

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 1780**  
TO BE ANSWERED ON 21.09.2020

**DIGITAL PAYMENT AND SERVICES OFFERED AT CSC**

**1780: MS. RAMYA HARIDAS:**

Will the Minister of Electronics and Information Technology be pleased to state:

- (a) whether the number of digital payments has increased in the country during the last three years;  
(b) if so, the details thereof and the number of digital payments registered during each of the last three years, State/UT-wise; and  
(c) the details of different key services like insurance, PAN card applications or ticket booking services availed at Common Service Centres (CSCs) during the said period, year-wise and service/head-wise?

**ANSWER**

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

(a): Yes, Sir. Number of digital payments has increased in the country during the last three years ie since FY 2017-18.

(b): State/UT-wise transaction details are not maintained, the total number of digital payments undertaken in the country during the last three years and current year is as under:

<b>Financial Year (FY)</b>	<b>Total number of Digital Transactions (Crores)</b>
FY 2017-18	2071
FY 2018-19	3134
FY 2019-20	4572
FY 2020-21(till August)*	1634.92

\* Final data for July and August 2020 has not yet been published by RBI

(c) : The details of different key services availed at Common Service Centres (CSCs) during the last three years, year wise and service/ head-wise are provided in **Annexure**.



**Annexure**

<b>NUMBER OF TRANSACTIONS IN KEY SERVICES DURING 2017-18 TO 2019-20 AVAILED AT CSCs</b>			
<b>Type of Service</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>
	<b>No. of Transactions (Fig in Lakh)</b>		
BCA Banking (Business Correspondent Agent)	522.20	710.37	810.31
Digipay + DMT (Domestic Money Transfer)	422.14	350.96	224.33
Insurance (New Business)	3.49	6.59	15.24
Insurance (Renewal)	11.77	16.74	22.19
PAN -Application	86.00	71.97	80.84
EPIC Printing	26.24	23.26	12.97
Bharat Bill Payment System (BBPS)	3.30	12.82	9.93
FSSAI	3.94	7.03	4.48
Electricity Bill Payment	56.40	96.18	164.20
PASSPORT-Application	3.18	4.06	4.53
E-Stamp	0.31	3.73	12.46
Swachh Bharat Abhiyan (Application)	3.68	3.13	2.01
NPS & APY (Atal Pension Yojna)	0.31	0.27	1.08
E-Recharge	76.52	39.32	47.15
IRCTC Ticket Booking	2.33	5.93	11.43
Other Tours and Travel	1.79	3.34	2.02

(Data Source: CSC Portal)

\*\*\*\*\*

