GOVERNMENT OF INDIA
MINISTRY OF ELECTORNICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
STARRED QUESTION NO. *19
TO BE ANSWERED ON: 21.07.2023

DEFICIENCIES IN SERVICES PROVIDED BY NIC

***19.   DR. V. SIVADASAN:**

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY
be pleased to state:

(a) the number of complaints received regarding malfunctioning or problems
in services provided by National Informatics Centre (NIC) since last three
years, State-wise, year-wise;

(b) the number of such complaints reported from Government Departments,
Public Institutions and clients in Kerala in the last three years, District-wise;
and

(c) the measures taken by NIC to address these issues?

ANSWER

MINISTER FOR ELECTRONICS AND INFORMATION TEHNOLOGY
(SHRI ASHWINI VAISHNAW)

(a) to (c): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO RAJYA SABHA STARRED QUESTION NO. *19 FOR 21.07.2023 REGARDING DEFICIENCIES IN SERVICES PROVIDED BY NATIONAL INFORMATICS CENTRE (NIC)

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(a): National Informatics Centre (NIC) provides Information and Communication Technology (ICT) and eGovernance support to Central Government, State Governments, UT Administrations, Districts, and other Government bodies. NIC has developed several digital solutions and platforms for the socio-economic development of the country to empower citizens. It offers wide range of services like Multi-Gigabit PAN India Network NICNET, National Knowledge Network, National Data Centres, National Cloud, Video Conferencing, Email and Messaging Services, Command and Control Centre, Multi-layered GIS based Platform, Domain Registration and Webcast.

NIC has set up a Service Desk which is an integrated online portal for receiving feedback and requests from the users. A total of 4 lakh 93 thousand users including 69 Central Ministries, 274 Central Organizations, 2963 State Departments and organizations, 1482 Institutes, 712 Districts and many more are already registered on the portal as users. The citizens at population scale can also avail this facility and register their issues and requests.

The system has been timely and effectively catering to a large number of requests received on a daily basis. The details of the complaints received during the last three years are being given in the table below:

States	2020	2021	2022
ANDAMAN & NICOBAR ISLANDS	334	93	109
ANDHRA PRADESH	4048	4236	4895
ARUNACHAL PRADESH	2107	2323	2601
ASSAM	9270	8604	9926
BIHAR	3803	3222	3094
CHANDIGARH	17123	17535	17011
CHHATTISGARH	6400	10697	7175
DADAR & NAGAR HAVELI	68	97	69
DAMAN & DIU	140	169	164
DELHI	79925	76377	73977
GOA	4492	3713	3828

GUJARAT	6247	7385	6838
HARYANA	21006	4076	2957
HIMACHAL PRADESH	30949	34607	35296
JAMMU & KASHMIR	9799	7528	8394
JHARKHAND	4941	3263	1797
KARNATAKA	8609	7388	6666
KERALA	10925	9640	10749
LAKSHADWEEP	125	68	68
MADHYA PRADESH	24979	16758	11056
MAHARASHTRA	15920	19755	19699
MANIPUR	1289	1022	1083
MEGHALAYA	4622	4557	3957
MIZORAM	819	494	922
NAGALAND	558	524	503
ORISSA	18071	15421	16197
PONDICHERRY	233	365	143
PUNJAB	4406	3619	2757
RAJASTHAN	7891	7238	19118
SIKKIM	1441	1349	1530
TAMIL NADU	3792	5989	3561
TELANGANA	3877	5524	7551
TRIPURA	5388	5124	5054
UTTAR PRADESH	45479	33003	22738
UTTARAKHAND	13332	12117	10477
WEST BENGAL	9099	7629	7140
Total States	381507	341509	329100

(b): In the state of Kerala, 10749 requests/issues were received on service desk in 2022. District wise breakup for year 2020, 2021 and 2022 is attached.

S. no	Kerala Districts	2020	2021	2022
1	ALAPPUZHA	407	309	226
2	ERNAKULAM	243	144	81

3	IDUKKI	777	624	683
4	KANNUR	163	505	833
5	KASARAGOD	228	39	56
6	KOLLAM	759	292	297
7	KOTTAYAM	527	292	1249
8	KOZHIKODE	292	35	13
9	MALAPPURAM	1938	652	970
10	PALAKKAD	602	504	1003
11	PATHANAMTHITTA	215	153	193
12	THIRUVANANTHAPURAM	523	0	0
13	THRISSUR	2163	1590	1766
14	WAYANAD	108	120	17

(c): The complaints/issues with respect to NIC Services are registered in a common service desk portal of NIC - https://servicedesk.nic.in/.

The complaints/issues are forwarded to concerned NIC teams at district/state/centre for timely resolution. Escalation matrix is built into the system to ensure all complaints are addressed.

The Government of India is committed to transparent and efficient delivery of services. Digital India Programme has paved the way for this by digitization of citizen services as well as the functioning of the Government. NIC has been playing a key role in this regard and has created a large number of applications for the citizens and government users.

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