



Gramin Mitra Reaches Remote Corners of Goa, Bringing Govt. Services to 25,000 Citizens' Doorsteps

In many parts of rural Goa, accessing government services often meant long waits, repeated visits, and missed workdays. Today, that is changing.

Through the **Gramin Mitra Yojana** by the **Department of Information Technology, Electronics & Communications (ITE&C), Government of Goa**, essential public services are now being delivered directly to citizens' homes. The initiative has made it easier for senior citizens, women, and students to obtain important documents and access government schemes without the hassle of travel.

By focusing on remote and rural areas, Gramin Mitra is bridging the digital divide while contributing to social and economic development in rural Goa.

Whether it's obtaining residence, EWS, or caste certificates, or applying for the Kala Samman Scheme for senior artists, services that once required multiple trips to Panchayats and government offices can now be accessed from the comfort of home.

Sneha Salgaokar, a resident of Sankhali, who availed services for her father, shared, *“Earlier we had to visit the Panchayat repeatedly and face delays. Now, through Gramin Mitra, the documents come to us. It’s smooth and has made life easier.”*

Sheetal Malik, an elderly resident from **Sankhali**, said, *“I am unable to walk, so visiting government offices was not possible for me. Thanks to Gramin Mitra, the team came home and helped me get my Life Certificate. The experience was good, and I felt supported.”*

The service operates through **CSC e-Governance** and is supported by a dedicated **call centre (14471)**, available **seven days a week from 8 AM to 8 PM**. Citizens can initiate requests easily without facing digital barriers, making it accessible for all.

In 2024, CSC (VLEs) recorded over **1.15 lakh** service requests through Gramin Mitra. By **mid-2025, more than 25,000 transactions** have already been completed, reflecting growing trust and demand for doorstep governance.

Mr. Nandraj Naik, a beneficiary from **Pernem**, said, *“I received both my Divergence and Residence Certificates smoothly. Gramin Mitra has saved us time and made us feel more connected to governance.”*

From North to South Goa, Gramin Mitra is bridging the digital divide and making public services inclusive and accessible to all. What’s taking shape here is more than digital innovation—it’s governance becoming visible, accessible, and embedded in everyday life.

As Goa continues to build its identity as a hub for IT, startups, and inclusive innovation, initiatives like Gramin Mitra demonstrate how governance is becoming simpler, more responsive, and closely aligned with the needs of its people.

