

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
UNSTARRED QUESTION NO. 2872  
ANSWERED ON 6<sup>TH</sup> AUGUST, 2025**

**INTEGRATION OF DIGITAL SERVICE DELIVERY TO WELFARE SCHEMES**

**2872. SMT. SANGEETA KUMARI SINGH DEO:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether the Government has undertaken steps at the national level to integrate mobile based platforms and digital grievance redressal systems with flagship welfare schemes to improve ease of access for rural beneficiaries and if so, the details thereof;
- (b) whether the digital service delivery initiatives such as the use of mobile apps, SMS-based alerts and Interactive Voice Response System (IVRS) are being adapted to local contexts in the State of Odisha, especially for schemes related to pensions, health entitlements and rural employment and if so, the details thereof; and
- (c) whether the Government has collaborated with state authorities or panchayats in Balangir district to improve mobile literacy, reduce SIM-based exclusion in Aadhaar-linked benefits and promote use of local language mobile interfaces for accessing public services and if so, the details thereof?

**ANSWER**

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT  
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) to (c)      The information is being collected and would be laid on the Table of the House.

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