

Building an AI-Powered Regulatory Intelligence Platform for **Telecom Governance**



CUSTOMER SUCCESS STORY

ABOUT THE CLIENT:

Our client is India's statutory body regulating telecom, broadcasting, and cable services. It mainly overviews policy advisor, nurturing the telecom market and promoting technological advancements for a strong information society in India.



INDUSTRY:
GOVERNMENT

BUSINESS CHALLENGES



Staff spent significant time manually comparing lengthy rulebooks with telecom operator responses (e.g., Airtel, Jio).

01



Standard search tools struggled with regulator-operator discussions.

02



Large volumes of RTIs were difficult to summarize and map to regulations.

03



Structured regulatory documents were challenging for AI to interpret without losing context.

04

SOLUTIONS OFFERED:



Built an **agent-based AI system** to read and interpret complex regulatory documents.

01



Introduced **Agentic Chunking** to break long rulebooks into logical sections.

02



Added **auto-summarization** for quick highlights from RTIs and feedback.

03



Enabled **smart search linking** answers to exact clauses or company responses.

04