GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 352
TO BE ANSWERED ON 03.02.2021

UMANG MOBILE APP

**352.   SHRI POCHA BRAHMANANDA REDDY: SHRI KURUVA GORANTLA
MADHAV: SHRI SRIDHAR KOTAGIRI: SHRI T.R.V.S. RAMESH:
SHRI P.V. MIDHUN REDDY: SHRI CHANDRA SEKHAR BELLANA:
SHRI MAGUNTA SREENIVASULU REDDY:**

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

(a)   whether the Government has developed the UMANG Mobile App, as a unified platform
aggregating major Government services;
(b)   if so, the details and the major features thereof;
(c)   the State Governments that are offering their services through this UMANG Mobile App; and
(d)   whether this App is integrated with Aadhaar, DigiLocker and Payment Gateway and if so,
details thereof?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)

(a) and (b): Yes, Sir. UMANG is a unified platform and common mobile app to facilitate single point
access to major government services through mobile. UMANG App is available on Android, iOS,
Windows & Web (www.umang.gov.in). UMANG supports multiple languages - English and 12
regional languages.

As on Jan'21, about **1007** Services from 205 Central/ State/ UT Government departments along with
19361 Bharat Bill Payment Services (BBPS) have been on-boarded on UMANG.

Some of the features of UMANG Mobile app are as below:

- Aggregation of major Govt. services
- One App, URL, SMS Code and IVR (Toll Free) Number
- Unified, Robust , Scalable cloud based platform at the back-end
- Customized branding for departments/states
- Intuitive discovery and powerful search
- Built-in Analytics

(c): As on Jan'21, 28 State Governments are offering 544 Services from 103 State Government
Departments through the UMANG Mobile App. The list of 28 State/ UTs is enclosed at **Annexure I**.

(d): Yes Sir. UMANG app is integrated with Aadhaar, DigiLocker, Payment Gateway, Feedback
System, etc. The brief of these **core integrations** is as below:
1. Payment Gateway – if a department is not integrated with payment Gateway and needs to
collect some fees, the payment gateway integrated with UMANG i.e. PayGov may be used.

2. DigiLocker – All documents in DigiLocker of a person can be seen by that person on Home page of his UMANG or while applying to a new service a user can use documents from his DigiLocker to upload/apply.
3. Feedback System – If a person takes any service from UMANG, a feedback request can be sent to him and his feedback can be collected by Rapid Assessment System (RAS) - the feedback system integrated with UMANG.
4. SMS – An SMS can be sent to a user of any department, if required
5. Email Gateway – an e mail can be sent to user of any department, if required.

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List of the States/UTs offering their services on UMANG

S. No.	States/UTs
1	Andhra Pradesh
2	Arunachal Pradesh
3	Assam
4	Bihar
5	Chandigarh
6	Chhattisgarh
7	Delhi
8	Goa
9	Gujarat
10	Haryana
11	Himachal Pradesh
12	Jammu & Kashmir
13	Jharkhand
14	Ladakh
15	Madhya Pradesh
16	Manipur
17	Meghalaya
18	Mizoram
19	Nagaland
20	Odisha
21	Rajasthan
22	Sikkim
23	Tamil Nadu
24	Telangana
25	Tripura
26	Uttarakhand
27	UttarPradesh
28	West Bengal