

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**QUESTION UNSTARRED Q. NO. 6413**  
TO BE ANSWERED ON: 12.04.2017

**COMMON SERVICE CENTRE**

**6413. SHRI RAVNEET SINGH:**

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

- (a) the aims and objectives of Common Service Centres (CSC) planned in every Gram Panchayat (GP);
- (b) whether the target to set up CSCs in GPs in Phase-I has been achieved particularly in Punjab; and
- (c) if so, the details thereof and if not the reasons therefor?

**ANSWER**

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI P. P. CHAUDHARY)

(a): Common Services Centres (CSCs) deliver various services in Gram Panchayats (GPs) Government-to-Citizen (G2C), Business-to-Citizen (B2C), financial inclusion, educational and skill development to citizens etc.

The aims & objectives of CSCs planned in every Gram Panchayat (GP) are indicated below:

1. Non-discriminatory access to e-Services to rural citizens by making the CSCs complete service delivery centres, utilizing the backend infrastructure already created in terms of other Mission Mode Projects (MMPs).
2. Expansion of self-sustaining CSC Network till the Gram Panchayat level-2.5 Lakhs CSCs i.e. at least one CSC per Gram Panchayat, more than one preferred.
3. Empowering District e-Governance Society (DeGS) under District Administration for implementation.
4. Creating and strengthening the institutional framework for the rollout and project management, thereby, supporting the State and District administrative machinery and handholding of the Village Level Entrepreneurs (VLEs) / CSC local operators through local language Help Desk support.
5. Enablement and consolidation of online services under one technology platform, hence, making the service delivery at CSCs outlets accountable, transparent, efficient and traceable, with a technology-driven relationship between all stakeholders.
6. Providing Centralized Technological Platform for delivery of various services in a transparent manner to the citizens.
7. Increasing sustainability of VLEs by sharing maximum commission earned through delivery of e-services and encouraging women as VLEs.

(b) and (c): The Ministry of Electronics and Information Technology (MeitY) is implementing a project “CSC 2.0” since August, 2015 under Digital India Programme for enhancing the number of Common Services Centre (CSCs) to 2.5 lakhs at Gram Panchayat (GP) level (at least one CSC in each GP) over a period of four years. There are no separate phases for implementation of CSC at GP level. Efforts are being made to cover the remaining GPs with CSCs within the target timeline i.e. before August, 2019.

So far, 2,91,366 number of CSCs have been registered across the country, among which, 1,81,173 are at GP level (against the target of 2.5 lakhs).

Around 12,800 CSCs have been planned to be established at Gram Panchayat (GP) level across the State of Punjab. So far, 8,656 nos. of CSCs have been registered across the State of Punjab, out of which, 4,818 are at GP level.

The State/Union Territory-wise of CSCs that have been set up across the Country is given in **Annexure-I**.

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### **Annexure-I**

<b>STATE/UT-WISE CSC ROLL OUT STATUS</b>						
<b>S. No.</b>	<b>State</b>	<b>No. of Gram Panchayat (GP)</b>	<b>No. of CSCs Registered</b>	<b>No. of CSCs Registered at GP level</b>	<b>Total No. of Functional CSCs including GP</b>	<b>Total No. of Functional CSCs at GP level</b>
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	Andhra Pradesh	12833	9632	5613	7108	3598
2	Arunachal Pradesh	1779	208	136	49	42
3	Assam	2196	5227	1485	1997	1469
4	Bihar	8463	16825	8213	14284	8108
5	Chhattisgarh	9734	14355	9734	10932	9103
6	Goa	189	57	7	29	2
7	Gujarat	13735	18062	13885	15805	13885
8	Haryana	6155	6941	6105	5666	4857
9	Himachal Pradesh	3243	3791	3469	3111	2232
10	Jammu & Kashmir	4128	1669	1219	1293	854
11	Jharkhand	4423	7386	4393	6381	4393
12	Karnataka	5628	4837	2599	4390	2292
13	Kerala	979	3034	1095	2075	880
14	Madhya Pradesh	23012	20511	12564	20425	11607
15	Maharashtra	27920	29708	18807	29402	17307
16	Manipur	165	778	256	418	256
17	Meghalaya	1463	374	276	127	44
18	Mizoram	776	376	316	69	58
19	Nagaland	1123	232	230	58	47
20	Orissa	6234	9655	5913	5869	5484
21	Punjab	12800	8656	4818	3525	3259
22	Rajasthan	9946	30436	15038	29814	14878
23	Sikkim	165	116	68	30	22
24	Tamil Nadu	12618	12824	12333	7001	6307
25	Telangana	8787	4955	2819	4930	2819

STATE/UT-WISE CSC ROLL OUT STATUS						
S. No.	State	No. of Gram Panchayat (GP)	No. of CSCs Registered	No. of CSCs Registered at GP level	Total No. of Functional CSCs including GP	Total No. of Functional CSCs at GP level
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
26	Tripura	1038	621	442	353	322
27	Uttarakhand	7555	5902	4633	3911	3812
28	Uttar Pradesh	51914	59098	38123	57506	35321
29	West Bengal	3351	12873	6406	11723	6203
	<b>State Total</b>	<b>242352</b>	<b>289139</b>	<b>180995</b>	<b>248281</b>	<b>159461</b>
	<b>Union Territory</b>					
1	Andaman & Nicobar	69	45	19	40	19
2	Chandigarh	17	81	21	63	21
3	Dadra & Nagar Haveli	11	22	11	21	9
4	Daman and Diu	14	23	10	18	9
5	Delhi	0	1844	0	1803	0
6	Lakshadweep	10	14	14	13	11
7	Puducherry	98	198	103	106	103
	<b>UT Total</b>	<b>219</b>	<b>2227</b>	<b>178</b>	<b>2064</b>	<b>172</b>
	<b>GRAND TOTAL</b>	<b>242571</b>	<b>291366</b>	<b>181173</b>	<b>250345</b>	<b>159633</b>

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