

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 5447
TO BE ANSWERED ON 25.03.2026

UMANG PLATFORM

5447. SHRI BAIJAYANT PANDA:

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

- (a) the number of Ministries, Departments and States integrated with the UMANG platform;
- (b) the number of services available and transactions recorded since launch, year-wise; and
- (c) whether any assessment has been undertaken on reduction in physical service interfaces and improvement in citizen access and if so, the details thereof?

ANSWER

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

(a) to (c): In line with the Hon'ble Prime Minister's vision to democratise technology and empower citizens, Government of India launched the Digital India programme in July, 2015.

Under the Digital India programme, the Government has developed UMANG (Unified Mobile Application for New-age Governance) platform that provides single-window access to multiple government services from the Centre, States, and local bodies.

UMANG has onboarded 2,446 services (Central: 872, State: 1,574) from 240 Government departments including 80 Central Government Departments and 160 Departments of 30 States/ Union Territories till Feb'2026.

The year-wise number of the services available on UMANG platform and transactions recorded on it since inception is given in the following table.

(the given figures are cumulative)

| Year | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 | 2026 (till Feb'26) |
|------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---------------------------|
| No. of Services | 166 | 326 | 488 | 974 | 1375 | 1672 | 1836 | 2101 | 2390 | 2446 |
| Transactions (in Cr.) | 3.90 | 29.58 | 75.34 | 126.57 | 215.22 | 332.65 | 402.43 | 516.06 | 709.11 | 737.20 |

In the year 2025, an evaluation/ assessment of the e-Governance Scheme (including UMANG project) was conducted by Indian Institute of Public Administration (IIPA), New Delhi.

It has been observed that UMANG has enabled easy and seamless access to citizen centric services through the single mobile platform with multilingual support and extended reach even to remote populations. The evaluation report by IIPA also brings out that UMANG has played a key role in reducing the need for physical interfaces by enabling citizens to access a wide range of government services digitally.

The report also highlighted that usage of digital services through UMANG, reflects improved citizen adoption and access to public services, and growing reliance on digital channels over physical interfaces.
