

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA
UNSTARRED QUESTION NO. 2010

ANSWERED ON TUESDAY, 18th March, 2025/ **Phalguna 27, 1946 (Saka)**

Development of the Jan Samarth Portal

2010. Shri Akhilesh Prasad Singh:

Will the Minister of FINANCE be pleased to state:

- (a) the year-wise details regarding the funds allocated for the development of the Jan Samarth Portal;
- (b) the details regarding the key stakeholders and partner banks for the scheme;
- (c) whether the Ministry plans to expand the ambit of the portal by including more schemes in it;
- (d) if so, the details thereof; and
- (e) the steps taken to improve the accessibility of Government schemes during the last five years?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

(a): Jan Samarth Portal was launched on 06.06.2022 to provide a common platform for availing loan under credit-linked Government schemes. As on 10-03-2025, 14 credit-linked Government Schemes catering to agriculture, renewable energy, business activity, livelihood and education, etc. are made available on the portal. The Portal has been developed as a collaboration of commercial banks to provide a platform for citizens to avail loans under credit linked government schemes.

(b): Major Commercial Banks, Government Departments executing Credit Linked Government Schemes, 250 plus Member Lending Institutions (MLI)'s and M/s PSB Alliance Private Limited (a company setup by all Public Sector Banks) are the key stake holders for the schemes.

(c) and (d): As on 10-03-2025, 14 credit-linked Government Schemes catering to agriculture, renewable energy, business activity, livelihood and education, etc. are made available on the portal.

(e): Following steps have been taken to improve the accessibility of government schemes:

- The portal is made available in 8 different languages and more than 250 Member Lending Institutions (MLIs) have been onboarded on the portal.
- The portal is integrated with Unique Identification Authority of India (UIDAI), National E-Governance Services Ltd (NeSL), Goods and Service Tax (GST), Central Board of Direct Taxes (CBDT) and Local Government Directory (LGD) etc. for seamlessly authenticating data.
- Grievances of customers are resolved transparently and the customers are informed about the channels available for resolving grievances in a timely manner. Complaints in the portal are recorded, tracked, and resolved within specified time frames.
