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Go-SUGAM: How GovTech Is Transforming Agricultural Governance in Odisha

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Agriculture sustains millions of livelihoods, yet accessing government schemes can involve complex applications, multiple verification stages and departmental processes. Go-SUGAM, developed by CSM Technologies for the Government of Odisha, demonstrates how GovTech can simplify service delivery, strengthen transparency and connect government support with the people who need it.

Recognised with the Nexus of Good Award 2026, Go-SUGAM (Single Window Unified Gateway for Agrarian Management) exemplifies how technology can transform agricultural governance from fragmented processes into a connected, beneficiary-centric ecosystem.



From Digital Access to Connected Service Delivery

Operational since May 2022, Go-SUGAM provides a unified digital gateway for agricultural and allied-sector schemes. It connects the entire service-delivery journey, from scheme discovery and application submission to scrutiny, field verification, sanction and subsidy disbursement.

By bringing these stages together through a shared application record, the platform enables beneficiaries to track their applications while helping government officials monitor progress, pendency and approvals.

The platform serves the Department of Agriculture and Farmers' Empowerment and the Department of Fisheries and Animal Resource Development, covering six directorates: Agriculture, Horticulture, Soil Conservation, Fisheries, Animal Husbandry and APICOL. Selected services from other departments are also available.

Enabling Integrated and Transparent Governance

Go-SUGAM integrates with existing government systems, including Krushak Odisha, land records, e-Sign, ORTPS, Service Plus, APICOL and iFMS/PFMS. Its Aadhaar-authenticated beneficiary profile, drawn from Krushak Odisha, enables information reuse across schemes and helps prevent duplicate and ineligible claims.

Beneficiaries can access services through the web portal, mobile application, service centers and block offices. Real-time status tracking, stage-wise SMS and email updates, and access to sanction letters provide greater visibility into application progress.

For officials, scheme-wise dashboards offer insights into applications received, pending cases, sanctions issued and subsidies released.

This reflects a core GovTech principle: digital transformation is not merely about putting services online; it is about connecting systems, simplifying processes and making delivery more transparent.

Delivering Impact at Scale

Go-SUGAM's FY 2025–26 performance highlights the scale of agricultural service delivery supported by the platform.

- **3.6 lakh+ applications** handled across two departments.
- **1.1 lakh+ Go-Aheads** issued.
- **?620 crore+ in subsidies** released.

The Department of Fisheries and Animal Resource Development processed around 1.8 lakh applications across more than 45 schemes, facilitating over ?260 crore in subsidies. The Department of Agriculture and Farmers' Empowerment received around 1.8 lakh applications across 14 schemes, with over ?360 crore released as subsidies.

These outcomes demonstrate how integrated digital workflows can support the administration of multiple schemes while improving visibility across the delivery process.



CSM Technologies: Pioneering Impact-Driven GovTech

The **Nexus of Good Award 2026 recognises Go-SUGAM's contribution to digitally enabled agricultural service delivery**. For CSM Technologies, the platform reflects a broader commitment to building technology that addresses real governance challenges.

By combining interoperability, beneficiary-centric design, structured workflows and data-informed administration, CSM demonstrates how GovTech can help governments deliver services more cohesively.

As governments move towards integrated digital ecosystems, Go-SUGAM offers a compelling example of technology translating public intent into measurable outcomes.

Because the true measure of digital governance is not simply whether a service is online, but how effectively it reaches the people it is meant to serve.



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