

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 710
TO BE ANSWERED ON: 24.07.2026

**EVALUATION OF EFFECTIVENESS AND TRANSPARENCY
OF MYGOV PLATFORM**

710. SHRI ABDUL WAHAB:

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

- (a) the total number of citizens registered on MyGov platform and the number of consultations, surveys and discussions conducted during the last five years;
- (b) the number of citizens' suggestions that have been accepted and translated into Government policies, programmes or administrative actions, the details thereof;
- (c) whether Government has evaluated the effectiveness and transparency of MyGov in ensuring meaningful public participation; and
- (d) the measures taken to improve accountability by publishing action taken reports on citizens' recommendations and feedback received through the platform?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) to (d): MyGov platform was launched by the Government of India as citizen engagement platform. It collaborates with multiple Government bodies/ Ministries to engage people in policy formulation and seeks the opinion of people on issues/ topics of public interest and welfare.

For citizen engagement, the platform facilitates multiple features such as discussions, creative tasks, polls, surveys, and on-ground activities.

The MyGov platform has seen significant growth in its user base and engagement metrics. It has continued to actively host Consultations (Discussions), Polls, Surveys across key national initiatives, ensuring sustained citizen participation in governance as depicted below:

S.No.	Metric	Count
1	Total citizens registered on MyGov platform (till 10.07.2026)	6,32,16,167
2	Citizens registered during last five years (11.07.2021–10.07.2026)	4,48,10,119
3	Number of “Discussions” hosted on MyGov (last five years)	180
4	Number of citizens participated in “Discussions”	7,77,068
5	Number of “Polls” conducted on MyGov (last five years)	15

6	Number of citizens participated in “Polls”	30,39,127
7	Number of “Surveys” conducted on MyGov (last five years)	56
8	Number of citizens participated in “Surveys”	3,57,431

MyGov serves as a facilitative platform for citizen participation. Discussions and other engagement activities on the platform are owned and proposed by various Ministries and Departments. Once these consultations are concluded, the compiled opinions and suggestions are shared with the concerned ministry/department for their consideration during formulating or reviewing policies, schemes, or programmes.

A few of the recent public consultations hosted on the platform include National Education Policy (NEP)-2020, Digital Personal Data Protection Bill-2022 and Draft Digital Personal Data Protection Rules-2025, Union Budget Consultations, Draft Amendments to the Aadhaar Authentication for Good Governance Rules-2020, Reforms in the Examination Process (National Testing Agency), Draft Data Centre Policy-2020 and Draft New Textiles Policy-2020, Memorandum for the 8th Central Pay Commission.

The final examination, acceptance, and incorporation of citizen suggestions into Government policies, programmes, or administrative actions remain the prerogative of the respective Ministries and Departments.

To assess the effectiveness of its citizen engagement initiatives, third-party Impact Assessment studies have been carried out in 2017 and 2025. These studies concluded that MyGov has significantly expanded the scope of public participation through its diverse engagement models. Based on the recommendations of these assessments to improve inclusivity and accessibility, MyGov has implemented several strategic enhancements:

- **Multilingual Support:** The platform has been made available in 12 languages (English and 11 Indian regional languages) to bridge linguistic barriers
- **Mobile Accessibility:** A dedicated MyGov mobile application was launched to cater to the large number of mobile users in the country
- **Enhanced Outreach:** Digital and social media presence has been strengthened to ensure governance remains transparent and result-oriented
- **Platform Usability:** The web interface is periodically updated to enhance user experience and general accessibility

MyGov compiles the feedback /suggestions/recommendations of citizens and forward these to the concerned ministries/departments for their necessary action. Decisions regarding Action Taken Reports and any consequential policy or programme changes fall within the jurisdiction of the respective ministries/departments that own the specific policy/programme/scheme.

MyGov periodically reviews feedback specifically related to the functioning of its platform. This ensures that features, multilingual support, and general accessibility are continuously improved to meet the evolving needs of citizens and maintain a robust bridge between the Government and the public.
