

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 1594
TO BE ANSWERED ON: 19.12.2018

COMMON SERVICE CENTRE SCHEME

1594 SHRI SANJAY DHOTRE:
SHRI BHARTRUHARI MAHTAB:
SHRI RAHUL SHEWALE:

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

- (a) The extent to which the Government has achieved the objectives of implementing the Common Service Centre Scheme in the country;
- (b) the salient features of the scheme along with the number of such Centres set up across the country so far, State-wise;
- (c) the details of the funds provided under the scheme during each of the last three years and the current year, State-wise;
- (d) whether the cases of irregularities in the functioning of such centres have come to the notice of the Government during each of the last three years and the current year;
- (e) if so, the details thereof, State-wise and the reasons therefore along with the action taken/ being taken by the Government in such cases so far; and
- (f) the other steps taken/ being taken by the Government for effectively implementing the CSC scheme across the country?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION
TECHNOLOGY (SHRI S. S. AHLUWALIA)

(a) and (b): Yes Sir, the Government has achieved the objectives of implementing the Common Service Centre Scheme in the country. The primary objective of the CSC is to provide e-governance services within the reach of the citizen, by creating the service delivery ICT infrastructure. It helps in making a transparent service delivery mechanism and reducing citizens' effort in visiting government offices.

Till 30 November, 2018, a total of 2,10,630 CSCs have been made operational at the GP level.

The State/UT-wise status of operational CSCs at GP level is shown in **Annexure**.

(c): Financial year-wise funds provided are as under –

1.	During 2015-16	:	Rs 145.00 Crore
2.	During 2016-17	:	Nil
3.	During 2017-18	:	Nil
4.	During FY 2018-19	:	Rs 50.00 Crore
	TOTAL	:	Rs 195.00 crore

(d): Yes Sir.

(e): The cases of irregularities in delivery of services related to Banking, Digi Pay and also over charging of services have been noticed against some CSCs. Whenever, such an

objectionable activity is noticed, the ID of CSC has been disabled in immobilizing it. During the last 3 years, 335 CSCs have been disabled, in such a way.

(f): The Government has been interacting with all stakeholders (State/Central Government & private entities) for integration of various Government to Citizen (G2C) & Business to Citizen (B2C) services. Currently, this service count has increase to 350 services.

ANNEXURE

STATE/UT-WISE STATUS OF ROLL OUT OF CSCs AS ON 30 NOVEMBER, 2018					
State/UT	Total No. of Functional CSCs including GP Level		No. of GP	No. of Functional CSCs at GP level	
	As on 31 May'14	As on 30 Nov'18		As on 31 May'14	As on 30 Nov'18
Uttar Pradesh	11258	69642	59021	10048	49662
Maharashtra	21116	39761	27855	16997	26447
Bihar	6046	27846	8386	4743	17662
Madhya Pradesh	6673	20712	22822	5226	17289
West Bengal	3771	11237	3341	2949	7448
Gujarat	5392	10837	14270	5346	10076
Rajasthan	3113	15216	9891	3107	11884
Chhattisgarh	1347	13939	10966	1149	10352
Jharkhand	4217	12872	4398	2859	7828
Tamil Nadu	482	9603	12524	480	6439
Haryana	46	11229	6204	36	7003
Odisha	3018	11792	6804	2364	6918
Andhra Pradesh	5542	8063	12918	3256	5233
Punjab	1566	7669	13016	563	4650
Karnataka	288	6735	6024	287	3627
Telangana	0	5369	8685	0	3904
Uttarakhand	989	5184	7954	456	4541
Assam	3167	4780	2548	1890	2480
Himachal Pradesh	2095	3606	3226	849	2311
Kerala	1837	3676	941	1002	1673
Jammu & Kashmir	891	2320	4204	203	1688
Manipur	243	648	165	54	334
Tripura	146	613	1178	113	380
Meghalaya	151	520	1463	3	167
Nagaland	121	312	1203	44	198
Mizoram	98	165	713	43	116
Arunachal Pradesh	168	151	1806	123	59
Goa	5	83	192	0	37
Sikkim	24	46	185	19	26
State Total	83810	304626	252903	64209	210432
NCT of Delhi	77	1393	0	0	0
Puducherry	48	194	98	38	98

Chandigarh	1	61	12	1	27
Andaman & Nicobar	1	58	76	1	53
Dadra & Nagar Haveli	0	28	20	0	12
Daman & Diu	0	14	15	0	10
Lakshadweep	13	8	10	10	7
UT Total	140	1756	231	50	207
GRAND TOTAL	83950	306382	253134	64259	210639
