

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

LOK SABHA
UNSTARRED QUESTION NO. 1877
(TO BE ANSWERED ON 07.03.2018)

G2C SERVICES

†1877. **SHRI CHANDU LAL SAHU:**
SHRI DEVJI M. PATEL:
SHRI A.T. NANA PATIL:

Will the **PRIME MINISTER** be pleased to state:

- (a) the steps taken by the Government to make the standard of services and governance of India the best in the world during the next fifteen years, to run all Government services (G2C services) online for the citizens (from beginning to end), to end the requirement of going to any Government office again and again or meeting any Government officer for any need as license approval, certificate registration, social benefit, etc.;
- (b) the total number of applications and web portals launched in this regard; and
- (c) the year-wise details of the number of complaints registered and sorted out on these web portals during the last three years?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) and (b): The Government of India is implementing the 'Digital India' programme with the vision to transform India into a digitally empowered society and knowledge economy. The pillar 5: e-Kranti- Electronic delivery of services envisages provisioning of various e-Governance services in the country. The focus of the e-Kranti is to transform the e-Governance services by expanding the portfolio of Mission Mode Projects (MMPs) in e-Governance under various Government Departments, undertaking Government Process Reengineering (GPR), work flow automation, introducing latest technologies such as Cloud and mobile platform and focus on integration of services. At present, there are 44 Mission Mode Projects (17 Central MMPs, 11 Integrated MMPs and 16 State MMPs), out of which 29 MMPs are providing more than 1800 e-Governance services. These MMPs delivered more than 304.64 crore e-transactions with an average of 25.38 crore transaction per month during Year 2017.

Besides these 44 MMPs, States and Central Departments are delivering multiple services related to Urban Governance, Geo-Informatics, Data Analytics, Procurement (Government e-Marketplace) that cover G2C, G2B as well as G2G services.

(c): The Department of Administrative Reforms & Public Grievances does not centrally maintain any information on the number of complaints registered and sorted out on these web portals during the last three years.
