



# AMA SATHI: BRINGING GOVERNMENT SERVICES TO CITIZENS VIA WHATSAPP



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# National Informatics Centre Odisha State Centre Bhubaneswar

## AMA SATHI: BRINGING GOVERNMENT SERVICES TO CITIZENS VIA WHATSAPP

Ama Sathi WhatsApp Bot (Odisha) is a unified government chatbot on WhatsApp launched by the Honourable Chief Minister, Odisha to simplify access to a wide range of public services for citizens directly through WhatsApp. Ama Sathi, which means “our companion” in Odia is an official WhatsApp chatbot developed by the Centre for Modernizing Government Initiative (CMGI) in partnership with Meta (WhatsApp).

It serves as a one-stop digital assistant for government-to-citizen services, reducing the need to visit offices or use multiple portals. Chatbot has access to 150+ citizen services. These include 11 services of Revenue & Disaster Management Department such as Mutation, Conversion, various Certificates like Residence, Income, Guardianship, Caste, Income and Asset, Legal Heir, etc. The citizens can apply for these services using WhatsApp without visiting Government Offices.

The chatbot is powered by robust backend integrations. National Informatics Centre (NIC), Odisha has played a key role by enabling seamless data exchange through APIs, ensuring secure and real-time service delivery. The BOT supports both Odia and English languages and has voice interaction capabilities.



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CMO Odisha   
@CMO\_Odisha

Under the leadership of Hon'ble CM Shri @MohanMODisha, major reforms have been rolled out to strengthen land registration and revenue services in Odisha.

- ✓ Sub-Registration Offices now operational in all 317 tehsils, with 57 new offices opened, including an additional office in Cuttack tehsil.
- ✓ Wide-ranging reforms in registration services undertaken over the past year to improve efficiency and transparency.
- ✓ 11 key revenue services now available via WhatsApp, including caste, residence and legal heir certificates, mutation and conversion services.
- ✓ Special campaign is underway for inheritance mutation of land records across all tehsils.
- ✓ Land records updated in favour of legal heirs, enabling farmers to access government benefits with ease.

@rdmodisha

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## CM Mohan Majhi launched the 'Ama Sathi' Unified WhatsApp Bot and inaugurated 57 new sub-registration offices

The 'Ama Sathi' bot allows citizens to access over 170 government services, including revenue-related ones like caste and residence certificates, 24/7 via WhatsApp by contacting 9437292000, aiming to eliminate middlemen and improve efficiency.



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