

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 5221
TO BE ANSWERED ON: 02.04.2025

COMMON SERVICE CENTRES IN RAJASTHAN

†5221. **SHRI CHANDRA PRAKASH JOSHI:**

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

- (a) the total number of Common Service Centres operating in the State of Rajasthan, district-wise;
- (b) the total number of Common Service Centres targeted to be set up in Rajasthan along with the targeted year by which the said centres are likely to be set up;
- (c) whether the Government has received any complaints regarding demand of unnecessary charges at Common Services Centres; and
- (d) if so, the details thereof?

ANSWER

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

(a): 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. Common Services Centres (CSCs) deliver over 800 services including government services, financial services and services related to Aadhaar, various social welfare schemes, education, telemedicine, travel bookings, utility payments, etc.

CSC e-Governance Services India Limited has apprised that as on 28.02.2025, a total of 5,72,664 CSCs are functional across the country, with 4,51,880 CSCs functional at the Gram Panchayat (GP) level. In Rajasthan, 20,914 CSCs are currently functional, including 16,356 at the Gram Panchayat level. The district-wise status of operational/functional CSCs is at **Annexure-I**.

(b): The Project CSC 2.0 was envisaged to expand of CSCs till Gram panchayat level with at least one CSC in each Gram Panchayat and to provide access of e-services to the citizens. CSC e-Governance Services India Limited has apprised that all 11,340 Gram Panchayats in Rajasthan have been covered with at least one CSC.

(c) and (d): CSC e-Governance Services India Limited apprised that during the current financial year (2024-25), 67 complaints have been received regarding the demand for unnecessary charges

at CSCs through the CSC's helpline, District Administration, and CPGRAMS portal. Each complaint undergoes a thorough investigation, and corrective actions are taken, including:

- Immediate blocking of the CSC ID of the concerned VLEs until the investigation is completed.
- Issuance of show cause notices to the respective VLEs.

Annexure-I

DISTRICT WISE NUMBER OF FUNCTIONAL CSCs in RAJASTHAN AS ON FEBRUARY-2025

S.No	District_Name	Total (Urban+Rural)	Rural	Urban
1	Ajmer	560	391	169
2	Alwar	530	439	91
3	Anoopgarh	193	169	24
4	Balotra	304	286	18
5	Banswara	593	534	59
6	Baran	614	500	114
7	Barmer	494	460	34
8	Beawar	235	179	56
9	Bharatpur	487	330	157
10	Bhilwara	574	447	127
11	Bikaner	534	372	162
12	Bundi	493	390	103
13	Chittorgarh	465	388	77
14	Churu	657	490	167
15	Dausa	562	474	88
16	Deeg	271	203	68
17	Dholpur	499	390	109
18	Didwana	445	358	87
19	Dudu	91	91	0
20	Dungarpur	330	314	16
21	Ganganagar	355	249	106
22	Gangapurcity	197	154	43
23	Hanumangarh	712	564	148
24	Jaipur	824	295	529
25	Jaipur Gramin	458	412	46
26	Jaisalmer	174	154	20
27	Jalore	320	283	37
28	Jhalawar	775	658	117

28	Jhunjhunu	461	335	126
30	Jodhpur	318	125	193
31	Jodhpur Gramin	471	430	41
32	Karauli	393	284	109
33	Kekri	230	188	42
34	Khairthal-Tijara	200	151	49
35	Kota	724	359	365
