GOVERNMENT OF INDIA
MINISTRY OF ELECTORNICS AND INFORMATION TECHNOLOGY
LOK   SABHA
UNSTARRED QUESTION NO. 3306
TO BE ANSWERED ON: 09.08.2023

COMPLAINT AGAINST NIC SERVICE

3306. SHRI RAMESH CHANDER KAUSHIK:
MS. LOCKET CHATTERJEE:
SHRI JUGAL KISHORE SHARMA:
SHRIMATI SANDHYA RAY:

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

(a) the total number of complaints received regarding deficiencies/problems in the services
provided by the National Informatics Center (NIC) during the last three years, State/UT and
year-wise;
(b) the total number of said complaints received from Government departments, Public
Institutions and Customers in West Bengal, Haryana, Uttar Pradesh, Jammu & Kashmir and
Madhya Pradesh respectively during the last three years, district-wise; and
(c) the measures taken by the Government/NIC to solve the problems in this regard?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TEHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a):   National Informatics Centre (NIC) provides Information and Communication
Technology (ICT) and eGovernance support to Central Government, State Governments, UT
Administrations, Districts, and other Government bodies. NIC has developed several digital
solutions and platforms for the socio-economic development of the country to empower
citizens. It offers wide range of services like Multi-Gigabit PAN India Network NICNET,
National Knowledge Network, National Data Centres, National Cloud, Video Conferencing,
Email and Messaging Services, Command and Control Centre, Multi-layered GIS based
Platform, Domain Registration and Webcast.

The estimated user base of NIC services is more than one crore. Around three lakh
requests/issues on an average were reported yearly which is less than 3% of the user base.
Year wise breakup from 2020, 2021 and 2022 is given below.

States	2020	2021	2022
ANDAMAN & NICOBAR ISLANDS	334	93	109
ANDHRA PRADESH	4048	4236	4895
ARUNACHAL PRADESH	2107	2323	2601
ASSAM	9270	8604	9926
BIHAR	3803	3222	3094
CHANDIGARH	17123	17535	17011
CHHATTISGARH	6400	10697	7175
DADAR & NAGAR HAVELI	68	97	69
DAMAN & DIU	140	169	164
DELHI	79925	76377	73977
GOA	4492	3713	3828
GUJARAT	6247	7385	6838
HARYANA	21006	4076	2957
HIMACHAL PRADESH	30949	34607	35296

JAMMU & KASHMIR	9799	7528	8394
JHARKHAND	4941	3263	1797
KARNATAKA	8609	7388	6666
KERALA	10925	9640	10749
LAKSHADWEEP	125	68	68
MADHYA PRADESH	24979	16758	11056
MAHARASHTRA	15920	19755	19699
MANIPUR	1289	1022	1083
MEGHALAYA	4622	4557	3957
MIZORAM	819	494	922
NAGALAND	558	524	503
ORISSA	18071	15421	16197
PONDICHERRY	233	365	143
PUNJAB	4406	3619	2757
RAJASTHAN	7891	7238	19118
SIKKIM	1441	1349	1530
TAMIL NADU	3792	5989	3561
TELANGANA	3877	5524	7551
TRIPURA	5388	5124	5054
UTTAR PRADESH	45479	33003	22738
UTTARAKHAND	13332	12117	10477
WEST BENGAL	9099	7629	7140
Total States	381507	341509	329100

(b): In the state of West Bengal, 7140 requests/issues were received on service desk in 2022. District wise breakup for year 2020, 2021 and 2022 is given below.

S. No.	West Bengal Districts	2020	2021	2022
1	Alipurduar	1665	75	144
2	Bankura	1179	19	11
3	Purba Bardhaman	530	32	25
4	Birbhum	321	22	30
5	Cooch-Behar	277	1216	1674
6	Dakshin-Dinajpur	257	55	87
7	Darjeeling	190	34	21
8	Hooghly	177	97	79
9	Howrah	129	130	121
10	Jalpaiguri	86	71	31
11	Jhargram	79	2	-
12	Kalimpong	-	1	-
13	Malda	79	55	41
14	Murshidabad	73	350	224
15	Nadia	70	12	-
16	North-24-Parganas	70	9	10
17	Paschim Bardhaman	62	4	-
18	Paschim-Medinipur	49	19	12
19	Purba-Medinipur	25	47	605
20	Purulia	19	26	21
21	Siliguri	19	45	-
22	South-24-Parganas	1	45	19
23	Uttar-Dinajpur	1	22	12
24	State Unit	3741	5241	3973
	Total	9099	7629	7140

In the state of Haryana, 2957 requests/issues were received on service desk in 2022. District wise breakup for year 2020, 2021 and 2022 is given below.

