

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 1156
TO BE ANSWERED ON: 09.02.2022

COMMON SERVICE CENTRES (CSCs)

1156.SHRIMATI POONAMBEN MAADAM:

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

- (a) the details of Common Service Centres (CSCs) set by the Government, State-wise;
- (b) the detail of various services being provided by CSCs at the level of Gram Panchayats;
- (c) whether the Government is planning to increase the services under CSCs in near future; and
- (d) if so, the details thereof?

ANSWER

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

(a): Ministry of Electronics and Information Technology (MeitY) has implemented the network of Common Services Centres (CSC) under the Digital India Programme. The CSC scheme envisages setting up of at-least one CSC in each of 2.50 lakh Gram Panchayats (GPs) across the country, for delivery of various Government-to-Citizen (G2C) and other citizen-centric services to citizens. It is a self-sustainable entrepreneurship model which is run by Village Level Entrepreneurs (VLEs).

As on December 2021, total 4,46,789 CSCs are operational across all states & Union Territories of the country, out of which, total 3,48,391 CSCs are operational at Gram Panchayat (GP) level. The list of number of CSCs in the country (State/UT-wise) is enclosed at **Annexure-I**.

(b): 400 + services are being offered to the public in these CSCs. Various kind of services being offered to the public in these CSCs are placed at **Annexure-II**.

(c) and (d): Yes, Sir. CSC 2.0 Project has the mandate to establish 2.5 lakh CSCs to cover Gram Panchayats (GPs) across the country for providing various citizen centric services. CSC e-Governance Service India Limited (CSC SPV) is the implementing agency for CSC 2.0 Project and has a mandate to add bouquet of services including Government to Citizen (G2C) and Business to Citizen (B2C) services to be delivered through CSCs. CSC is a self-sustainable entrepreneurship model which is run by Village Level Entrepreneurs (VLEs). In year 2014, the available services with CSCs were less than 100 and as of December 2021, 400+ services are available with VLEs for delivery to citizen. Various Ministries/State Government are

approaching CSC SPV and also CSCSPV is facilitating for on-boarding their services on CSC Network.

Annexure-I

STATE/UT-WISE STATUS OF ROLL OUT CSCs AS ON 31 DECEMBER, 2021		
	Functional CSCs (Urban+Rural)	Functional CSCs at GP level
State/UT	31 Dec'21	31 Dec'21
Andhra Pradesh	9042	6694
Arunachal Pradesh	143	108
Assam	9384	8513
Bihar	39745	35366
Chhattisgarh	17441	13838
Goa	127	85
Gujarat	13132	9154
Haryana	18880	13263
Himachal Pradesh	4661	4097
Jharkhand	16465	13993
Karnataka	11831	7683
Kerala	5574	4338
Madhya Pradesh	36639	27269
Maharashtra	50929	38908
Manipur	913	747
Meghalaya	824	729
Mizoram	324	215
Nagaland	365	240
Odisha	15131	13181
Punjab	10884	7586
Rajasthan	20005	16139
Sikkim	76	60
Tamil Nadu	11549	7549
Telangana	6229	4271
Tripura	1432	1245
Uttar Pradesh	106578	83637
Uttarakhand	7855	5775
West Bengal	20064	17976
State Total	436222	342659
Andaman & Nicobar	55	33
Chandigarh	100	6
Dadra & NH, D&D	66	44
Delhi	3713	216
Jammu & Kashmir	6326	5230
Ladakh	75	66
Lakshadweep	14	14
Puducherry	218	123
UT Total	10567	5732

GRAND TOTAL	446789	348391
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Annexure-II

List of Services offered through CSCs

S N	CONTENTS	S N.	CONTENTS
1	Aadhaar Services	5	Educational Services
1.1	Aadhaar Services – Generation of Aadhaar	5.1	Education Services – Digital Literacy
1.2	Aadhaar Services – E-KYC & Authentication	5.2	Various On-line courses of NIELIT & NIOS, various courses of IGNOU, IITs, Private Universities
1.3	Aadhaar Services – Aadhaar Printing	5.3	Various courses of CSC Academy
1.4	Aadhaar Updates (UCL)	6	Legal Services
2	Central G2C Services - PM Welfare Schemes	6.1	Tele-Legal Consultation Services
2.1	Ayushman Bharat Yojana	6.2	E-Courts Services
2.2	PM FasalBimaYojana	7	Financial Inclusion Services
2.3	PM - Ujjwala Scheme (LPG Booking)	7.1	Financial Inclusion – Banking Services
2.4	PM - Shram Yogi Maan-dhanYojana	7.2	Financial Inclusion – DigiPay (AEPS)
2.5	PM - KisanMaan-dhanYojana	7.3	Financial Inclusion – Insurance Services
2.6	PM - KisanSammanNidhiYojana	7.4	Financial Inclusion – NPS & APY
2.7	PM - Merchant Pension Yojana	7.5	Financial Inclusion – Fastag Services
2.8	PM - Kisan Credit Cards Yojana	7.6	Financial Inclusion - CIBIL Registrations
2.9	PM - SVA NidhiYojana	8	Tours & Travels
2.1	E-Shram Registrations	8.1	Tours & Travels – IRCTC Services
3	Other Central G2C Services	8.2	Tours & Travels – Other Services
3.1	Election Commission Services	9	Utility Bill Payment Services
3.2	Passport Application	9.1	Utility Bill Payment – Bharat Bill Payment System (BBPS)
3.3	PAN Application	9.2	Utility Services – Electricity Bill Payment
3.4	Swachh Bharat Abhiyan	9.3	Utility Services – Water Bill Payment
3.5	FSSAI Registration/Licence	9.4	Utility Services – LPG Booking
3.6	JeevanPramaan	10	Healthcare Services
3.7	UdyamJyotiParichay	10.1	Healthcare Services – Tele-Medicine
3.8	Recruitment Applications through CSCs	10.2	Healthcare Services - Medicine Sales
4	State G2C Services	10.3	Healthcare Services – StreeSwabhiman
4.1	E-District Services	11	Other B2C / B2B Services
4.2	PDS Services	11.1	Grameen E-Store
4.3	Labour Registration Services	11.2	Other Services – Products Distribution
4.4	E-Stamp	11.3	Other Services – Agriculture Services
4.5	E-Vahan – Sarathi Transport Services	11.4	Other Services – Mobile/DTH Recharge
4.6	Himachal SwasthyaBimaYojana (HIMCARE)	11.5	Other Services – IT Return Filing

4.7	Other State G2C Services - Recruitment Services	11.6	Other Services - Diginame
4.8	Other State G2C Services - Municipality Services	12	Skill Development
4.9	Other State G2C Services - SwasthaBima	12.1	Skill Development : Schemes and Courses
4.1	Other State G2C Services - FasalBimaYojana	12.2	Skill Development – Job Portals
