

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 3494**  
TO BE ANSWERED ON: 08.08.2018

**TECHNOLOGY FOR RURAL PEOPLE**

**3494. PROF. RICHARD HAY:**

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

- (a) whether the Government has succeeded in promoting low cost technology based initiative in rural sector in the whole country in terms of fulfilling the rural people's aspirations and if so, the details thereof;
- (b) the details of the assessment regarding the success of UMANG App;
- (c) whether Medium and Small Enterprises(MSMEs) are being properly utilized in systematic growths of e-platform for service delivery, if so, the details thereof, State-wise; and
- (d) the details of start-up enterprises registered under Digital India programme?

**ANSWER**

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI S.S. AHLUWALIA)

(a): Yes, Sir. Some of the key initiatives implemented by Ministry of Electronics and Information Technology, Government of India in rural sector of the country are as follows

**Common Services Centre (CSC) 2.0:** The key objective of CSCs is to deliver various citizen centric services, such as, Government to Citizen (G2C), Business to Citizen (B2C) services, financial inclusion services, educational services, skill development services etc.

CSCs are internet enabled centres operated by local entrepreneur, called Village Level Entrepreneurs (VLEs). CSC has the capability in extending the information technology for access by the people, thereby, bridging the digital divide, with a particular emphasis on the provision of effective online services for the inclusion of the societies, thus digitally empowering the citizens, especially in rural & other inaccessible areas. Till June, 2018, there are 3,05,226 Common Services Centres (CSCs) functioning across the country; among which 2,10,314 CSCs are at Gram Panchayat (GP) level.

**e-District MMP:** The objectives of the e-District project are to ensure: end-to-end workflow to ensure delivery of e-Services by undertaking Business Process Re-engineering (BPR) of services, providing easy, anywhere and anytime access to Government services. This MMP is being implemented by State Governments/UT Administrations through their designated agencies. e-District services have been launched in 649 districts across all States / UTs.

**Mobile Seva Platform:** Mobile governance(m-governance) aims to leverage wireless and new media technology platforms, mobile devices and applications for delivery of public information and services to all citizens and businesses. It aims at widening the reach of, and access to, public

services to all citizens in the country, especially in the rural areas by exploiting the much greater penetration of mobile phones in the country. It also leverages the innovative potential of mobile applications in providing public services. Around 3992 Government departments and agencies integrated with the Mobile Seva platform. The total number of services available to citizens and businesses over Pull SMS has reached 705. On the Mobile Seva AppStore, total 1017 live mobile Apps have been developed and hosted.

**Unified Mobile Application for New-Age Governance (UMANG):** Unified Mobile Application for New-Age Governance (UMANG) has been developed as a single mobile platform to deliver major Government services with Core Platform integrated with Aadhaar, DigiLocker, PayGov, Rapid Assessment System (RAS) etc. Citizens can access pan India Government services from the Central Government, State Governments, local bodies and their agencies and some important utility services from corporate. About 276 services from 62 departments and 14 States are available on UMANG platform.

**Vikaspedia:** Vikaspedia is a knowledge portal targeting specific country needs in the domain of social development. This multilingual portal is developed as a single-window access to information, products and services, with specific objective of reaching the ‘un-reached’ communities of India, especially poor. It catalyses the use of ICT tools for knowledge sharing, leading to development. Vikaspedia seeks to bridge the gap between the poor and development, by providing links to government, civil society groups / NGOs and private institutions. The ultimate goal is to create a service-oriented, people-friendly and demystified Information Technology (ICT) for Development in service of communities through country-wide collaborations.

National Informatics Centre (NIC), an attached office of Ministry of Electronics & Information Technology (MeitY), has its State Centres at State level and District level all over India. These State and District Centres continuously guide and assist the Government Officers in ICT applications. NIC also provides various citizen centric services through its products and platforms such as e-Hospital, e-Counseling, Service plus, e-Transport, Jeevan Pramaan, National Scholarship Portal etc which can also used by rural people and thus fulfilling their aspiration.

(b): 276 services of 62 departments and 14 states are available on UMANG platform. Though, no external agency has been hired so far for doing the impact assessment, the internal assessment shows that it has been downloaded more than 72 Lakh times and has a rating of 4.44 on a scale of 5 on Google Play Store with 72 % ratings of 5 indicating a very good feedback from the citizens. More than 3 crore transactions have been executed on UMANG since its inception and it has an Average Monthly Active User Base of 19 Lakh. UMANG was given the “Best m-Government Service Award” in the “Accessible

Government Category” during the 6<sup>th</sup> edition of the World Government Summit on 13<sup>th</sup> February, 2018 in Dubai by UAE Government.

(c): To facilitate on line procurement of Goods & Services required by various Government Departments/Organizations/PSUs Government e-Marketplace (GeM) has been implemented. The GeM platform, which provides for procurement of goods and services required by Central & State/UT Government organizations. GeM SPV provides an end-to-end online Marketplace for Central and State Government Ministries / Departments, Central & State Public Undertakings (CPSUs & SPSUs), Autonomous institutions and Local bodies, for procurement of common use goods & services in transparent and efficient manner. Presently, 3,93,000+ products & 20+ Services offered by 131,000+ Sellers & Service Providers.

(d): No start-up enterprise is being registered under the Digital India programme.

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