

BLOCKCHAIN-POWERED AI CHATBOTS: A SECURE AND INCLUSIVE DIGITAL SUPPORT PLATFORM FOR THE LGBTQIA+ COMMUNITY IN INDIA

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Abstract. LGBTQIA+ population in India still struggles with social emotional and mental health issues, intensified by prejudice and exclusion and lack of ready acceptance affirming resources. Counseling services now in the form of the chatbots support this population in a way that is affordable, confidential, and personalized. However, the problem of privacy, the problem of insecurity, as well as the problem of misuse of data continue to be paramount.

To understand the potential of blockchain to create an innovative and secure AI based chatbot for the LGBTQIA+ demographic in India, this review paper draws out various possibilities.

The structure of blockchain makes it virtually impossible for hackers to penetrate the inner sanctum of users, their identity and their interactions without permission or alter the data stored in the block chain. Basically, the encouraged chatbot would use AI to offer mental health care

information, peer support, and legal assistance, and all the data would be secured using the blockchain technique's protective features. Furthermore, blockchain can make the chatbot help users achieve fully anonymous and trusted P2P communications and even build communities.

This paper discusses the literature on the use of blockchain, AI chatbots and digital health solutions available at the present to advocate for the LGBTQIA+ people of India and collects the insights to review the viability, utility and issues to applying these technologies in support of the subject targeted group.

The proposed AI chatbot to undergo the blockchain application provides secure, anonymous, and inclusive aspects of support provision and communal interactions to fit the requirement for safe and personalized virtual mental health interventions in this regard.

Keywords: blockchain technology; AI Chatbot; LGBTQIA+; mental health.