

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA

UNSTARRED QUESTION NO. 1322

ANSWERED ON TUESDAY, 1st AUGUST, 2023/ **Sravana 10, 1945 (Saka)**

Complaints received under the JanSamarth Portal

1322 Shri Abir Ranjan Biswas:

Will the Minister of FINANCE be pleased to state:

- (a)** whether Government can provide the number of complaints and grievances received by the JanSamarth Portal from the applicants, beneficiaries, lenders, or other stakeholders since its inception;
- (b)** the number of complaints resolved satisfactorily and within what time frame;
- (c)** whether any action has been taken or proposed against any person or entity responsible for causing or contributing to such complaints or grievances; and
- (d)** whether any compensation or relief has been given or planned for those who suffered any loss or damage due to such complaints or grievances?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(DR. BHAGWAT KARAD)

(a) to (d): JanSamarth Portal was launched to provide a common platform for availing loan under few credit-linked Government schemes to start with. The salient features of the “Jan Samarth” Portal are as under:

- i. It connects various stakeholders like beneficiaries, financial institutions, Central/State Government Agencies, and Nodal Agencies on a common platform.
- ii. Applicants can initially access 12 credit-linked Government Schemes catering to youth, students, entrepreneurs and farmers viz. Education Loans, Agriculture Loans, Business Activity Loans, and Livelihood Loans.

Total 23,276 grievances have been received since its launch, out of which 21,250 complaints have been closed in a time-bound manner.
