

GOVERNMENT OF INDIA
MINISTRY OF PANCHAYATI RAJ
LOK SABHA
UNSTARRED QUESTION NO. †4212
ANSWERED ON 19.08.2025

AI TRANSLATION TECHNOLOGIES OF BHASHINI PROJECT

†4212. SHRI TRIVENDRA SINGH RAWAT:

Will the Minister of PANCHAYATI RAJ be pleased to State:

- (a) the manner in which the multilingual e-governance is likely to enhance the accessibility of rural citizens to e-Gram Swaraj platform;
- (b) the details of the specific AI translation technologies of Bhashini project being integrated with e-Gram Swaraj platform to improve service delivery, enhance participation and ensure localization in governance; and
- (c) the additional measures proposed by the Government in future to make digital services accessible to rural citizens in their mother tongue?

ANSWER

THE MINISTER OF STATE FOR PANCHAYATI RAJ

(PROF. S.P. SINGH BAGHEL)

- (a) The Ministry is implementing the e-Panchayat Mission Mode Project (MMP) under the Rashtriya Gram Swaraj Abhiyan (RGSA) to strengthen e-Governance in Panchayati Raj Institutions (PRIs) across the country. The eGramSwaraj application, developed under this initiative, facilitates planning, accounting, monitoring, and online payments at the Gram Panchayat level. The introduction of facility e-Governance on these platform is aimed at enhancing accessibility for rural citizens by allowing them to interact with the application in their mother tongue. This is expected to improve citizen engagement, ensure better understanding of schemes and promote inclusive participation in local governance processes.
- (b) To enable multilingual capabilities, the eGramSwaraj platform has been integrated with the Bhashini, an initiative of the Ministry of Electronics and Information Technology (MeitY) under the National Language Translation Mission (NLTM). Bhashini leverages cutting-edge AI/ML-based Natural Language Processing (NLP) technologies for text and speech translation across Indian languages. Integration with eGramSwaraj facilitates real-time translation of content, forms and notifications into all 22 scheduled Indian languages, thereby improving service delivery, enhancing participation, and ensuring localization in governance.
- (c) The Ministry continuously strives to enhance the effectiveness and impact of the e-Panchayat Mission Mode Project (MMP) by leveraging emerging technologies and adopting a consultative, feedback-driven approach. Regular feedback is collected from users at various

levels, including through regional workshops and stakeholder consultations, to identify areas of improvement and prioritize future developments. Feedback from State Governments and Panchayat functionaries is regularly incorporated to improve the usability and impact of digital platforms. As part of these efforts, the Ministry has conducted regional workshops in Shimla, Hyderabad, and Guwahati to gather feedback from stakeholders. To brainstorm and develop a roadmap for strengthening its e-Governance applications, the Ministry also organized an industry consultation event, "Manthan," in New Delhi. Focused interactions with stakeholders were also held in Maharashtra and Lucknow. In addition, several online meetings were convened to maintain active engagement with State Governments. These interactions have been instrumental in collecting actionable feedback for system improvement and rationalization, aligned with ground-level requirements. The Ministry uses such feedback to expand language coverage, strengthen voice-based interfaces, and make digital services more accessible to rural citizens in their mother tongue.
