

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 1781
TO BE ANSWERED ON: 29.07.2026

STATUS OF MAJOR E-GOVERNANCE PLATFORMS

1781. MS SAYANI GHOSH:

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

- (a) the current status of major e-Governance platforms including UMANG and DigiLocker, indicating the number of registered users, services offered and transactions carried out since their launch, year-wise;
- (b) the total funds allocated, released and utilised for the development, operation and maintenance of these platforms since their inception;
- (c) whether the Government has conducted any assessment of the digital security and safety, effectiveness, accessibility, user satisfaction and service delivery outcomes of these platforms and if so, the details and findings thereof;
- (d) the measures taken to improve digital security, accessibility, cybersecurity, interoperability and last-mile reach particularly in rural and underserved areas; and
- (e) the steps taken or proposed to be taken by the Government to increase adoption and integration of e-Governance platforms across Government departments and public services?

ANSWER

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

(a) to (e): 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. Under the Digital India programme, the Government has undertaken several initiatives to improve digital access and e-governance across the country including rural areas. The details of DigiLocker and UMANG are as follows:

- **DigiLocker** provides citizens with anytime access to authentic digital documents issued by original issuers. The platform has over 71.66 crore registered users, with more than 936.03 crore documents accessible through the platform.

Year-wise details of DigiLocker

Year	Registered Users (in cr.)	Transactions Documents Accessed (in cr.)
2016–2017	0.37	1.23
2017–2018	0.67	0.38
2018–2019	0.9	1.05
2019–2020	1.67	2.17
2020–2021	2.34	4.2
2021–2022	4.19	7.7

2022–2023	5.48	10.2
2023–2024	10.55	17.04
2024–2025	24.18	33.22
2025–2026	17.9	26.31
2026–2027 (upto 15th July 2026)	3.63	7.84

Out of the allocated funds amounting Rs. 168.58 crore since inception (2015–2026 till date), expenditure of Rs. 105.14 crore has been incurred.

- **UMANG (Unified Mobile Application for New-age Governance)** provides citizens with a single mobile platform to access government services. Over 11.85 crore users are registered on UMANG, with 2,575 services from 241 Central and State Government Departments onboarded on the platform.

Year-wise details of UMANG

KPI	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026 (till Jun)
User Registrations (Cumulative) (in Cr)	0.25	0.97	1.74	2.54	3.99	4.88	5.85	7.34	9.97	11.66
Transactions (Cumulative) (in Cr)	3.90	29.58	75.34	126.57	215.2 2	332.65	402.42	516.06	709.11	797.98
No. of Services (Cumulative)	166	326	559	974	1375	1672	1836	2101	2390	2575

Out of the allocated funds amounting Rs. 149.91 crore since inception (2016–2026 till date), Rs. 129.15 crore has been utilised.

Details of the other key platforms is placed at **Annexure**.

Assessments and impact studies conducted:

The Government has, from time to time, undertaken assessment and impact studies of e-Governance initiatives under the Digital India Programme through periodic monitoring, stakeholder consultations and independent third-party evaluations. The impact of major schemes is generally evaluated by independent third-party agencies, which is not involved in the implementation of the scheme to ensure fair independent assessment.

The recent third-party evaluation of Electronic Governance scheme was conducted through India Institute of Public administration (IIPA), Delhi in November, 2025. The study has highlighted that the Digital India Programme has significantly transformed citizen service delivery by leveraging technology to improve access to information and integrate government services. It has enhanced transparency, reduced service delivery time, promoted paperless and faceless governance,

expanded digital inclusion, and empowered citizens through improved social and economic outcomes.

Measures taken to improve digital security, accessibility, cybersecurity, interoperability and last-mile reach particularly in rural and underserved areas:

- Platforms are hosted in Government Data Centres with Secure Socket Layer (SSL) encryption, Aadhaar/One Time Password (OTP)/biometric/ Time based One Time Password (TOTP) based secure authentication, Parichay-based access control, encryption of sensitive data, secure Application Programming Interface (API) integration, periodic security audits, Vulnerability Assessment and Penetration Testing (VAPT), continuous security monitoring, and compliance with Indian Computer Emergency Response Team (CERT-In), National Informatics Centre- Computer Emergency Response Team (NIC-CERT) and other Government cybersecurity guidelines.
- Cyber security mock drills are conducted regularly to enable assessment of cyber security posture and preparedness of organisations in Government and critical sectors, and regular training workshops are conducted for cybersecurity professionals.
- To make the platforms & their services more accessible, continuous efforts are put in for the adoption of Mobile-first design, multilingual interfaces, AI-powered chatbot support, compliance with Guidelines for Indian Government Websites (GIGW)/ Web Content Accessibility Guidelines (WCAG) accessibility standards, and service delivery through multiple channels including assisted service delivery through Common Service Centres (CSCs).
- To ensure interoperability amongst the platforms, adoption of APIs is encouraged and implemented through API Setu platform, along with integration with MeriPehchaan (National Single Sign-On), and major Digital Public Infrastructure (DPIs) for seamless integration across Government departments and agencies.
- Delivery of services through CSCs, bank branches, India Post Payments Bank (IPPB) doorstep services, authorised service providers, WhatsApp-based services, and integration of Central and State Government services on unified digital platforms to improve access for citizens, particularly in rural, remote and underserved areas.

