Science & Technology · GS - III

Personal AI agents integrated with messaging platforms are expanding the scope of digital services. Examine their potential benefits and challenges with reference to privacy, cybersecurity and digital inclusion in India.

EXAM YEAR	PAPER	SUBJECT
DAILY PRACTICE 10/11/2026	GS - III	Science & Technology

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Generative AI, conversational interfaces, automation, WhatsApp integration, personal data protection, cybersecurity, algorithmic bias, digital literacy, human oversight.

Model Answer

Introduction

Personal AI agents are software systems capable of understanding user requests, processing information and performing tasks. Their integration with messaging platforms can make digital services more accessible.

Potential Benefits

- **Accessibility:** Conversational interfaces can simplify access to information and digital services.
- **Productivity:** AI agents can automate routine tasks and improve efficiency.
- **Digital inclusion:** Regional-language support can help users with limited digital literacy.
- **Service delivery:** Integration with messaging platforms can facilitate customer support and public-service interactions.

Key Challenges

- **Privacy:** Access to personal conversations and user information raises data-protection concerns.

- **Cybersecurity:** Malicious prompts, data breaches and unauthorised actions can create risks.
- **Algorithmic bias:** Inaccurate or biased outputs may affect vulnerable users.
- **Digital divide:** Subscription costs and unequal internet access may restrict adoption.
- **Accountability:** Human oversight is necessary for consequential decisions.

Conclusion

India needs transparent AI governance, strong data protection, cybersecurity safeguards and affordable access to ensure that personal AI agents contribute to inclusive digital development.