.

- **Recommendation:**
  Governments and institutions should adapt to and prioritise developing AI solutions that can understand local context such as low-bandwidth availability, simple or feature phones, multi-language support, and varying digital literacy. This will ensure that intermediaries like frontline workers, caregivers, and community organisations can adopt faster and scale up inclusion.

- **Rationale:**
  India's interoperable digital public infrastructure (e.g., digital identity, payments as "India Stack"[94]) succeeded because it was designed as population-scale, interoperable utilities that worked in real-world conditions across devices, income levels, and literacy levels. A similar approach to AI requires systems that function in low-bandwidth environments, across languages, and with varying levels of digital capability. When AI accounts for local context—including language, cultural practices, and skill diversity, it is far more likely to function as a bridge to inclusion rather than a barrier.

[94] India Stack, FAQs

3. Investment: Aligning capital, procurement, and incentives with inclusion outcomes

- **Issue:**
  Recent waves of AI innovation have prioritised advancing technical capability and rapid scale, but were not consistently designed for large scale inclusion. Moreover, inclusion is rarely treated as a core evaluation criterion in funding decisions, product assessments, or public procurement frameworks. As a result, efforts to use AI for large-scale social impact remain fragmented and pilot-driven. There is limited coordination across investment, procurement, and ecosystem incentives to sustain AI-led inclusion.

- **Recommendation:**
  Adopt a holistic approach to AI innovation. The government as anchor institutions, can shape procurement[95] to reward accessibility, open standards, and open-source models, while enabling industry to innovate across areas such as wearables, voice-first tools, assistive technologies, and domain-specific products and tools. Incentives can be positioned to enable deeper partnerships with civil society and nonprofit organizations to support adoption among underserved populations, and translate global technologies into population-scale solutions. Create dedicated funding mechanisms for public AI infrastructure[96] that markets underprovide such as shared language models for low-resource languages[97], accessibility testing frameworks, and data registries representing diverse populations.[98]

- **Rationale:**
  AI-led inclusion requires coordinated investment across sectors. When governments set inclusion-oriented standards and use procurement strategically, they shape market incentives and create demand for accessible innovation.[99] Civil society organizations play a vital role in grounding AI innovation in local realities and ensuring adoption of global tools beyond early pilot testing.

[95] The Sunday Guardian, Brijesh Singh, India must build an Inclusivity Stack for AI-era governance, (January 2026)
[96] RIS, Foundations of Digital Public Infrastructure, 2025
[97] Office of the Principal Scientific Adviser, Democratising Access to AI Infrastructure, December 2025
[98] OECD, Governing with Artificial Intelligence – The State of Play and Way Forward in Core Government Functions, (September 2025)
[99] World Trade Organization, World Trade Report 2025: Making trade and AI work together to the benefit of all, 2025

✦ B. Conclusion:

India's experience with AI-led inclusion demonstrates both what is possible and what is fragile. Where access, investment, and design have aligned, AI systems can deliver population-scale impact. Where they have not, inclusion remains episodic, uneven, or unsustainable.

The lesson is not that AI-enabled inclusion requires perfect technology, but that it requires coordinated system-building.[100] Design determines who is visible in data and objectives. Access determines who can meaningfully use the system in real-world conditions. Investment determines whether solutions endure beyond experimentation. When any one of these pillars is neglected, the overall impact is constrained. As AI adoption accelerates globally, the risk is not simply that some communities will be left behind, but that uneven institutional capacity and misaligned incentives will widen existing divides.[101]

The pathways outlined in this chapter suggest an alternative trajectory. By treating access, investment, and design as interconnected conditions rather than separate policy domains, governments and ecosystems can move from pilots to systems—and from intent to impact.

India's experience does not offer a universal template. But it does offer a growing body of evidence that AI enhances inclusion at scale when institutions choose to build for it deliberately. The question is no longer whether AI can expand access and opportunity. It is whether ecosystems will choose to build the systems required to make that expansion durable, equitable, and sustainable.

[100]PwC, 'PwC India unveils AI framework that has the potential to unleash nearly USD 550 billion for five pivotal sectors by 2035 at a nominal level; highlights India's opportunity to lead the world in AI inclusion' (PwC, January 2026)
[101]United Nations Development Programme, 'AI: The Next Great Divergence – Why AI Might Widen Inequalities Between Countries' (UNDP, 2025)

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Bridging Divides: Using AI to Drive Inclusion | New Delhi Roundtable

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- Kalpana Yadav (Gender and Human Rights Analyst, UNFPA)

Deploying Inclusion: Scaling Solutions that Work | Bengaluru Roundtable

- Anju Parvathy (Head – Workforce Strategy, Avtar)
- Ashish Srivastava (Chief Impact Officer, A4I Lab (IIIT-B))
- Gautam Misra (Associate Researcher, Aapti Institute)
- Bhaveshi Agarwal (Senior Behavioural Architect, Fractal)
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- Vikas Dwivedi (CTO, EnAble India)
- Uma Nambiar (CEO, IISc Medical School Foundation).

Inclusion in Practice: Designing, Deploying, and Scaling AI Across Sectors | Mumbai Roundtable

- Brijesh Singh (Principal Secretary, Government of Maharashtra)
- Tukaram Mundhe (Secretary Persons With Disabilities Welfare Department, Government of Maharashtra)
- Ankur Singh (AGM, Reserve Bank of India)
- Dr. Prema Nedungadi (Associate Dean, School of Computing; Director, AmritaCREATE, Amrita Vishwa Vidyapeetham; UNESCO Chairholder on Assistive Technologies in Education)
- Dr. Sam Taraporevala (Executive Director, Xavier's Resource Centre for the Visually Challenged)
- Dr. Madhura Nagchoudhuri (Assistant Professor, Centre for Disability Studies and Action, TISS)
- Dr. Alpan Raval (Chief Scientist (AI/ML) Wadhwani AI)
- Ketan Kothari (Managing Consultant (Programs), XRCVC)
- Vineet Rai (Founder & Chairman, Aavishkaar Group)
- Sowmya Suryanarayan (CEO, Aavishkaar Foundation)
- Raoul Nanavati (Co-Founder & CEO, Navana Tech)
- Shilpi Kapoor (CEO, BarrierBreak)
- Aman Goel (Co-Founder & CEO, GreyLabs AI)
- Suniti Nanda (Founder, MaxxUP)
- Sheetal Srikanth (Head of Strategy, Smartail)
- Aishwarya Karnataki (Co-Founder, Glovatrix)
- Manasa Venkataraman (Product and Policy, Dream11)
- Tanu Prasad (Product Analyst, Glific (Tech4Dev))

Leveraging AI4All: Pathways to Inclusion | IndiaAI Impact Summit

- Agustya Mehta (Director of Hardware Engineering, Meta)
- Archana Joshi (Global Head- AI Value Management, Xoriant)
- Arghya Bhattacharya (Co-Founder and CTO, Adalat AI)
- Olivier Twagirayezu, Director of the Rwanda AI Scaling Hub

Disclaimer

This report reflects insights put together through multi-stakeholder consultations under the AI4ALL Initiative, supplemented by independent research and analysis. Consultations included discussions with government officials, technologists, civil society organizations, disability rights advocates, industry participants, and frontline implementers. The views expressed do not necessarily represent the official positions of participating institutions or individuals. References to specific technologies, platforms, or initiatives are illustrative and do not constitute endorsement. All analysis is intended to inform ongoing policy and ecosystem conversations on AI-led inclusion.

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