S. No.	Haryana Districts	2020	2021	2022
1	Ambala	8643	114	-
2	Bhiwani	1053	14	10
3	Chandigarh	847	3	2
4	Faridabad	802	3	72
5	Fatehabad	654	41	1
6	Gurugram	640	201	2
7	Hisar	635	27	6
8	Jhajjar	530	23	3
9	Jind	511	74	47
10	Kaithal	499	33	17
11	Karnal	451	17	6
12	Kurukshetra	441	-	1
13	Mahendragarh	420	43	1
14	Mewat	378	7	3
15	Palwal	353	67	29
16	Panchkula	351	-	-
17	Panipat	307	42	7
18	Rewari	276	3	13
19	Rohtak	214	69	4
20	Sirsa	167	2	-
21	Sonepat	27	7	3
22	Yamunanagar	4	19	12
23	State Unit	2803	3267	2718
	Total	21006	4076	2957

In the state of Uttar Pradesh, 22738 requests/issues were received on service desk in 2022. District wise breakup for year 2020, 2021 and 2022 is given below.

S. No.	Uttar Pradesh Districts	2020	2021	2022
1	Agra	970	725	232
2	Aligarh	329	86	50
3	Allahabad (Prayagraj)	70	24	32
4	Ambedkar Nagar	12	38	6
5	Amethi	100	55	43
6	Auraiya	2390	1193	643
7	Azamgarh	634	118	17
8	Baghpat	257	78	226
9	Bahraich	409	126	11
10	Ballia	35	29	17
11	Balrampur	381	65	44
12	Banda	26	48	41
13	Barabanki	182	45	14
14	Bareilly	17	151	4
15	Basti	284	226	4
16	Bijnor	1052	356	50
17	Buduan (Budaun)	225	31	1
18	Bulandshahar	27	64	36

19	Chandauli	791	31	11
20	Chitrakoot	242	5	1
21	Deoria	27	35	4
22	Etah	18	33	1
23	Etawah	320	166	21
24	Faizabad	590	69	28
25	Farrukhabad	1	7	3
26	Fatehpur	118	24	16
27	Firozabad	121	65	54
28	Gautam Buddha Nagar	294	420	281
29	Ghaziabad	30	29	17
30	Ghazipur	1355	917	781
31	Gonda	30	90	13
32	Gorakhpur	1188	430	94
33	Hamirpur	20	27	9
34	Hapur	19	24	14
35	Hardoi	19	45	6
36	Hathras	296	123	15
37	Jalaun	504	98	12
38	Jaunpur	268	49	12
39	Jhansi	6136	4862	5130
40	Jyotiba Phule Nagar (Amroha)	819	276	4
41	Kannauj	16	30	22
42	Kanpur Dehat	1783	1302	957
43	Kanpur Nagar	331	166	16
44	Kasganj	14	8	7
45	Kaushambi	95	56	8
46	Kushinagar	2289	1542	1379
47	Lakhimpur Kheri	1038	266	27
48	Lalitpur	22	44	28
49	Lucknow	60	6	21
50	Maharajganj	205	3	6
51	Mahoba	1474	464	7
52	Mainpuri	13	36	9
53	Mathura	1054	400	122
54	Mau	129	29	25
55	Meerut	682	245	175
56	Mirzapur	59	74	24
57	Moradabad	92	71	23
58	Muzaffarnagar	42	73	26
59	Pilibhit	462	23	6
60	Pratapgarh	368	14	3
61	Raebareli	55	9	2
62	Rampur	86	43	29
63	Saharanpur	53	72	94
64	Sambhal	3	5	15
65	Sant Kabir Nagar	28	39	8
66	Sant Ravidas Nagar (Bhadohi)	11	7	7

