

## The neural network checked more than 3 million documents on the portal of public services of the Moscow Region

Since June of this year, artificial intelligence (AI) has processed over 3 million documents attached to statements on the public services portal of the Moscow Region. This system was introduced to accelerate the processing of appeals and reduce the time of service.

When submitting an online application, the user attaches the necessary documents that the neural network instantly analyzes. The system marks the correct files automatically, and the problematic – selects for replacement. This allows applicants to immediately correct errors without waiting for manual verification.

The number of services in which artificial intelligence is used has grown from 70 to 119 from the date of the project. The list of recognized documents has also expanded: from 250 to almost 300 types.

According to representatives of the regional government, such a system not only accelerates the receipt of services, but also reduces the administrative burden on specialists. Application processing occurs with fewer errors, which makes the system more convenient for residents.