

O.I.H.

**GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA**

**STARRED QUESTION NO. *212
TO BE ANSWERED ON: 07.08.2026**

**EXPANSION OF DIGITAL PUBLIC SERVICE DELIVERY
THROUGH UMANG AND DIGILOCKER**

***212 # SHRI NAVEEN JAIN:**

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

- (a) the number of Central and State Government services currently available through UMANG and DigiLocker platforms;
- (b) the total number of users on these platforms and transactions carried out during the last three years; and
- (c) the measures taken by the Government to improve digital access and service delivery in rural and remote areas?

ANSWER

**MINISTER OF ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

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

STATEMENT REFERRED TO IN THE REPLY TO RAJYA SABHA STARRED QUESTION NO. *212 FOR 07.08.2026 REGARDING “EXPANSION OF DIGITAL PUBLIC SERVICE DELIVERY THROUGH UMANG AND DIGILOCKER”

(a) to (c): In line with the Hon'ble Prime Minister's vision to democratise technology and empower citizens, the Government of India launched the Digital India programme in July 2015. Under the Digital India programme, the Government has undertaken several initiatives to improve digital access and ensure seamless citizen-centric service delivery including UMANG (Unified Mobile Application for New-age Governance) and DigiLocker platforms.

As on 31st July 2026, approximately **2,575 services** [Central Government: 880; State Government: 1695] across India are available on the **UMANG** (Unified Mobile Application for New-age Governance) platform, and **5,437 document types/services** [Central Government: 661; State Government: 4,776] are available on **DigiLocker** platform.

UMANG has more than **11.66 Crore** registered users witnessing about **798 Crore** transactions in the last 3 years, and **DigiLocker** has more than **72.43 Crore** registered users and has about **72.86 Crore** document access transactions in the last 3 years.

The Government has expanded the network of Common Service Centres (CSCs) to improve digital access in rural and remote areas. CSCs provide citizen-centric digital services. These include government, banking, financial, insurance, pension and utility payment services. As on 30 June 2026, 4,07,122 CSCs were functional at the Gram Panchayat level. Of these, 70,069 CSCs were operated by women Village Level Entrepreneurs.

Other key measures to improve digital access and ensure seamless service delivery in rural, remote, and underserved regions are as below:

- **Mobile and Web-based Access:** Both UMANG and DigiLocker platforms are available through mobile applications and web portals, enabling citizens to access Government services anytime and anywhere.
- **Integration with Digital Public Infrastructure (DPI):** UMANG and DigiLocker is integrated with key Digital Public Infrastructure components such as Aadhaar, eSign, API Setu, and other major digital platforms, enabling seamless and paperless service delivery.
- **Secure and Paperless Governance:** Both platforms provide secure authentication, digital document verification and consent-based sharing, reducing the need for physical visits and paper-based processes while ensuring efficient service delivery.
- **Digital Literacy and Awareness:** The Government promotes digital literacy through initiatives such as PMGDISHA (Pradhan Mantri Gramin Digital Saksharta Abhiyan) and conducts awareness campaigns to encourage the use of digital platforms.
- **Multilingual and Accessible Services:** UMANG and DigiLocker offers services in multiple Indian languages and continuously improves accessibility and user experience to make digital services more inclusive.
- **Continuous Expansion of Services:** Government Departments and State Governments are regularly onboarded to integrate more citizen-centric services and digital documents on UMANG and DigiLocker.
