

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 706
TO BE ANSWERED ON 08.12.2023

SAFEGUARDS ADOPTED FOR VERIFICATION OF MOBILE NUMBER

706. DR. KANIMOZHI NVN SOMU:

Will the Minister of Electronics and Information Technology be pleased to state:

- (a) the details of various Government services/facilities available on the digital platform;
- (b) the safeguards adopted by Government while using mobile number for verification of the beneficiaries for the provision of benefits under various Government services;
- (c) whether there have been instances where denial to submit phone number and other personal details has resulted in denial of services by them;
- (d) if so, whether customer can deny providing his mobile details citing Privacy issues and still avail services; and
- (e) if so, the details thereof and if not, the reasons therefor?

ANSWER

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

(a) to (e): Government services are available on various digital platforms including Unified Mobile App for New-Age Governance (UMANG) and DigiLocker (for digital access to public documents). 1,811 Central and State government services are available on UMANG platform. 1,684 document issuers have integrated with DigiLocker and more than 628 crore documents have been issued on DigiLocker. The electronic consent management framework, notified by the Ministry of Electronics and IT, GoI is used by UMANG and DigiLocker for consent-based access. Technology upgradation and security audits are also undertaken on a regular basis. The databases storing all the information are well-secured and cannot be directly accessed. In-person access and facilitation of government services is available through 5.5 lakh CSCs out of which, 4.10 lakh CSCs are operational at Gram Panchayat level.
