

GOVERNMENT OF INDIA
MINISTRY OF MINORITY AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 2000
ANSWERED ON 11.02.2026

IMPLEMENTATION OF MILAN MOBILE APPLICATION

2000. SMT. SMITA UDAY WAGH:

SHRI LAVU SRI KRISHNA DEVARAYALU:

Will the Minister of MINORITY AFFAIRS be pleased to state:

- (a) the number of users registered on the Minority Loan Accounting Software for NMDFC (MILAN) mobile application since its launch including in Maharashtra and Andhra Pradesh;
- (b) whether the MILAN App has been designed to provide multilingual access, simplified navigation and end-to-end digital services to ensure ease of use for minority beneficiaries across urban, rural and semi-urban areas;
- (c) if so, the details thereof along with the language options, accessibility features and design upgrades introduced to enhance user experience particularly for first-time digital users;
- (d) whether any digital outreach, awareness or capacity-building campaigns have been undertaken to promote adoption of the MILAN App among minority communities, Self-Help Groups and beneficiaries of NMDFC schemes including in Maharashtra and Andhra Pradesh;
- (e) if so, the details thereof including the district-level outreach efforts; and
- (f) whether any targeted initiatives are planned for improving usage in Jalgaon Lok Sabha Constituency and if so, the details thereof?

ANSWER

THE MINISTER OF MINORITY AFFAIRS

(SHRI KIREN RIJJU)

(a): National Minorities Development & Finance Corporation (NMDFC), a Central Public Sector Enterprise under the Ministry of Minority Affairs, implements concessional credit schemes for self-employment and income-generating activities of eligible beneficiaries belonging to notified minority communities through State Channelizing Agencies (SCAs) nominated by the respective State Governments/UT Administrations and select banks.

Since the launch of the Minority Loan Accounting Software for NMDFC (MILAN), a total of 2,003 users have been registered on the platform, as detailed in **Annexure-I**.

However, no separate data is maintained with respect to registrations made through the MILAN mobile application vis-à-vis the portal, including State-wise details such as Maharashtra and Andhra Pradesh.

(b) & (c): The MILAN Mobile App currently does not support multilingual access and focuses on a simple, user-friendly interface. Multilingual loan application forms are available through the MILAN Portal to support users from diverse linguistic backgrounds.

(d): Yes. Digital outreach and awareness campaigns have been conducted to promote the MILAN Portal and Mobile App among minority communities through awareness camps organized by respective State Channelizing Agencies (SCAs). These include SCAs from Gujarat, Jammu & Kashmir, Rajasthan, Uttarakhand, Sikkim, and Ladakh.

Additionally, a training programme on the MILAN Portal was held at Chhatrapati Sambhajinagar in November 2025 for officers of the Maharashtra SCA. NMDFC also organized Capacity Building Programmes in December 2023 and March 2025, providing hands-on training to SCA officials. Information on the MILAN Portal and Mobile App is further disseminated regularly during NMDFC's Regional Review Meetings to strengthen outreach and awareness.

(e) & (f): The schemes of NMDFC are being implemented through Maulana Azad Alpsankhyak Aarthik Vikas Nigam in the State of Maharashtra. The SCA of NMDFC in Maharashtra is imparting training to its employees/its field staff to use MILAN software. Simultaneously, the awareness about use of MILAN Portal is also being generated amongst the targeted groups, including in Jalgaon district of Maharashtra.

Annexure-I

Annexure referred in reply to part (a) of Lok Sabha Unstarred Question No. 2000 for answer on 11.02.2026 regarding 'Implementation of Milan Mobile Application'.

State-wise Registered Users on MILAN		
S. No	States	Number
1	Andhra Pradesh	8
2	Assam	20
3	Bihar	26
4	Chhattisgarh	1
5	Delhi	21
6	Goa	3
7	Gujarat	10
8	Haryana	5
9	Himachal Pradesh	1
10	Jammu and Kashmir	28
11	Jharkhand	10
12	Karnataka	11
13	Kerala	11
14	Ladakh	8
15	Lakshadweep	2
16	Madhya Pradesh	9
17	Maharashtra	141
18	Manipur	12
19	Mizoram	2
20	Odisha	2
21	Rajasthan	1612
22	Tamil Nadu	8
23	Telangana	7
24	Uttar Pradesh	30
25	Uttarakhand	2
26	West Bengal	13
Grand Total		2003
