

# SchemeSarathi : Unified Government Scheme Information and Review Portal

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## ABSTRACT

Government welfare programs in India are introduced regularly to support citizens in areas such as education, healthcare, agriculture, employment, and social security. Although many schemes are available, a significant portion of eligible individuals remain unaware of the benefits they can receive. One of the main reasons for this issue is that scheme information is distributed across multiple government websites and portals, which makes it difficult for citizens to find accurate and updated details.

To address this challenge, this paper proposes SchemeSarathi, a centralized digital platform designed to provide structured information about government schemes through a single accessible portal. The system organizes schemes into categories and presents key information such as eligibility criteria, benefits, required documents, and official application links in a clear format. A major feature of the platform is the Beneficiary Review Section, where verified users can share their experiences regarding specific schemes.

The platform is developed using modern web technologies to ensure scalability, security, and accessibility. By combining structured information with genuine user feedback, SchemeSarathi aims to increase awareness, improve transparency, and encourage greater participation in government welfare programs.

**Keywords:** Government Schemes, E-Governance, Digital Portal, Beneficiary Reviews, Transparency, Web Application

## 1. INTRODUCTION

Governments around the world implement welfare programs to improve the quality of life and economic stability of citizens. In India, several schemes are launched every year in sectors such as education, healthcare, employment, agriculture, and social welfare. These initiatives mainly target rural communities, economically weaker sections, women, students, and small farmers.

Despite the availability of many beneficial schemes, a large number of eligible citizens are not able to take advantage of them due to lack of awareness or difficulty in understanding eligibility requirements. With the growth of digital governance, technologies such as artificial intelligence, chatbots, and recommendation systems are being adopted to make public services more accessible.

However, most existing platforms only provide limited features such as displaying scheme information or checking eligibility. Very few platforms combine structured scheme information with real beneficiary experiences. Therefore, there is a need for a unified and user-friendly digital platform that provides reliable information along with authentic user feedback.

## 2. LITREATURE REVIEW

Recent research in digital governance has explored several approaches to improve public access to government welfare schemes. Many studies propose technological solutions that help citizens identify relevant schemes more efficiently. However, most of these systems focus on individual technological

components rather than providing a complete and transparent solution.

Maheshwari, Roshini, and Dharshini (2025) introduced a machine learning-based system that helps users discover schemes based on eligibility criteria. Although this improves scheme discovery, it does not include beneficiary feedback. Rajpoot, Thakur, and Kumar (2025) proposed an AI-driven recommendation system that provides personalized suggestions, but the model lacks transparency in explaining recommendations.

Kadam et al. (2024) highlighted awareness gaps in welfare participation but did not provide an interactive digital framework. Shreyas et al. (2024) developed a chatbot-based interface for scheme information; however, the system mainly supports information retrieval.

Other studies focus on broader governance aspects such as policy analysis, social media awareness, usability of digital platforms, and backend infrastructure technologies like cloud computing and REST APIs. While these studies contribute valuable insights, they do not integrate structured scheme information with verified beneficiary feedback in a single platform.

### 3. PROPOSED SYSTEM

The proposed system, SchemeSarathi, is designed as a centralized digital platform that simplifies access to government welfare scheme information. The main objective is to collect scheme data from different sources and present it in a structured and user-friendly format.

Schemes are categorized into domains such as education, healthcare, agriculture, employment, and social welfare so that users can easily locate relevant programs. The system also includes a recommendation mechanism that analyzes user details and suggests suitable schemes based on eligibility.

Each scheme page provides clear information including eligibility criteria, benefits, required documents, important deadlines, and official application links. The interface is designed to be simple and accessible so that even users with minimal technical knowledge can navigate it easily.

To improve transparency, the platform includes a verified beneficiary review module where

authenticated users can share their real experiences with particular schemes. These insights help other users make better decisions. Security measures are also implemented to protect user data and prevent misuse of the feedback system.



Fig-1 Working Representation of SchemeSarathi.

### 4. RESEARCH GAP

The review of existing research shows that many efforts have been made to improve accessibility and awareness of welfare schemes using digital technologies. Several systems provide AI-based recommendations, chatbot interfaces, or centralized portals to help citizens find suitable schemes.

However, many of these solutions focus only on one aspect such as recommendation or information display. They rarely combine multiple useful features in a single integrated platform. In many cases, scheme information is not presented in a structured way, which makes it difficult for users to compare benefits and eligibility conditions.

Another major limitation is the absence of verified beneficiary feedback. Most platforms only provide official descriptions of schemes without including real experiences from individuals who have actually benefited from them. This lack of authentic user insight reduces transparency and trust.

Therefore, there is a need for a comprehensive digital system that integrates organized scheme information with verified user feedback to improve awareness and trust among citizens.

## 5. FUTURE SCOPE

The proposed platform can be expanded further by integrating advanced technologies to enhance functionality and user experience. Artificial intelligence models can be improved to provide more accurate and personalized scheme recommendations.

Multilingual support can also be added to make the platform accessible to citizens from different linguistic backgrounds, particularly in rural areas. Developing a mobile application version would increase accessibility and usability.

Integration with government databases through secure APIs could allow automatic eligibility verification and real-time tracking of application status. Data analytics tools may also be used to study user behavior and improve service delivery.

Blockchain-based verification mechanisms could be explored in the future to ensure authenticity of beneficiary reviews and prevent fraudulent feedback.

## Conclusion

Government welfare schemes play an important role in improving the living conditions of citizens, especially those from economically weaker and rural backgrounds. Although many schemes are introduced every year, a large number of people remain unaware of them due to scattered information and lack of accessible platforms.

This study analyzed different digital approaches for improving scheme accessibility. While several systems use modern technologies such as AI and chatbots, most of them focus only on limited functionalities.

A centralized digital platform that provides structured scheme information along with authentic beneficiary feedback can significantly improve awareness and transparency. Such a system can help more citizens access government welfare programs and benefit from them.

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**BIOGRAPHY**

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