

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 124**  
TO BE ANSWERED ON: 07.12.2022

**SETTING UP OF CSCs**

**124 SHRI RAMESH CHANDER KAUSHIK:  
SHRI KISHORE SHARMA:  
MS. LOCKET CHATTERJEE:  
SHRIMATI RAMA DEVI:  
SHRI SUNIL KUMAR PINTU:  
SHRI NAVNEET RAVI RANA:  
SHRI DILESHWAR KAMAIT:  
SHRI DILIP GHOSH:  
SHRIMATI RITI PATHAK:  
SHRIMATI GEETA KORA:  
SHRI AJAY KUMAR MANDAL:**

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

- (a) whether the Government has started Common Services Centres (CSCs) to make cyber services available in gram panchayats of the country;
- (b) if so, the details thereof;
- (c) the total number of CSCs set up in the country particularly in Jammu and Kashmir, West Bengal, Bihar, Madhya Pradesh, Jharkhand and Haryana, State/UT-wise; and
- (d) the time by which all gram panchayats are likely to get a dedicated CSC in the country, including the above States?

**ANSWER**

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI RAJEEV CHANDRASEKHAR)

(a) to (d): The Ministry of Electronics and Information Technology has implemented the Common Services Centre 2.0 project under the Digital India Programme. CSC e-Governance Services India Limited, as SPV is the implementing agency. The project aims to deliver e-services to rural citizens through Common Service Centres (CSCs) and expanding the CSC network till the Gram Panchayat level. During the financial year (FY) 2021-22, a total of 5,533.42 lakh transactions for a total transaction value of Rs. 69,689.94 crore have been made through the CSC network. Over 400 services are being delivered through CSCs, including government services, financial services and services related to Aadhaar, various social welfare schemes, education, telemedicine, travel bookings, utility payments and e-commerce.

As on 31.10.2022, 5,21,225 CSCs were operational, out of which 4,14,766 CSCs were operational at the Gram Panchayat level. The number of operational CSCs in the States / Union territories of Bihar, Haryana, Jharkhand, Madhya Pradesh, West Bengal and Jammu and Kashmir are as under:

<b>State / Union territory</b>	<b>Number of operational CSCs (rural and urban)</b>
Bihar	49,981
Haryana	18,614
Jharkhand	20,515
Madhya Pradesh	44,799
West Bengal	25,397
Jammu and Kashmir	6,525

The CSCs are run on a self-sustainable basis by village level entrepreneurs and the setting up of CSCs in a particular locality depends upon a number of factors such as the viability of operations, the demand for its services. Implementing agency continuously makes efforts to improve the viability by expanding the bouquet of services and strengthening the integrated delivery platform in all Gram Panchayats.

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