GOVERNMENT OF INDIA
MINISTRY OF RURAL DEVELOPMENT
DEPARTMENT OF RURAL DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO. 2864
ANSWERED ON 10/03/2026

RURAL DIGITAL LITERACY

2864. Shri Imran Masood:

Will the Minister of RURAL DEVELOPMENT be pleased to state:

(a)   whether an impact study of rural digital literacy and e-governance initiatives has been prepared, if so, the details thereof;

(b)   whether the grievance redressal system has become more transparent, if so, the details thereof;

(c)   whether digital records been made mandatory at the Panchayat level, if so, the details thereof;

(d)   whether comparative performance report is available; and

(e)   if so, the details thereof and if not, the reasons therefor, State-wise?

ANSWER
MINISTER OF STATE IN THE MINISTRY OF RURAL DEVELOPMENT
(SHRI KAMLESH PASWAN)

(a):   Department of Rural Development has undertaken a "National Impact Assessment and Monitoring System for MGNREGA Ponds using Geospatial Technologies and Artificial Intelligence", named BhuPRAHARI. The study was carried out with the objective of assessing the impact and monitoring the performance of ponds created under Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) using advanced technologies such as Geospatial analytics and Artificial Intelligence. The impact assessment study was conducted by Indian Institute of Technology Delhi (IIT Delhi), and a detailed report of the findings was submitted to the Department of Rural Development in May 2025.

Besides, the Ministry of Electronics and Information Technology carried out the impact analysis of the Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA) scheme with the help of three

agencies namely the Indian Institute of Technology (IIT) Delhi, Council for Social Development (CSD) and Indian Institute of Public Administration (IIPA). The latest impact assessment study of the PMGDISHA scheme was conducted by IIPA. The PMGDISHA was initiated to reach digital literacy in 6 crore rural households (one person per household) nationwide. The analyses concluded that training provided under PMGDISHA has had a significant impact on the adoption of Information & Communication Technology (ICT) and other forms of digital media. It benefited its participants by enabling their access to a wide range of information and services for various purposes, helping to reduce the overall digital divide in the country.

(b): The grievance redressal system under the programmes of the Department of Rural Development (DoRD) has been strengthened in recent years with a view to enhancing transparency, accountability and timely resolution of complaints.

Every scheme of DoRD like MGNREGA, PMAY-G, NSAP and others has its own grievance redressal system for users and beneficiaries. In addition to these, several other digital platforms are available to handle grievances related to rural development schemes, such as RuralOne, Meri Sadak, Janmanrega and so on, which facilitate monitoring and resolution of complaints at different administrative levels.

Further, citizens can also lodge grievances through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), an online platform of the Government of India. This portal enables beneficiaries and stakeholders to submit complaints related to programmes and services of DoRD and track the status of their grievances in a transparent and time-bound manner.

(c): The Government has taken several steps to promote and strengthen digital record-keeping at the Panchayat level under various programmes of the DoRD.

Under Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), records relating to job cards, muster rolls, works, wage payments and assets are maintained electronically through NREGASoft and related applications. The platforms also capture granular details up to the individual worker and asset level, enabling better monitoring and accountability.

Under Pradhan Mantri Awaas Yojana – Gramin (PMAY-G), beneficiary details, sanction orders, fund releases and progress of

houses are maintained digitally through AwaasSoft and AwaasApp. These systems capture scheme-related data at the beneficiary level, ensuring transparency and facilitating real-time tracking of implementation.

Further, digital systems and mobile applications such as Janmanrega are also used to facilitate real-time data capture, monitoring and grievance redressal at the Panchayat and field levels.

(d) & (e): The DoRD launched BhuPRAHARI to assess MGNREGA ponds using Geospatial technology and Artificial Intelligence. The Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA), implemented by CSC e-Governance Services India Limited under the Ministry of Electronics and Information Technology, aimed to provide digital literacy to 6 crore rural households. Impact assessments of PMGDISHA were conducted by IIT Delhi, CSD and IIPA, which indicated significant improvement in ICT adoption and access to digital services, helping reduce the digital divide. The scheme successfully trained 6.39 crore individuals through 4.39 lakh Common Service Centres across 2.52 lakh Gram Panchayats before concluding on 31 March 2024. The State/UT wise status is given at Annexure -I.

*****

Annexure referred to in reply to parts (d) & (e) of Lok Sabha Unstarred Question 2864 dated 10.03.2026

States/UTs-wise status under the PMGDISHA Scheme

Sl. No.	State Name	Enrolled Candidates	Trained Candidates
1.	Andaman and Nicobar Islands	5,564	2,931
2.	Andhra Pradesh	23,01,731	19,17,452
3.	Arunachal Pradesh	14,949	11,615
4.	Assam	27,21,585	23,60,195
5.	Bihar	82,40,606	74,12,740
6.	Chhattisgarh	24,86,455	21,37,064
7	Dadra & Nagar Haveli and Daman & Diu	20,522	18,029
8.	Goa	58,569	53,784
9.	Gujarat	30,31,310	26,83,286
10.	Haryana	18,57,815	15,77,109
11.	Himachal Pradesh	6,61,922	5,32,976
12.	Jammu and Kashmir	8,70,451	7,06,991
13.	Jharkhand	27,52,731	22,86,356
14.	Karnataka	29,64,726	24,40,957
15.	Kerala	1,77,165	1,18,132
16.	Ladakh	24,785	22,122
17.	Lakshadweep	142	35
18.	Madhya Pradesh	56,92,467	50,69,449
19.	Maharashtra	61,23,970	53,23,817
20.	Manipur	28,397	18,286
21.	Meghalaya	1,52,783	1,06,063
22.	Mizoram	30,317	23,125
23.	Nagaland	11,990	8,968
24.	Odisha	36,16,441	30,86,143
25.	Puducherry	22,079	15,801
26.	Punjab	17,46,448	15,14,820
27.	Rajasthan	45,06,184	39,70,690
28.	Sikkim	27,035	23,122
29.	Tamil Nadu	17,04,537	14,07,880
30.	Telangana	14,56,226	12,10,448
31.	Tripura	3,25,000	2,64,186
32.	Uttar Pradesh	1,63,14,369	1,45,48,273
33.	Uttarakhand	7,85,978	6,73,306
34.	West Bengal	28,36,714	23,95,565
	Total	7,35,71,965	6,39,41,718

*Chandigarh and Delhi are urban agglomerations, hence not covered under the scheme.

*****