

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 2867
TO BE ANSWERED ON: 20.12.2023

CYBER SERVICES

**2867. SHRI JANARDAN SINGH SIGRIWAL:
SHRIMATI SUNITA DUGGAL:**

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

- (a) the present status of digital India scheme in the country;
- (b) whether the Government proposes to provide cyber services to the Gram Panchayats through Common Service Centres (CSC) and if so, the details thereof;
- (c) the details of such dedicated CSCs set up in the country district and State/UT-wise particularly in Bihar and Haryana;
- (d) whether Government has any details about CSCs which are operated by female/SC/ST Village Level Entrepreneurs (VLEs) and if so, the details thereof, State/UT-wise including Haryana;
- (e) whether there is any provision/policy to encourage Village Level Entrepreneurs (VLEs) among women and weaker sections of society such as people belonging to SCs/STs and if so, the details thereof; and
- (f) the concrete measures being taken by the Government to make India fully digitalised?

ANSWER

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

(a) and (f): Government has launched the Digital India programme with the vision of transforming India into a digitally empowered society and a knowledge-based economy, by ensuring digital access, digital inclusion, digital empowerment and bridging the digital divide. The programme is centred on three key vision areas, namely digital infrastructure as a core utility to every citizen, governance and services on demand, and digital empowerment of citizens. The overall goal is to ensure that digital technologies improve the life of every citizen, expand India's digital economy, and create investment and employment opportunities and digital technological capabilities in India.

Digital India has considerably bridged the distance between Government and citizens and enhanced trust on government and governance. It has also helped in the delivery of services directly to beneficiaries in a transparent and corruption-free manner. In the process, India has emerged as one of the pre-eminent nations of the world to use technology to transform the lives of its citizens. Details of some of the key initiatives under Digital India are at Annexure-I.

(b) and (c): Common Services Centres (CSCs) are set up by Village Level Entrepreneurs (VLEs) and are an initiative of Ministry of Electronics and Information Technology, Government of India through CSC e-Governance Services India Limited, a special purpose vehicle (SPV) set up for this purpose. The CSC initiative (i.e. CSC 2.0 project) aims to connect government to rural citizens by delivering services to citizens till 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 31.10.2023, 5,58,405 CSCs are functional across the country, out of which 4,44,086 CSCs are functional at the Gram Panchayat (GP) level. The State- and Union-territory-wise and district-wise number of functional CSCs, including in the States of Bihar and Haryana, as on 31.10.2023, available at <https://workdrive.zoho.in/file/ugebzd47d998603eb4cb58a9ba361e10652b3>.

(d): As on 31.10.2023, a total number of 71,059 CSCs are being operated by women Village level Entrepreneurs in the country, out of which 2,406 women VLEs are in the State of Haryana.

State/UT- wise list of women village level entrepreneurs, including Harayana, is at Annexure-II.

As CSCs are run on a self-sustainable basis by village level entrepreneurs, data in respect of SC/ST village level entrepreneurs is not being collected under the project.

(e): As per the objective of the project CSC 2.0, women are being encouraged to be a village level entrepreneur. As on 31.12.2022, there are a total of 71,059 women village level entrepreneur, operating CSCs across the country.

Details of key initiatives of MeitY under Digital India

S. N.	Initiative	Status prior to launch of Digital India programme	Current status	Focus
1.	Annual e-transactions reported at eTAAL (Electronic Transaction Aggregation and Analysis Layer)*	264 crore (FY2013-14)	17,299 crore (FY2022-23)	Digital services
2.	Unified Payment Interface (launched in 2016)*	—	8,139 crore transactions [FY2023-24 (up to Nov, 2023)]	Digital payment platform
3.	DigiLocker (launched in 2015)	—	<ul style="list-style-type: none"> • Over 22 crore users • Over 628 crore issued documents (November 2023) 	Paperless initiative
4.	Unified Mobile Application for New-age Governance (UMANG) (launched in 2017)	—	Over 1,928 services of over 313 Central/State Government departments (November 2023)	Mobile governance
5.	Jeevan Pramaan (launched in November 2014)*	6.01 lakh certificates *** (FY2014-15)	Over 8 crore certificates	Digital life certificate
6.	Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA) (launched in 2017)	—	Over 6.27 crore persons trained	Digital skilling
7.	MyGov (launched in July 2014)*	—	3.74 crore MyGov Saathis	Citizen engagement
8.	Functional Common Services Centres**	0.84 lakh (May 2014)	5.58 lakh (October 2023)	Digital services
9.	e-Hospital (launched in 2014)*	6 hospitals onboarded (2014)	Over 1,200 hospitals* onboarded	Digital health

Sources:

* Respective websites

** CSC e-Governance Services India Limited

Annexure referred to in part (d) of the Lok Sabha Unstarred Question No. 2867 for answer on 20.12.2023 regarding “Cyber Services”

STATE/UT-WISE STATUS OF ACTIVE CSCs RUN BY WOMEN VLEs			
S.N.	State/UT	Women VLEs (Urban + Rural)	Women VLEs (Rural)
1	Andhra Pradesh	2,405	1,877
2	Arunachal Pradesh	35	31
3	Assam	2,726	2,604
4	Bihar	4,038	3,663
5	Chhattisgarh	3,404	2,899
6	Goa	108	82
7	Gujarat	2,363	1,811
8	Haryana	2,406	1,614
9	Himachal Pradesh	1,365	1,165
10	Jharkhand	2,683	2,448
11	Karnataka	1,984	1,501
12	Kerala	3,169	2,511
13	Madhya Pradesh	5,704	5,075
14	Maharashtra	9,784	8,140
15	Manipur	3	3
16	Meghalaya	260	241
17	Mizoram	89	65
18	Nagaland	133	118
19	Odisha	1,767	1,539
20	Punjab	1,934	1,514
21	Rajasthan	3,403	3,088
22	Sikkim	39	37
23	Tamil Nadu	3,896	2,714
24	Telangana	1,562	1,318
25	Tripura	426	401
26	Uttar Pradesh	10,578	9,124
27	Uttarakhand	1,232	932
28	West Bengal	2,275	2,066
29	Andaman & Nicobar	25	16
30	Chandigarh	13	0
31	Dadra & NH, D&D	24	17
32	Delhi	414	20
33	Jammu & Kashmir	699	598
34	Ladakh	3	3
35	Lakshadweep	3	3
36	Puducherry	107	64
	GRAND TOTAL	71,059	59,302

Source: CSC e-Governance Service India Limited
