

MItra by ELEVATE

Overview

MItra is a multilingual, AI-powered, voice-enabled capability that empowers individuals and institutions to record and share their improvement journey. MItra helps capture the powerful improvement stories on the ground and creates a knowledge base to inspire and empower others undertaking similar improvement actions.

The other avatar of MItra enables that the voices of the community members are heard, their efforts are recognised, and their insights are shared.

Who Is This For?

1. Any individual or institution that has undertaken improvement initiatives and has experiences or stories to share.
2. Individuals/Institutions/Communities who want to voice their concerns to get help to resolve their issues; capture and share their solutions, best practices and ideas.

How It Works

1. **AI-Powered Conversations:** MItra uses generative AI to engage users in natural, intuitive conversations through voice or text. It guides them step-by-step to document improvement efforts, discussions, and insights, automatically shaping them into compelling narratives or structured reports.
2. **Voice-Enabled and Multilingual:** For users with low literacy or digital exposure, MItra is a highly inclusive and accessible platform as it enables users to interact with it in multiple Indian languages.
3. **Choice of Format:**
MItra eases the task of capturing the user's success story by enabling them to:
 - Record a **story of improvement**—highlighting challenges faced, actions taken, and outcomes achieved.
 - Document a **community discussion**—capturing challenges, solutions, and collective wisdom from Chaupals, self-help groups, or youth groups.
4. **Automatic Segmentation and Analysis:** MItra processes unstructured voice inputs, identifies and separates challenges from solutions, and prompts users to provide additional information where needed. It creates summaries that are accurate, contextual, and meaningful.

5. **Auto-Generated Reports:** MItra generates downloadable, shareable reports—narratives or discussion summaries—with photos. MItra reports serve as authentic documentation of grassroots action and become part of a universal improvement repository
6. **Offline and Patchy Internet Support:** Built for tough field conditions, MItra works with intermittent internet connectivity and can operate on mobile data.

Key Benefits

- **Scale Discovery:** By capturing thousands of stories and community-generated insights, MItra creates a rich knowledge base of what's working on the ground—scalable and replicable across geographies.
- **Enable Sensemaking:** The data collected through MItra allows local NGOs and civil society organisations and governments to look into recurring challenges, identify gaps, and co-create localized solutions.
- **Foster Knowledge Sharing:** The growing repository of MItra-generated stories becomes a reference library—empowering peers across sectors with practical, relatable examples of improvement.
- **Amplify Voices:** MItra ensures that the voices of community members, especially those traditionally unheard, are recorded, celebrated, and used to influence change.

Representative Use Case

Community Health Workers: Frontline health workers can use MItra to communicate through voice in their local language. For example, health workers who conduct awareness drives on nutrition, maternal health, or vaccination can use MItra to record the important messages delivered, community feedback received, and any queries or concerns in their preferred, local language.

MItra leverages AI to process this data to generate structured reports, helping health teams:

- Track trends over time.
- Identify emerging challenges.
- Design better-targeted interventions.

These insights can also be shared with district health officers and NGOs to inform policy and resource allocation at scale.