

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
LOK SABHA

UNSTARRED QUESTION NO. 2096

ANSWERED ON MONDAY, 09th DECEMBER, 2024/ AGRAHAYANA 18, 1946 (SAKA)

COMPLAINTS RECEIVED ON JAN SAMARTH PORTAL

2096. SHRI K C VENUGOPAL:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has any data regarding the number of complaints and grievances received through the Jan Samarth portal from the applicants, beneficiaries, lenders, or other stakeholders since its inception and if so, the details thereof;
- (b) the number of complaints resolved satisfactorily along with the time-frame;
- (c) whether any action has been taken or proposed against any person or entity responsible for causing or contributing to such complaints or grievances;
- (d) whether any compensation or relief has been given or planned for those who suffered any loss or damage due to such complaints or grievances; and
- (e) if so, the details thereof and if not, the reasons thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

(a) to (e): Jan Samarth Portal was launched to provide a common platform for availing loan under credit-linked Government schemes. The salient features of the “Jan Samarth” Portal are as under:

- i. It connects various stakeholders like beneficiaries, financial institutions, Central/State Government Agencies, and Nodal Agencies on a common platform.
- ii. Applicants can access 15 credit-linked Government Schemes catering to Agriculture, renewable energy, Business activity, livelihood and education etc.
- iii. The portal is available in 8 different languages and more than 200 Member Lending Institutions (MLIs) have been onboarded on the portal.
- iv. 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.

Grievance redressal in Jan Samarth portal is based on principles of transparency and 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, with responsibilities assigned to ensure quality and process improvements. As on 28.11.2024, Jan Samarth Portal has satisfactorily resolved 1,29,385 grievances received in a time bound manner.