GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 2001
TO BE ANSWERED ON 05.08.2021

FACILITIES THROUGH MOBILE SEVA

2001.   SHRI MAHESH PODDAR:

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

(a) the number of facilities and services that Government is providing to the public through 'Mobile Seva';
(b) the State/ UT-wise, year-wise and service-wise number of people who have so far taken benefit of 'Mobile Seva';
(c) the State/ UT-wise, year-wise details of the payment received through payment gateway against various services on different channels under 'Mobile Seva' and payment received manually for the same services; and
(d) whether payment through Mobile Seva and personal information of the user is completely secure, the details of the security arrangements therefor?

ANSWER

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

(a): The Mobile Seva project aims to enable various government departments and agencies in the country to provide electronic services through various mobile channels. The services provided by Mobile Seva are namely Push SMS, Pull SMS, IVRS, IVRS OBD/Voice Call, mGov App Container, and Mobile Seva AppStore.

(b): Currently, 3,965 accounts of departments/agencies have been integrated with Mobile Seva and they have sent more that 4000 crore SMSes till date. Mobile Seva serves many government departments and agencies across the country that is already integrated with the Mobile Seva platform and offers mobile-based services to their customers. Mobile Seva reaches citizens via integrated departments. So, the precise information regarding number of people benefitted so far resides with the departments. The tables listing the total no. of SMS sent state-wise and year-wise are placed at Annexure-I.

(c): Mobile Seva platform has not been integrated with any payment gateway.

(d): As mentioned above, Mobile Seva has not been integrated with any payment Gateway and it doesn't ask/ store any personal information. Hence, concerns over security of payments and personal information do not arise.

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No. of Push SMS Sent State-wise

S. No.	State/ UT	No. of Accounts of Dept./ Agencies	SMS Sent
1	Andaman and Nicobar	29	75,86,258
2	Andhra Pradesh	245	211,20,60,536
3	Arunachal Pradesh	1	5,20,878
4	Assam	5	6,195
5	Bihar	145	261,83,60,912
6	Chandigarh	58	4,47,37,629
7	Chhattisgarh	80	23,49,05,368
8	Dadar and Nagar Haveli	1	2,42,096
9	Daman and Diu	1	7,944
10	Delhi	10	31,15,13,719
11	Goa	1	3,00,298
12	Gujarat	110	35,30,86,405
13	Haryana	80	18,12,49,492
14	Himachal Pradesh	379	25,32,20,016
15	Jammu and Kashmir	6	2,23,374
16	Jharkhand	87	33,97,27,778
17	Karnataka	115	16,43,73,186
18	Kerala	89	218,24,40,443
19	Lakshadeep	2	2,12,93,300
20	Madhya Pradesh	236	218,11,98,150
21	Maharashtra	1301	79,19,99,742
22	Manipur	3	1,40,908
23	Meghalaya	5	20,10,776
24	Mizoram	2	7,19,92,29
25	Nagaland	21	18,67,060
26	Odisha	53	28,97,69,842
27	Pondicherry	8	48,92,230
28	Punjab	111	87,42,02,218
29	Rajasthan	162	209,12,58,640
30	Sikkim	3	2,01,235
31	Tamil Nadu	20	71,99,43,738
32	Telangana	87	68,98,59,452
33	Uttar Pradesh	16	7,42,68,593
34	Uttaranchal	10	37,82,860
35	West Bengal	48	44,64,62,377
	Total:	**3530**	**1700,49,12,877**

* Balance SMSs – Centre + PSU+ Others = 2300 Cr

No. of Push SMS Sent Year-wise

S. No.	Year	No. of PUSH SMS sent (in crore)
1	2013	55.34
2	2014	167.73
3	2015	487.85
4	2016	552.12

5	2017	718.43
6	2018	608.01
7	2019	661.51
8	2020	619.70
9	2021 (till June)	247.98

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