

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 1660
TO BE ANSWERED ON: 13.02.2026

**STRENGTHENING OF GOVERNMENT SERVICE DIGITISATION
IN ERODE DISTRICT**

1660. SHRI ANTHIYUR P. SELVARASU:

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government has reviewed the need for strengthening Government service digitisation in Erode district, Tamil Nadu, including ease of access to certificates, pensions and public welfare services;
- (b) if so, the details of upgrades of Common Service Centres (CSCs), portal performance monitoring and capacity building activities carried out in Erode district; and
- (c) the initiatives proposed to be taken by Government to reduce service delays, ensure accessibility and improve citizen satisfaction in digital governance in Erode district?

ANSWER

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

(a) to (c): In line with Hon'ble Prime Minister's vision to democratise technology and empower citizens, the Government of India had launched the Digital India programme in July, 2015. The overall goal is to ensure that digital technologies improve the life of every citizen, expand India's digital economy, and create investment and employment opportunities in India.

The Government is promoting the adoption of Digital Public Infrastructure (DPI) to strengthen the digitisation of Government services across the country, including Erode district in Tamil Nadu, with the objective of improving ease of access to certificates, pensions, and various public welfare services.

Under the Digital India Programme, the Ministry of Electronics and Information Technology (MeitY) has taken several initiatives to enable online delivery of citizen-centric services. These include development and implementation of digital platforms, promotion of Aadhaar-based authentication for beneficiary identification, and expansion of service delivery through Common Service Centres (CSCs) to provide assisted access to citizens, particularly in rural and remote areas.

Further, various Government services, including issuance of certificates, pension-related services, and public welfare schemes, are being delivered through State Government portals and mobile

applications. Tamil Nadu e-Governance agency (TNeGA) has developed e-Sevai application for online delivery of various citizen centric services of government department. It facilitates the Citizen to apply for Government services without the manual intervention, the services are end to end computerized. The list of services can be accessed at <https://www.tnesevai.tn.gov.in/Citizen/PortalLogin.aspx>.

The status of some of the key initiatives for service digitisation that have ensured inclusive and equitable access to Government services along with improving service delivery, is as under:

- **Unified Mobile Application for New-age Governance (UMANG)**, one mobile application for all government services, is operational and offers **2390+ services** for individuals. **15** services from the state of Tamil Nadu are onboarded on UMANG platform.
- **Common Services Centres (CSCs)** are offering government and business services in digital mode enhancing last-mile connectivity in rural areas through Village Level Entrepreneurs (VLEs). Over **800 services** are being delivered through CSCs. As on December, 2025, 5.87 lakh CSCs are functional across the country (in rural and urban areas), out of which 4.57 lakh CSCs are functional at the Gram Panchayat level (rural).

A total number of **670** CSCs are functional in Erode district, Tamil Nadu. State/UT-wise details of CSCs and list of services provided by these CSCs are at <https://csc.gov.in/>. Further, in order to reduce service delays, ensure accessibility and improve citizen satisfaction, CSC e-Governance Services India Limited provides training and capacity building support to VLEs through digital/physical modes to improve their skills for better service delivery and citizen facilitation. 2.43 lakh transactions have already taken place through CSCs in Erode district (Apr-Mar'25).

- **DigiLocker:** DigiLocker has provided anytime access to authentic digital documents from original issuer for the common citizen. More than **65.01 crore** users are registered with DigiLocker to avail its services and more than 950+ crore documents issued from 2412 issuers onboarded on the platform. In Tamil Nadu, more than **1.98** crore users are registered with DigiLocker to avail its services.
- **Aadhaar:** Aadhaar is the world's largest digital identity programme that provides biometric and demographic-based unique digital identity. **143+ crore Aadhaar IDs** have been generated so far. **7.55** Crore Aadhaar IDs have been generated in the state of Tamil. More than 200+ Public welfare and good governance initiatives in Tamil Nadu utilise Aadhaar authentication for beneficiary identification across sectors such as healthcare, education, agriculture and banking.
- **Jeevan Pramaan:** Jeevan Pramaan is an Aadhaar biometric-enabled digital service that allows Central, State, and other Government pensioners to conveniently submit Digital Life Certificates (DLCs) from anywhere in India, including their homes, using Aadhaar-based authentication. Over 11.96 crore Digital Life certificates have been processed since 2014.

Ministry of Electronics and Information Technology (MeitY) is promoting skilling and capacity building through the following initiatives aimed at developing industry-ready manpower in emerging and advanced technology domains across the country including Tamil Nadu:

- **PMGDISHA:** The Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA) was initiated to reach digital literacy in 6 crore rural households (one person per household) nationwide. 6.39 crore individuals were trained across the country, making it one of the world's largest digital literacy initiatives. 14,07,880 individuals were trained in the state of Tamil Nadu.
- **FutureSkills PRIME:** To bridge the industry skill gap, MeitY has initiated a programme titled "FutureSkills PRIME" jointly with National Association of Software and Service Companies (NASSCOM) aimed at re-skilling/up-skilling of candidate in new/emerging technologies such as Artificial Intelligence, Big Data Analytics, Internet of Things (IoTs), Cyber Security, Blockchain, Augmented Reality/Virtual Reality (AR/VR), etc. Courses are developed in the consultation with industry to align with actual employment needs. The portal can be accessed anytime-anywhere to earn skill certificates in line with their aptitude and aspirations at <https://futureskillsprime.in/>.

Under the FutureSkills Prime program, there are over 500+ courses & 2000+ digital fluency pathways offered on the platform. More than 16.20+ lakh candidates have enrolled in various courses comprising of approximately 41% women learners and candidates from 720 tier-2 and tier-3 cities have enrolled. This includes approximately 4 Lakh candidates from the state of Tamil Nadu.

- **National Institute of Electronics and Information Technology (NIELIT):** NIELIT provides digital literacy courses such as Awareness in Computer Concept (ACC), Course on Computer Concepts (CCC) etc. NIELIT has trained 43 lakh+ candidates under various courses, including digital literacy and other long-term/short-term skilling courses. Training is delivered through a wide network of 56 NIELIT centres and 8500+ Accredited Training Partners/Facilitation Centres.

NIELIT is providing digital skilling to the youth of Tamil Nadu through its own Centre located in Chennai. It has more than 45 Facilitation Centres in Tamil Nadu for providing training and more than 1400 candidates have been trained in various digital skilling courses in the current financial year under NIELIT Chennai.

- **NIELIT Digital University (NDU) Platform** has also been launched by NIELIT. The platform delivers online and blended skill-based industry-aligned courses in emerging technologies, such as Artificial Intelligence, Cybersecurity etc. The platform includes built-in virtual labs for hands-on learning in Semiconductor Design, Cybersecurity, Cyber Forensics etc. Learners from all over India including Tamil Nadu get anytime-anywhere access to National Skills Qualifications Framework (NSQF)-aligned courses.
