COMMON SERVICE CENTRES

950. **SHRIMATI RITI PATHAK: MS. LOCKET CHATTERJEE:**
SHRIMATI GEETA KORA: SHRIMATI RAMA DEVI:
SHRIMATI NAVNEET RAVI RANA: SHRI JUGAL KISHORE SHARMA:
SHRI JANARDAN SINGH SIGRIWAL: SHRI AJAY KUMAR MANDAL:

Will the MINISTER OF ELECTRONICS AND INFORMATION TECHNOLOGY be pleased

to state:

(a)   whether the Government has started Common Services Centres (CSCs) to provide cyber services in Gram Panchayats and if so, the details thereof;
(b)   the district-wise details of the number of CSCs set up in West Bengal, Jharkhand, Bihar, Maharashtra particularly in Amravati, Jammu and Kashmir and Madhya Pradesh so far;
(c)   the time by which dedicated CSCs would be established in all Gram Panchayats across the country including West Bengal, Jharkhand, Bihar, Maharashtra, Jammu and Kashmir and Madhya Pradesh;
(d)   whether the Government has made any policy to make social media accountable; and
(e)   if so, the details thereof and if not, the reasons therefor?

ANSWER

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

(a) to (c): Common Services Centres (CSCs) have been setup under and initiative of the Electronics and Information Technology. CSC e-Governance Services India Limited, a special purpose vehicle (SPV), is the implementing agency. The CSC initiative aims to deliver services to rural citizens through CSCs and expand the CSC network till the Gram Panchayat level. 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, etc.

As per information furnished by CSC e-Governance Service India Limited (CSC SPV), as on 31.05.2023, 5,21,150 CSCs arefunctional, out of which 4,13,999 CSCs arefunctional at the Gram Panchayat level.The number of functional CSCs in the States of West Bengal, Jharkhand, Bihar, Maharashtra, Jammu and Kashmir and Madhya Pradesh are as below (as on 31.05.2023):

S.N.	State	Total number of CSCs (Urban + Rural)	Total number of CSCs in Rural
1	West Bengal	25,417	23,043
2	Jharkhand	20,016	17,231
3	Bihar	56,522	50,464
4	Maharashtra	53,036	44,200
5	Jammu and Kashmir	7,561	6,370
6	Madhya Pradesh	42,737	32,261

District-wise number of functional CSCs in the States of West Bengal, Jharkhand, Bihar, Maharashtra (including Amaravati), Jammu & Kashmir and Madhya Pradesh as on 31.5.2023, are at **Annexure-I.**

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 and footfalls at the centres. The implementing agency makes efforts on an ongoing basis to improve its viability by expanding the bouquet of services and strengthening the integrated delivery platform. The number of GPs with atleast one functional CSCs in the State of West Bengal, Jharkhand, Bihar, Maharashtra Jammu and Kashmir and Madhya Pradesh are as below (as on 31.05.2023):

S. No.	State	Total number of GPs [as per Local Government Directory (LGD)]	Number of GPs with atleast one CSC
1	West Bengal	3,341	3,324
2	Jharkhand	4,161	4,161
3	Bihar	8,385	8,385
4	Maharashtra	27,875	27,875
5	Jammu and Kashmir	4,193	4,193
6	Madhya Pradesh	22,810	22,810

(d) and (e):The Government's objective is to ensure an Open, Safe, Trusted and Accountable Internet for Digital Nagrik.To ensure that, the Central Government, in exercise of powers conferred by the Information Technology Act, 2000 ("IT Act"), has notified the new Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021("IT Rules, 2021").

These new rules cast specific obligation on intermediaries vis-à-vis what kind of information to be hosted, displayed, uploaded, published, transmitted, stored or shared. Intermediaries are also required to remove any content violative of any law for the time being in force as and when brought to their knowledge either through a court order or through a notice by appropriate government or its authorised agency.

In case of failure to follow diligence as provided in the IT Rules, 2021, by intermediaries, they shall lose their exemption from liability under section 79 of the IT Act and shall be liable for consequential action as provided in such law. Further, in case an intermediary is a significant social media intermediary (an intermediary having more than 50 lakh registered users in India), to additionally observe due diligence in terms of appointing, in India, a Grievance Officer, a Chief Compliance Officer and a nodal contact person for 24x7 coordination with law enforcement agencies. As per the IT Rules, 2021, the Chief Compliance Officer is responsible for ensuring compliance with the IT Act and the rules made thereunder.

