

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO 1550**  
TO BE ANSWERED ON 19.12.2018

**UMANG APP**

**1550. DR. SANJAY JAISWAL:**

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

- (a) the number of downloads of the UMANG app since its inception;
- (b) whether the app has improved the efficiency of providing government services to the people and if so, the details thereof;
- (c) whether the app has helped specifically in the inclusion of the marginalised communities and also of people residing in rural areas; and
- (d) if so, the details thereof?

**ANSWER**

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

(a): UMANG has been downloaded more than 96 Lakh times since inception.

(b): UMANG app does the simplification in the service delivery mechanism of the government services, which are digitally delivered, in consultation with the concerned department. Presently, through UMANG, citizens can avail 325 services of central government/respective State/UT government, on a 24X7 basis on the web as well as mobile. Further, UMANG has a mechanism to improve its services based on the users' feedback. However, no formal impact assessment for improvement in the efficiency of providing government services to people through UMANG app has been done, so far.

(c) and (d): UMANG provides major government services in 13 Languages (12 Indian Languages apart from English) catering to various sectors such as Agriculture, Health, Pensions, Education, etc. Residents of Marginalized Communities can apply for various State services such as Caste Certificates, Income Certificates through UMANG app. Currently, farmers residing in rural areas can access over 32 services related to Crop Insurance, Soil Health Card, view Agro Advisory Services, check market prices of commodities in nearby Mandi, view/list the produce for buying/selling and also get information about Government's flagship schemes.

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