GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 4680
TO BE ANSWERED ON: 29.03.2023

COMMON SERVICE CENTRES UNDER CSC 2.0 PROJECT

4680. SHRI MADDILA GURUMOORTHY:

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

(a) whether it is a fact that glaring irregularities exist in the implementation of the Common Service Centres (CSCs) under CSC 2.0 Project;
(b) if so, the details and the number of Gram Panchayats equipped with the CSC centres, State/UT-wise;
(c) the details of measures which have been undertaken by the Government to provide information to the people at large about the services provided by CSCs including the rates; and
(d) the details of amount allocated and spent for the development of CSCs during the last three years, State/UT-wise?

ANSWER

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

(a): Common Services Centres (CSCs) have been set up under an initiative of the Ministry of Electronics and Information Technology, which is being implemented by CSC e-Governance Services India Limited (also referred to as "CSC SPV"). CSC SPV has informed that two surveys for setting up and functioning of the CSC scheme/project in Gram Panchayats (GPs) across the country were undertaken, by the Centre of Innovation in Public System (CIPS) in the year 2014 and by the Indian School of Business (ISB), Hyderabad in the financial year 2018-19. Details of their findings are at Annexure-I.

(b): As per information furnished by CSCSPV, as on 31.1.2023, 5,23,208 CSCs were functional across the country, out of which 4,15,228 CSCs were functional at the GP level. The State- and Union-territory-wise number of GPs having CSC, as on 31.1.2023, are at Annexure-II.

(c): CSC SPVhas apprised that under the ongoing CSC 2.0 project, village level entrepreneurs (VLEs) needs to ensure display of a common branding board at their respective CSCs and almost all CSCs have displayed the same. Further, 1.49 lakh CSCs have displayed the service chart along with the rates for services. CSCSPV also apprised that it has launched an information portal named "Jaankari Portal" at jaankari.csccloud.in, where details of all the important services have been uploaded.

(d): Amounts of Rs. 56 crore, Rs. 30.21 crore and Rs. 67.2 crore have beenallocated and utilised for development of CSCs under the CSC 2.0 project for the financial years 2020-21, 2021-22 and 2022-23 respectively. Funds under the project are not allocatedState- or Union-territory-wise.

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1.   *Assessment Study of Common Services Centres in seven States, by CIPS (March 2014)*

An independent assessment study was undertaken by the Centre for Innovations in Public Systems (CIPS), Hyderabad. The purpose of the study was to obtain meaningful pointers as regards (i) the nature and extent of the success of the CSC project in achieving its purpose and objectives; (ii) the administrative issues affecting the performance of the CSCs; and (iii) the sustainability of the CSCs in the long run. Study was conducted in the states of Andhra Pradesh, Jammu & Kashmir, Jharkhand, Kerala, Madhya Pradesh, Rajasthan and Tripura.

The main parameters of the study were as under:

  (a)   Profiling CSCs across States;
  (b)   Analysing CSC models across States;
  (c)   Identifying the factors that contribute to the financial sustainability of a VLE;
  (d)   Providing recommendations on revitalizing the CSCs that are presently not viable;
  (e)   Suggesting futuristic models for convergence of services of various departments at CSCs;
  (f)   Arriving at recommendations on the services to be provided by VLEs;
  (g)   Suggesting steps to make the CSCs more profitable and viable.

2.   Mid-Term impact assessment on CSC project, by Indian School of Business (ISB), Hyderabad (2018-19)

  (a)   Central and State Government to encourage and promote the growth of entrepreneurship, which would result in benefits and prospects of taking up entrepreneurship as a career option.
  (b)   Broadband internet access and connectivity to the last mile would enable greater success rates of both existing and aspiring VLEs who want to setup and lead CSC centres across the far-flung areas of the country.
  (c)   To provide training to the VLEs about business strategies, notably, marketing, finance, operations, and investments in human capital that facilitate identification of market opportunities and development of sustainable businesses around such opportunities.
  (d)   Greater investments in the digital literacy of the citizens would enable them to a wealth of information and thereby their awareness of various products and services that they can afford and avail.

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S.N.	State/Union territory	GPs with functional CSCs
1	Andhra Pradesh	11,424
2	Arunachal Pradesh	114
3	Assam	2,199
4	Bihar	8,385
5	Chhattisgarh	10,816
6	Goa	157
7	Gujarat	11,825
8	Haryana	6,091
9	Himachal Pradesh	3,179
10	Jharkhand	4,161
11	Karnataka	5,812
12	Kerala	941
13	Madhya Pradesh	22,810
14	Maharashtra	27,875
15	Manipur	154
16	Meghalaya	524
17	Mizoram	401
18	Nagaland	480
19	Odisha	6,772
20	Punjab	11,903
21	Rajasthan	11,256
22	Sikkim	63
23	Tamil Nadu	12,560
24	Telangana	9,045
25	Tripura	1,164
26	Uttar Pradesh	58,773
27	Uttarakhand	7,802
28	West Bengal	3,291
29	Andaman and Nicobar Islands	33
30	Chandigarh	0
31	Dadra and Nagar Haveli and Daman and Diu	35
32	Delhi	0
33	Jammu and Kashmir	4,009
34	Ladakh	116
35	Lakshadweep	7
36	Puducherry	98
	TOTAL	2,44,275

Source: CSC e-Governance Service India Limited

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