

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 2264
TO BE ANSWERED ON: 04.03.2020

COMMON SERVICE CENTRES

2264: SHRI BHARTRUHARI MAHTAB:

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 Services Centre (CSC) Scheme in the Country;
- (b) the salient features of the scheme alongwith the number of such centres set up across the Country so far during each of the last three years and the current year, State/UT-wise;
- (c) the details of the funds provided under the Scheme during the same period, State/UT-wise;
- (d) the cases of irregularities in the functioning of such centres reported to the Government during the same period along with the action taken by the Government thereon, State/UT-wise; and
- (e) the other steps taken by the Government for effectively implementing the CSC Scheme across the Country ?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)

(a): Common Services Centre (CSC-2.0) project aims at setting up of at least one CSC in each Gram Panchayat (GP) to cover all the 2.50 lakh Gram Panchayats (GP) of the Country.

As on 31stDecember, 2019, Overall 3,65,361 CSCs are functional across the country, out of which 2,70,132 CSCs are at Gram Panchayat level. With respect to objective of the project, 2,40,592 unique CSCs are functional at Gram Panchayats level.

(b): The salient features of CSC 2.0 Project are as under:-

- i. Non-discriminatory access to e-Services to rural citizens by making the CSCs complete service delivery centres, utilizing the backend infrastructure already created in terms of other MMPs.
- ii. Expansion of self-sustaining CSC Network till the Gram Panchayat level-2.5 Lakhs CSCs i.e. at least one CSC per Gram Panchayat, more than one preferred.
- iii. Empowering District e-Governance Society (DeGS) under District Administration for implementation.
- iv. Creating and strengthening the institutional framework for the rollout and project management, thereby, supporting the State and District administrative machinery and handholding of the VLEs through local language Help Desk support.
- v. Enablement and consolidation of online services under one technology platform, hence, making the service delivery at CSCs outlets accountable, transparent, efficient and traceable, with a technology-driven relationship between all stakeholders.
- vi. Providing Centralized Technological Platform for delivery of various services in a transparent manner to the citizens.
- vii. Increasing sustainability of VLEs by sharing maximum commission earned through delivery of e-services and encouraging women as VLEs.

The number of Common Services Centres (CSC) set up across the Country, during last three (3) financial years and in current financial year is placed at **Annexure**.

(c): Under CSC 2.0 Project, there is no provision of funding to the States and Union Territories.

(d): No such irregularity has been reported to this Ministry. However, in case any irregularity is found in the functioning of any CSC, appropriate action, including deactivation of the CSC ID, shall be taken.

(e): For effective implementation of CSC 2.0 Project, various steps have been taken, such as two District Managers are deployed for handholding support to Village Level Entrepreneurs (VLEs) for enabling new services, Entrepreneurship Training Programme are conducted, bouquet of eServices are added, etc. Specifically to overcome last mile reliable

connectivity challenges at rural and inaccessible areas of the country, necessary support is provided VLE/CSCby integrating BharatNet end-points / or any other Service Providers at Gram Panchayats (GP) and extending it over a Wi-Fi Network covering all the inhabited areas of the village so as to create a very powerful service delivery platform.

Annexure

STATE/UT-WISE STATUS OF FUNCTIONAL CSCs									
State/UT	No. of Functional CSCs including Gram Panchayat Level				No. of GP	No. of Functional CSCs at GP level			
	FY16-17	FY17-18	FY18-19	FY19-20	As on Mar'19	FY16-17	FY17-18	FY18-19	FY19-20
Uttar Pradesh	38506	59328	73539	82465	59021	28321	40387	48546	62928
Maharashtra	29402	33765	50140	51407	27855	17307	21514	30556	36348
Bihar	14284	21428	28789	32472	8386	8134	16907	21751	26912
Madhya Pradesh	18425	16495	25962	30846	22822	8607	11153	16490	21752
West Bengal	11723	16435	17514	17431	3341	6203	13054	13588	14476
Rajasthan	15705	10852	14974	14925	9891	8878	7390	9156	11058
Chhattisgarh	10932	12111	14334	14062	10966	8103	8471	9599	10272
Jharkhand	6381	10937	13745	13941	4398	4393	8711	10594	11248
Odisha	5869	10909	13579	13117	6804	4484	8966	10933	10920
Gujarat	13235	7063	11801	11571	14270	8942	3716	6063	7503
Haryana	5666	8567	11616	11975	6204	3857	5939	7486	8369
Tamil Nadu	7001	12008	10791	10089	12524	5319	5723	5512	5863
Andhra Pradesh	6376	5979	8791	9370	12918	3598	4010	5772	6689
Karnataka	4390	5952	8518	9447	6024	2292	2680	4146	5098
Punjab	3525	5763	8368	8776	13016	1259	4086	6126	6625
Assam	2997	4813	5914	6751	2548	1485	4085	4777	5756
Uttarakhand	3911	4599	5837	6492	7954	3812	3569	4333	4937
Telangana	4930	4697	5213	4817	8685	2819	2658	2887	3159
Kerala	2075	2883	3883	3921	941	1021	2142	2796	2951
Himachal Pradesh	3111	2669	3684	3493	3226	2232	2350	3043	3097
Jammu & Kashmir	1293	2170	2849	2269	4204	854	1601	2035	1737
Tripura	353	613	892	959	1178	322	465	654	764
Manipur	418	692	802	843	165	256	466	523	633
Meghalaya	127	337	571	624	1463	164	258	443	525
Nagaland	58	134	242	296	1203	220	6	202	66
Mizoram	69	89	232	213	713	58	4	128	50
Arunachal Pradesh	49	141	209	165	1806	112	81	120	113
Goa	29	64	91	91	192	7	43	60	62
Sikkim	30	38	51	57	185	30	28	37	42
Union Territories									
Delhi	1803	1943	1872	2077	0	0	0	0	0
Puducherry	106	190	198	174	98	98	103	105	95
Chandigarh	63	84	81	71	12	21	22	11	9
Andaman & Nicobar	40	59	57	49	76	29	31	28	26
Dadra & N Haveli	21	42	52	52	20	9	16	24	26

Daman & Diu	18	34	43	43	15	9	7	14	13
Lakshadweep	13	7	12	10	10	11	7	9	10
GRAND TOTAL	212934	263890	345246	365361	253134	133266	180649	228547	270132
