

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 1976
TO BE ANSWERED ON: 11.02.2026

**IMPACT OF DIGITAL PLATFORMS IN IMPROVEMENT OF LAST-MILE
DELIVERY OF GOVERNMENT SERVICES**

1976. SMT. POONAMBEN HEMATBHAI MAADAM:

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

- (a) the details of outcomes achieved under the Digital India Programme in strengthening India's Digital Public Infrastructure during the last five years;
- (b) the impact of digital platforms of the Government in improving last-mile delivery of Government services particularly for rural populations, women and marginalised communities; and
- (c) the steps taken by the Government to ensure interoperability, scalability and language accessibility of Digital India platforms across States and Union Territories?

ANSWER

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

(a) to (c): In line with Hon'ble Prime Minister's vision to democratise technology and empower citizens, the Government of India had launched the Digital India programme in July, 2015. The overall goal is to ensure that digital technologies improve the life of every citizen, expand India's digital economy, and create investment and employment opportunities in India.

Under the Digital India programme, the Government has adopted the Digital Public Infrastructure (DPI) approach to enable delivery of digital services at population scale through **open, interoperable and scalable** platforms. DPI provides common digital building blocks that can be reused across sectors, thereby enabling rapid development of citizen-centric applications while ensuring security and interoperability.

To promote linguistic inclusion in digital services, the Government has launched the **National Language Translation Mission (NLTM) – BHASHINI**, envisaged as a public digital platform for Indian language technologies. The Bhashini platform addresses communication barriers for India's diverse population. This fosters greater access to digital tools for underserved communities. **API Setu** platform has been launched to facilitate implementation of Open API Policy and build open and interoperable digital platform to enable seamless service delivery across government. 7850+ APIs have been published.

Government has successfully implemented foundational digital public infrastructure (DPI) at population scale for identity (Aadhaar), for payment (UPI), for data exchange (DigiLocker and API Setu), etc. DPI has been a transformative force in India's socio-economic development, significantly enhancing financial inclusion, digital inclusion, governance and economic growth.

Digital India initiatives are accessible through mobile platforms, which has played a significant role in bridging the urban–rural divide. Expanding DPI in rural areas has been a key priority for Government of India to improve financial inclusion, digital inclusion and ensure access to essential government services for all the strata of society including women and deprived sections. These initiatives enable citizens to access a wide range of government services such as digital education, digital health, digital payments, e-Courts etc. anytime and from anywhere.

The status of some of the key Digital Public Infrastructure (DPI) and digital platforms that have been instrumental in ensuring inclusive and equitable access to Government services, particularly for the rural population, women, and other sections of society, is as under:

- **Aadhaar:** Aadhaar is the world's largest digital identity programme that provides biometric and demographic-based unique digital identity. **143+ crore Aadhaar IDs** have been generated so far.
- **Unified Payments Interface (UPI):** UPI has revolutionized digital transactions across the country. UPI has empowered millions of individuals and small businesses in rural and remote areas to make fast, secure and low-cost digital payments, significantly advancing financial inclusion. UPI is the world's largest payments system.
 - UPI serves 6.5 crore merchants, and connects 685 banks on one platform, making it the world's largest digital payment system.
 - UPI powers 81% of India's digital payments and nearly 49% of global real-time digital payments.
- **DigiLocker:** DigiLocker has provided anytime access to authentic digital documents from original issuer for the common citizen. More than **65.01 crore** users are registered with DigiLocker to avail its services and more than 950+ crore documents issued from 2412 issuers onboarded on the platform.
- **Unified Mobile Application for New-age Governance (UMANG),** one mobile application for all government services, is operational and offers **2390+ services** for individuals.
- **Digital Infrastructure for Knowledge Sharing (DIKSHA):** It is the world's largest, most diverse school education platform. As on date, 565.97 crore learning sessions have been imparted using DIKSHA. It has achieved 18.47 crore course enrolments and 14.69 crore course completions.
- **Government e-Marketplace (GeM):** GeM facilitates online procurement of common use Goods & Services required by various Government Departments / Organisations / PSUs. Currently, 168,345 Primary Buyers and 243,666 Secondary Buyers are onboarded on GeM. 10,676 product categories and 354 service categories are listed on GeM.
- **Co-WIN:** CO-WIN is a transparent system that allows tracking of each dose of vaccine supplied to vaccination facilities and records the fulfilment of demand at a granular level. Facilitated 2.2+ Billion doses of vaccinations and 1.11+ Billion registrations of users.

