



## ChatGPT-Powered WhatsApp Chatbot

**Prelims:** Generative Artificial Intelligence, Google's Bard, Artificial Intelligence.

**Mains:** ChatGPT-Powered WhatsApp Chatbot and Associated Concerns.

### Why in News?

The Ministry of Electronics and IT's (MeitY) [BHASHINI](#) is working on a **ChatGPT-Powered WhatsApp Chatbot** to help Indian farmers learn about various government schemes.

- BHASHINI (BASHa INterface for India) is India's [Artificial Intelligence \(AI\)](#) led **language translation platform**.
- The launch of the WhatsApp chatbot may take time as ChatGPT currently **relies on input in English**, and the support for local languages is limited.

### What are the Intended Features?

- It will let users **send a question via voice notes**.
  - A user could simply ask a question using voice notes and receive a voice-based response generated by ChatGPT.
- The chatbot has been developing with the view of **India's rural and agrarian population** that most depend on **government schemes and subsidies**.
- These potential users speak a wide range of languages, which makes it **important to build a language model** that can successfully identify and understand them.
- This will help numerous farmers in India who may not be familiar with typing on smartphones.
  - The ChatGPT-powered WhatsApp chatbot will support 12 languages, including English, Hindi, Tamil, Telugu, Marathi, Bengali, Kannada, Odia, and Assamese.
- The majority of those who will use this chatbot would not know English, for which the Government's **Bhasha Daan** Initiative will be used.
  - Bhasha Daan is **an initiative to crowdsource language inputs for multiple Indian languages as part of Project BHASHINI**. It calls upon citizens to help build an open repository of data to digitally enrich his/her own language.

### What are the Concerns Related to Such Models?

- Responses of generative AI models like ChatGPT, [Google's Bard](#) may **not always be accurate**.
  - Recently, Bard made a **factual error about James Webb Space Telescope**. The company's shares dropped by USD 100 billion **after the mistake was spotted**.
- In its current testing phase, the WhatsApp **chatbot can only respond to simple queries about government schemes**, etc.
- This is primarily due to the **current limitation of ChatGPT itself** — the fact that it **cannot access information from the Internet in real time**.
- ChatGPT's language model was trained on a **dataset that only includes information until 2021**.

- However, this could **soon change**. Recently, Microsoft announced a new version of its search engine Bing, powered by an upgraded version of the same AI technology that underpins ChatGPT.
- The feature will be powered by an updated version of GPT 3.5, the **AI language model created by OpenAI that powers ChatGPT**.
- It called this the **"Prometheus Model"**, and said it was more powerful than GPT 3.5 and better able to answer search queries with more up-to-date information and annotated answers.

## What is ChatGPT?

### ▪ About:

- ChatGPT is a **variant of GPT (Generative Pre-trained Transformer)** which is a large-scale **neural network-based language model developed by OpenAI**.
- GPT models are **trained on vast amounts of text data** to generate human-like text.
- It can generate **responses to a wide range of topics**, such as answering questions, providing explanations, and engaging in conversations.
- In addition to being able to "admit its mistakes, challenge false premises, and refuse unsuitable requests," the ChatGPT can also "answer follow-up questions."
- The chatbot was also trained using **Reinforcement Learning from Human Feedback (RLHF)**.

### ▪ Usage:

- It can be used in **real-world applications such as digital marketing**, online content creation, answering customer service queries or as some users have found, even to help debug code.
- The bot can respond to a large range of questions while imitating human speaking styles.
- It is being seen as a **replacement for basic emails**, party planning lists, CVs, and even college essays and homework.
- It can also be used to write code, **as examples have shown**

## UPSC Civil Services Examination, Previous Year Question (PYQ)

**Q1. With the present state of development, Artificial Intelligence can effectively do which of the following? (2020)**

1. Bring down electricity consumption in industrial units
2. Create meaningful short stories and songs
3. Disease diagnosis
4. Text-to-Speech Conversion
5. Wireless transmission of electrical energy

**Select the correct answer using the code given below:**

- (a) 1, 2, 3 and 5 only  
 (b) 1, 3 and 4 only  
 (c) 2, 4 and 5 only  
 (d) 1, 2, 3, 4 and 5

**Ans: (b)**

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