

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION. NO. 3101
TO BE ANSWERED ON: 19.03.2025

COMMON SERVICE CENTRES

3101. SHRI PRADYUT BORDOLOI:

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of Common Service Centres (CSCs) functional at the Gram Panchayat level, State-wise including the North Eastern Region (NER);
- (b) the number of CSCs which were closed/shut down after becoming functional, State-wise particularly in the NER and the common reasons therefor;
- (c) the average income of the Village Level Entrepreneurs (VLEs) in charge of CSCs, Statewise particularly for the NER;
- (d) the average internet speed available in CSCs, State-wise particularly in the NER and the national average for the same; and
- (e) the number of transactions carried out via CSCs in the NER during the last five years?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) to (e): Common Services Centre (CSC) programme is an initiative of Government of India for enabling easy access to services for citizens. CSCs are the access points for delivery of various services to citizens. CSCs are operated by village level entrepreneurs. CSC e-Governance Services India Limited, acts as a coordinating agency to enable on boarding and delivery of services centrally through its Digital Seva technology platform.

CSC e-Governance Services India Limited has apprised that as on 31.01.2025, a total of 5,97,441 CSCs are operational across the country, with 4,73,357 CSCs functioning at the Gram Panchayat (GP) level. State wise status of CSC Rollout as on Jan 2025 including North Eastern Region (NER), is at **Annexure-I**. The number of transactions carried out via CSCs in the NER is provided in **Annexure II**.

CSC e-Governance Services India Limited has apprised that a total of 13,664 CSCs across the country including NER have been closed due to various reasons, including operational and administrative challenges such as low footfall, sustainability and reliability of stable internet connectivity. The status in respect of closed CSCs in NER is at **Annexure-III**.

Further, CSC SPV has apprised that VLEs (Village Level Entrepreneurs) operating CSCs are entrepreneurs and their income is dependent on the services provided by them and local demand, for which they receive a prescribed amount of commission for delivery of services. The revenue-sharing between CSC SPV and VLEs is in the ratio 20:80. It may be noted that no monetary support is provided by the CSC SPV to the VLEs. Further, VLEs choose various speeds from various Internet service provider as per requirement and availability for the functioning of the CSC centers.

Annexure-I.

STATUS OF CSC ROLLOUT AS ON JANUARY-2025		
State/UT	Functional CSCs (Urban + Rural)	Functional CSCs at GP level

ANDAMAN & NICOBAR	92	68
ANDHRA PRADESH	13,015	9,620
ARUNACHAL PRADESH	275	205
ASSAM	15,821	14,502
BIHAR	56,556	50,383
CHANDIGARH	117	9
CHHATTISGARH	20,782	16,601
Dadra & NH, D&D	160	113
DELHI	4573	0
GOA	280	210
GUJARAT	18,638	13,300
HARYANA	20,074	14,044
HIMACHAL PRADESH	6,407	5,662
JAMMU & KASHMIR	7,933	6,685
JHARKHAND	25,369	22,309
KARNATAKA	19,129	14,910
KERALA	9,948	7,965
LADAKH	79	66
LAKSHADWEEP	22	22
MADHYA PRADESH	50,434	38,242
MAHARASHTRA	59,149	44,328
MANIPUR	1,093	888
MEGHALAYA	1,134	1,027
MIZORAM	602	432
NAGALAND	541	364
ODISHA	23,496	20,798
PUDUCHERRY	319	184
PUNJAB	10,058	7,021
RAJASTHAN	23,770	18,831
SIKKIM	233	199
TAMIL NADU	19,562	13,506
TELANGANA	8,381	5,553
TRIPURA	2,010	1,647
UTTAR PRADESH	1,42,356	1,13,664
UTTARAKHAND	9,498	7,047
WEST BENGAL	25,535	22,952
TOTAL	5,97,441	4,73,357

STATE WISE TRANSACTION NORTH EASTERN REGION FY-20-21 TO FY-24-					
25					
State	2020-21	2021-22	2022-23	2023-24	2024-25 (Apr'24-Jan'25)
ARUNACHAL PRADESH	0.89	1.39	1.70	1.28	1.42
ASSAM	41.05	75.28	88.81	138.60	115.02
MANIPUR	4.01	6.11	4.03	2.89	3.01
MEGHALAYA	2.32	4.64	4.50	10.10	8.69
MIZORAM	0.48	1.09	1.81	2.80	2.75
NAGALAND	1.08	3.44	2.11	3.60	2.16
SIKKIM	0.63	0.91	0.83	0.81	0.52
TRIPURA	11.56	22.02	20.00	34.50	16.72
Grand Total	62.01	114.88	123.81	194.58	150.30

Annexure III

STATUS OF CSC CLOSED AS ON JANUARY-2025	
State/UT	No of CSCs
ANDAMAN & NICOBAR	0
ANDHRA PRADESH	653
ARUNACHAL PRADESH	5
ASSAM	96
BIHAR	568
CHANDIGARH	4
CHHATTISGARH	571
Dadra & NH, D&D	6
DELHI	20
GOA	33
GUJARAT	63
HARYANA	270
HIMACHAL PRADESH	65
JAMMU & KASHMIR	194
JHARKHAND	848
KARNATAKA	476
KERALA	51
LADAKH	7
LAKSHADWEEP	0
MADHYA PRADESH	516
MAHARASHTRA	3,885
MANIPUR	26
MEGHALAYA	39
MIZORAM	1
NAGALAND	3
ODISHA	183
PUDUCHERRY	7
PUNJAB	62
RAJASTHAN	1,363
SIKKIM	23
TAMIL NADU	158
TELANGANA	27
TRIPURA	111
UTTAR PRADESH	2,570
UTTARAKHAND	191
WEST BENGAL	569
TOTAL	13,664