67	Shahjahanpur	12	64	14
68	Shamli	2	6	11
69	Shravasti	1495	45	7
70	Siddharthnagar	391	19	2
71	Sitapur	677	88	11
72	Sonbhadra	13	59	14
73	Sultanpur	152	42	39
74	Unnao	2604	2549	2724
75	Varanasi (Banaras)	511	165	93
76	State Unit	8552	13656	8779
	Total	45479	33003	22738

In the state of Jammu & Kashmir, 8394 requests/issues were received on service desk in 2022. District wise breakup for year 2020, 2021 and 2022 is given below.

S. No.	Jammu & Kashmir Districts	2020	2021	2022
1	Anantnag	234	27	6
2	Badgam	438	85	133
3	Bandipore	79	31	26
4	Baramulla	156	52	97
5	Doda	420	2	1
6	Ganderbal	146	3	3
7	Jammu	2157	2360	2540
8	Kargil	7	1	1
9	Kathua	46	15	148
10	Kishtwar	500	6	8
11	Kulgam	126	54	46
12	Kupwara	149	90	155
13	Leh	12	3	1
14	Poonch	18	5	34
15	Pulwama	111	25	18
16	Rajouri	179	1	6
17	Ramban	2169	1819	1256
18	Reasi	107	9	1
19	Samba	25	12	1
20	Shopian	639	231	263
21	Srinagar	94	2	2
22	Udhampur	84	12	3
23	State Unit	1903	2683	3645
	Total	9799	7528	8394

In the state of Madhya Pradesh, 11056 requests/issues were received on service desk in 2022. District wise breakup for year 2020, 2021 and 2022 is given below.

S. No.	Madhya Pradesh Districts	2020	2021	2022
1	Agar Malwa	102	4	7
2	Alirajpur	457	32	12
3	Anuppur	269	16	12
4	Ashoknagar	1109	1205	340
5	Balaghat	168	32	14
6	Barwani	986	866	768

7	Betul	1057	1164	198
8	Bhind	1380	1246	1211
9	Bhopal	265	5	2
10	Burhanpur	698	59	5
11	Chhatarpur	88	34	29
12	Chhindwara	36	50	46
13	Damoh	1459	1172	1111
14	Datia	284	7	5
15	Dewas	1014	696	429
16	Dhar	34	33	26
17	Dindori	243	28	16
18	Guna	48	19	8
19	Gwalior	226	319	303
20	Harda	295	177	87
21	Hoshangabad	1806	211	-
22	Indore	626	217	90
23	Jabalpur	223	285	174
24	Jhabua	39	59	12
25	Katni	36	48	46
26	Khandwa	661	107	50
27	Khargone	1163	787	775
28	Mandla	751	316	106
29	Mandsaur	23	17	17
30	Morena	27	15	10
31	Narsingpur	1828	746	21
32	Neemuch	148	16	24
33	Panna	263	81	8
34	Raisen	280	10	10
35	Rajgarh	574	150	1
36	Ratlam	417	133	4
37	Rewa	795	201	14
38	Sagar	60	39	11
39	Satana	8	16	17
40	Sehore	35	16	15
41	Seoni	15	19	17
42	Shahdol	147	15	15
43	Shajapur	22	57	17
44	Sheopur	1088	940	1039
45	Shivpuri	124	23	8
46	Sidhi	80	20	38
47	Singrauli	123	22	11
48	Tikamgarh	1009	1093	1377
49	Ujjain	237	77	45
50	Umaria	39	22	14
51	Vidisha	16	15	12
52	State Unit	2098	3821	2429
	Total	24979	16758	11056

(c): The complaints/issues with respect to NIC Services are registered in a common service desk portal of NIC - https://servicedesk.nic.in/.

The complaints/issues are forwarded to concerned NIC teams at district/state/centre for timely resolution. Escalation matrix is built into the system to ensure all complaints are addressed.

The Government of India is committed of transparent and efficient delivery of services. Digital India Programme has paved the way for this by digitization of citizen services as well as the functioning of the Government. NIC has been playing a key role in this regard and has created a large number of applications for the citizens and government users.

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