- **Aarogya Setu:** World's leading contact tracing app to check and prevent covid outbreak. Aarogya Setu helps in predicting likelihood of spread of disease and possible hotspots and Digital health assessment provides updates on the user's current health status.
- **eSanjeevani** - National Telemedicine Service of India is a step towards digital health equity to achieve Universal Health Coverage (UHC). eSanjeevani facilitates quick and easy access to doctors and medical specialists from smartphones. Over 44.70 Crore patients at over 137,661 Health & Wellness Centers (as spokes) through 18,447+ hubs serviced by more than 228,984 doctors, medical specialists, super-specialists and health workers as telemedicine practitioners.
- **e-Hospital-** e-Hospital application is the Hospital Management Information System for internal workflows and processes of hospitals. Currently, a total of 6,101 hospitals is active and operational on the platform.
- **e-Courts:** e-courts is transforming the Indian Judiciary by making use of ICT. It has led to optimum automation of judicial and administrative processes and is Backbone of Interoperable Criminal Justice System (ICJS). More than 3680 District & Taluka court complexes have been onboarded with e-Court platform.
- **Poshan Tracker:** It is an important tool for women & child development and last mile delivery of nutritional services. It Provides real-time monitoring and tracking of beneficiaries and duty bearers and is Linked with Education and Health Programmes for proactive service delivery. Nutritional services have been delivered to 104 million beneficiaries, with last-mile service delivery by 1.39 million Anganwadi Workers being digitally tracked to ensure effective implementation and monitoring.
- **e-Office:** It is a complete digital work place solution for Government offices assisting departments in informed and quicker decision making and less paper office. Implemented in 790 organizations with 1+ Million users and facilitated 53Million e-Files & 248+ Million e-Receipts
- **NCD Platform:** The National Non-Communicable Diseases (NCD) platform facilitates screening, diagnosis, and management of major NCDs, including hypertension, diabetes, and oral, breast, and cervical cancers, across primary, community, and district health facilities. As on date, 74.97 crore beneficiaries have been enrolled in the system and 8.64 crore patients under treatment for hypertension and diabetes. The platform is integrated with the Ayushman Bharat Digital Mission (ABDM) with 11.94 crore ABHA numbers generated/linked.
- **SIDH (Skill India Digital Hub):** Digital Ecosystem for Skilling and Livelihood (DESH-Stack) Integrating the entire skilling ecosystem in one accessible platform for citizens. It is empowering users with the tools and resources to thrive in the digital age. 17.32+ million candidate registrations, 2.4+ million App downloads and 8500+ NSQF & academy courses across various sectors are available on the platform.
- **Common Services Centres** – CSCs are offering government and business services in digital mode enhancing last-mile connectivity in rural areas through Village Level Entrepreneurs (VLEs). Over **800 services** are being delivered through CSCs. As on December, 2025, 5.87 lakh CSCs are functional across the country (in rural and urban areas), out of which 4.57 lakh CSCs are functional at the Gram Panchayat level (rural). State/UT wise and district wise details of CSCs are available at <https://csc.gov.in/> and list of services is available at <https://csc.gov.in/>.
- **Direct Benefits Transfer (DBT):** DBT uses Aadhaar to deliver welfare payments directly and remove fake beneficiaries. So far, Rs. 48+ lakh crore has been transferred through DBT.

Majority of the disbursement of Governments' welfare schemes is being carried out through DBT.

- **National Scholarship Portal (NSP):** The platform enables scheme owning Ministries/Departments and States/UTs to process applications and disburse Scholarships/funds directly into the beneficiary's bank account through Direct Benefit Transfer (DBT) mode. The National Scholarship Portal (NSP) serves over 7.47 Crore beneficiaries, with a total disbursement exceeding Rs. 44,181+ Crore. So far, 153 schemes belonging to 13 Ministries/Departments and 21 States/UTs are onboarded on NSP.
- **MyGov:** MyGov is a Government of India's Citizen Engagement Platform which 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. Presently, over **6.08+ crore** citizens are registered with MyGov, participating in various activities hosted on MyGov platform.
- **Jeevan Pramaan:** Jeevan Pramaan is an Aadhaar biometric-enabled digital service that allows Central, State, and other Government pensioners to conveniently submit Digital Life Certificates (DLCs) from anywhere in India, including their homes, using Aadhaar-based authentication. Over 11.96 crore Digital Life certificates have been processed since 2014.
- **PMGDISHA:** The Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA) was initiated to reach digital literacy in 6 crore rural households (one person per household) nationwide. As against 6 crore, 6.39 crore individuals were trained across the country, making it one of the world's largest digital literacy initiatives.
- **FutureSkills PRIME:** To bridge the industry skill gap, MeitY has initiated a programme titled "FutureSkills PRIME" jointly with National Association of Software and Service Companies (NASSCOM) aimed at re-skilling/up-skilling of candidate in new/emerging technologies. Under the FutureSkills Prime program, there are over 500+ courses & 2000+ digital fluency pathways offered on the platform. More than 16.20+ lakh candidates have enrolled in various courses comprising of approximately 41% women learners and candidates from 720 tier-2 and tier-3 cities have enrolled.
- The **LokOS application** has been developed to enable end-to-end digitization of Self-Help Group (SHG) networks across the country. It has been designed for both web and mobile platforms, with each platform supporting distinct user profiles and functionalities tailored to specific operational requirements. More than 92 lakh Self-Help Groups (SHGs) are registered on the LokOS platform, 5.56 lakh Village Organisations (VOs) have been profiled, and over 10.23 crore households mobilised through these Community-Based Organisations (CBOs) have been digitally profiled and linked on LokOS.