Keeping in view complaints regarding action or inaction, on the part of the social media intermediaries and other intermediaries on user grievances regarding objectionable content or suspension of their accounts, the Central Government has also established three GACs (Grievance Appellate Committees), as provided for in the said IT Rules, 2021 to enable users to appeal against the decisions taken by Grievance Officer of intermediaries on user complaints.

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District-wise number of CSCs in the state of West Bengal, as on 31.05.2023

S.N.	District	Total number of CSCs (Urban + Rural)	Total number of CSCs in Rural
1	NORTH 24 PARGANAS	1,783	1,385
2	SOUTH 24 PARGANAS	1,931	1,795
3	ALIPURDUAR	443	434
4	BANKURA	1,227	1,159
5	BIRBHUM	1,405	1,291
6	COOCHBEHAR	1,152	1,083
7	DARJEELING	277	216
8	DINAJPUR DAKSHIN	980	906
9	DINAJPUR UTTAR	988	933
10	HOOGHLY	1,120	977
11	HOWRAH	799	705
12	JALPAIGURI	609	552
13	JHARGRAM	232	224
14	KALIMPONG	44	43
15	KOLKATA	174	0
16	MALDAH	1,592	1,535
17	MEDINIPUR EAST	1,967	1,841
18	MEDINIPUR WEST	1,594	1,489
19	MURSHIDABAD	2,216	2,044
20	NADIA	1,850	1,688
21	PASCHIM BARDHAMAN	328	249
22	PURBA BARDHAMAN	1,389	1,241
23	PURULIA	1,317	1,253
	Total	**25,417**	**23,043**

Source: CSC e-Governance Service India Limited

District-wise number of CSCs in the state of Jharkhand, as on 31.05.2023

S.N.	District	Total number of CSCs (Urban + Rural)	Total number of CSCs in Rural
1	BOKARO	1,081	910
2	CHATRA	756	700
3	DEOGHAR	1,320	1,126
4	DHANBAD	1,183	840
5	DUMKA	1,047	969
6	EAST SINGHBHUM	901	676
7	GARHWA	849	789
8	GIRIDIH	1,786	1,658
9	GODDA	1,114	1,020
10	GUMLA	528	466
11	HAZARIBAGH	1,406	1,239
12	JAMTARA	643	591
13	KHUNTI	306	257
14	KODERMA	483	403
15	LATEHAR	556	491

16	LOHARDAGA	248	213
17	PAKUR	640	561
18	PALAMU	1,238	1,069
19	RAMGARH	524	443
20	RANCHI	1,389	1,070
21	SAHEBGANJ	728	645
22	SARAIKELA-KHARSAWAN	536	439
23	SIMDEGA	185	165
24	WEST SINGHBHUM	569	491
	Total	**20,016**	**17,231**

Source: CSC e-Governance Service India Limited

District-wise number of CSCs in the state of Bihar, as on 31.05.2023

S.N.	District	Total number of CSCs (Urban + Rural)	Total number of CSCs in Rural
1	ARARIA	1,859	1,750
2	ARWAL	271	250
3	AURANGABAD	1,058	943
4	BANKA	1,411	1,326
5	BEGUSARAI	1,465	1,239
6	BHAGALPUR	1,923	1,675
7	BHOJPUR	1,127	929
8	BUXAR	703	612
9	DARBHANGA	2,371	2,176
10	GAYA	1,920	1,712
11	GOPALGANJ	1,617	1,491
12	JAMUI	1,026	938
13	JEHANABAD	424	348
14	KAIMUR(BHABUA)	815	729
15	KATIHAR	2,106	1,973
16	KHAGARIA	1,000	927
17	KISHANGANJ	1,112	990
18	LAKHISARAI	484	386
19	MADHEPURA	1,384	1,291
20	MADHUBANI	2,719	2,572
21	MUNGER	684	527
22	MUZAFFARPUR	3,198	2,985
23	NALANDA	1,284	1,081
24	NAWADA	956	847
25	WEST CHAMPARAN	1,973	1,713
26	PATNA	2,332	1,569
27	EAST CHAMPARAN	2,607	2,359
28	PURNIA	1,931	1,750
29	ROHTAS	1,184	978
30	SAHARSA	1,296	1,126
31	SAMASTIPUR	2,330	2,217
32	SARAN	2,141	1,924
33	SHEIKHPURA	307	225
34	SHEOHAR	392	363
35	SITAMARHI	2,081	1,919
36	SIWAN	1,784	1,651
37	SUPAUL	1,495	1,393

