

CGNet Swara — Missed-Call Voice Journalism for Illiterate, Gondi-Speaking Communities in Chhattisgarh, India

Digital Inclusion · Good practice · India

Quality score: 96/100

Evidence strength: Strong

Summary

A missed-call IVR platform lets illiterate, Gondi-speaking villagers in Chhattisgarh record and hear local news without internet or literacy; peer-reviewed research logged 575,000+ calls, 6,900+ stories and 287 resolved grievances.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-08

[CGNet Swara Foundation](#) — accessed 2026-09-08

[Wikipedia](#) — [CGNet Swara](#) — accessed 2026-09-08

[Microsoft Research — Revisiting CGNet Swara and its Impact in Rural India \(ACM ICTD 2015\)](#) — accessed 2026-09-08

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