

MItra by ELEVATE

AI-Powered · Multilingual · Voice-Enabled · Open Source

Listening at Scale. Amplifying Grassroots Voices.

The Challenge

Across India, countless lived experiences unfold every day and the people closest to them understand local realities better than anyone else. School leaders, community members, women leaders, and youth see the challenges that emerge in their schools and communities. They know what is broken, what enables progress, what creates barriers, and often, they even know how to solve it.

But we don't have visibility into any of this. These insights go undocumented not because they don't exist, but because the tools we have were never built for the people who hold them. Most technologies assume the user is literate, digitally fluent, and comfortable in English or a dominant language. For a woman leader in rural Bihar or a youth changemaker in Karnataka, these tools might simply be out of reach.

The result is a gap in listening. Without a way to capture and make sense of what is happening on the ground, programmes and interventions are designed without the people they are meant to serve.

The Origin

This challenge became visible through work across communities and schools in different states. As we worked across communities and schools in different states, we saw the same thing repeatedly. Women leaders, school leaders, youth, and parents were having rich conversations — about the challenges they faced, the changes they were driving, and what they needed to move forward.

But by the time those conversations ended, the insights vanished. No record, no structure, no way to act on them or share them further. We needed something that could simply sit with a person and listen. Not a survey. Not a form. A companion. That question became MItra.

The Solution

MItra is an AI-powered, voice-enabled, multilingual companion that listens to voices from the ground and turns them into structured knowledge without asking users to change the way they communicate.

- It works in local languages and dialects, requires little to no literacy and limited digital experience, and is built as a lightweight progressive web application that works with limited bandwidth.

The journey of a voice through MItra is simple:

- A leader speaks in their local dialect. MItra listens, transcribes, and converts that raw conversation into structured data .
- That data flows instantly into dashboards, reports, and shared knowledge bases that programme teams, government partners, and NGOs can read, act on, and learn from.

Where other tools demand literacy and a dominant language, MItra asks for none of these. Every conversation becomes an asset, structured reports, real-time dashboards, and aggregated insights that let teams spot patterns, replicate what works, and design interventions grounded in ground truth, not assumptions.

Who is MItra for?

MItra is built for leaders and changemakers across sectors. Anyone who holds valuable knowledge about the communities they work with but lacks the tools to document and share it.

It is especially designed for users who:

- Have little to no literacy and limited experience with digital tools
- Work in low-connectivity environments
- Communicate primarily in local languages or dialects
- Are closest to the problem but furthest from the systems designed to solve it

MItra removes the barriers of literacy, documentation skills, and access, making it easy for people to simply speak, narrate, and share in the language they are most comfortable with.

Key Benefits of the MItra Capability

MItra is not just a listening tool. By capturing voices at scale, it enables:

1. **Visibility and amplification of Grassroots Voices:** MItra captures local challenges, solutions, and innovations into focus, making community experiences visible to programme teams and decision-makers.
2. **System-wide Sensemaking:** Aggregates insights across geographies to identify recurring themes, emerging needs, and systemic gaps, helping organisations design more effective interventions.
3. **Inclusive Decision-Making:** Ensures that community perspectives inform programme design and implementation, giving voice to stakeholders who are often underrepresented in traditional feedback mechanisms.
4. **Scalable Knowledge Sharing:** The stories and insights captured through MItra feed into a growing repository that other leaders and programme teams can learn from.

Use Cases

MItra is not a single-use tool. It is a flexible listening infrastructure that can be deployed across a range of contexts and use cases including but not limited to:

- **Discussion Capture:** Voice-enabled bots listen, document and structure community meetings, chaupals, and chavadis, capturing challenges, solutions, and action points from group conversations in real time, in regional language. In Shiksha Chaupal/Chavadi, women leaders use MItra to share the educational challenges in their communities. It brings local challenges and innovations into focus, making grassroots experiences visible to programme teams and decision-makers who might otherwise operate based on assumptions.

As leaders speak in their local dialects, MItra’s voice-first interface listens, transcribes, and automatically converts raw, unstructured dialogue into structured knowledge. This process ensures that rich, authentic community experiences—ranging from parental concerns and gender-based educational barriers to school-level structural gaps—are captured as valuable data

These voices are used for generating structured insights which can further be used for taking actions. By aggregating insights across diverse geographies, MItra helps identify recurring themes, systemic gaps, and emerging needs, allowing organizations to design interventions that are grounded in “ground truth.”

- **Story Capture:** Bots guide community members, teachers, or any changemaker through sharing stories of change, lived experiences, and grassroots improvement efforts, turning personal narratives into structured, shareable knowledge.
 - **Guided Reflection:** MItra engages users in a step-by-step dialogue, using smart prompts to ask about the specific nuances of their journey—such as the challenges faced, the actions taken to solve them, the time invested, and the impact achieved.
 - **Evidence Collection:** Beyond text and voice, users can attach evidence to their stories, such as photographs of the work done, which are automatically included in the final report.
 - **Structured Output:** MItra processes these unstructured voice inputs and synthesizes them into a professionally formatted, written story or report. This structured document captures the problem, actions, and results, ensuring the "real effort" behind the improvement is clearly communicated.
 - **Review and Edit:** Before finalizing, users can review, edit, or add details to their improvement story, ensuring the narrative accurately reflects their experience.
- **Evaluation Studies:** Structured bots conduct assessments, baseline and endline studies, validations, and programme evaluations, replacing expensive, logistics-heavy survey processes with lightweight, voice-first alternatives. MItra has been deployed across teachers, students, government officials, and community members to conduct FGDs and interviews as part of large-scale evaluation studies and school leaders have also used MItra to reflect on their improvement journeys, providing structured evidence to validate programme hypotheses at scale.
- **Perception or Feedback Capture:** Conversational bots surface what different people think, feel, and believe about their schools, their communities, and their children's futures. A parent shares what enables or blocks their child's education. A community member shares what future readiness or inclusion means to them. MItra captures these perspectives at scale, bringing visibility to what communities truly think, value, and need.

This use case has come alive across multiple contexts — from PTM feedback with parents, to capturing community voices on inclusion and future readiness at the Shiksha Samvaad convenings, to large-scale parent perception studies running across states.