38	VAISHALI	1,752	1,580
	Total	**56,522**	**50,464**

District-wise number of CSCs in the state of Maharashtra, as on 31.05.2023

S.N.	District	Total number of CSCs (Urban + Rural)	Total number of CSCs in Rural
1	Ahmednagar	2,350	2,014
2	Akola	1,125	896
3	Amravati	1,586	1,403
4	Aurangabad	2,250	1,792
5	Beed	2,187	1,857
6	Bhandara	1,143	1,065
7	Buldhana	2,025	1,770
8	Chandrapur	1,236	1,076
9	Dhule	1,211	1,019
10	Gadchiroli	819	737
11	Gondia	1,171	1,066
12	Hingoli	1,078	955
13	Jalgaon	2,069	1,774
14	Jalna	1,666	1,679
15	Kolhapur	1,792	1,601
16	Latur	1,559	1,256
17	Mumbai	626	5
18	Mumbai Suburban	228	7
19	Nagpur	1,731	1,234
20	Nanded	2,178	1,975
21	Nandurbar	1,030	965
22	Nashik	2,980	2,437
23	Osmanabad	1,373	1,305
24	Palghar	1,070	810
25	Parbhani	1,438	1,184
26	Pune	2,346	1,727
27	Raigad	1,109	836
28	Ratnagiri	891	814
29	Sangli	1,321	1,143
30	Satara	1,703	1,632
31	Sindhudurg	578	558
32	Solapur	2,156	1,895
33	Thane	1,474	625
34	Wardha	730	655
35	Washim	1,015	856
36	Yavatmal	1,792	1,577
	Total	**53,036**	**44,200**

District-wise number of CSCs in the state of Jammu and Kashmir as on 31.05.2023

S.N.	District	Total number of CSCs (Urban + Rural)	Total number of CSCs in Rural
1	ANANTNAG	692	584
2	BANDIPORA	327	267
3	BARAMULLA	691	610
4	Budgam	579	527
5	DODA	310	296
6	GANDERBAL	247	223
7	JAMMU	680	451
8	KATHUA	349	303
9	KISHTWAR	181	162
10	KULGAM	404	360
11	KUPWARA	506	485
12	POONCH	307	295
13	PULWAMA	401	350
14	RAJOURI	417	384
15	RAMBAN	261	245
16	REASI	243	231
17	SAMBA	182	151
18	SHOPIAN	184	170
19	SRINAGAR	333	51
20	UDHAMPUR	267	225
	Total	**7,561**	**6,370**

Source: CSC e-Governance Service India Limited

District-wise number of CSCs in the state of Madhya Pradesh as on 31.05.2023

S.N.	District	Total number of CSCs (Urban + Rural)	Total number of CSCs in Rural
1	AGAR MALWA	307	232
2	ALIRAJPUR	393	352
3	ANUPPUR	650	561
4	ASHOKNAGAR	512	414
5	BALAGHAT	1,101	999
6	BARWANI	561	470
7	BETUL	897	757
8	BHIND	711	458
9	BHOPAL	874	251
10	BURHANPUR	339	208
11	CHHATARPUR	1,799	1,356
12	CHHINDWARA	1,364	1,029
13	DAMOH	1,110	921
14	DATIA	540	431
15	DEWAS	845	584
16	DHAR	897	729
17	DINDORI	535	486
18	EAST NIMAR	681	553
19	GUNA	813	581

20	GWALIOR	952	373
21	HARDA	265	202
22	HOSHANGABAD	565	417
23	INDORE	1,026	313
24	JABALPUR	1,184	629
25	JHABUA	485	411
26	KATNI	803	676
27	KHARGONE	900	745
28	MANDLA	838	761
29	MANDSAUR	738	576
30	MORENA	1,168	802
31	NARSINGHPUR	524	394
32	NEEMUCH	511	356
33	Niwari	266	230
34	PANNA	645	556
35	RAISEN	699	498
36	RAJGARH	943	773
37	RATLAM	747	532
38	REWA	1,924	1,573
39	SAGAR	1,698	1,249
40	SATNA	1,351	1,042
41	SEHORE	784	615
42	SEONI	860	758
43	SHAHDOL	891	755
44	SHAJAPUR	480	383
45	SHEOPUR	314	250
46	SHIVPURI	916	739
47	SIDHI	919	809
48	SINGRAULI	982	851
49	TIKAMGARH	803	660
50	UJJAIN	1,045	685
51	UMARIA	534	472
52	VIDISHA	1,048	804
	Total	**42,737**	**32,261**

Source: CSC e-Governance Service India Limited

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