Steps taken/ proposed to be taken to increase adoption and integration of e-Governance platforms across Government departments and public services:

- Continuous onboarding of Central, State and Union Territories (UT) Government services and schemes on platforms such as UMANG, DigiLocker, API Setu, myScheme, and eOffice, along with integration of additional Government departments and service providers to enable seamless integration across Government applications.
- Regular stakeholder consultations, workshops, awareness programmes & outreach initiatives and structured training sessions, including dedicated courses on the iGOT Karmayogi platform and training through premier Government institutes, to build capacity for effective adoption.
- Continuous improvement of platforms through AI-enabled features such as conversational chatbots, BHASHINI-based voice-to-text and translation services, simplified user interfaces and performance optimization to enhance user experience.

Budget Allocation and Utilisation: The Digital India Programme is an umbrella programme comprising projects implemented by various Central Ministries/Departments and States/UTs, each with its own budgetary provisions.

MeitY implements eight Central Sector sub-schemes under the Programme, for which no State/UT-wise budget allocation is made.

The details of the budget allocated and utilised by MeitY under the Digital India Programme during the last five financial years are as follows:

Financial Year	Funds allocated (Rs. in Crore)	Expenditure (Rs. in Crore)
2021-22	6388.00	4504.36
2022-23	5400.50	3863.13
2023-24	4428.01	4174.14
2024-25	4173.00	3784.93
2025-26	5144.45	4638.28

Annexure

Details of other key platforms undertaken under Digital India Program are as follows:

- **Aadhaar:** Aadhaar created a trusted biometric identity platform for secure and instant digital authentication. Aadhaar enrolments increased from 0.42 crore in 2010-11 to over 144+ crore by June 2026. In Tamil Nadu, over 8.18 crore Aadhaar have been generated.
- **Unified Payments Interface (UPI):** 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.
 - o UPI serves more than 55.49 crore individuals, 6.5 crore merchants, and connects 731 banks on one platform, making it the world's largest digital payment system.
 - o UPI powers 85% of India's digital payments and nearly 50% of global real-time digital payments.
- **Direct Benefit Transfer (DBT)** leverages Aadhaar to transfer welfare benefits directly to beneficiaries, ensuring transparency and eliminating duplicate/fake beneficiaries. Over Rs. 52 lakh crore has been transferred through DBT nationwide.
- **National Scholarship Portal (NSP)** is a unified platform for end-to-end online processing of scholarship applications, verification, sanction and disbursement. Since its launch, around 8.16 crore scholarships, amounting to about ₹53,300 crore, have been disbursed through the Direct Benefit Transfer (DBT) mode.
- **myScheme** is a national platform that enables citizens to discover and access information on Government schemes offered by the Central and State/UT Governments. The platform hosts over 4,750 Government schemes, has recorded over 4.5 crore visitors, 6.5 lakh+ registered users, and over 385 crore API hits, reflecting its growing reach and utility.
- **API Setu:** API Setu project intends to facilitate promotion of efficient sharing of data among data owners and inter-and-intra Governmental agencies to achieve the objective of interoperable systems in order to deliver services in an integrated manner. Currently, the portal has published 8,904 APIs provided by many Central and State Government departments on API Setu platform.
- **eOffice** is a digital workplace solution developed by NIC to promote paperless and efficient governance. As on July 2026, it serves over 18 lakh users and has processed more than 11 crore eFiles and 68 crore eReceipts. The platform has been implemented across 90 Central Ministries/Departments, 30 State/UT Secretariats, 495 Districts, 14 Judiciary organisations, and 803 PSUs, Attached/Subordinate Offices, Statutory and Autonomous Bodies.
- **Jeevan Pramaan** is an Aadhaar-based Digital Life Certificate (DLC) platform launched in November 2014 to enable pensioners to submit Life Certificates digitally through biometric and face authentication, without visiting Pension Disbursing Authorities. The platform is integrated with banks, Post Offices, State Treasuries and other pension disbursing agencies. Since its launch, it has generated over 12.28 crore Digital Life Certificates.
