

GOVERNMENT OF INDIA
MINISTRY OF PLANNING

RAJYA SABHA
UNSTARRED QUESTION NO. 1905
TO BE ANSWERED ON 09.03.2026

TRANSPARENCY IN GOVERNANCE, TECHNOLOGY-BASED SERVICE DELIVERY

1905 # SHRI TEJVEER SINGH:

Will the Minister of PLANNING be pleased to state:

- (a) new initiatives that have recently been launched through the Prime Minister's Office to strengthen transparency in governance, technology-based service delivery, and public participation;
- (b) details of the recent policy measures implemented under the 'Whole of Government' and 'Mission Mode' approaches; and
- (c) the concrete improvements observed so far in the pace of policy implementation and the quality of public services as a result of these initiatives?

ANSWER

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF STATISTICS & PROGRAMME IMPLEMENTATION; MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF PLANNING AND MINISTER OF STATE IN THE MINISTRY OF CULTURE

(RAO INDERJIT SINGH)

(a) to (c): The Government has undertaken several recent initiatives to strengthen transparency in governance, technology-based service delivery and public participation, while adopting a Whole-of-Government and Mission Mode approach to implementation.

At the institutional level, high-level monitoring for fast tracking projects through PRAGATI (Pro-Active Governance and Timely Implementation) has strengthened real-time tracking and coordinated resolution of implementation bottlenecks resulting in faster completion of projects.

PRAGATI has emerged as a key governance platform enabling direct monitoring by the Hon'ble Prime Minister and strengthening cooperative federalism through real-time coordination between the Centre and States. Since its inception, **projects worth more than ₹85 lakh crore have been fast-tracked through PRAGATI, with 382 major national projects reviewed and monitored.** Out of 3,187 identified issues, about 2,958 have already

been resolved, significantly reducing delays and cost overruns and improving accountability in implementation.

Citizen-centric platforms such as the Centralised Public Grievance Redress and Monitoring System (CPGRAMS), UMANG, and DigiLocker have expanded digital access, transparency and participatory feedback mechanisms. **In January, 2026, on the CPGRAMS portal, 1,76,942 Public Grievances(PG) cases were redressed** and there exists a pendency of 71,460 PG cases. Over 13.80 lakh RTI replies were furnished in 2024-25, reflecting strengthened transparency.

The UMANG (Unified Mobile Application for New-age Governance) platform provides a single interface for accessing services offered by Central, State and Local Governments. Launched in 2017 under the Digital India programme, the platform currently offers 2,446 services in 23 Indian languages, with over 10.46 crore registered users and more than 738 crore transactions, enabling citizens to access government services anytime and anywhere. In addition, DigiLocker has become a core component of India's digital public infrastructure, enabling secure storage and verification of government-issued documents and certificates. Nearly 2,000 e-government services have been integrated across all 36 States and Union Territories, allowing citizens to access essential services such as certificates, welfare schemes and utility services through a paperless and secure digital ecosystem. **DigiLocker users have now reached to a significant number of 62 crores with 950 crores issued documents.**

The expansion of the Common Services Centres (CSCs) network has further strengthened last-mile service delivery by bringing digital governance services to rural and remote areas. **5.54 lakh CSCs are operational across the country, with 4.32 lakh functioning at the Gram Panchayat level,** enabling last-mile digital delivery of government services.

Several flagship initiatives have been undertaken in mission mode with coordinated participation of multiple Ministries and States. These include, PM Gati Shakti – National Master Plan, a GIS-based platform for coordinated infrastructure planning across Ministries and States; and PM Vishwakarma, which provides integrated support to traditional artisans through convergence of Ministries, financial institutions and skilling agencies.

Under PM Gati Shakti, 352 infrastructure projects with an estimated cost of ₹16.10 lakh crore have been evaluated through the Network Planning Group (NPG) mechanism. Further, under PM Vishwakarma, about 30 lakh artisans had registered and over 23.09 lakh beneficiaries had received training as of 1 December 2025.

Direct Benefit Transfer (DBT) has expanded significantly, with cumulative transfers of about ₹49 lakh crore across 328 schemes of 56 Ministries, resulting in estimated gains of around ₹4.31 lakh crore through improved targeting and reduced leakages. Beneficiary outreach under housing programmes has also expanded, with **over 1.22 crore houses sanctioned and more than 97 lakh completed under PMAY (Urban), while under PMAY-Gramin, about 3.89 crore houses have been sanctioned and over 2.97 crore**

completed. In addition, programmes such as MGNREGA generated about 192.54 crore person-days of employment in FY 2024–25, supporting livelihood security in rural areas.

Digital service delivery has also accelerated rapidly, with over Rs 28 lakh crore(value) and 21.70 billion UPI transactions(volume) recorded in January 2026 alone, demonstrating the scale and adoption of digital public infrastructure.

Collectively, these initiatives demonstrate a shift towards technology-enabled, data-driven and citizen-centric governance. Through integrated digital platforms, real-time monitoring mechanisms such as PRAGATI, and mission-mode programmes implemented across Ministries and States, the Government has strengthened inter-ministerial coordination, accelerated project execution, improved grievance responsiveness, expanded beneficiary outreach and enhanced transparency and accountability in public service delivery across the country.
