IMPLEMENTATION OF DICSC PROJECT

2929. SHRI S. NIRANJAN REDDY:

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

(a)   the total budget allocated for the Digital India Common Service Centre(DICSC) project, along with a component-wise breakdown, including infrastructure development, training programs, and operational costs;

(b)   the specific criteria adopted for selecting the districts for the initial implementation of the DICSC project, whether other regions were considered, and the reasons for their inclusion or exclusion;

(c)   whether any challenges were encountered during the planning or implementation phases of the project, and the steps taken to address them; and

(d)   expected impact of the DICSC project on improving digital access and service delivery in the selected districts?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) to (d): Digital India Common Service Centres (DICSC) is an initiative of Ministry of Electronics and Information Technology (MeitY) with an objective of setting-up of 4,740 CSCs at the Gram Panchayat level in 10 districts, to enhance the scope and facilities. Total budget outlay of the project is Rs. 31.6088 crore. Component-wise breakdown of the budget is at **Annexure-I.**

CSC e-Governance Services India Limited is the implementing agency for the project. These 10 districts are Gandhinagar, Chamba, Puducherry, Chhatrapati Sambhaji Nagar (Aurangabad), Mamit, Jodhpur, Khammam, Pilibhit, Gorakhpur, Leh (Ladakh).

CSC e-Governance Services India Limited has apprised that the districts for the initial implementation of the project were selected based on multiple factors to ensure maximum impact and operational feasibility. Further, apprised that priority was given to districts with existing digital infrastructure, such as reliable internet connectivity and electricity, to facilitate smooth implementation. Population demographics were also considered, with a focus on underserved communities in need of digital services. Additionally, socio-economic indicators were key in the selection process, as districts requiring enhanced digital literacy and access to e-governance services were prioritized.

The project is approved in September, 2024 and implementation is in-progress by the implementing agency. The implementing agency has apprised that presently, no challanges being faced for implementation of the project.

The Key components/deliverables of the project/initiative are:

- Upgrading these 4,740 CSC with a new common national branding
- Information, Education and Communication (IEC) to spread awareness about the Government schemes / services
- Setting-up of 11 model urban centres (CSCs)
- Accessibility of CSC as per Sugamya Bharat guidelines
- GPS enabled multi- utility vans for promotion and awareness creation of Government of India (GoI) schemes
- Capacity building /skill development of Village Level Entrepreneurs (VLEs) of these 4,740 DICSCs.
- Servives through DICSCs- Government to Citizen/Business to Citizen (G2C/B2C) services, financial services and services related to Aadhaar, various social welfare schemes, education, telemedicine, travel bookings, utility payments, etc.

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Annexure-I

S.N.	Head-wise budget table for the project	
	Components of Digital India CSC Project	Total (INR Lakh)
1	Common Branding	474
2	Skill Development of VLEs	142.20
3	Reengineering of Technological Platform	150
4	Integration of New Services with CSC National Service Portal	230
5	Development of AI Based Analytics & Proper Assessment System	356
6	CRM & Citizens' grievance redressal and Feedback Centres	50
7	Accessibility of CSC as per Sugamya Bharat Guidelines	1,185
8	**GPS enabled multi-utility Vans for promotion and awareness creation of GOI schemes-**	
8.1	Estimated per month cost of one unit of fully equipped van per district (for 6 months)	231
9	IEC (Information, Education and Communication)	50
10	**Manpower Resources Costs**	
10.1	Manpower Resources -Central Level	38.70
10.2	Manpower Resources -State Level	27.00
10.3	Manpower Resources -District Level	33.60
11	Contingency	193.38
	Total	**3,160.88**

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